

**RULES, REGULATIONS, AND  
SCHEDULE OF RATES AND CHARGES  
APPLICABLE TO END USERS**

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

**FURNISHED BY**

**METROPOLITAN TELECOMMUNICATIONS OF NORTH DAKOTA, LLC  
D/B/A METTEL**

**WITHIN THE STATE OF NORTH DAKOTA**

**This Product Guide includes the rates, charges, terms and conditions of service for the provision of local exchange services by Metropolitan Telecommunications of North Dakota, LLC ("MetTel") between locations within the State of North Dakota. This Product Guide will be published on the company's website: <https://www.mettel.net/about-mettel/legal/tariffs-product-guides/>**

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### CHECK SHEET

The Title Page and pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original Product Guide that are in effect on the date shown on each page. An (\*) asterisk indicates a revision was made on the effective date noted on this page.

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| <u>Page No.</u> | <u>Revision</u>           | <u>Page No.</u> | <u>Revision</u>          | <u>Page No.</u> | <u>Revision</u>         |
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| 1               | Original                  | 43              | 2 <sup>nd</sup> Revised  | 83              | Original                |
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| 18              | Original                  | 60              | 1 <sup>st</sup> Revised  | 100             | Original                |
| 19              | Original                  | 61              | 1 <sup>st</sup> Revised  | 101             | Original                |
| 20              | Original                  | 62              | 1 <sup>st</sup> Revised  | 102             | Original                |
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| 25              | Original                  | 67              | 6 <sup>th</sup> Revised* |                 |                         |
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| 33              | Original                  | 75              | 1 <sup>st</sup> Revised  |                 |                         |
| 34              | Original                  | 76              | 5 <sup>th</sup> Revised  |                 |                         |
| 35              | Original                  | 77              | 5 <sup>th</sup> Revised  |                 |                         |
| 36              | Original                  | 78              | Original                 |                 |                         |
| 37              | Original                  | 79              | 6 <sup>th</sup> Revised  |                 |                         |
| 38              | Original                  | 79.1            | Original                 |                 |                         |
| 39              | Original                  | 79.2            | 1 <sup>st</sup> Revised  |                 |                         |
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### EXPLANATION OF SYMBOLS

The following symbols shall be used in this Product Guide for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate and regulation.
- (I) To signify increased rate.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text but no change in rate or regulation.

APPLICATION OF PRODUCT GUIDE

This Product Guide sets forth the service offerings, rates, terms and conditions applicable to the local exchange telecommunications services provided by Metropolitan Telecommunications of North Dakota, LLC to customers within the state of North Dakota.

## SECTION 1.0 – DEFINITIONS

For the purpose of this Product Guide, the following definitions will apply:

**Access Line** - An arrangement which connects the Customer's location to a switching center or point of presence.

**Account Codes** - Optional, Customer-defined digits that allow the Customer to identify the individual user, department or client associated with a call. Account Codes appear on the Customer bill.

**Advance Payment** - Part or all of a payment required before the start of service.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

**Business** - A class of service provided to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is primarily or substantially of a business, professional or occupational nature.

**Commission** - North Dakota Public Utilities Commission.

**Company or Carrier** - Metropolitan Telecommunications of North Dakota, LLC, MetTel, unless otherwise clearly indicated by the context.

**Customer** - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's Product Guide.

**Deposit** - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

**SECTION 1.0 - DEFINITIONS, (CONTINUED)**

**DID Trunk** - A form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of the Company operator.

**Dial Pulse (or "DP")** - The pulse type employed by rotary dial station sets.

**Dual Tone Multi-Frequency (or "DTMF")** - The pulse type employed by tone dial station sets.

**End User** - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this Product Guide. The End User is responsible for payment unless the charges for the services utilized are accepted and paid for by another Customer.

**End Office** - With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's "end office" for purposes of this Product Guide shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide ("LERG"), issued by Bellcore.

**Hearing Impaired** - Those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

**Hunting** - Routes a call to an idle station line in a prearranged group when the called station line is busy.

**In-Only** - A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

**IXC or Interexchange Carrier** - A long distance telecommunications services provider.

**SECTION 1.0 - DEFINITIONS, (CONTINUED)**

**LATA** - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Product Guide F.C.C. No. 4.

**LEC** - Local Exchange Company

**Minimum Point of Presence ("MPOP")** - The main telephone closet in the Customer's building.

**Monthly Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**Multi-Frequency or ("MF")** - An inter-machine pulse type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

**Non-Recurring Charge ("NRC")** - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**Other Telephone Company** - An Exchange Telephone Company, other than the Company.

**PBX** - Private Branch Exchange

**Premises** - A building or buildings on contiguous property.

**Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment which continue for the agreed upon duration of the service.



**SECTION 1.0 - DEFINITIONS, (CONTINUED)**

**Service Commencement Date** - The first day following the date on which the Company notifies the Customer that the requested service is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order and this Product Guide, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

**Service Order** - The written request for services executed by the Customer and the Company in the format devised by the Company. The signing of an Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Product Guide, but the duration of the service is calculated from the Service Commencement Date.

**Telephone Company** - Used throughout this Product Guide to mean Metropolitan Telecommunications of North Dakota, LLC, "MetTel," unless clearly indicated otherwise by the text.

**TBD** - To Be Determined.

**Two Way** - A service attribute that includes outward dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

**Usage Based Charges** - Charges for minutes or messages traversing over local exchange facilities.

**User or End User** - A Customer, Joint User, or any other person authorized by a Customer to use service provider under this Product Guide.

## **SECTION 2.0 - RULES AND REGULATIONS**

### **2.1 Undertaking of the Company**

#### **2.1.1 Scope**

The Company undertakes to furnish communications service pursuant to the terms of this Product Guide in connection with one-way and/or two-way information transmission originating from points within the State of North Dakota, and terminating within a local calling area as defined herein.

The Company is responsible under this Product Guide only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

#### **2.1.2 Shortage of Equipment or Facilities**

- (A)** The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- (B)** The furnishing of service under this Product Guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions**

- (A) Service is provided on the basis of a minimum period of at least six months, 24 hours per day. For the purpose of computing charges in this Product Guide, a month is considered to have thirty (30) days.
- (B) Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Product Guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- (C) Except as otherwise stated in the Product Guide, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon thirty (30) days written notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this Product Guide prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- (D) Service may be terminated upon written notice to the Customer if:
  - (1) the Customer is using the service in violation of this Product Guide; or
  - (2) the Customer is using the service in violation of the law.
- (E) This Product Guide shall be interpreted and governed by the laws of the State of North Dakota without regard for its choice of laws provision.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions, (cont'd.)**

- (F)** Any Other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- (G)** To the extent that either the Company or any Other Telephone Company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the Other Telephone Company shall jointly attempt to obtain from the owner of the property access for the other party to serve a person or entity.
- (H)** The Company hereby reserves its rights to establish service packages specific to a particular Customer. These contracts may or may not be associated with volume and/or term discounts.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability**

- A. Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.6.
- B. Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.6, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability (Cont'd.)**

- (D) The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- (1) Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  - (2) Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  - (3) Any unlawful or unauthorized use of the Company's facilities and services;
  - (4) Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of company-provided facilities or services;
  - (5) Breach in the privacy or security of communications transmitted over the Company's facilities, which is not the result of the negligence of the Company;

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability (Cont'd.)**

**(D) (cont'd)**

- (6)** Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph (A) of this Subsection 2.1.4.
- (7)** Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
- (8)** Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to Carrier's facilities;
- (9)** Any noncompletion of calls due to network busy conditions;
- (10)** Any calls not actually attempted to be completed during any period that service is unavailable;
- (11)** Breach in the privacy or security of communications transmitted over Carrier's facilities, which is not the result of the negligence of the Company;

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability (Cont'd.)**

- (E) The Company does not guarantee nor make any warranty with respect to installations provided for use in an explosive atmosphere.
- (F) Failure by the Company to assert its rights pursuant to one provision of this Product Guide does not preclude the Company from asserting its rights under other provisions.

**2.1.5 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but may affect Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.



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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities**

- (A) The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- (B) The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided by the Customer.
- (C) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the equipment is provided.
- (D) Except as otherwise indicated, Customer provided station equipment at the Customer's premises for use in connection with the service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
- (E) The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Product Guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Product Guide and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
  - (1) the through transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
  - (2) the reception of signals by Customer-provided equipment; or
  - (3) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.7 Non-Routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

**2.1.8 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this Product Guide, special construction or facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- (A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- (B) of a type other than that which the Company would normally utilize in the furnishing of its services;
- (C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- (D) in a quantity greater than that which the company would normally construct;
- (E) on an expedited basis;
- (F) on a temporary basis until permanent facilities are available;
- (G) involving abnormal costs; or
- (H) in advance of its normal construction.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.9 Ownership of Facilities**

Title to all facilities provided in accordance with this Product Guide remains in the Company, its partners, agents, contractors or suppliers.

**2.2 Prohibited Uses**

- 2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2** The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the North Dakota Public Utilities Commission's regulations, policies, orders, and decisions.
- 2.2.3** The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4** A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this Product Guide will apply.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.3 Obligations of the Customer**

**2.3.1 General**

The Customer shall be responsible for:

- (A) the payment of all applicable charges pursuant to this Product Guide;
- (B) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- (C) providing at no charge, as specified from time to time by the Company, any needed equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- (D) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(C). Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.3 Obligations of the Customer**

**2.3.1 General (cont'd.)**

- (E) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;
- (F) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in an Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(D); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- (G) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- (H) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.3 Obligations of the Customer (Cont'd.)**

**2.3.2 Liability of the Customer**

- A. The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- B. To the extent caused by any negligent or intentional act of the Customer as described in A., preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other Price List of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- C. The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this Price List including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this Price List is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.4 Customer Equipment and Channels**

**2.4.1 General**

A user may transmit or receive information or signals via the facilities of the Company. The Company's services are designated primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this Product Guide. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this Product Guide.

**2.4.2 Station Equipment**

- (A) Terminal equipment of the user's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the user. The user is responsible for the provision of wiring or cable to connect its terminal equipment to the Company MPOP.
- (B) The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.4 Customer Equipment and Channels (Cont'd.)**

**2.4.3 Interconnection of Facilities**

- (A) Local Traffic Exchange provides the ability for another local exchange provider to terminate local traffic on the Company's network. In order to qualify for Local Traffic Exchange the call must: (a) be originated by an end user of a company that is authorized by the North Dakota Public Utilities Commission to provide local exchange service; (b) originate and terminate within a local calling area of the Company.
- (B) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- (C) Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the Product Guides of the other communications carriers which are applicable to such connections.
- (D) Facilities furnished under this Product Guide may be connected to Customer provided terminal equipment in accordance with the provisions of this Product Guide. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.



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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.4 Customer Equipment and Channels (Cont'd.)**

**2.4.4 Inspections**

- (A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- (B) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.
- (C) If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.5 Customer Deposits and Advance Payments**

**2.5.1 Advance Payments**

The Company does not collect advance payments from Customers.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.5 Customer Deposits and Advance Payments (Cont'd.)**

**2.5.2 Deposits**

The Company does not require deposits from Customers.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements**

**2.6.1 Payment for Services**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state, federal and 911 taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Network Services.

The security of the Customer's PIN is the responsibility of the Customer. All calls placed using a PIN shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of PINs arising after the Customer notifies the Company of the loss, theft, or other breach of security of such PINs. Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.

**2.6.2 Billing and Collection of Charges**

The Customer is responsible for payment of all charges incurred by the Customer or other users for services and facilities furnished to the Customer by the Company.

- (A) Non-recurring charges are due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company.
- (B) The Company shall present invoices for recurring charges monthly to the Customer and recurring charges shall be due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.
- (C) When service does not begin on the first day of the month, or end of the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.2 Billing and Collection of Charges (Cont'd.)**

- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this Price List or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- E. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within twenty (20) days of the mail date on the bill, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%.
- F. The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check or other payment type submitted by the Customer to the Company that a bank or other financial institution refuses to honor.
- G. If service is disconnected by the Company in accordance with Section 2.5.6 following and later restored, restoration of service will be subject to all applicable installation charges.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.3 Discontinuance of Service for Cause**

The Company may discontinue service for the following reasons provided in this Section 2.6.3. Customers will be provided five (5) days written notice prior to discontinuance unless otherwise indicated.

Upon the Company's discontinuance of service to the Customer under Section 2.6.3(A) or 2.6.3(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this Product Guide, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

- (A) Upon nonpayment of any amounts owing to the Company, the Company may discontinue or suspend service without incurring any liability. Non-payment of disputed charges by Customer does not constitute discontinuance or suspension of service. Disputed charges will be due after Customer and Company resolve dispute.
- (B) Upon violation of any of the other material terms or conditions for furnishing service the Company may, discontinue or suspend service without incurring any liability if such violation continues during that period.
- (C) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- (D) Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- (E) Upon any governmental prohibition or governmental required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.6 Payment Arrangements, (Continued)**

**2.6.3 Discontinuance of Service for Cause**

- (F) Without notice in the event of fraudulent use of the Company's network. The Customer will be liable for all related costs. The Customer will also be responsible for payment of any reconnection charges.
- (G) Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect the Company's service to others.
- (H) Without notice in the event of tampering with the equipment or services furnished by the Company.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.6 Payment Arrangements, (Continued)**

**2.6.4 Notice to Company for Cancellation of Service**

Customers desiring to terminate service shall provide the Company thirty (30) days notice of desire to terminate service. If special construction is involved, the required notice shall be written.

**2.6.5 Cancellation of Application for Service**

- (A) Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- (B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- (C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- (D) The special charges described in 2.6.5(A) through 2.6.5(C) will be calculated and applied on a case-by-case basis.



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**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.6 Payment Arrangements, (Continued)**

**2.6.6 Changes in Services Requested**

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

**2.6.7 Bad Check Charge**

A service charge of \$25.00 will be assessed in accordance with North Dakota law for all checks returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

**2.7 Allowances for Interruptions in Service**

**2.7.1 General**

- (A) A credit allowance will be given when service is interrupted, except as specified in Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this Product Guide.
- (B) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.7 Allowances for Interruptions in Service, (Continued)**

**2.7.1 General (Continued)**

- (C) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- (D) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

**2.7.2 Limitations of Allowances**

No credit allowance will be made for any interruption in service:

- (A) Due to the negligence of or noncompliance with the provisions of this Product Guide by any person or entity other than the Company, including but not limited to the Customer;
- (B) Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- (C) Due to circumstances or causes beyond the reasonable control of the Company;
- (D) During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.7 Allowances for Interruptions in Service, (Continued)**

**2.7.2 Limitations of Allowances**

- (E) A service will not be deemed to be interrupted if a Customer continues voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider:
- (F) During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (G) That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction.

**2.7.3 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.7 Allowances for Interruption in Service, (Continued)**

**2.7.4 Application of Credits for Interruptions in Service**

- (A) Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- (B) For calculating credit allowances, every month is considered to have thirty (30) days.
- (C) A credit allowance will be given for interruption of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONTINUED)**

**2.7 Allowances for Interruption in Service, (Continued)**

**2.7.4 Application of Credits for Interruptions in Service, (Continued)**

**(D) Interruptions of 24 Hours or Less**

| <b>Length of Interruption</b>              | <b>Amount of Service to be Credited</b> |
|--------------------------------------------|-----------------------------------------|
| Less than 30 minutes                       | None                                    |
| 30 minutes up to but not including 3 hours | 1/10 Day                                |
| 3 hours up to but not including 6 hours    | 1/5 Day                                 |
| 6 hours up to but not including 9 hours    | 2/5 Day                                 |
| 9 hours up to but not including 12 hours   | 3/5 Day                                 |
| 12 hours up to but not including 15 hours  | 4/5 Day                                 |
| 15 hours up to but not including 24 hours  | One Day                                 |

**(E) Interruptions Over 24 Hours and Less Than 72 Hours**

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

**(F) Interruptions Over 72 Hours**

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one-month period.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.7 Allowances for Interruption in Service, (Continued)**

**2.7.5 Limitations on Allowances**

No credit allowance will be made for:

- (A) interruptions due to the negligence of or noncompliance with the provisions of this Product Guide by the Customer, authorized user or joint user;
- (B) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer;
- (C) interruptions of service during any period in which the Company is not given full access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (D) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (E) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (F) interruption of service due to circumstances or causes beyond the reasonable control of Company; and
- (G) that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

**2.7.6 Cancellation For Service Interruption**

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of eight (8) hours or more or cumulative service credits equaling sixteen (16) hours in a continuous twelve (12) month period. The right to cancel service under this provision applies only to the single circuit which has been subject to the outage or cumulative service credits.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.8 Cancellation of Service/Termination Liability**

If a Customer cancels a service order or terminates services before the completion of the term for any reason other than a service interruption (as defined in Section 2.7.1) or where the Company breaches the terms in the service contract, Customer may be requested by the Company to pay to Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in Section 2.6.2.

**2.8.1 Termination Liability**

Customer's termination liability for cancellation of service shall be equal to:

- (A) all unpaid non-recurring charges reasonably expended by Company to establish service to Customer, plus;
- (B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus;
- (C) all recurring charges specified in the applicable Service Order for the balance of the then current term discounted at the prime rate announced in the *Wall Street Journal* on the third business day following the date of cancellation;
- (D) minus a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.9 Reserved for Future Use**

**2.10 Use of Customer's Service by Others**

**2.10.1 Resale and Sharing**

There are no prohibitions or limitations on the resale of services. Prices for services appear in the price sheet attached to this Product Guide. Any service provided under this Product Guide may be resold to or shared with other persons at the option of Customer, subject to compliance with any applicable laws of the North Dakota Public Utilities Commission regulations governing such resale or sharing. The Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this Product Guide, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

**2.10.2 Reserved for Future Use**

**2.11 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties to a) any subsidiary, parent company or affiliate of the Company; b) pursuant to any sale or transfer of substantially all the assets of the Company; or c) pursuant to any financing, merger or reorganization of the Company.



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**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.12 Notices and Communications**

- 2.12.2** The Customer shall designate on the service order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.12.3** The Company shall designate on the service order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.12.4** Except as otherwise stated in this Product Guide, all notices or other communications required to be given pursuant to this Product Guide will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.12.5** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

### **SECTION 3.0 – SERVICE AREAS**

#### **3.1 Exchange Service Areas**

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs:

- 1) Qwest Corporation

Local Calling Areas and exchanges are equivalent to those specified by Qwest Corporation in its Exchange and Network Services Product Guide, Section 5.

#### **3.2 Rate Groups**

Charges for local services provided by the Company may be based, in part, on the Rate Group associated with the Customers End Office. The Rate Group is determined by the total access lines and PBX trunks in the local calling area which can be reached from each End Office.

In the event that an Incumbent LEC or the North Dakota Public Utilities Commission reclassifies an exchange from one Rate Group to another, the reclassification will also apply to customers who purchase services under this Product Guide. Local calling areas and Rate Group assignments are equivalent to those areas and groups specified in Qwest's North Dakota Exchange and Network Services Catalog.

## **SECTION 4.0 – SERVICE CHARGES AND SURCHARGES**

### **4.1 Service Order and Change Charges (Qwest Service Areas)**

Non-recurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's primary interexchange carrier (PIC) code.

|                                           | <u>Business</u> |
|-------------------------------------------|-----------------|
| New Line Connection Charge                |                 |
| First Line                                | \$200.00 (I)    |
| Each Additional Line                      | \$200.00 (I)    |
| Move Service -Different Premises          |                 |
| First Line                                | \$200.00 (I)    |
| Each Additional Line                      | \$200.00 (I)    |
| Change of Service Charge (per line)       | \$24.75 (I)     |
| Telephone Number Change                   |                 |
| First Line                                | \$37.06         |
| Each Additional Line                      | \$19.57         |
| Record Order Charge                       |                 |
| First Line                                | \$37.06         |
| Each Additional Line                      | \$19.57         |
| Rewire Charge                             |                 |
| First Line                                | \$37.06         |
| Each Additional Line                      | \$19.57         |
| Features – Add/Change /Delete (per order) | \$24.00         |

### **4.2 Maintenance Visit Charges**

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities.

The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service vary by time per Customer request.

|                      | <u>Business</u> |
|----------------------|-----------------|
| First hour           | 250.00          |
| Each Additional Hour | 125.00          |

### **4.3 Restoration of Service**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

|                          | <u>Business</u> |
|--------------------------|-----------------|
| Per occasion/ First Line | \$37.06         |
| Second Line              | \$19.57         |

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS**

### **5.1 General**

#### **5.1.1 Services Offered**

The following Network Services are available to business Customers and for resale by other carriers certificated by the North Dakota Public Utilities Commission:

Standard Business Line Service  
PBX Trunk Service  
Direct Inward Dial (DID) Service  
Advanced Services  
Optional Calling Features

The following services are available to business Customers and are not offered on a resale basis as of the effective date of this page.

Listing Services (including Non Published and Non Listed Services)  
Directory Assistance  
Miscellaneous Services (including Vanity Numbers and Number Portability)

#### **5.1.2 Application of Rates and Charges**

All services offered in this Product Guide are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Non-Recurring and Monthly Recurring Charges. Charges for local calling services may be assessed on a measured rate basis and are additional to monthly recurring charges shown for Business lines, PBX Trunks, DID Trunks and Digital/DS1 service.

**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D)**

**5.1 General (Continued)**

**5.1.3 Reserved for Future Use**

**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.2 Call Timing for Usage Sensitive Services**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 5.2.1** Calls are measured in durational increments identified for each service. All calls, which are fractions of a measurement increment, are rounded-up to the next whole unit.
- 5.2.2** Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- 5.2.3** Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- 5.2.4** Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 5.2.5** All times refer to local time.

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.3 Distance Calculations**

Where charges for a service are specified based upon distance, the following rules apply:

**5.3.1** Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in Local Exchange Routing Guide issued by Bellcore, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is not telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

**5.3.2** The airline distance between any two rate centers is determined as follows:

Step 1: Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced Bellcore document.

Step 2: Computer the difference between he "V" coordinate of the two rate centers; and the difference between the two "H" coordinates.

Step 3: Square each difference obtained in step (b) above.

Step 4: Add the square of the "V" difference and the square of the "H" difference obtained in step C) above.

Step 5: Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.

Step 6: Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

**5.3.3** The formula for distance calculations is:

$$(V_1 - V_2)^2 + (H_1 - H_2)^2 \qquad 10$$

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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.4 Rate Periods for Time of Day Sensitive Services**

**5.4.1** For time of day, usage sensitive services, the following rate periods apply unless otherwise specified in this Product Guide.

|             | MON | TUES | WED | THUR | FRI | SAT | SUN |
|-------------|-----|------|-----|------|-----|-----|-----|
| 8:00 AM TO  |     |      |     |      |     |     |     |
| 5:00 PM*    |     |      |     |      |     |     |     |
| 5:00 PM     |     |      |     |      |     |     |     |
| TO          |     |      |     |      |     |     |     |
| 11:00 PM*   |     |      |     |      |     |     |     |
| 11:00 PM TO |     |      |     |      |     |     |     |
| 8:00 AM*    |     |      |     |      |     |     |     |

DAYTIME RATE PERIOD

EVENING RATE PERIOD

EVE

NIGHT /WEEKEND RATE PERIOD

\*Up to but not including.

**5.4.2** Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call, based on the time of day at the Customer location.

**5.4.3** For services subject to holiday discounts, the following are Company recognized national holidays, determined at the location of the calling station. The evening rate is used on national holidays, unless a lower rate normally would apply.

|                  |                       |
|------------------|-----------------------|
| New Year's Day   | January 1             |
| Memorial Day     | As Federally Observed |
| Independence Day | July 4                |
| Thanksgiving Day | As Federally Observed |
| Christmas Day    | December 25           |



## **SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

### **5.5 Standard Business Line**

The Standard Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy.

### **5.6 PBX Trunk Service**

Basic PBX Trunk Service provides a Customer with a single, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Basic PBX Trunk is provided with touch-tone signaling and may be configured into a hunt group at no additional charge with other Company-provided Basic PBX Trunks. The signal is an analog signal at the DS0 level.

**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.8 Reserved for Future Use**

**5.9 Direct Inward Dialing (DID) Service**

Direct Inward Dialing ("DID") permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.10 Reserved for Future Use**

**5.11 Optional Calling Features**

The features listed in Section 5.11.1 are offered by the Company to Business Customers. Refer to Price Lists in Sections 6 and 7 of this Product Guide for specific features offered with each type of local exchange service.

**5.11.1 Features Descriptions**

- (A) **Selective Call Forwarding:** Allows a customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.
- (B) **Selective Call Waiting:** Includes the Call Waiting or Call Waiting Identification functionality and, in addition, allows the customer to establish and modify a list of telephone numbers that trigger the Call Waiting tone when the customer's line is in use. Calls from telephone numbers not on the list, or calls from unidentified callers will either hear busy tone when the customer's line is busy or if the customer subscribes to Voice Mail service, the call will be routed to the customer's mailbox.
- (C) **Call Forwarding Variable:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.
- (D) **Call Forwarding Variable, Remote Access:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-user's exchange line or remotely from some other line. Remote access requires the end-user to (1) dial a special access number 2) enter their seven-digit telephone number and 3) enter a personal identification number prior to forwarding their calls.

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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.11 Optional Calling Features (Continued)**

**5.11.1 Features Descriptions (Continued)**

- (E) **Call Forwarding Don't Answer, Basic:** Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.
- (F) **Call Forwarding - Don't Answer (Expanded):** Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the customer does not answer after a preset number of ringing cycles.
- (G) **Call Forwarding - Don't Answer (Programmable):** Allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.
- (H) **Call Forwarding Busy Line, Basic:** Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.
- (I) **Call Forwarding - Busy Line (Programmable):** Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.
- (J) **Call Forwarding - Busy Line/Don't Answer (Expanded):** Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy or if the customer does not answer after a preset number of ringing cycles.
- (K) **Call Forwarding - Busy Line (External)/Don't Answer:** Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system, but within the same central office switch if the called number is busy or to any number within the same central office switch if the customer does not answer after a preset number of rings (where available).

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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.11 Optional Calling Features (Continued)**

**5.11.1 Features Descriptions (Continued)**

- (L) Call Forwarding - Busy Line (Overflow)/Don't Answer:** Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy or if the customer does not answer after a preset number of rings.
- (M) Call Waiting - Basic:** Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activate by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.
- (N) Caller ID - Number:** Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.
- (O) Caller ID - Name & Number:** Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.11 Optional Calling Features (Continued)**

**5.11.1 Features Descriptions (Continued)**

- (P) Call Rejection:** Permits the end-user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number. When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Call Rejection is offered as a stand-alone feature or as an add-on to Caller ID Deluxe.
- (Q) Call Transfer:** Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three party connection, and then to leave the connection without disconnecting the call.
- (R) Call Return:** Allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.
- (S) Hot Line Service:** Allows a customer to establish a switched connection to a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number.
- (T) Warm Line Service:** Allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office switching equipment.
- (U) Priority Call:** Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at his/her location when calls are received from callers' telephone numbers on that list.

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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.11 Optional Calling Features (Continued)**

**5.11.1 Features Descriptions (Continued)**

(V) **Call Tracing:** Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.

(W) **Repeat Dialing:** Permits the end-user to have calls automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:

Calls to 800 Service numbers  
Calls to 900 Service numbers  
Calls preceded by an interexchange carrier access code  
International Direct Distance Dialed calls  
Calls to Directory Assistance  
Calls to 911

(X) **Speed Calling:** Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the speed calling list without assistance from the Company.

(Y) **Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.12 Listing Services**

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

**5.12.1 Non-Published Service**

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

**5.12.2 Non-Listed Service**

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

**5.13 Directory Assistance**

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance.



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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.14 Reserved for Future Use**

**5.15 Reserved for Future Use**

**5.16 Miscellaneous Services**

**5.16.1 Main Number Retention**

Main Number Retention is an optional feature by which a Customer, who was formally a customer of another certified local exchange carrier at the same premises location, may retain its main telephone numbers and main fax numbers for use with the Company-provided Exchange Services. Main Number Retention service is only available in areas where the Company maintains some form of number retention arrangement with the Customer's former local exchange carrier.

**5.16.2 Pay Per Call Blocking/Unblocking**

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

**5.16.3 Vanity Number Service**

This service provides for the reservation of special or unique telephone number and fax number for use with the Company-provided exchange services.

**5.16.4 Presubscription Services**

This service provides for the Presubscription of local exchange lines provided by the Company to the intraLATA and interLATA long distance carrier(s) selected by the Customer.

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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.17 MetPak Plus Bundled Service Plan**

**5.17.1 Description**

MetPak Plus Bundled Plan is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to unlimited use of the services/features specified below:

**(A) Standard Features**

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Easy Access (Star 98)
- Last Call Return
- Message Waiting Indication - Audible or Audible/Visual
- Series Hunting
- Three-Way Calling

- (B)** In addition to choosing services or features from the list in the preceding, a customer may also select services or features at rates and charges specified elsewhere.

**5.17.2 Terms and Conditions**

- (A)** All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- (B)** A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
- (C)** A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

### **5.17 MetPak Plus Bundled Service Plan (Continued)**

#### **5.17.2 Terms and Conditions (Continued)**

- (D) A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.
- (E) All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.

#### **5.17.3 Rates and Charges**

- (A) The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in the Exchange and Network Services section of this Product Guide.
- (B) Normal nonrecurring charges associated with the line as specified in the Exchange and Network Services portion of this Product Guide apply where MetPak Plus Bundled Plan is provided in association with the installation of a new business individual or additional flat rate line or the move of a business individual or additional flat rate line from one location to another.
- (C) Services or features specified in 5.17.1 (A), preceding may be added to or changed in the package without a nonrecurring charge.
- (D) Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified in 5.17.1 (A), preceding, when added to the Metpak Plus service.
- (E) Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply to each flat rate business line as part of the MetPak Plus Bundle.
- (F) MetPak Plus Bundled Plan will be provided at the following rate:

#### Monthly Rate

Per individual or additional flat rate business line

| Month to Month | 12 Months   | 24 Months   | 36 Months   |
|----------------|-------------|-------------|-------------|
| \$64.00 (I)    | \$57.60 (I) | \$54.40 (I) | \$51.20 (I) |

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.17 MetPak Plus Bundled Service Plan (Continued)**

**5.17.4 Term Agreement Pricing**

- (A) A discount will be applied to the monthly rates specified in 5.17.3 (F) when a customer agrees to subscribe to one or more MetPak Plus Line packages for a specific term. The discounts and required terms are as follows:

| DISCOUNT | TERM      |     |
|----------|-----------|-----|
| 10%      | 12 months | (C) |
| 15%      | 24 months | (C) |
| 20%      | 36 months | (C) |

- (B) The discount(s) will apply when a customer agrees to subscribe to one or more packages for 12, 24, or 36 months.
- (C) The discounts specified above apply for each MetPak Plus Line package subscribed to by the customer under the Term Agreement Pricing Plan.
- (D) All qualifying packages must be at the same location, for the same customer, on the same billing number.
- (E) Any MetPak Plus Line package added after the establishment of the initial term agreement discount period may be added either to the initial term period or may be added under a new term period.
- (F) Customers may initiate a renewal of the term agreement either prior to or at the conclusion of the initial term period. If initiated prior to the conclusion of the initial term period, the new term must be equal to or greater than the initial term period. For example, a customer who originally opted for a 12 month term may renew for 12 months or may renew for 24 or 36 months.
- (G) If the customer terminates the service in whole or in part prior to the expiration date, the customer will pay a termination fee as follows:

| TERM      | TERMINATION FEE                     |
|-----------|-------------------------------------|
| 12 months | Balance of remaining monthly charge |
| 24 months | Balance of remaining monthly charge |
| 36 months | Balance of remaining monthly charge |

- (H) The termination fee applies to each MetPak Plus Line package provided under the Term Agreement Pricing plan. By way of example, a customer who has three packages under a 24 month term agreement and disconnects in month 15 would pay the remaining monthly charges for 3 packages times 9 months as termination fees.

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.18 MetPak Prime Bundled Plan – Grandfathered Effective May 1, 2020 (C)**

**5.18.1 Description**

MetPak Prime is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to choose three services / features from the following list in their package.

**(A) Standard Features**

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Easy Access (Star 98)
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling

- (B)** In addition to choosing three services or features from the list in the preceding, a customer may also select one or more additional services or features from the list in the preceding at rates and charges specified elsewhere.

**5.18.2 Terms and Conditions**

- (A)** All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- (B)** A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
- (C)** A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- (D)** the Call Forwarding Family as one of their selections.

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.18 MetPak Prime Bundle Plan – Grandfathered Effective May 1, 2020 (C)**

**5.18.2 Terms and Conditions (Continued)**

- (E) A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.
- (F) All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.

**5.18.3 Rates and Charges**

- (A) The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in the Exchange and Network Services Product Guide. Where applicable, incremental charges specified in this Exchange and Network Services Product Guide shall apply.
- (B) Normal nonrecurring charges associated with the line as specified in this Product Guide apply where MetPak Prime is provided in association with the installation of a new business individual or additional flat rate line, or the move of a business individual or additional flat rate line from one location to another.
- (C) Services or features specified in 5.18.1 (A) may be added or changed in the MetPak Prime package without a nonrecurring charge.
- (D) Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified in 5.18.1 (A), preceding.

MetPak Prime will be provided at the following rate:

|                                                                                 |                     |
|---------------------------------------------------------------------------------|---------------------|
|                                                                                 | <u>Monthly Rate</u> |
| Per individual or additional flat rate business line,<br>(month to month rates) | \$57.00 (I)         |

**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.18 MetPak Prime Bundle Plan - Grandfathered Effective May 1, 2020 (C)**

**5.18.4 Term Agreement Pricing**

- (A) A discount will be applied to the monthly rates specified in 5.18.3 (D) when a customer agrees to subscribe to one or more MetPak Prime packages for a specific term. The discounts and required terms are as follows:

| DISCOUNT | TERM      |
|----------|-----------|
| 14.5%    | 12 months |
| 19.3%    | 24 months |
| 24%      | 36 months |

- (B) The discount(s) will apply when a customer agrees to subscribe to one or more packages for 12, 24, or 36 months.
- (C) The discounts specified in 5.18.4 (A), apply for each MetPak Prime package subscribed to by the customer under the Term Agreement Pricing Plan.
- (D) All qualifying packages must be at the same location, for the same customer, on the same billing number.
- (E) Any MetPak Prime package added after the establishment of the initial term agreement discount period may be added either to the initial term period or may be added under a new term period.
- (F) Customers may initiate a renewal of the term agreement either prior to or at the conclusion of the initial term period. If initiated prior to the conclusion of the initial term period, the new term must be equal to or greater than the initial term period. For example, a customer who originally opted for a 12 month term may renew for 12 months or may renew for 24 or 36 months.
- (G) If the customer terminates the service in whole or in part prior to the expiration date, the customer will pay a termination fee as follows:

| TERM      | TERMINATION FEE                     |
|-----------|-------------------------------------|
| 12 months | Balance of remaining monthly charge |
| 24 months | Balance of remaining monthly charge |
| 36 months | Balance of remaining monthly charge |

- (H) The termination fee applies to each MetPak Prime package provided under the Term Agreement Pricing plan. By way of example, a customer who has three packages under a 24 month term agreement and disconnects in month 15 would pay the remaining monthly charges for 3 packages times 9 months as termination fees.

**SECTION 6.0 - RESERVED FOR FUTURE USE**



## **SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST**

### **7.1 General**

Services provided in this Product Guide section are available on a Resale Service basis. Local Resale Services are provided through the use of resold switching and transport facilities obtained from Other Telephone Companies.

The rates, terms and conditions set forth in the section are applicable where the Company provides specified local exchange services to Customers through resale of local exchange services.

All rates set forth in this Section are subject to change and may be changed by the Company pursuant to notice requirements established by the North Dakota Public Utilities Commission.

**SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**

**7.1 Standard Business Local Exchange Service**

Standard Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

## **SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**

### **7.1 Standard Business Local Exchange Service, (Continued)**

#### **7.1.1 Monthly Recurring Charges (Qwest Service Areas)**

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Touchtone Service and Extended Area Service Additive Charges for each line.

| <b>Exchange</b>                              | <b>Month to Month Rate*</b> |
|----------------------------------------------|-----------------------------|
| Belfield                                     | \$62.50 (I)                 |
| Bismarck                                     | \$62.50 (I)                 |
| Casselton                                    | \$62.50 (I)                 |
| Dickinson                                    | \$62.50 (I)                 |
| East Fairview                                | \$62.50 (I)                 |
| East Sidney                                  | \$62.50 (I)                 |
| Emerado                                      | \$62.50 (I)                 |
| Fargo and (Hickson served from Comstock, MN) | \$62.50 (I)                 |
| Gardner                                      | \$62.50 (I)                 |
| Grafton                                      | \$62.50 (I)                 |
| Grand Forks                                  | \$62.50 (I)                 |
| Hatton                                       | \$62.50 (I)                 |
| Hillsboro                                    | \$62.50 (I)                 |
| Jamestown                                    | \$62.50 (I)                 |
| Kindred                                      | \$62.50 (I)                 |
| Larimore                                     | \$62.50 (I)                 |
| Leonard                                      | \$62.50 (I)                 |
| Mandan                                       | \$62.50 (I)                 |
| Manvel                                       | \$62.50 (I)                 |
| Mayville                                     | \$62.50 (I)                 |
| Minto                                        | \$62.50 (I)                 |
| N. McIntosh (served via McIntosh, SD)        | \$62.50 (I)                 |
| N. Morristown (served via Morristown, SD)    | \$62.50 (I)                 |
| Northwood                                    | \$62.50 (I)                 |
| Reynolds                                     | \$62.50 (I)                 |
| Thompson                                     | \$62.50 (I)                 |
| Valley City                                  | \$62.50 (I)                 |
| Wahpeton                                     | \$62.50 (I)                 |

\* Discounts of 19%, 21% and 24% apply to Individual Lines, Multilines including Touchtone and Extended Area Service (EAS) for 12M, 24M and 36M contracts, respectively.

**SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**

**7.1 Standard Business Local Exchange Service, (Continued)**

**7.1.2 Reserved for Future Use**

**SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)****7.2 Standard Business Local Exchange Service, (Continued)****7.2.2 Other Monthly Recurring Charges****(A) Hunting (a/k/a Rotary or Grouping)**

The following charges apply to Standard Business Local Exchange lines equipped with Hunting in addition to local exchange lines in Section 7.3.1.

| Hunting                                              |             |
|------------------------------------------------------|-------------|
|                                                      | Recurring   |
| Rotary Service, Per line arranged                    | \$8.95 (I)  |
| Make Busy, Per Line                                  | \$5.00 (I)  |
| Circular, Per Line/Trunk (N)                         | \$6.25 (I)  |
| Preferential-1 <sup>st</sup> Line in Group/Trunk (N) | \$15.50 (N) |
| Preferential-Add'l. Line in Group/Trunk              | \$5.00 (N)  |
| Stop Hunt (N)                                        | \$1.30 (N)  |

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**SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**

**7.2 Standard Business Local Exchange Service, (Continued)**

**7.2.3 Usage Sensitive Charges and Allowances**

**(A) Flat Rate Service**

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.

**(B) Reserved for Future Use**

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**SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**

**7.2 Standard Business Local Exchange Service, (Continued)**

**7.2.4 Reserved for Future Use**

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**

**7.3 Business PBX Trunk Service (Qwest Service Areas)**

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network.

PBX Trunks are available to Business Customers as Inward, Outward or Two-Way combination trunks where services and facilities permit.

Each PBX Trunk is provided with Touchtone signaling at no additional charge. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group (see Section 7.3.2).

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 7.6).

**7.3.1 Reserved for Future Use**



## **SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**

### **7.3 Business PBX Trunk Service (Continued) (Qwest service Areas)**

#### **7.3.2 Monthly Recurring Charges (Qwest Service Areas)**

The following charges apply to PBX Business Flat Rate Inward, Outward and 2- Way trunks per month. Monthly rates include Extended Area Service Additive Charges for each trunk.

| <b>Exchange</b>                              | <b>Monthly Rate</b> |
|----------------------------------------------|---------------------|
| Belfield                                     | \$55.00 (R)         |
| Bismarck                                     | \$55.00             |
| Casselton                                    | \$55.00 (R)         |
| Dickinson                                    | \$55.00             |
| East Fairview                                | \$55.00             |
| East Sidney                                  | \$55.00             |
| Emerado                                      | \$55.00 (I)         |
| Fargo and (Hickson served from Comstock, MN) | \$55.00             |
| Gardner                                      | \$55.00 (R)         |
| Grafton                                      | \$55.00             |
| Grand Forks                                  | \$55.00             |
| Hatton                                       | \$55.00 (I)         |
| Hillsboro                                    | \$55.00             |
| Jamestown                                    | \$55.00             |
| Kindred                                      | \$55.00 (R)         |
| Larimore                                     | \$55.00             |
| Leonard                                      | \$55.00 (R)         |
| Mandan                                       | \$55.00             |
| Manvel                                       | \$55.00 (R)         |
| Mayville                                     | \$55.00             |
| Minto                                        | \$55.00             |
| N. McIntosh (served via McIntosh, SD (N))    | \$55.00             |
| N. Morristown (served via Morristown, SD)    | \$55.00             |
| Northwood                                    | \$55.00             |
| Reynolds                                     | \$55.00 (R)         |
| Thompson                                     | \$55.00 (R)         |
| Valley City                                  | \$55.00             |
| Wahpeton                                     | \$55.00             |

All Exchanges:

\*PBX Flat Rate Two-Way 4 Wire Trunk \$89.30

(Includes E&M signaling and Hunting)

\*Requires DID Trunk Termination (see Section 7.0, paragraph 7.4)

**SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)****7.4 Direct Inward Dialing (DID) Service**

Direct Inward Dialing ("DID") permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are route directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and non-recurring charges for PBX Trunks as shown in Section 7.5.2 preceding. The Customer will be charged for the number of DID numbers utilized out of the available 20 numbers.

|                                                                   | <u>Installation<br/>Charge</u> | <u>Monthly<br/>Recurring</u> |
|-------------------------------------------------------------------|--------------------------------|------------------------------|
| Establish Trunk Group and Provide<br>Each Block of 20 DID Numbers | 19.17                          | \$2.85                       |
| Non sequential DID Telephone Number, each                         | 0.92                           | 0.08                         |
| Reserving Non sequential number, each                             | -                              | 0.15                         |
| Reserving 20 DID Station numbers, each (C)                        | -                              | 3.00                         |
| DID Trunk Termination:                                            | 47.99                          | 53.98 (I)                    |

**SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)****7.5 Reserved For Future Use****7.6 Optional Calling Features**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

**7.6.1 Features Offered on a Usage Sensitive Basis**

The following features are available to all local exchange Business line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

| Optional Calling Features |  | Business |
|---------------------------|--|----------|
| Three-Way Calling         |  | 1.50 (I) |
| Call Return               |  | 1.50 (I) |
| Repeat Dialing            |  | 1.50 (I) |
| Call Trace                |  | 2.00     |

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

## **SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**

### **7.6 Optional Calling Features, (Continued)**

#### **7.6.2 Features Offered on a Monthly Basis**

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

| <b>Optional Calling Feature</b>                     | <b>Business</b> |
|-----------------------------------------------------|-----------------|
| Selective Call Forwarding                           | 6.00            |
| Selecting Call Waiting                              | 16.00 (I)       |
| Call Forwarding Variable                            | 14.00 (I)       |
| Remote Access Forwarding                            | 17.00 (I)       |
| Ultra Call Forward                                  | 17.00 (I)       |
| Ultra Forward- Time Scheduled                       | 18.00 (I)       |
| Call Forwarding Don't Answer - Basic                | 12.00 (I)       |
| Call Forwarding Don't Answer (Expanded)             | 12.00 (I)       |
| Call Forwarding Don't Answer (Programmable)         | 9.50            |
| Call Forwarding Don't Answer (Call Pick-Up)         | 1.00            |
| Call Forwarding Busy Line - Basic & Expanded        | 11.00 (I)       |
| Call Forwarding Busy Line - Overflow                | 11.95 (I)       |
| Call Forwarding Busy Line (Programmable)            | 8.50            |
| Call Forwarding Busy Line / Don't Answer (Expanded) | 15.00 (I)       |
| Call Forwarding Busy Line (External) / Don't Answer | 15.00 (I)       |
| Call Forwarding Busy Line (Overflow) / Don't Answer | 18.45 (I)       |
| Call Waiting - Basic                                | 16.00 (I)       |
| Talking Call Waiting                                | 3.95            |
| Call Control Outgoing Numbers & Type of Calls       | 5.00            |

**SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)****7.6 Optional Calling Features, (Continued)****7.6.2 Features Offered on a Monthly Basis (Continued)**

| <b>Optional Calling Feature (cont'd)</b>            | <b>Business</b> |
|-----------------------------------------------------|-----------------|
| Caller ID - Number                                  | 15.00           |
| Caller ID - Name & Number                           | 18.00 (I)       |
| Caller ID with Privacy                              | 14.50 (I)       |
| Call Rejection (Select Call Block)                  | 14.00 (I)       |
| Call Transfer                                       | 10.00 (I)       |
| Call Return                                         | 14.00 (I)       |
| Hot Line (Grandfathered)                            | 8.00 (I)        |
| Warm Line                                           | 2.50            |
| Priority Call                                       | 14.00 (I)       |
| Repeat Dialing                                      | 13.00 (I)       |
| Speed Calling (30 codes)                            | 9.00 (I)        |
| Speed Calling (8 codes)                             | 8.00 (I)        |
| Select/Preferred Call Forward                       | 6.00            |
| Easy Access                                         | 9.50 (I)        |
| Three Way Calling                                   | 9.00 (I)        |
| Three Way Calling w/ Call Transfer-                 | 9.00 (I)        |
| Distinctive Ring - 1 Number                         | 10.45 (I)       |
| Distinctive Ring - 2 <sup>nd</sup> Number           | 9.00 (I)        |
| Do Not Disturb                                      | 8.00 (I)        |
| Custom Telephone Number                             | 13.00 (I)       |
| Remote Call Forwarding Initial and additional paths | 42.75           |

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**SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**

**7.7 Subscriber Intrastate Access Service**

**7.7.1 General Description**

The Subscriber Intrastate Access Service provides interconnected access to the local public switched telephone network so that local exchange customers can make and receive calls to and from the customers of other carriers within the state.

**7.7.2 Limitations**

(A) A telephone number is not provided with Subscriber Intrastate Access Service.

(B) Detail billing is not provided with Subscriber Intrastate Access Service.

(C) Directory listings are not included with Subscriber Intrastate Access Service.

(D) Intercept arrangements are not included with Subscriber Intrastate Access Service.

**7.7.3 Undertaking of the Company**

The Company will provide Subscriber Intrastate Access Service to each Customer that subscribes to its local exchange service.

**7.7.4 Term of Service**

Subscriber Intrastate Access Service shall be coterminous with the Company's local exchange service, and the Subscriber Access Charge shall apply for each telephone line or service as defined herein for all periods in which Customer subscribes to local exchange service from the Company.

**7.7.5 Rate Regulations**

(A) If Customer is eligible to receive prorated credit for their associated local exchange service, such as for network outages or suspension or termination of service, the Subscriber Access Charge will be prorated or credited in the same manner consistent with the terms of this Product Guide and any contract. No other credits are available for Subscriber Intrastate Access Service.

(B) When Customer is provided more than one local business exchange service in a state, the Subscriber Access Charge Multi-line Business Subscriber rates are assessed for each line.

(C) The Subscriber Access Charge, as set forth in 7.7.6 following, will be billed to the end user subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service, in which case the reseller shall be deemed an end user for purposes of application of such charges.

**SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUE)**

**7.7 Subscriber Intrastate Access Service continued**

**7.7.5 Rate Regulations, continued**

(D) For each local exchange service provided as remote call forwarding business service under the Local Exchange Service Product Guide or Product Guide, the Subscriber Access Charge does not apply.

**7.7.6 Rates**

| <b>Business Customer<br/>Service Type</b> | <b>ILEC AREA/OCN</b>                          |                                                       |                                                   |
|-------------------------------------------|-----------------------------------------------|-------------------------------------------------------|---------------------------------------------------|
|                                           | <b>Qwest d/b/a<br/>Century Link/<br/>5144</b> | <b>Nemont Tel.<br/>Cooperative,<br/>Inc. OCN 2247</b> | <b>Polar<br/>Communications<br/>Inc. OCN 1630</b> |
| Single Line Local<br>Exchange Service     | 7.50                                          | 7.50                                                  | 7.50                                              |
| Multi-line Local Exchange<br>Service      | 10.20                                         | 10.20                                                 | 10.20                                             |
| Centrex                                   | 10.20                                         | 10.20                                                 | 10.20                                             |
| Trunk                                     | 10.20                                         | 10.20                                                 | 10.20                                             |
| PRI                                       | 51.00                                         | 51.00                                                 | 51.00                                             |
| (D)                                       | (D)                                           | (D)                                                   | (D)                                               |
| BRI                                       | 8.00                                          | 8.00                                                  | 8.00                                              |

**7.8 Local Portability**

**7.8.1 Rate Regulations,**

(A) Telecommunications rules and regulations require all local phone companies to provide "service provider number portability," which allows customers to retain their local phone number when switching companies to provide their local phone service. The Local Portability Charge (LPC) is used by telephone companies to recover the costs associated with the development, implementation, and operability of service provider number portability.

(B) The Company will assess the Local Portability Charge (LPC) on all local exchange services. The LPC, as set forth below, applies to all local exchange service lines provided by the Company. See table in paragraph 7.13 following for rates.

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUE)**

**7.9 Local Telecom Surcharge**

**7.9.1 Rate Regulations,**

(A) Telecommunications rules and regulations allow Incumbent Local Exchange Carriers to increase rates to wholesale providers in the form of a surcharge per line. As a result of these rate increases, the Company will assess the Local Telecom Surcharge on all local exchange service lines provided by the Company. See table in paragraph 7.13 following for rates.

**7.10 Carrier Access Recovery Charge**

**7.10.1 Rate Regulations,**

(A) Customers assessed a Subscriber Intrastate Access Charge as specified in paragraph 7.7.6 preceding will be assessed a flat-rated, monthly Carrier Access Recovery Charge (CARC). CARCs will be billed to the associated end user or reseller of the local exchange services except for those customers who participate in the Lifeline Assistance Program. See table in paragraph 7.13 following for rates.

**7.11 Regulatory Recovery Fee-State**

**7.11.1 Rate Regulations,**

(A) Regulatory Recovery Fee-State (RRF-S) is a charge assessed to recover the costs of state and local regulatory activities, including costs associated with compliance filings, payments to industry organizations for required services, legal expenses and employee salaries related to those Company regulatory activities. See table in paragraph 7.13 following for rates.

**7.12 End User Port Charges**

**7.12.1 Rate Regulations,**

Certain local exchange services provided under the general and/or local exchange service tariffs are subject to End User Port Charges (EUPC). These services include:

- Business Lines, Centrex Lines
- Integrated Services Digital Network (ISDN) – Basic Rate and Primary Rate
- T-1 Digital PBX Services
- PBX Trunks

See table in paragraph 7.13 for rates.



**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUE)**

**7.13 Rate Table (LTS, CARC, RRF-S, LPC and EUPC)**

7.13.1 LTS, CARC, RRF-S and LPC rates applies to all service areas.

**Business Monthly Per Line or Per Trunk\***

| Services                         | Business-All Service Areas    |                                         |                                      |                                | End User Port Charge                       |                                             |                                        |
|----------------------------------|-------------------------------|-----------------------------------------|--------------------------------------|--------------------------------|--------------------------------------------|---------------------------------------------|----------------------------------------|
| Services                         | Local<br>Telecom<br>Surcharge | Carrier<br>Access<br>Recovery<br>Charge | Regulatory<br>Recovery Fee-<br>State | Local<br>Portability<br>Charge | Qwest<br>d/b/a<br>Century<br>Link/<br>5144 | Nemont Tel.<br>Cooperative,<br>Inc.<br>2247 | Polar<br>Communications<br>Inc<br>1630 |
| Single Line Local Exchange Svc.  | \$5.00                        | \$4.50                                  | \$3.99 (I)                           | \$1.49                         | -                                          | -                                           | -                                      |
| Multi-line Local Exchange Svc.   | \$5.00                        | \$4.50                                  | \$3.99 (I)                           | \$1.49                         | -                                          | -                                           | -                                      |
| Lifeline customer                | -                             | -                                       | -                                    | -                              | -                                          | -                                           | -                                      |
| ISDN BRI                         | \$5.00                        | \$4.50                                  | \$3.99 (I)                           | \$1.49                         | \$1.58                                     | \$1.58                                      | \$1.58                                 |
| ISDN PRI (rates per svc.)        | -                             | \$22.50                                 | \$19.95 (I)                          | \$53.55                        | \$15.53                                    | \$15.53                                     | \$15.53                                |
| Foreign Exchange–Single Line     | -                             | \$4.50                                  | \$3.99 (I)                           | \$1.49                         | -                                          | -                                           | -                                      |
| Foreign Exchange–Multi-Line      | \$5.00                        | \$4.50                                  | \$3.99 (I)                           | \$1.49                         | -                                          | -                                           | -                                      |
| Remote Call Forward              | \$5.00                        | -                                       | \$3.99 (N)                           | \$1.49                         | -                                          | -                                           | -                                      |
| Centrex                          | \$5.00                        | \$4.50                                  | \$3.99 (I)                           | \$1.49                         | -                                          | -                                           | -                                      |
| Trunks                           | \$5.00                        | \$4.50                                  | \$3.99 (I)                           | \$10.71                        | -                                          | -                                           | -                                      |
| T-1/Digital PBX (rates per svc.) | -                             | \$22.50                                 | \$19.95 (I)                          | \$53.55                        | \$28.18                                    | \$28.18                                     | \$28.18                                |

\*Unless otherwise noted

## **SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

### **8.1 Directory Listings**

#### **8.1.1 General**

The following rules apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Only information necessary to identify the Customer is included in these listings. The Company use abbreviations in listings. It may reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service willing to be accepted as a listing unless the subscriber is legally doing business under that name.

A name may be repeated in the white pages only when a different address or telephone number is used.

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## **SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

### **8.1 Directory Listings, (Continued)**

#### **8.1.2 Composition of Listings**

##### **(A) Names**

The following names may be included in business service listings:

- (1) The name of subscriber or joint user.
- (2) The name of each business enterprise which the subscriber or joint user conducts.
- (3) The name by which the business of a subscriber or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
- (4) The name of any person associated with the subscriber or joint user in the same business.
- (5) The name of any person, firm or organization which subscriber or joint user is authorized to represent, or the name of an authorized representative of the subscriber or joint user.
- (6) Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing in the judgment of the Company, is not for advertising purposes. The name of a publication issued periodically by the subscriber or joint user.
- (7) The name of an inactive business organization in a cross-reference listing when authorized by such business or organization.
- (8) The name of a member of subscriber's domestic establishment when business service is furnished in the subscriber's residence.
- (9) The name of a corporation which is the parent or a subsidiary of the subscriber.
- (10) The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a listing with the telephone number of the PBX service.
- (11) The name of the subscriber to a sharing arrangement.

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## **SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

### **8.1 Directory Listings, (Continued)**

#### **8.1.2 Composition of Listings, (Continued)**

##### **(B) Designation**

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in more than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone number or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation. A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

A professional designation is permitted in the case of a physician, surgeon, dentist, osteopath, chiroprapist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another subscriber in the same or different directory.

The listing of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and any such listing may be indented under a listing in the name of the church. Where service is furnished in a church study, the listing may include the designation "study."

## **SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

### **8.1 Directory Listings, (Continued)**

#### **8.1.2 Composition of Listings, (Continued)**

**(C) Address**

Each listing may, but does not have to, include the house number and street name where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

**(D) Telephone Number**

Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

A listing may include only the telephone number of the first line of a PBX system or incoming service group, except that a trunk not included in the incoming service group of a PBX system, or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

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**SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

**8.1 Directory Listings, (Continued)**

**8.1.3 Types of Listings**

**(A) Standard Listing**

A standard listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records. The designation in the listing will be provided according to the rules in paragraph 5.13.2.2 above.

**(B) Indented Listing**

An indented listing appears under a standard listing and may include only a designation, address and telephone number. An indented listing is allowed only when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers. For example:

Smith, John MD  
Office 125 Portland 555-4180  
Residence 9 Glenway 555-8345

Such listing may be furnished as an indented listing or as a sub-caption. The telephone number in such a listing may be that of another service furnished the same subscriber or one of the subscriber's PBX trunks not included in the incoming service group, or the service furnished a different subscriber.

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**SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

**8.1 Directory Listings, (Continued)**

**8.1.3 Types of Listings, (Continued)**

**(C) Alternate Telephone Number Listing and Night Listing**

Any listed party who has made the necessary arrangements for receiving telephone calls during his or her absence may have an alternate telephone number listing or a night listing, such as the following.

If no answer call (telephone number)  
Night calls (telephone number)  
Night calls after \_\_\_PM (telephone number)  
Nights, Sundays and holidays (telephone number)  
5PM to 9AM weekdays, Saturday until 9AM, Monday and holidays  
(telephone number)

Such listing may be furnished as an indented listing or as a sub-caption. The telephone number in such a listing may be that of another service furnished the same subscriber or one of the subscriber's PBX trunks not included in the incoming service group, or the service furnished a different subscriber.

**(D) Duplicate Listing**

Any listing may be duplicated in a different directory or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

**(E) Reference Listing**

A subscriber having exchange services listed under different geographical headings may have an indented listing in reference form in lieu of a duplicate listing.

**(F) Cross Reference Listing**

A cross reference listing may be furnished in the same alphabetical group with the related listing when required for identification of the listed party and not designated for advertising purposes.

## **SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

### **8.1 Directory Listings, (Cont'd.)**

#### **8.1.4 Free Listings**

The following listings are provided at no additional charge to the Customer: one listing for each individual line service, auxiliary line or PBX system.

#### **8.1.5 Rates for Additional Listings - Business Customers**

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided for in Section 8.1.4.

| Type of Listing                           | Charge    |
|-------------------------------------------|-----------|
| Reference/Cross Reference:                |           |
| - Each Listing                            | 17.00 (I) |
| Alternate Telephone Number/Night Listing: |           |
| - Night, Sundays & Holidays               | 17.00 (I) |
| - First Line                              | 17.00 (I) |
| Additional Listing                        | 17.00 (I) |
| Foreign Listing                           | 14.00     |



## **8.2 Non-Published Service**

### **8.2.1 General**

Non-published service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records.

### **8.2.2 Regulations**

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some.

### **8.2.3 Rates and Charges**

There is a monthly charge for each non-published service. This charge does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

Non-published service charge, per month

|                      |             |
|----------------------|-------------|
| Business, per number | \$16.00 (I) |
|----------------------|-------------|

## **SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

### **8.3 Non-Listed Service**

#### **8.3.1 General**

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

#### **8.3.2 Regulations**

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some.

#### **8.3.3 Rates and Charges**

There is a monthly charge for each non-listed service. This charge applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or in the service is installed for a temporary period.

Non-listed service charge, per month

|                      |             |
|----------------------|-------------|
| Business, per number | \$16.00 (I) |
|----------------------|-------------|

## **SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

### **8.4 Directory Assistance Services**

#### **8.4.1 Directory Assistance**

A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number.

|                                         |        |            |
|-----------------------------------------|--------|------------|
| Each Local Directory Assistance Call    | \$5.99 | <b>(I)</b> |
| Each National Directory Assistance Call | \$5.99 | <b>(I)</b> |

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## **SECTION 9.0 - ADVANCED SERVICES**

### **9.1 MetPath™ ISDN PRI Service with Unlimited Local Calling**

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

ISDN PRI includes the following non-optional Feature Package: Inbound Calling Line ID-Name & Number and Call by Call Selection.

Regional Toll and Long Distance Services must be PIC'd to the Company. These rates are in addition to ISDN PRI and DS1 rates below.

#### **Recurring Charges**

|            | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
| Qwest Area | ICB                      | ICB       | ICB       |

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**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.1 MetPath™ ISDN PRI Service with Unlimited Local Calling (Continued)**

Non-Recurring Charges

|                                                                      |                 | 12 Months           | Non-Recurring Charge<br>24 Months | 36 Months |
|----------------------------------------------------------------------|-----------------|---------------------|-----------------------------------|-----------|
| Qwest Area                                                           | First Line      | ICB                 | ICB                               | ICB       |
|                                                                      | Each Add'l Line | ICB                 | ICB                               | ICB       |
| Expedite Service Charge <sup>1</sup>                                 | Qwest           | Per PRI<br>ICB      |                                   |           |
|                                                                      |                 |                     |                                   |           |
| Order Supplement Charge <sup>2</sup>                                 | Qwest           | First Change<br>ICB | Subsequent<br>Change<br>ICB       |           |
|                                                                      |                 |                     |                                   |           |
| Order Cancellation<br>Charge <sup>Error! Bookmark not defined.</sup> | Qwest           | Per PRI<br>ICB      |                                   |           |
|                                                                      |                 |                     |                                   |           |

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<sup>1</sup> Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

<sup>2</sup> Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

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**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.2 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling**

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a digital port on a local Company switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the Company network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

Regional Toll and Long Distance Services must be PIC'd to the Company. These rates are in addition to ISDN PRI and DS1 rates below.

**Monthly Recurring Charges**

|            | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
| Qwest Area | ICB                      | ICB       | ICB       |

## **SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

### **9.2 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling (Continued)**

#### **Non-Recurring Charges**

|                                      |                 | Non-Recurring Charge |            |           |
|--------------------------------------|-----------------|----------------------|------------|-----------|
|                                      |                 | 12 Months            | 24 Months  | 36 Months |
| Qwest Area                           | First Line      | ICB                  | ICB        | ICB       |
|                                      | Each Add'l Line | ICB                  | ICB        | ICB       |
| Expedite Service Charge <sup>3</sup> |                 | Per DS1              |            |           |
|                                      | Qwest           | ICB                  |            |           |
| Order Supplement Charge <sup>4</sup> |                 | First Change         | Subsequent |           |
|                                      | Qwest           | ICB                  | Change     |           |
|                                      |                 |                      | ICB        |           |
| Order Cancellation Charge            |                 | Per DS1              |            |           |
|                                      | Qwest           | ICB                  |            |           |

<sup>3</sup> Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

<sup>4</sup> Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

## **SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

### **9.3 MetPath™ ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service**

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

This product is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to the Company.

#### **MetPath™ ISDN PRI with Unlimited Local and Bundled 5,000 Long Distance MOU**

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

|            | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
| Qwest Area | ICB                      | ICB       | ICB       |

#### **MetPath™ ISDN PRI with Unlimited Local and Bundled 10,000 Long Distance MOU**

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

|            | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
| Qwest Area | ICB                      | ICB       | ICB       |



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**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.3 MetPath™ ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service (Continued)**

**MetPath™ ISDN PRI with Unlimited Local and Bundled 15,000 Long Distance MOU**

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

| Qwest Area | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
|            | ICB                      | ICB       | ICB       |

**MetPath™ ISDN PRI with Unlimited Local and Bundled 30,000 Long Distance MOU**

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

| Qwest Area | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
|            | ICB                      | ICB       | ICB       |

**MetPath™ ISDN PRI with Unlimited Local and Bundled 50,000 Long Distance MOU**

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

| Qwest Area | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
|            | ICB                      | ICB       | ICB       |

**MetPath™ ISDN PRI with Unlimited Local and Bundled 100,000 Long Distance MOU**

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

| Qwest Area | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
|            | ICB                      | ICB       | ICB       |

## **SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

### **9.4 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service**

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a digital port on a local Company switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the Company network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to the Company.

#### **MetPath™ ISDN DS1 with Unlimited Local and Bundled 5,000 Long Distance MOU**

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

|            | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
| Qwest Area | ICB                      | ICB       | ICB       |

#### **MetPath™ ISDN DS1 with Unlimited Local and Bundled 10,000 Long Distance MOU**

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

|            | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
| Qwest Area | ICB                      | ICB       | ICB       |

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**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.4 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (Continued)**

**MetPath™ ISDN DS1 with Unlimited Local and Bundled 15,000 Long Distance MOU**

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

| Qwest Area | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
|            | ICB                      | ICB       | ICB       |

**MetPath™ ISDN DS1 with Unlimited Local and Bundled 30,000 Long Distance MOU**

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

| Qwest Area | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
|            | ICB                      | ICB       | ICB       |

**MetPath™ ISDN DS1 with Unlimited Local and Bundled 50,000 Long Distance MOU**

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

| Qwest Area | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
|            | ICB                      | ICB       | ICB       |

**MetPath™ ISDN DS1 with Unlimited Local and Bundled 100,000 Long Distance MOU**

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

| Qwest Area | Monthly Recurring Charge |           |           |
|------------|--------------------------|-----------|-----------|
|            | 12 Months                | 24 Months | 36 Months |
|            | ICB                      | ICB       | ICB       |

**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)****9.5 MetPath™ ISDN BRI Service**

MetPath™ ISDN BRI (Basic Rate Interface) uses standard “twisted pair” cables and is nearly three times faster than a 56K dial up line. ISDN PRI (Primary Rate Interface) uses a 1.544 Mbps digital transport facility (T1). Both services provide the superior clarity of digital transmission, a high-speed data interface and sufficient bandwidth capacity to fulfill your current and future communication needs.

MetPath™ ISDN BRI consists of two 64 Kbps B (Bearer) channels and one 16 Kbps D (Data) channel. Each B channel has the ability to integrate voice, data, image and video. The B channels may be kept separate or bonded together to deliver 128 Kbps.

**Monthly Recurring Charges**

|                                                       | Monthly<br>Recurring<br>Charge | Non Recurring<br>Charge |
|-------------------------------------------------------|--------------------------------|-------------------------|
| ISDN Basic Exchange Single/Multi-Line Flat Rate, each | \$95.00 (I)                    |                         |
|                                                       |                                |                         |
| ISDN Basic Exchange Circuit Switched Data, each       |                                |                         |
| Interstate Rate per minute                            | 0.0890                         |                         |
| Intrastate Rate per minute                            | 0.0990                         |                         |
|                                                       |                                |                         |
| Installation per line                                 |                                | \$110.00                |

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**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.6 MetPath™ Digital Centrex Service**

MetPath™ Digital Centrex Service delivers superior performance, PBX-like functionality including abbreviated dialing, and is compatible with many telephone sets. Each user has a unique seven-digit direct telephone number and customized features. The service is affordable, power failure safe and provides a scalable platform for future growth and technology.

**Monthly Recurring Charges**

| Contract Length | Monthly Recurring Charge |
|-----------------|--------------------------|
| All Terms       | \$62.50 (I)              |

**NOTES:**

Availability of services must be verified with the Company based on customer address and NPA-NXX. Rates do not include FCC End User Charge, FCC Port Charge, or other surcharges and taxes. Minimum service period is 12 months. If service is cancelled prior to the end of the contract, a termination charge will be calculated as follows: a. The average of the sum of all line charges on three previous Company invoices to the customer (excluding taxes) multiplied by the number of months remaining in the term agreement.

Service is grandfathered to existing customers at their current locations. No changes in service will be accepted.

**SECTION 10.0 - RESERVED FOR FUTURE USE**

**10.1 Reserved For Future Use**

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## **SECTION 11.0 - MISCELLANEOUS SERVICES**

### **11.1 Carrier Presubscription**

#### **11.1.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls, Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

#### **11.1.2 Presubscription Options** - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer select the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription.
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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## **SECTION 11.0 - MISCELLANEOUS SERVICES (CONTINUED)**

### **11.1 Carrier Presubscription, (Continued)**

#### **11.1.3 Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 11.4.5 below:

#### **11.1.4 Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90-day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate an intraLATA or interLATA presubscription change at any time, subject to the charges specified in 11.4.5 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.



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**SECTION 11.0 - MISCELLANEOUS SERVICES (CONTINUED)**

**11.1 Carrier Presubscription, (Continued)**

**11.1.5 Presubscription Charges**

**(A) Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Paragraph 11.1.4 above, for any change thereafter, a Presubscription Change Charge, as set forth below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

**(B) Nonrecurring Charges**

|                          |        |   |
|--------------------------|--------|---|
| Per business line, trunk | \$5.00 | R |
|                          |        | D |
|                          |        | D |

## **SECTION 12.0 - PROMOTIONAL OFFERINGS**

### **12.1 Special Promotions**

The Company may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular Product Guide offering.

### **12.2 Discounts**

The Company may, from time to time as reflected in the price list, offer discounts based on monthly volume (or, when appropriate, “monthly revenue commitment” and/or “time of day” may also be included).