

**TDS TELECOM/MAHANNOY & MAHANTANGO
TELEPHONE COMPANY**

COMPETITIVE SERVICES TARIFF

RATES AND RULES

Governing the Furnishing of Telephone Service

IN

Mandata and Trevorton, Pennsylvania and Vicinity

Issued: April 30, 2018

Effective: May 1, 2018

By

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Herndon, Pennsylvania



NOTICE

TDS Telecom/Mahanoy & Mahantango
Telephone Company

Sheet 2

CHANGES MADE BY THIS SUPPLEMENT

CHANGE:

The purpose of this filing is to grandfather ISDN-PRI service effective 5/1/2018.

Additionally, the company is removing Dedicated DS1 and Digital Transport Services (there are currently no customers subscribing to these services).

Please see the following sections:

Section 5: Sheets 1 - 7

Section 8: Sheets 1 – 3

Section 12: Sheets 1 & 2

Supplement No. 14 - Telephone - PA P.U.C. No. 500

TDS Telecom/Mahanoy & Mahantango
Telephone Company

Fourteenth Revised Sheet 3
Cancels Thirteenth Revised Sheet 3

| <u>CHECK SHEET</u> | | | <u>EFFECTIVE DATE</u> | |
|--------------------|---------------------------|--------------------|-----------------------|-----|
| Sheet 1 | Original | Supplement No. 14- | 05-01-18 | (C) |
| Sheet 2 | Original | Supplement No. 14- | 05-01-18 | (C) |
| Sheet 3 | 14 th Revised- | Check Sheet | 05-01-18 | (C) |
| Sheet 4 | 10 th Revised- | Check Sheet | 05-01-18 | (C) |
| Sheet 5 | 6 th Revised- | Index | 05-01-18 | (C) |

SECTION 1

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| Sheet 1 | Original- | 01-02-07 |
| Sheet 2 | Original- | 01-02-07 |
| Sheet 3 | Original- | 01-02-07 |
| Sheet 4 | 1 st Revised- | 05-09-16 |
| Sheet 5 | Original- | 01-02-08 |
| Sheet 6 | 4 th Revised- | 05-09-16 |
| Sheet 7 | Original- | 01-02-07 |
| Sheet 8 | Original- | 01-02-07 |

SECTION 2

| | | |
|---------|--------------------------|----------|
| Sheet 1 | 1 st Revised- | 05-01-15 |
| Sheet 2 | 1 st Revised- | 05-01-05 |

SECTION 3

| | | |
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| Sheet 1 | Original- | 01-02-07 |
| Sheet 2 | 1 st Revised- | 05-09-16 |
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| Sheet 7 | Original- | 01-02-07 |
| Sheet 8 | Original- | 01-02-07 |
| Sheet 9 | 3rd Revised- | 03-16-12 |
| Sheet 10 | 2 nd Revised- | 05-09-16 |

SECTION 4

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| Sheet 1 | 1 st Revised- | 05-09-16 |
| Sheet 2 | 1 st Revised- | 05-09-16 |
| Sheet 3 | 1 st Revised- | 05-09-16 |
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| Sheet 8 | 1 st Revised- | 05-09-16 |
| Sheet 9 | 1 st Revised- | 05-09-16 |

(C) Indicates Change

TDS Telecom/Mahanoy & Mahantango
Telephone Company

Tenth Revised Sheet 4
Cancels Ninth Revised Sheet 4

CHECK SHEET

EFFECTIVE DATE

SECTION 5

| | | | |
|---------|-------------------------|----------|-----|
| Sheet 1 | 1 st Revised | 05-01-18 | (C) |
| Sheet 2 | 2 nd Revised | 05-01-18 | (C) |
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| Sheet 4 | 1 st Revised | 05-01-18 | (C) |
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SECTION 6

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|---------|-----------|----------|--|
| Sheet 1 | Original- | 02-13-15 | |
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SECTION 7

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| Sheet 1 | 1 st Revised- | 05-01-15 | |
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SECTION 8

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| Sheet 1 | 1 st Revised | 05-01-18 | (C) |
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SECTION 9

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| Sheet 1 | 1 st Revised- | 03-20-17 | |
| Sheet 2 | 1 st Revised- | 03-20-17 | |
| Sheet 3 | Original | 03-20-17 | |
| Sheet 4 | 1 st Revised | 02-16-18 | |

SECTION 10

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| Sheet 1 | 1 st Revised- | 05-09-16 | |
| Sheet 2 | Original | 05-09-16 | |

SECTION 11

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| Sheet 1 | Original | 04-05-16 | |
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SECTION 12

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|---------|-------------------------|----------|-----|
| Sheet 1 | 1 st Revised | 05-01-18 | (C) |
| Sheet 2 | 1 st Revised | 05-01-18 | (C) |

(C) Indicates Change

TDS Telecom/Mahanoy & Mahantango
Telephone Company

Sixth Revised Sheet 5
Cancels Fifth Revised Sheet 5

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CUSTOM CALLING SERVICE

A. General

1. Custom Calling Services are optional services offered in addition to regular exchange service to those customers served by central offices so arranged to provide such service. The number of Custom Calling Service features available is subject to the availability of facilities.
2. Custom Calling Services are optional telephone service arrangements which provide one or more of the following features:

2a. **Call Forwarding**

This service redirects incoming calls to another telephone number. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. When activated, all calls that are forwarded when the line is idle cause a short ring on the forwarded line as a reminder that the service is active. To deactivate Call Forward, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

This service is available on a flat monthly rate and a pay-per-use basis. Pay-per-use Call Forwarding will have a per activation rate and a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge.

2b. **Call Waiting/Cancel Call Waiting**

This service alerts a customer who is on the phone that another local or long distance caller wants to get through the line. The customer will receive a tone signal to indicate another incoming call and the caller will receive the usual ringing tone. To place the first call on hold and answer the incoming call, the customer depresses the switchhook once. The customer can then toggle between both calls by depressing the switchhook. If the customer hangs up when a call is still on hold, the customer's line will automatically ring back.

Cancel Call Waiting allows a Call Waiting customer to deactivate the Call Waiting service by dialing a code. When this service is activated, the customer will not be interrupted by the Call Waiting tone and the incoming caller will receive a busy signal. Call Waiting will remain disabled for the rest of the call, but will be automatically restored upon call termination.

CUSTOM CALLING SERVICE (cont'd)

A. General (cont'd)

2c. **Call Conference - Three-Way Calling**

This service allows a customer to add a third party to an existing telephone call. To add a third party, the customer depresses the switchhook once to place the current party on hold, receives a dial tone, dials the third party's number, and then depresses the switchhook again to establish the three-way connection. All 3-way calls are subject to transmission limitations and all applicable local and long distance charges.

This service is available on a flat monthly rate and a pay-per-use basis. Pay-per-use 3-Way Calling will have a per activation rate and a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge.

2d. **Speed Calling**

Provides for calling of a regular telephone number by dialing an abbreviated code. Two arrangements are available, either an 8-number capacity or a 30-number capacity, but not both on the same line. Up to 16 digits may be stored for each telephone number.

2e. **Call Forward – Busy (Customer Programmable)**

This service routes incoming calls to another telephone number when the customer's dedicated number is busy. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward - Busy, a customer must dial a special access code. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

CUSTOM CALLING SERVICE (cont'd)

A. General (cont'd)

2f. **Call Forward – Busy (Programmed by Telco)**

This service automatically redirects incoming calls to a predesignated telephone number or voice mail service when the customer's line is busy. The customer activates the service by contacting the Telephone Company and designating the number to which all calls will be forwarded when the line is busy. The Telephone Company then establishes the fixed forward-to telephone number within the switch. To cancel the service or change the forward-to telephone number, the customer must contact the Telephone Company. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

2g. **Call Forward – No Answer (Customer Programmable)**

This service redirects incoming calls not answered after a predetermined number of rings to another telephone number. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward - No Answer, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

2h. **Call Forward – No Answer (Programmed by Telco)**

This service automatically redirects incoming calls to another telephone number or voice mail service when the customer's telephone is not answered in a predetermined number of rings. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer activates the service by contacting the Telephone Company and designating the number to which all calls will be forwarded when the telephone is not answered within an established period of time. The Telephone Company then establishes the fixed forward-to telephone number within the switch. To cancel the service or change the forward-to telephone number, the customer must contact the Telephone Company. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

2i. **Call Forwarding – Remote Access**

This service is an additive to the Call Forwarding service and allows the customer to activate and deactivate Call Forwarding from a telephone number in another location. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

CUSTOM CALLING SERVICE (cont'd)

A. General (cont'd)

2j. **Call Hold**

This service allows a customer to place a current caller on hold, which frees the line so the customer can initiate another call. To activate Call Hold, the customer depresses the switchhook to receive a dial tone and then dials a specific code. Only one call per access line can be placed on hold at a time. The held call cannot be added to another call, however, the customer can toggle between each call.

2k. **6-Way Calling**

This service allows a customer to call up to five parties and establish a six-way conference call. To activate this service, the customer dials an access code, dials the desired telephone number (calling party must answer), depresses the switchhook to add the calling party to the line, then depresses the switchhook again to receive a new dial tone. If the called party line is busy or there is no answer, the customer must dial a special access code to drop the line. This process needs to be repeated until all parties (up to five) have been connected to the customer's line. All 6-way Calls are subject to transmission limitations and all applicable local and long distance charges.

2l. **Call Transfer**

This service allows the customer to hold and transfer incoming, out-going and intragroup calls. If the customer has established a three way call, this service will allow the customer to hang up while the other two parties remain connected. Any applicable long distance charges will apply for the duration of the call, even if the customer drops off the call.

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CUSTOM CALLING SERVICE (cont'd)

A. General (cont'd)

2o. **Personal Ringing**

This service allows the customer to have up to four distinct telephone numbers on a single line. The second, third and fourth number will each have a distinctive ringing pattern so the customer can identify which number has been called. If a customer also subscribes to Call Waiting, each phone number will have a distinctive Call Waiting tone. If a customer also subscribes to Call Forward, the main directory number or all four telephone numbers can be forwarded.

2p. **Do-Not-Disturb**

This service prevents incoming calls from ringing at the customer's premises. Callers will reach a recording which states that the number they have dialed is not accepting calls at this time and to try again later. A personal identification number (PIN) is available to allow selected callers the ability to override this service in order to reach the customer.

2q. **Toll Restriction With PIN Override**

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. In addition, the customer will have the ability to override the restriction on a per call basis by using a Personal Identification Number (PIN). To activate the override, the customer dials a code, the PIN, waits for a dial tone and then dials the toll number. When a restricted call is attempted without the PIN, from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

2r. **Home Intercom - Basic**

This service allows customers to redial their own directory number in order to talk to another party at a different extension. To activate this service, customers redial their own directory number and then hang-up. After a short interval, the phone will ring back. Once both parties pick up the phone, they will be able to have a two-way conversation. This service is also known as Revertive Ringing.

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Section 1
Fourth Revised Sheet 6
Cancels Third Revised Sheet 6

CUSTOM CALLING SERVICE (cont'd)

A. General (cont'd)

2s. **Long Distance Call Waiting** (Additive to Call Waiting)

This service is additive to Call Waiting and uses a special tone signal to indicate to the customer that the incoming call is long distance. The tone is different than the Call Waiting tone signal received for a local call. The long distance caller will receive the usual ringing tone.

B. Rates

The following monthly rates apply to Custom Calling Service Features and are in addition to the rates and charges applicable to basic service, and all additional and/or associated equipment and facilities.

| 1. <u>Individual Features</u> | <u>Rate Per Month</u> | | |
|--|------------------------------|-------------|-----|
| | <u>Res.</u> | <u>Bus.</u> | |
| Call Forwarding-per line | \$2.75 | \$2.50 | |
| Call Waiting-per line | \$4.00 | \$3.50 | |
| Call Conferencing-per line | \$2.75 | \$2.25 | |
| Speed Calling-per line | | | |
| - 8 -Number | \$2.00 | \$2.00 | |
| - 30-Number | \$3.00 | \$3.00 | |
| Call Forward – Busy (Cust. Program & Telco) | \$2.75 | \$2.50 | |
| Call Forward – No Answer (Cust. Program & Telco) | \$2.75 | \$2.50 | |
| Call Forward Remote Access * | \$1.50 | \$2.00 | |
| Call Hold | \$2.00 | \$2.00 | |
| 6-Way Calling | \$3.75 | \$3.75 | |
| Call Transfer | \$2.25 | \$2.25 | |
| * * * | | | (C) |
| * * * | | | (C) |
| Personal Ringing | | | |
| - 2 nd Number | \$4.25 | \$4.25 | |
| - 3 rd Number (incremental) * | \$1.00 | \$1.00 | |
| - 4 th Number (incremental) * | \$1.00 | \$1.00 | |
| Do-Not-Disturb | \$2.00 | \$2.00 | |
| Toll Restriction with PIN Override | \$4.00 | \$4.00 | |
| Home Intercom - Basic | \$1.50 | \$1.50 | |
| Long Distance Call Waiting * | \$1.50 | \$1.50 | |

* Discounts do not apply to these services.

(C) Indicates Change

CUSTOM CALLING SERVICE (cont'd)

B. Rates (cont'd)

2. **Pay-Per-Use**

Call Forward - \$.75 per activation with a \$3.75 Cap
 3-Way Calling - \$.75 per activation with a \$3.75 Cap

3. **Discount Packages**

A discount will apply to additional Custom Calling Services subscribed to based on the following:

| | <u>Resident and Business Credit Per Month</u> |
|--------------------|--|
| Any two features | \$.25 |
| Any three features | \$.75 |
| Any four features | \$1.50 |
| Any five features | \$2.00 |
| Any six features | \$2.50 |
| Any seven features | \$3.75 |
| Any eight features | \$4.25 |
| Any nine features | \$5.00 |
| Any ten features | \$5.50 |

C. Conditions

1. Custom Calling Services are furnished only in connection with individual line service. Pay telephone lines equipped with a coin collector are excluded from this offering.
2. The charges specified above will apply on a per line basis when Custom Calling Services are provided in conjunction with Key or Multi-Line Phone Systems.
3. Except as specifically provided herein, Custom Calling Services are subject to the regulations, rates and charges applicable to other types of customer service.
4. Access line services equipped for Call Forwarding are assessed regular long distance message charges for each call transferred on a long distance basis.
5. Custom Calling Features are not available on any Private Automatic Branch Exchange System.

CUSTOM CALLING SERVICE (cont'd)

C. Conditions (cont'd)

6. Service Charges as stated in Section 3 will apply for adding Custom Calling Services to an existing customer's primary service. Custom Calling Services installed simultaneously with establishment of primary service will be included with the normal Service Connection Charges. These charges do not apply when a customer discontinues Custom Calling Services.
7. Subsequent to the initial establishment of Custom Calling Services at a customer's location, regular Service Connection Charges as stated in Section 3 shall apply for additions and changes to the customer's service.
8. There will be a three (3) month trial period for these features introduced at any exchange equipped for Custom Calling Services, during which time no service connection charges will apply for new additions.
9. Custom Calling Features will be offered on an individual basis to rotary customers. Discount Packages are not available to rotary customers.

DIRECTORY ASSISTANCE SERVICE

A. General

Directory Assistance Service gives customers access to telephone numbers of individuals (C)
or businesses by dialing 555-1212, 4-1-1 or 1-4-1-1. (C)

B. Definitions

1. Local Numbers are any NPA/NXXs within the customer's local calling area or home NPA.
2. National numbers are any NPA/NXXs within the United States, Canada, Puerto Rico and the U.S. Virgin Islands, but outside the customer's local calling area or home NPA.
3. Call Completion is when a customer requests that a call be completed to the number that was provided during the directory assistance call. (C)

C. Regulations

1. A maximum of two requested telephone numbers is allowed per call.
2. Rates will apply based on the NPA/NXX requested.
3. Charges for Directory Assistance Service for requests of a local or national number are not applicable to calls placed from customers whose physical, visual, or reading handicaps prevent them from using the telephone directory.

D. Rates

The following rates apply for Directory Assistance Service.

| | <u>Rate</u> | |
|-------------------------------------|-------------|-----|
| 1. Local Direct Dialed, per call | \$1.20 | (I) |
| 2. National Direct Dialed, per call | \$1.20 | (I) |
| 3. Call Completion, per minute | \$0.20 | |

(C) Indicates Change (I) Indicates Increase

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Section 2
First Revised Sheet 2
Cancels Original Sheet 2

DIRECTORY ASSISTANCE SERVICE

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Reserved For Future Use

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ADVANCED CALLING SERVICE

A. GENERAL

Advanced Calling Services (ACS) are optional services, offered in addition to regular exchange service, which allow customers to efficiently manage the call flow generated over their Exchange Access Line(s). Customers will be able to screen, redirect, or return selected calls. These services offer subscribers convenience, time savings, and a greater degree of control over the use of their telephones. Advanced Calling Services are available to residence and business customers where facilities are available. Individual feature availability may differ by exchange.

B. SERVICE DESCRIPTION

1. CALL REJECTION

This service enables a subscriber to reject up to a maximum of six (6) preselected incoming telephone numbers from which he/she does not wish to receive calls. To select a telephone number, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. To add an unknown telephone number to the list, a subscriber can activate a code immediately after receiving an unwanted incoming call. The Company's equipment will screen incoming calls against the subscriber's list and reject those on the list. Callers whose numbers are rejected are directed to a Company recorded announcement. If facilities are unavailable to provide incoming call screening via the subscriber's list, standard call completion will occur.

2. CALL RETURN

This service enables the subscriber to automatically redial the telephone number of the most recent incoming call. The Company's equipment will make repeated attempts to establish the call for approximately a thirty (30) minute period, beginning with the subscriber's activation of Call Return if the most recent incoming call is busy. The service cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multiline hunting groups. Call Return is available on a flat rate or usage sensitive basis.

ADVANCED CALLING SERVICE (cont'd)

B. SERVICE DESCRIPTION (cont'd)

3. PREFERRED CALL FORWARDING

This service enables the subscriber to forward up to a maximum of six (6) preselected incoming telephone numbers to another telephone number. To forward a telephone number, the subscriber dials an activation code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and forward only those telephone numbers on the list. Calls forwarded by this service are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

4. PRIORITY RINGING

This service allows the subscriber to provide up to a maximum of six (6) preselected incoming telephone numbers with a distinctive alerting signal or ring (or a distinctive Call Waiting tone if the subscriber has subscribed to Call Waiting), when the subscriber receives calls from them. To program a telephone number, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and provide the Priority Ringing service for the preselected telephone numbers on the subscriber's list.

5. REPEAT DIALING

This service enables the subscriber to automatically redial the last outgoing telephone number dialed from that line. When the recalled telephone number is busy, the Company's equipment will make repeated attempts to establish the call for approximately a thirty (30) minute period, beginning with the subscriber's activation. Repeat Dialing is available on a flat rate basis. (C)

6. SPECIAL CALL ACCEPTANCE

This service enables a subscriber to allow up to a maximum of six (6) preselected incoming telephone numbers to be accepted. To select a telephone number to be accepted, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and allow only those calls to be completed. Calls from all other numbers will be routed to a Company recorded announcement.

(C) Indicates Change

ADVANCED CALLING SERVICE (cont'd)

B. SERVICE DESCRIPTION (cont'd)

7. CALLER ID

Caller ID - Basic (Number only) is the available service. Anonymous Call Rejection will be automatically provided to Caller ID Subscribers, as part of Caller ID Service, free of charge.

a. CALLER ID - Basic

This service utilizes specific network capabilities to transmit and display the number associated with an incoming call to the called party's access line. The number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID subscribers must provide and connect their own compatible premises equipment in order to process and display the number transmission. The telephone numbers that will be displayed on a Caller ID Subscriber's display unit include listed, non-listed, and non-published telephone numbers. The Company will forward all telephone numbers where technically feasible.

If a calling party has activated blocking, the number will not be transmitted to the display equipment of a Caller ID subscriber. Instead, the Caller ID subscriber will receive a privacy indicator. This privacy indicator notifies the Caller ID subscriber that the calling party chose to block number delivery.

b. Caller ID - Deluxe

This Service utilizes specific network capabilities, where technically feasible, to transmit the name and number associated with an incoming call to the called party's access line. The name and number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID - Deluxe subscribers must provide and connect their own compatible premises equipment in order to process the name and number transmission. The Company will forward all telephone numbers and names where technically feasible.

If a calling party has activated blocking, the name and number will not be transmitted to the display equipment of a Caller ID - Deluxe subscriber. Instead, the Caller ID- Deluxe subscriber will receive a privacy indicator. This privacy indicator notifies the Caller ID - Deluxe subscriber that the calling party chose to block name and number delivery.

ADVANCED CALLING SERVICE (cont'd)

B. SERVICE DESCRIPTION (cont'd)

8. CALLER ID BLOCKING

Caller ID Blocking allows the caller to prevent the delivery of his/her calling data to a Caller ID subscriber on a per call basis (Caller ID Blocking - Per Call) or per line basis (Caller ID Blocking - Per Line).

a. Caller ID Blocking - Per Call

This service will block the delivery of the caller's data to a Caller ID subscriber for one call only and may be activated from all single party access lines by dialing *67 (1167 from a rotary phone) prior to placing the call. PER THE FCC CALLER ID ORDER, EFFECTIVE 12/1/95, CALLER ID BLOCKING - PER CALL IS PROVIDED TO ALL CUSTOMERS AT NO CHARGE.

As of 1/1/97, per FCC Docket 91-281, Per Call Blocking will be provided on calls originating from pay telephone lines used by the general public and party lines.

b. Caller ID Blocking - Per Line

This service will automatically block the delivery of the caller's data to a Caller ID subscriber on all calls and will be made available or offered, at no charge for victims of domestic violence, domestic violence programs, social welfare agencies, health and counseling centers, public service hotlines, law enforcement agencies and staff thereof. In addition, all customers can request per line blocking at no charge. Per Line Blocking can only be added to a customer's line by contacting the Company's business office. The initial request for Per Line Blocking will be provided free of charge for all new and existing customers upon request to the Telephone Company's business office. Disconnection of Per Line Blocking will also be provided at no charge. Per line blocking can be deactivated by dialing *67 (1167 from a rotary phone) prior to placing the call.

ADVANCED CALLING SERVICE (cont'd)

B. SERVICE DESCRIPTION (cont'd)

9. CALL TRACE

This service enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. A Call Trace is considered successful when the Company's equipment is able to record the incoming call detail (not the conversation). Incoming call detail includes: the calling number, the time the trace was activated, and in some locations the time the traced call was received.

The results of the trace are never provided to the customer directly. Call Trace information will only be given to appropriate law enforcement agencies. For further action to be taken, the customer is required to contact the Telephone Company Business Office during normal business hours, which will refer the customer to appropriate law enforcement agencies, or contact the law enforcement agency directly. Call Trace detail will be retained by the Company and made available to local law enforcement for ten business days after the trace has been initiated.

Call Trace may not capture incoming telephone numbers marked "Private" or "Out of Area".

Only calls from locations with compatible signaling services are traceable using Call Trace.

Call Trace is available on a pay-per-use basis. Pay-per-use Call Trace will have a per activation rate and a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge. The customer will be assessed the Call Trace fee, which will appear on the customer's next bill, upon completion of a successful trace.

ADVANCED CALLING SERVICE (cont'd)

B. SERVICE DESCRIPTION (cont'd)

10. ANONYMOUS CALL REJECTION

This service enables a subscriber to reject incoming calls from which a privacy indicator is received. The service is activated by dialing a unique code. When the service is active, the Telephone Company ("Company") will not complete calls to its customer when the calling party has activated Caller ID blocking services. Such calls will be routed to a Company recorded announcement. Anonymous Call Rejection will be automatically provided to Caller ID subscribers as part of Caller ID Service free of charge. Blocked calls routed to the Anonymous Call Rejection recorded announcement will not be rated as completed calls. To complete a call to a Caller ID subscriber who has activated Anonymous Call Rejection the caller must either: (1) place the call through an operator, (2) place the call using a telephone calling card, or, (3) place the call without blocking. Option (1) and (2) may involve charges in addition to the cost of the call. The operator assisted surcharge will be waived for victims of domestic violence, the staffs of domestic violence programs and agencies and emergency services personnel, while performing their jobs, whenever the foregoing persons do not want to disclose their telephone numbers or place a call through an operator to call a Caller ID subscriber who has activated Anonymous Call Rejection.

C. SPECIAL CONDITIONS AND LIMITATIONS

1. Special Conditions for Caller ID:

- a. An originating caller's data may not be displayed to the called party under the following conditions:
 1. The caller's data will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, the second incoming call information will not be displayed. Instead, the called party will receive the usual Call Waiting tone.
 2. The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
 3. Caller ID services cannot be provided with any distinctive ringing lines having a maximum silent interval duration that is not long enough to allow transmission of the data message.

ADVANCED CALLING SERVICE (cont'd)

C. SPECIAL CONDITIONS AND LIMITATIONS (cont'd)

1. Special Conditions for Caller ID: (cont'd)

- a. An originating caller's data may not be displayed to the called party under the following conditions: (cont'd)
 4. Identification of names, specific stations or extensions served by a PBX or Key System is not possible. The main directory number or name and number (if available) of the PBX or Key System will be displayed.
 5. Caller ID services cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
 6. The caller's data will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office (central offices that are not part of the SS7 Signaling System).
 7. The calling party has activated blocking.
 8. Caller ID services do not display a directory number or name and number (if available) for operator assisted calls, calling card calls, calls made from customers who use per-call or per-line blocking or calls originating from pay telephone lines and party line stations.
- b. The following special conditions apply to Caller ID services based on the FCC Caller ID Order effective 12/1/95:
 1. If a customer dials a "1-800" or other Automatic Number Identification (ANI) Service number, the telephone number that they are calling from will be revealed to the called party through ANI technology. Even if the customer has per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information through ANI.
 2. ANI information may not be reused or resold for other purposes without a Caller's consent, even where the called party has paid for the call.

ADVANCED CALLING SERVICE (cont'd)

C. SPECIAL CONDITIONS AND LIMITATIONS (cont'd)

1. Special Conditions for Caller ID: (cont'd)

- b. The following special conditions apply to Caller ID services based on the FCC Caller ID Order effective 12/1/95: (cont'd)
 - 3. Caller ID services are available on all long distance calls where technically feasible.
 - 4. All calling data will be displayed to E911 through ANI technology, even if the customer has per line blocking or has activated per call blocking.
 - 5. All calling data will be passed, even for customers who do not subscribe to Caller ID.
 - 6. Per Call Blocking will be available to all customers. (The FCC Order overrules all state PUC/PSC decisions on Per Call Blocking.)

2. Limitations of Advanced Calling Services:

The management of these services is possible only:

- a. Where the calling party's data can be forwarded from the central office originating the call to the terminating central office serving the called party;
- b. When both the originating customer and the call terminating customer are served from the same central office;
- c. When both the call originating customer and the call terminating customer are served from different central offices equipped for ACS and are linked by appropriate facilities. The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failures, or malfunctions of ACS Services or equipment. Such damages of services after the Company has been notified, and has had reasonable time for repair, shall in no event exceed an amount equivalent to the rates charged for the service affected from the time the customer gives notice until service is restored.

ADVANCED CALLING SERVICE (cont'd)

C. SPECIAL CONDITIONS AND LIMITATIONS (cont'd)

2. Limitations of Advanced Calling Services: (cont'd)

It shall be the responsibility of the Customer to provide customer premise equipment (CPE) compatible with ACS.

Some services are available on a usage sensitive basis with a per activation rate and a specified number of chargeable activations. Each activation thereafter will be at no charge.

D. RATES, DISCOUNTS, USAGE SENSITIVE ACS AND NON-RECURRING CHARGES

1. RATES

- a) The monthly rates and credits are in addition to basic local exchange service or any other services subscribed to by the customer.
- b) Activation and Deactivation codes listed below apply to touchtone telephones. (Rotary phones use the codes prefaced by a 11. For example, Call Return would be 1169.)
- c) The rates below apply to both residential and business customers.

| <u>One Service Per Line</u> | <u>Rate Per Month</u> | | <u>Activation Code</u> | <u>Deactivation Code</u> |
|---|-----------------------|-------------|------------------------|--------------------------|
| | <u>Res.</u> | <u>Bus.</u> | | |
| 1) Call Rejection | 3.00 | 3.00 | *60 | N/A |
| 2) Call Return | 4.00 | 4.00 | *69 | *80 |
| 3) Preferred Call Forwarding | 3.00 | 3.00 | *63 | N/A |
| 4) Priority Ringing | 3.00 | 4.50 | *61 | N/A |
| 5) Repeat Dialing | 4.00 | 4.50 | *66 | *86 |
| 6) Special Call Acceptance | 3.00 | 3.00 | *64 | N/A |
| 7) Caller ID - Anonymous Call Rejection | | | | |
| a. Basic | 8.50 | 8.50 | N/A | N/A (I) |
| b. Deluxe | 9.00 | 9.00 | N/A | N/A (I) |
| 8) Caller ID Blocking | | | | |
| a. Per Call | N/C | N/C | *67 | |
| b. Per Line | N/C | N/C | *82 | |
| 9) Anonymous Call Rejection | 3.00 | 3.50 | *77 | *87 |

(I) Indicates Increase

ADVANCED CALLING SERVICE (cont'd)

D. RATES DISCOUNTS, USAGE SENSITIVE ACS AND NON-RECURRING CHARGES
(cont'd)

2. MULTIPLE SERVICES DISCOUNT PLAN - Per Line

A discount will apply to additional Advanced Calling Services subscribed to based on the following:

| <u>Per Service Credit (2)</u> | <u>Credit Per Month</u> |
|-------------------------------|-------------------------|
| a) Two Services | 1.00 |
| b) Three Services | 2.00 |
| c) Four Services | 3.00 |
| d) Five Services | 4.00 |
| e) Six Services | 5.00 |
| f) Seven Services | 6.00 |
| g) Eight Services | 7.00 |

Call Trace and Caller ID Blocking and Usage Sensitive Services are not offered as part of the above discount package.

3. USAGE SENSITIVE SERVICE

| | <u>Per Successful Activation</u> | <u>Monthly Cap</u> | <u>Activation Code</u> | <u>Deactivation Code</u> |
|----------------|----------------------------------|--------------------|------------------------|--------------------------|
| a) Call Trace | \$1.00 | \$ N/A | *57 | N/A |
| b) Call Return | \$0.50 | \$8.00 | *69 | *89 |

* * *

(C)

4. NON-RECURRING CHARGES

Non-recurring charges do not apply to the establishment of or changes to Advanced Calling Services. This includes Per-Line Blocking.

5. PRIVACY PACK ⁽¹⁾

The Privacy Pack combines five (5) Advanced Calling Services into one package. The package includes the following services: Caller ID – Deluxe, Call Rejection, Anonymous Call Rejection, Preferred Call Forwarding, and Priority Ringing

Rate Per Month
\$9.95

(1) This service is grandfathered to existing customers effective February 15, 2007. This service will not be available to new customers after this date.

(C) Indicates Change

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(C)

(C) Indicates Change

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RESERVED FOR FUTURE USE

(C)

(C) Indicates Change

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RESERVED FOR FUTURE USE

(C)

(C) Indicates Change

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(C) Indicates Change

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(C)

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RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

(C)

(C) Indicates Change

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RESERVED FOR FUTURE USE

(C)

(C) Indicates Change

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI) ⁽¹⁾ (C)

A. GENERAL DESCRIPTION

1. Integrated Services Digital Network (ISDN) is a public network-based set of communications services that make it possible to send, receive, and modify information using regular telephone facilities. ISDN provides end-to-end digital communications and gives the ability to transmit data and voice over the same telephone line simultaneously. This functionality is provided via channelized transport facilities. The ISDN architecture provides for Primary Rate Interface (PRI) which is typically used when a customer wants to connect large quantities of digital lines to the network.
2. ISDN-PRI uses the ISDN architecture to provide the customer with the capability to transmit voice and data simultaneously over the same digital facility. Under various optional arrangements, PRI provides the customer with access to Circuit-Switched Voice Services and Circuit-Switched Data Services.

B. PRIMARY RATE INTERFACE (PRI) SERVICE ARRANGEMENT

1. An ISDN-PRI arrangement connects an ISDN-capable Telephone Company central office switch to ISDN-capable customer premise equipment (CPE). Depending on the application, that CPE might be a PBX, a router, a multiplexer, etc. The PRI ISDN arrangement provides a total of twenty-four digital communications channels within a single physical facility. Twenty-three of these channels are called Bearer, or B Channels and they carry the actual voice or data. Another channel, called the Delta or D Channel, is used to transport signaling for the other 23 channels. This configuration is known as 23B+D.
 - a. **B Channel** - The B Channel is a bi-directional synchronous channel capable of supporting digital transmission speeds of 64 kilobits per second (kbps). Each B Channel of a PRI may carry:
 - (1) Circuit-Switched Voice
 - (2) Circuit-Switched Data
 - b. **D Channel** - The D Channel is a 64 kbps digital signaling channel that carries signaling and control for the B Channels.
2. **Primary Rate Access Facility** - The Primary Rate Access Facility provides a high capacity digital link over which the Primary Rate services are delivered. This facility is based on a 1.544 mbps DS1 carrier (T1 facility).

(1) This service will be grandfathered to existing customers effective May 1, 2018. This service will not be available to new customers after this date. (C)
(C)

(C) Indicates Change

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI) ⁽¹⁾ (C)
(cont'd)

B. PRIMARY RATE INTERFACE (PRI) SERVICE ARRANGEMENT (cont'd)

3. **Multiple PRI Arrangement** - There may be situations where more than 23 B Channels are needed at a particular customer premise. In those situations, multiple PRI facilities can be assigned to a PRI arrangement. With the multiple PRI arrangement, the D Channel in the first PRI facility is used to transport signaling for additional PRI facilities. The first PRI would be configured as 23B+D and the other PRIs would be configured as 24B. This use of Non-Facility Associated Signaling (NFAS) allows the overhead of the D Channel to be distributed over multiple PRI facilities, thereby increasing channel efficiency.
4. **D Channel Backup** - In Multiple PRI Arrangements, a second D Channel can be assigned (where available) as an automatic backup to the primary D Channel. This can be offered when more than one PRI is provided to the same customer in order to provide redundancy of the signaling channel.
5. **ISDN-PRI Failover Solution** – Allows a customer's incoming ISDN-PRI traffic to overflow to a predetermined alternate route in an out-of-service situation. The incoming traffic is forwarded to a remote call forward number and then forwarded to one or more basic access lines in a hunt group.

C. CIRCUIT SWITCHED SERVICE DESCRIPTIONS

Circuit Switching is a switching arrangement in which an entire circuit or B Channel is dedicated to a given call. The circuit is connected on a per call basis and can carry circuit-switched voice or circuit-switched data. Circuit switched related services include:

1. **Clear Channel Capability** - A characteristic of the transmission paths on the "B" channel that allows the full bandwidth on the "B" channel, 64 kbps, to be available to the customer. However, ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 kbps.
2. **Dedicated Trunk Groups** - The B Channels of a PRI can be dedicated for calls to and from the public network: Incoming, Outgoing, 2-way, Direct Outward Dialing (DOD) or Direct Inward Dialing (DID).
3. **Primary Rate Call-By-Call Service** - The Primary Rate Call-By-Call (CBC) feature offers access to additional services such as:
 - Foreign Exchange
 - Tie Trunk
 - InWATS
 - and OutWATS

(1) This service will be grandfathered to existing customers effective May 1, 2018. This service will not be available to new customers after this date. (C)
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(C) Indicates Change

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI) ⁽¹⁾ (C)
(cont'd)

C. CIRCUIT SWITCHED SERVICE DESCRIPTIONS (cont'd)

3. **Primary Rate Call-By-Call Service** – (cont'd)

via the B Channels of an ISDN-PRI. With this feature, any B Channel on the PRI can be used to offer the above services on a per-call basis in addition to trunk calls to/from the public network (i.e., DOD/DID).

4. **Multiple Directory Numbers** - Each PRI includes an individual directory number. Additional directory numbers, a range of directory numbers, or several ranges of directory numbers can be optionally added.

5. **Advanced Calling Services** - ISDN-PRI can support access to the following Advanced Calling Services (also called CLASS services) from suitably equipped CPE:

a. **Caller ID - Basic**- This feature allows the central office and the customer's equipment to communicate the calling party's directory number on calls carried by the Primary Rate service. The number can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.

D. TECHNICAL SPECIFICATIONS

1. **Transmission Specifications** - The Primary Rate Access Facility provides a high capacity digital link over which the Primary Rate services are delivered. This facility is based on a 1.544 Mbps DS1 carrier (T1 facility) whose characteristics are as follows:

- Line Code = Bipolar 8 Zero Substitution (B8ZS)
- Framing Format = Extended Super Frame (ESF)
- Signaling = Q.931 Signaling
- Data Rate = 64 kbps clear or kbps restricted
- D Channel = 24th channel on the T1 facility

2. **Customer Premise Equipment (CPE) and Facilities** - Compatible CPE is required to utilize ISDN-PRI. All equipment used to interface with these services is required to conform with ISDN guidelines as referenced in the following Bellcore specifications:

(1) This service will be grandfathered to existing customers effective May 1, 2018. This service will not be available to new customers after this date. (C)
(C)

(C) Indicates Change

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI) ⁽¹⁾ (C)
(cont'd)

D. TECHNICAL SPECIFICATIONS (cont'd)

2. **Customer Premise Equipment (CPE) and Facilities** – (cont'd)

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

The Telephone Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provisioning of ISDN services render any facilities provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.

E. REGULATIONS AND CONDITIONS

1. Unless specifically exempted, ISDN services shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the general tariff.
2. ISDN-PRI is provided at the option of the Company. These services are furnished subject to central office switching capacity, capability, and the availability of outside plant facilities.
 - a. The availability, functionality, and capabilities of ISDN-PRI may vary, or may not be available, dependent upon type of serving central office switch, related software controlling that switch and associated outside plant.
 - (1) Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.
 - (2) Mileage Charges: Provision of the underlying PRI Access facility (T1) is mileage sensitive. As such, additional mileage charges may apply.

(1) This service will be grandfathered to existing customers effective May 1, 2018. This service will not be available to new customers after this date. (C)
(C)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI) ⁽¹⁾ (C)
(cont'd)

E. REGULATIONS AND CONDITIONS (cont'd)

3. Payment for Service:
 - a. The minimum charge period for services provided under this tariff is one month.
 - b. The customer may choose to pay for the service on a month-to-month basis.
 - c. Suspension of service is not allowed.
4. Directory Listings: One directory listing is provided without charge for each ISDN-PRI customer. Additional listings may be provided as specified for Additional Listing Service in the Rates & Charges section of this ISDN-PRI tariff.
5. Billable Call Treatment: Normal toll charges (including InWATS and OutWATS charges) shall apply to calls that are made outside of the Local Service Area.
6. Customer Premise Equipment (CPE):
 - a. This tariff does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate tariff, sold or leased separately by the Telephone Company (under a separate contract), or may be provided by the customer.
 - b. The customer is responsible for providing the power required for any and all CPE connected to an ISDN-PRI.
7. The Telephone Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure, or malfunctions of ISDN services or associated equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Telephone Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

(1) This service will be grandfathered to existing customers effective May 1, 2018. This service will not be available to new customers after this date. (C)
(C)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI) ⁽¹⁾ (C)
(cont'd)

E. REGULATIONS AND CONDITIONS (cont'd)

8. Service Establishment Charges do not apply for the establishment of the Communication Channels when the customer signs an agreement to subscribe to ISDN-PRI for a minimum of 3 years. If the customer discontinues service prior to the conclusion of the 3 year agreement, the customer will incur a disconnection charge equal to the Service Establishment Charges. The disconnection charge will not apply if the customer purchases other services from the Company which replace ISDN-PRI service.

| INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE PRIMARY RATE INTERFACE (PRI) ISDN-PRI RATE SCHEDULE | | |
|---|---|--|
| ISDN Service | Monthly Rate | Service Establishment (Nonrecurring Rates) |
| 1. ISDN-PRI ACCESS: | | |
| a. ISDN-PRI Access Facility (first mile) | Included in ISDN-PRI Rate (Communication Channels Mo. Rate) | Included in ISDN-PRI Service Establishment (Communications Channels Svc Establishment) |
| b. PRI Access Facility - Mileage Charges (each additional mile) | \$20.00/each additional mile | Included in ISDN-PRI Service Establishment (Communication Channels Svc Establishment) |
| 2. COMMUNICATION CHANNELS: | | |
| a. B Channels plus D Channel, OR B Channels (Multiple PRI Arrangement) | \$700.00 \$700.00 | \$1,000.00 \$1,000.00 |
| b. T1/PRI Rearrangement Charge (In Lieu of \$1,000.00 Service Establishment Charge when the customer already has a T1 in place) | N/A | \$200.00 |
| c. D Channel Backup | \$100.00 | \$150.00 |
| d. Directory Numbers: | | |
| Primary Directory Number (w/each ISDN-PRI) | No Charge | No Charge |
| Additional Directory Numbers | \$2.00/Directory Number | \$25.00/Initial Service Establishment Request |
| e. ISDN-PRI Failover Solution | No Charge | No Charge |

(1) This service will be grandfathered to existing customers effective May 1, 2018. This service will not be available to new customers after this date. (C)
(C)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI) ⁽²⁾ (C)
(cont'd)

E. REGULATIONS AND CONDITIONS (cont'd)

| INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE PRIMARY RATE INTERFACE (PRI) ISDN-PRI RATE SCHEDULE (cont'd) | | |
|---|---|---|
| ISDN Service | Monthly Rate | Service Establishment (Nonrecurring Rates) |
| 3. CIRCUIT SWITCHED FEATURES: | | |
| a. Features: | | |
| 1. Clear Channel Capability | No Charge | No Charge |
| 2. Call-by-Call Capability for the following: | | |
| <i>a. Public Network Calls</i> (incoming, outgoing or 2-way trunk calls) | No Charge | No Charge |
| <i>b. DID (1)</i> | No Charge | No Charge |
| <i>c. FX:</i> All existing tariff rates apply to FX facilities between COs. | \$10.00 | \$50.00 |
| <i>d. Tie Facility:</i> All existing tariff rates apply to Tie facilities between COs. | \$10.00 | \$50.00 |
| <i>e. InWATS:</i> All existing tariff rates apply to measured InWATS. | \$10.00 | \$50.00 |
| <i>f. OutWATS:</i> All existing tariff rates apply to measured OutWATS. | \$10.00 | \$50.00 |
| 3. Advanced Calling Services: Caller ID - Basic (per PRI) | Included w/ISDN-PRI (Communication Channels Mo. Rate) | Included in ISDN-PRI Service Establishment (Communications Channels Svc Establishment) |
| b. Subsequent Feature Additions/Changes: Feature Additions/Changes per PRI | N/A | \$50.00 |
| c. Move Charge To Move ISDN-PRI Service, per PRI | N/A | \$25.00 |

(1) Rates for blocks of numbers are provisioned under the Company's DID tariff.

(2) This service will be grandfathered to existing customers effective May 1, 2018. This service will not be available to new customers after this date. (C)
(C)

(C) Indicates Change

RELOCATION FORWARDING SERVICE (RFS)

A. GENERAL

Relocation Forwarding Service (RFS) is a voice only application service which allows calls sent to a telephone number programmed in the central office to automatically forward to a customer's terminating premises equipment or voice mail box. The customer's premise equipment or voice mail box may be located in the same or different exchange from the call forwarding location.

B. CONDITIONS AND LIMITATIONS

1. RFS service is offered subject to availability of suitable facilities.
2. RFS is provided on the condition that the Telephone Company's facilities are able to adequately handle calls to the RFS customer without interfering with or impairing any services offered by the Telephone Company. If in the opinion of the Telephone Company, the facilities are inadequate to handle the calls to the RFS customer, the customer will be required to pay for the cost of additional services and facilities.
3. Only one call will be forwarded at one time. Another call will not be sent through until the previous call is completed.
4. Customers subscribing to this service are responsible for any toll call charges between the call forwarding location and the terminating point.
5. One listing in the white and yellow page directories, covering the exchange in which the call forwarding central office is located, is provided without additional charge.
6. The minimum service period is one month.
7. RFS service is not offered where the terminating station is a coin telephone.
8. Service is not available on ported numbers or to Internet Service Providers.
9. Service is not available with local measured service.

C. RATES AND CHARGES

| | <u>Non-Recurring Charges</u> | <u>Per Month</u> | <u>Trans. Code</u> |
|-----------------------------------|----------------------------------|----------------------|------------------------|
| Relocation Forwarding, per number | (1) | 75% of B1 | CCBRF |

(1) Subsequent Service Order and Central Office Connect charges apply. The rates are listed elsewhere in this tariff.

OPERATOR SERVICES

(C)

A. General Description

Operator Services allow customers to complete calls within the local calling area with the assistance of an operator. The Customer dials "0" or "0+ NXX LINE" to get the operator. Charges include a per-call rate as well as a per-minute rate.

B. Definition of Calls

1. Billed to Third Number

When the Customer dialing the Operator requests the call to be billed to a third-party. The third party will need to accept the charges before the caller and the called party can be connected.

2. Collect Calls

When the Customer dialing the Operator requests the call to be billed to the called number.

3. Person-to-Person

When the Customer requests the Operator to complete the call to a specific telephone number and in addition requests to speak to a specific person, department, extension of an office, etc. Once the requested person, department, extension, etc. joins the call, the Operator will connect the call.

4. Station-to-Station

When the Customer requests the Operator to complete the call to a specific telephone number and is willing to speak to whoever answers the called number.

5. Call Completion

When the Customer requests the Operator to complete the call to a called number. This charge is in addition to other charges that may be assessed.

C. Terms and Conditions

1. Operator Services are available 24 hours, 7 days a week. Rates apply to any time of the day and any day of the week.
2. Qualified customers with disabilities will not be assessed the charges.
3. This service is not available on payphones.

D. Rates

1. The rates will be assessed on a per call basis.

| | <u>Rate</u> |
|-------------------------------------|-------------|
| a) Operator Assisted Call, per call | \$1.20 |
| b) Call Completion, per minute | \$0.20 |

(C) Indicates Change

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(C)

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Issued: April 30, 2018

Effective: May 1, 2018

DIRECTORY LISTINGS

(C)

A. General

The alphabetical section of the telephone directory consists of a list of names of end users in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of end users and those entitled to use the end user's service as an aid to the use of the telephone service. Any restrictions, changes or additions are provided for in this section.

B. Conditions and Limitations

1. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory
2. The company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.
3. A listing must conform to the Company's specifications with respect to its directories.
4. Listings are regularly provided in connection with all classes of exchange service except public telephone service.
5. The length of the contract period for directory listings where the listing actually appears in the directory is the directory period. The directory period is from the day that the directory is distributed to the customers to the day the succeeding directory is distributed to the customers, unless the listing no longer services the customer because of disconnection, removal, etc. of the service, the minimum contract period will be for at least 30 days. When the listing appears on information records only, the minimum contract period will be for at least 30 days.
6. The Telephone Company shall not be liable for damage claimed on account of errors in or omissions from its directories; nor for the result of the publications of such errors in the directory; nor will the Telephone Company be a party to controversies arising between end users or others as a result of listing published in its directories.
7. In cases of extra listing in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to cancellation of the charges and refunding of any charges to the customer in question.
8. Listings are furnished only as specified for the various services mentioned in this section. Listings which, in the opinion of the company, are not necessary in connection with any services or facilities not specifically mentioned in the section are not furnished either with or without charge.

(C) Indicates Change

DIRECTORY LISTINGS (cont'd)

(C)

C. Primary Listings

A Primary Listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted will be furnished at no charge.

1. Listings will be limited to such information as is necessary for the proper identification of the customer.
2. The length of a listing may be limited to the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing, which in its judgment does not facilitate the use of the directory.
4. Primary business listings must be the name under which the subscriber is conducting business.
5. Business listings may include a designation descriptive of the business or profession if the name does not indicate the nature of the business.
6. Titles are permitted in business or residence primary service listings where required for the purpose of identification.

When two or more main station lines or private branch exchange trunk lines are consecutively operated, the first number of the group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are consecutively operated, a primary listing may be made for each line. DID trunk numbers and trunk hunting lines listed will be charged the applicable listing charges for regular or additional listings.

(C) Indicates Change

DIRECTORY LISTINGS (cont'd)D. Additional Listings1. General

- a. Additional listings for which a charge is made, are available to business and residence customers and are subject to the same regulations as Primary listings.
- b. Additional listings must bear the same address and telephone number as the primary or regular listing. An exception to this may be made in the case of off-premises access lines that are located in other premises solely occupied by the customer, in which case, a different address may be listed. This exception is not permitted when the off-premise access line is located in the residence of an employee of the customer.
- c. Additional listings must be contracted for by the customer who is responsible for the charges.
- d. Residence additional listings are available for other persons who are members of the customer's domestic establishment and occupy the same premises.
- e. After insertion of an additional listing in the directory, such listing shall not be discontinued during the life of the directory unless the telephone is also discontinued or the party having the additional listing moves from the premises in which the telephone service is located.
- f. Additional listings may come in various forms. Below are a few examples
 - Reverse order of the individual names
Primary Listing: Jones, John & Mary 123 Main St.-----123-4567
Additional Listing: Jones, Mary & John 123 Main St.-----123-4567
 - Reference to certain other telephone numbers
Primary Listing: Joe's Garage 12 West Main St.-----555-1212
Additional Listing: After five and weekends-----555-1243
 - Reference to another listing
Primary Listing: Housing, City
Additional Listing: See Government-Planning and Development
 - Other information possibly listed on a separate line
-Email Address -Office Hours
-Former name of a company - Fax Number
-Residence number for a doctor, dentist, attorney, etc.

DIRECTORY LISTINGS (cont'd)E. Non-Published and Non-Listed Numbers1. General

At the request of the customer, a listing or listings (including name, address and telephone number) may be omitted or deleted from the telephone directory. The divulgence of the customer's telephone number to the public is dependent upon the type of service provided.

a. Non-Published Numbers

The customer listing is omitted or deleted from the telephone directory. Only the name and address of the customer will be carried in the telephone company records, and the number will not be given to any calling party.

b. Non-Listed Numbers

The customer listing is omitted or deleted from the telephone directory, but such listings will be carried in the telephone company information records and the number will be given to any calling party upon request.

2. Regulations

- a. The Company shall not be liable should a non-listed or non-published telephone number be divulged inadvertently. When a non-published or a non-listed number is inadvertently published in a directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges that the customer has incurred for such service.

F. Rates

1. Listing charges date from the day information records are posted and are payable in the same manner as are charges for exchange service.
2. All listing charges are automatically discontinued upon the termination of the main service. Charges for additional listings are also discontinued when, (a) the listed party dies, (b) when the listed party subscribes for similar exchange service, and/or (c) when the listed party moves from the premises at which the exchange service is furnished. The minimum charge for additional listings is the amount of such charges for one full directory period.

3. The following monthly charges may apply:

| | <u>Monthly Rate</u> |
|---|---------------------|
| a. Additional Listing, per listing ¹ | \$1.25 |
| b. Non-Published Number, per listing | \$2.00 |
| c. Non-Listed Number, per listing | \$0.00 |

(I)

¹ Includes Alternate listings, and additional line matter.

(I) Indicates Increase

TDS Telecom/Mahanoy & Mahantango
Telephone Company

Section 10
First Revised Sheet 1
Cancels Original Sheet 1

OFF PREMISES EXTENSION ⁽¹⁾

(C)

A. General

Off-Premise Extension (OPX) is a telephone line that connects a station located in a separate building to the main station at the Network Interface Device or at the pedestal. This allows the phone at each location to ring at the same time.

B. Conditions and Limitations

1. OPX will only be provided where technically feasible and is subject to the availability of outside plant.
2. Mileage charges will be based upon the airline mileage between the locations of the primary (main station) and secondary line terminations.
3. For multi-point channels, the mileage is the shortest airline distance between each building in which the channel terminates. The charging mileage is the combination of such segments of distance which results in the lowest total mileage for the entire channel.
4. OPX is only provided to locations residing within the same exchange as the main station.
5. OPX may be located on the premises of another customer provided the other customers have a separate access line service at that location.
6. The Telephone Company may limit the number of off premise extensions connected to a line.
7. OPX is limited to voice grade service.
8. Calls made to 9-1-1 from the extension station may only list the main station in the 9-1-1 database.

⁽¹⁾ Off Premises Extension provisioned in or through the Central Office is grandfathered to existing customers effective May 9, 2016. This service will not be available to new customers after this date.

(C) Indicates Change

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Effective: May 9, 2016

TDS Telecom/Mahanoy & Mahantango
Telephone Company

Section 10
Original Sheet 2

OFF PREMISES EXTENSION ⁽¹⁾ (Continued)

B. Conditions and Limitations (Continued)

9. The rates listed below are in addition to the Basic Local Exchange Service.
10. Non-recurring charges as stated in Section 3 apply.
11. If supporting structures are necessary for the purpose of furnishing OPX extensions on the customers premises or the extension involves unusual construction or disproportionately large expenditures as compared with usual types of construction, the customer may be reasonable for the additional costs of construction.

C. Rates

The rates below do not apply to terminals located in the same building.

| | <u>Monthly Charge</u> |
|-----------------------------------|---------------------------|
| <u>Continuous Property</u> | |
| Per 1/10 mile or fraction thereof | \$.50 |
| <u>Non-Continuous Property</u> | |
| Per ¼ mile or fraction thereof | \$1.25 |

Supplement No. 8 - Telephone - PA P.U.C. No. 500

TDS Telecom/Mahanoy & Mahantango
Telephone Company

Section 11
Original Sheet 1

LINE HUNTING

A. General

Line Hunting provides customers with more than one line the ability to have incoming calls automatically directed to the next vacant line. The Line Hunting selection process starts at a particular line or directory number and continues in a fixed sequence, until an idle line is found or arrives at the end of the sequence. The service is available with Residential and Business one-party rates.

B. Rates and Charges

| | <u>Monthly Rate</u> | <u>Non-Recurring Charge</u> |
|----------|---------------------|-----------------------------|
| Per Line | \$3.00 | (1) |

(1) Service Connection Charges do not apply when ordered with initial service installation. When ordered separate from initial installation, Service Connection Charges, as found in Section 3 of the company's local tariff, PaP.U.C. No. 5, apply.

TDS Telecom/Mahanoy & Mahantango
Telephone Company

Section 12
First Revised Sheet 1
Cancels Original Sheet 1

RESERVED FOR FUTURE USE

(C)

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