

**TDS TELECOM/SUGAR VALLEY TELEPHONE COMPANY**

**COMPETITIVE SERVICES TARIFF**

---

**RATES AND RULES**

Governing the Furnishing of Telephone Service

IN

Loganton, Pennsylvania and Vicinity

---

**Issued: February 27, 2019**

**Effective: February 28, 2019**

By

Joel Dohmeier, Vice President

---



**NOTICE**

TDS Telecom/Sugar Valley  
Telephone Company

Sheet 2

**CHANGES MADE BY THIS TARIFF**

**CHANGE:**

The purpose of this filing is to add Rearrangement Repair/Charge to the tariff, effective 2/28/19.

Please see the following section:  
Section 11: Sheet 1

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

TDS Telecom/Sugar Valley  
Telephone Company

14<sup>th</sup> Revised Sheet 3  
Cancels 13<sup>th</sup> Revised Sheet 3

<u>CHECK SHEET</u>		<u>EFFECTIVE DATE</u>	
Sheet 1	Original	Supplement No. 14-	02-28-19 (C)
Sheet 2	Original	Supplement No. 14-	02-28-19 (C)
Sheet 3	14 <sup>th</sup> Revised	Check Sheet	02-28-19 (C)
Sheet 3A	5 <sup>th</sup> Revised	Check Sheet	02-28-19 (C)
Sheet 4	6 <sup>th</sup> Revised		02-28-19 (C)
 <u>SECTION 1</u>			
Sheet 1	1 <sup>st</sup> Revised-		05-01-15
Sheet 2	1 <sup>st</sup> Revised-		05-01-15
 <u>SECTION 2</u>			
Sheet 1	Original-		01-02-07
Sheet 2	1 <sup>st</sup> Revised-		05-09-16
Sheet 3	2 <sup>nd</sup> Revised-		05-09-16
Sheet 4	Original-		01-02-07
Sheet 5	5 <sup>th</sup> Revised-		05-09-16
Sheet 6	Original-		01-02-07
Sheet 7	Original-		01-02-07
 <u>SECTION 3</u>			
Sheet 1	Original-		01-02-07
Sheet 2	Original-		01-02-07
Sheet 3	Original-		01-02-07
Sheet 4	Original-		01-02-07
Sheet 5	Original-		01-02-07
Sheet 6	Original-		01-02-07
Sheet 7	Original-		01-02-07
Sheet 8	3 <sup>rd</sup> Revised-		03-28-12
Sheet 9	1 <sup>st</sup> Revised-		02-15-07
 <u>SECTION 4</u>			
Sheet 1	Original-		02-13-15
 <u>SECTION 5</u>			
Sheet 1	1 <sup>st</sup> Revised-		05-01-15
 <u>SECTION 6</u>			
Sheet 1	Original		04-05-16
Sheet 2	Original		04-05-16
Sheet 3	Original		04-05-16

(C) Indicates Change

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

TDS Telecom/Sugar Valley  
Telephone Company

Fifth Revised Sheet 3A  
Cancels Fourth Revised Sheet 3A

SECTION 7

Sheet 1	1 <sup>st</sup> Revised	03-20-17
Sheet 2	1 <sup>st</sup> Revised	03-20-17
Sheet 3	Original	03-20-17
Sheet 4	1 <sup>st</sup> Revised	02-28-18

SECTION 8

Sheet 1	1 <sup>st</sup> Revised	05-09-16
Sheet 2	Original	05-09-16

SECTION 9

Sheet 1	Original	04-05-16
---------	----------	----------

SECTION 10

Sheet 1	Original	03-23-17
Sheet 2	Original	03-23-17

SECTION 11

Sheet 1	Original	02-28-19	(C)
---------	----------	----------	-----

(C) Indicates Change

TDS Telecom/Sugar Valley  
Telephone Company

Sixth Revised Sheet 4  
Cancels Fifth Revised Sheet 4

INDEX

	<u>Section</u>	
Additional Lines of Information Listings .....	7	
Advanced Calling Service.....	3	
Alternate Listings.....	7	
Custom Calling Service .....	2	
Dedicated DS1 Service .....	6	
Digital Transport Service.....	10	
Directory Assistance Service .....	1	
Directory Listings .....	7	
Line Hunting .....	9	
Non-Published Numbers.....	7	
Rearrangement Repair/Charge.....	11	(C)
Relocation Forwarding Service.....	4	
Off Premises Extension.....	8	
Operator Services.....	5	

(C) Indicates Change

**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

TDS Telecom/Sugar  
Valley Telephone Co.

Section 1  
First Revised Sheet 2  
Cancels Original Sheet 2

**DIRECTORY ASSISTANCE SERVICE (cont'd)**

\* \* \*

(C)

Reserved For Future Use

(C) Indicates Change

## 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 services. 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:

a. **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.

b. **Call Forwarding – Remote Access** (additive to Call Forwarding)

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

c. **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.



**CUSTOM CALLING SERVICE (cont'd)**

A. GENERAL (cont'd)

2. Custom Calling Services are optional telephone service arrangements which provide one or more of the following features: (cont'd)

c. **Call Waiting/Cancel Call Waiting (cont'd)**

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.

d. **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.

e. **Speed Calling**

Provides for the 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.

\* \* \*

(C)

(C) Indicates Change

**CUSTOM CALLING SERVICE (cont'd)**

A. GENERAL (cont'd)

2. Custom Calling Services are optional telephone service arrangements which provide one or more of the following features: (cont'd)

\* \* \*

(C)

h. **Do Not Disturb**

This feature allows a customer to divert incoming calls to a special tone indicating that the phone is in the DO NOT DISTURB mode. When the feature is activated, incoming calls receive a busy tone.

i. **Call Reminder**

This service allows a customer to program a time at which a reminder call is desired. At the programmed time, the customer will receive a call placed by the Central Office Equipment. When the call is answered, the customer will hear a tone or a Company recorded announcement.

j. **Personal Ringing<sup>(1)</sup>**

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.

k. **Toll Restriction with Authorization Code**

Permits originated calls to be completed within the local exchange area only, and restricts originating direct dialed calls from completing outside the exchange without the use of an authorization code which is assigned by the company and changeable by the company.

<sup>(1)</sup> This service is grandfathered to existing customers effective September 20, 2010. This service will not be available to new customers after this date.

(C) Indicates Change

**CUSTOM CALLING SERVICE (cont'd)**

## A. GENERAL (cont'd)

2. Custom Calling Services are optional telephone service arrangements which provide one or more of the following features: (cont'd)

1. **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.

m. **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 pre-determined 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.

n. **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.

o. **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.

**CUSTOM CALLING SERVICE (cont'd)**

A. GENERAL (cont'd)

2. Custom Calling Services are optional telephone service arrangements which provide one or more of the following features: (cont'd)
  - p. **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.
  - q. **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.

B. RATES

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

		<b>MONTHLY RATES</b>	
		<u>Residence</u>	<u>Business</u>
1.	<b>Individual Features:</b>		
	a. Call Forwarding-per line	\$2.75	\$2.50
	b. Call Forward Remote Access*	2.00	2.00
	c. Call Waiting/Cancel Call Waiting	4.00	3.50
	d. Three-way Calling-per line	2.75	2.50
	e. Speed Calling-per line-8 codes	2.00	2.00
	Speed Calling-per line-30 codes	3.00	3.00
	* * *		(C)
	* * *		(C)
	h. Do Not Disturb	2.00	2.00
	i. Call Reminder	2.00	2.00
	j. Personal Ringing <sup>(1)</sup>	4.00	4.00
	k. Toll Restriction w/Auth. Code	4.00	4.00
	l. Call Forward Busy	2.75	2.50
	m. Call Forward No Answer	2.75	2.50
	n. Call Hold	2.00	2.00
	o. Call Transfer	2.25	2.25
	p. Long Distance Call Waiting*	1.50	1.50
	q. Home Intercom – Basic	1.50	1.50

\*These Premium Features are not offered in Discount Packages.

<sup>(1)</sup> This service is grandfathered to existing customers effective September 20, 2010. This service will not be available to new customers after this date.

(C) Indicates Change

**CUSTOM CALLING SERVICE (cont'd)****B. RATES (cont'd)**

## 2. Pay-Per-Use Features:

- a. Three-Way Calling: .75 per activation with a \$3.75 Cap
- b. Call Forwarding: .75 per activation with a \$3.75 Cap

## 3. Discounts:

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

	<b><u>Residence &amp; Business Credit Per Month</u></b>
Any 2 features	\$ .25
Any 3 features	\$ .75
Any 4 features	\$1.50
Any 5 features	\$3.75
Any 6 features	\$4.50
Any 7 features	\$5.25
Any 8 features	\$6.00
Any 9 features	\$6.75
Any 10 features	\$7.50

**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 Multiline Systems. All Features, except Call Waiting and Three-Way Calling are available to Key and Multiline 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.

**CUSTOM CALLING SERVICE (cont'd)**

C. CONDITIONS (cont'd)

5. Remote Call Forwarding (RCF) service provides automatic forwarding of all incoming calls to a seven-digit RCF number to a terminating number in the same or a different exchange. The terminating number may not be to a semi-public telephone service.
6. The Telephone Company does not provide identification of the originating telephone number of the calling party to the RCF customer.
7. RCF service is furnished upon the condition that the customer subscribes to adequate RCF and terminating facilities to permit the use of the service without impairment, disruption, or deterioration of the quality of other telephone services. If in the opinion of the telephone company additional RCF service or terminating facilities are needed, the customer must subscribe to the additional services or facilities. If the customer refuses to subscribe to adequate RCF services or terminating facilities, the RCF service is subject to termination.
8. Custom Calling Features are not available on any key, or Private Automatic Branch Exchange System.
9. Upon the effective date of this Tariff, and for the following 90 day period, all customers will be provided, at no charge, the following Custom Calling Features: Call Forwarding, Call Waiting, Cancel Call-Waiting, and Three-Way Calling. Any other Custom Calling Features will be provided at the basic monthly rate, per Section B.1 preceding. For the same 90 day period, no service connection <sup>(1)</sup> charges will apply for the addition or deletion of other Custom Calling Features.

After the initial 90 day period, those customers not having notified the Company that they wish to keep the services at the tariffed rates, will be disconnected at no charge.

(1) Service Connection Charge waived is the Central Office Work Charge.

**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 basis.

**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.

**ADVANCED CALLING SERVICE** (cont'd)**B. SERVICE DESCRIPTION** (cont'd)**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.

**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.

**7. CALLER ID**

Caller ID - Basic (Number only) is the available service.

**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 Company will forward all telephone numbers where technically feasible.



**ADVANCED CALLING SERVICE (cont'd)****B. SERVICE DESCRIPTION (cont'd)****7. CALLER ID (cont'd)**

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.

**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.

**ADVANCED CALLING SERVICE (cont'd)**

**B. SERVICE DESCRIPTION (cont'd)**

**8. CALLER ID BLOCKING (cont'd)**

**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 be deactivated by dialing \*67 (1167 from a rotary phone) prior to placing the call.

**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.

**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 is included with the Caller ID at no charge.

**ADVANCED CALLING SERVICE (cont'd)**

**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.
- 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.
- 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, calls marked private by the originator or calls originating from pay telephone lines and party line stations.

**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:

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.

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;

**ADVANCED CALLING SERVICE (cont'd)**

**C. SPECIAL CONDITIONS AND LIMITATIONS (cont'd)**

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

- 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.

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\*\*, NON-RECURRING CHARGES AND PROMOTIONAL PERIODS**

**1. RATES**

- a) The monthly rates, credits and any non-recurring charges 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 below rates apply to both residential and business customers.

Call Trace and Caller ID Blocking \*\* are not offered as part of the above discount package.

TDS Telecom/Sugar  
Valley Telephone Co.

Section 3  
3<sup>rd</sup> Revised Sheet 8  
Cancels 2<sup>nd</sup> Revised Sheet 8

**ADVANCED CALLING SERVICE (cont'd)**

**D. RATES, DISCOUNTS\*\*, NON-RECURRING CHARGES AND PROMOTIONAL PERIODS (cont'd)**

**1. RATES (cont'd)**

	Rate Per		Activation	Deactivation	
	<u>Res.</u>	<u>Bus.</u>	<u>Code</u>	<u>Code</u>	
<u>One Service Per Line</u>					
1) Call Rejection	3.00	3.00	*60	N/A	
2) Call Return	4.00	4.00	*69	*89	
3) Preferred Call Forwarding	3.00	3.00	*63	N/A	
4) Priority Ringing	3.00	3.00	*61	N/A	
5) Repeat Dialing	4.00	4.00	*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		*67	
9) Call Trace	1.00	1.00	*57	N/A	
10) Anonymous Call Rejection	3.00	3.50	*77	*87	

**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

**3. NON-RECURRING CHARGES**

A non-recurring charge of \$5.00 applies to the connection of Advanced Calling Services. If more than one service is subscribed to at a time, only one charge is applied. The non-recurring charge may, during certain promotional periods, be waived for customers subscribing to one or more of the Advanced Calling Services.

Call Trace and Caller ID Blocking \*\* are not offered as part of the above discount package.

(I) Indicates Increase

TDS Telecom/Sugar  
Valley Telephone Co.

Section 3  
1<sup>st</sup> Revised Sheet 9  
Cancels Original Sheet 9

**ADVANCED CALLING SERVICE (cont'd)**

**D. RATES, DISCOUNTS\*\*, NON-RECURRING CHARGES AND PROMOTIONAL PERIODS (cont'd)**

**4. PRIVACY PACK <sup>(1)</sup>**

(C)

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

Call Trace and Caller ID Blocking \*\* are not offered as part of the above discount package.

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

(C)

(C)

(C) Indicates Change

---

**Issued:** February 13, 2007

**Effective:** February 15, 2007

**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.

**C. RATES AND CHARGES**

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

(1) Subsequent Service Order and Central Office Work 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

**DEDICATED DS1 SERVICE**

**A. GENERAL**

Dedicated DS1 Service is a point-to-point intraexchange service that provides for simultaneous two-way transmission at 1.544 Megabits per second (Mbps). This service only transmits digital signals and uses only digital transmission facilities. Dedicated DS1 service and its features are offered subject to the availability of central office equipment and appropriate outside plant facilities. This service is specifically designed for customers that require dedicated DS1 facilities from a TDS TELECOM Central Office to their location.

**B. DEFINITIONS**

Clear Channel Capability - An optional feature of DTS that allows a customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

DS1 - Digital facility that is equivalent to 24 DSOs. Total transmission speed is 1.544 Mbps.

Digital Local Channel - A transmission path for Dedicated DS1 Service furnished from the Central Office to the demarcation point on the customer's premises.

**C. REGULATIONS**

1. Dedicated DS1 Service is available for a minimum service period of one month.
2. Dedicated DS1 Service is available on a month-to-month basis or under variable rate periods, with rates based on lengths of 12 months, 36 months and 60 months.
3. Rates for Dedicated DS1 under contract will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed will be applicable until the contract expires. Upon expiration of the customer's current payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.
4. For channelization of Dedicated DS1 Service, please see Digital Transport Service in Section 6 of the company's local tariff, Pa.PUC No. 3.

**DEDICATED DS1 SERVICE** (cont'd)

**C. REGULATIONS** (cont'd)

5. If the service is canceled by the customer prior to the completion of the service period, the customer will be obligated to pay a termination charge. The applicable termination charge will be equal to the number of months remaining in the contract times the monthly rate provided under the contract. Termination charges will not apply, however, if the customer replaces the service with comparable service and a contract length that is equal to or greater than the original contract period.
6. The rates listed in Paragraph D., following, assume the provision of a digital quality facility that uses existing exchange cable facilities compatible with this service. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge based on the cost incurred to make the changes will apply in addition to the rates for Dedicated DS1 Service.
7. The two types of non-recurring charges associated with Dedicated DS1 Service include a Design Order Charge and an Installation Charge. The Design Order Charge applies once per order while the Installation Charge will apply for each Digital Local Channel installed.
8. The Installation Charge and Design Order Charge will not apply for the establishment of Dedicated DS1 Service when the customer signs an agreement to subscribe to the service 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 Design Order Charge and applicable Installation Charges. The disconnection charge will not apply if the customer purchases other services from the Company which replace Dedicated DS1 Service.

**DEDICATED DS1 SERVICE** (cont'd)**D. RATES AND CHARGES**

The following rates apply on a per customer basis, regardless of the number of terminating locations.

## 1. Recurring Rates

	<u>Monthly Rate</u>	<u>Trans Code</u>
a) <u>Month to Month</u>		
1 Channel	\$230.00	T1MM1
2+ Channels	200.00	T1MM2
b) <u>12 Months</u>		
1 Channel	210.00	T1L31
2 Channels	180.00	T1L12
3+ Channels	160.00	T1L13
c) <u>36 Months</u>		
1 Channel	190.00	T1L31
2 Channels	160.00	T1L32
3+ Channels	140.00	T1L33
d) <u>60 Months</u>		
1 Channel	180.00	T1L51
2 Channels	150.00	T1L52
3+ Channels	130.00	T1L53

## 2. Non-recurring Charges

	<u>Non-recurring Charge</u>	<u>Trans Code</u>
a) Design Order Charge, Per Order	\$700.00	T1DOC
b) Installation Charge, First Channel	650.00	T1C1
c) Installation Charge, Second and Additional Channels, per common end	500.00	T1C2A
d) Clear Channel Capability	350.00	T1CCC

**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 Listings

1. 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
    - Former name of a company
    - Residence number for a doctor, dentist, attorney, etc.
    - Office Hours
    - Fax Number

**DIRECTORY LISTINGS** (cont'd)

E. Non-Published and Non-Listed Numbers

1. 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 <sup>1</sup>	\$1.25
b. Non-Published Number, per listing	\$2.00
c. Non-Listed Number, per listing	\$0.00

(I)

<sup>1</sup> Includes Alternate listings, Cross Reference listings, additional line matter, and directional calling information.

(I) Indicates Increase



TDS Telecom/Sugar Valley  
Telephone Company

Section 8  
First Revised Sheet 1  
Cancels Original Sheet 1

**OFF PREMISES EXTENSION** <sup>(1)</sup>

(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.

<sup>(1)</sup> 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

**Issued:** May 6, 2016

**Effective:** May 9, 2016

TDS Telecom/Sugar Valley  
Telephone Company

Section 8  
Original Sheet 2

**OFF PREMISES EXTENSION** <sup>(1)</sup> (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	\$ .75
<u>Non-Continuous Property</u>	
Per 1/4 mile or fraction thereof	\$2.25

Supplement No. 9 - Telephone - PA P.U.C. No. 500

TDS Telecom/Sugar Valley  
Telephone Company

Section 9  
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, Pa.P.U.C No. 3, apply.

## **DIGITAL TRANSPORT SERVICE**

### **A. GENERAL**

Digital Transport Service (DTS) provides customers with a more cost effective option to deliver voice grade service from the serving Central Office to a customer's premises. DTS is only provided with a DS1 Channel (1.544 Mbps) as provisioned in the Local Private Line tariff. DTS supports Direct Inward Dialing (DID) Service, Dedicated 800 Service, and Local Exchange Business Trunks. The primary users of this service include Internet Service Providers and owners of PBX Systems.

### **B. DEFINITIONS**

DS0 - One voice grade circuit. This circuit generally has a 64 kbps transmission speed.

DS1 - Digital facility that is equivalent to 24 DSOs. Total transmission speed is 1.544 Mbps.

### **C. REGULATIONS**

1. DTS is subject to the availability of central office equipment and appropriate outside plant facilities.
2. The rate structure for DTS requires charges for Trunk Terminations, DS1 facility, Digital Interface Termination and Subscriber Line Charges (SLC).
3. The total number of Trunk Terminations activated by the customer may not exceed the capacity of each DS1 facility.
4. Additional charges for Central Office services and features such as Direct Inward Dialing (DID) Service are applicable when appropriate, as specified elsewhere in this tariff.
5. Calls will be subject to any applicable usage charges for services provisioned on the DTS channels. Message Telecommunications charges will apply to calls outside the Local Service Area.

**DIGITAL TRANSPORT SERVICE (cont'd)**

**C. REGULATIONS (cont'd)**

6. Touch-tone signaling is required for DTS.
7. Unless specifically exempted, DTS is subject to all general regulations applicable to the provision of service by the Company as stated in the general tariff.
8. As a result of any interface or technical changes required of the Company due to the possible future adoption of FCC rules under Part 68, the Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provision of DTS render any customer premises equipment provided by a customer obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.

**D. RATES AND CHARGES**

1. Recurring Rates

	<u>Monthly Rate</u>	<u>Trans Code</u>
a) DS1 Facility*		
b) Digital Interface Termination	\$390.00	T1D1T
c) Per Trunk Termination (Includes PBX, DID, Toll Terminal and Dedicated 800 Trunks)	\$4.50	T1TT

2. Non-recurring Charges

	<u>Non-recurring Charge</u>	<u>Trans Code</u>
a) Subsequent Addition/Rearrangement Charge per trunk termination	\$10.00	T1ARC

\* See Dedicated DS1 Service in Section 6

**REARRANGEMENT REPAIR/CHARGE**

A. General

Rearrangement or repair service applies for work performed by the telephone company to move the protector, NID, or drop wire to a different location as requested by the customer, or to repair the protector or NID due to damage caused by the customer's neglect or abuse. The customer will be responsible for all of the costs associated with rearrangement or relocation of existing facilities as the customer's request.

B. Rates and Charges<sup>1</sup>

Per Normal Hour	\$60.00
Each Additional Quarter Hour	\$15.00

<sup>1</sup> The Company will only assess the hourly rates until the total costs for the request exceeds \$1,000 or the request is unusual. Then the customer could be assessed the actual cost incurred.