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UTAH PUBLIC
SERVICE COMMISSION

SCHEDULE OF RATES AND CHARGES
TOGETHER WITH RULES AND REGULATIONS
APPLICABLE TO TELEPHONE SERVICE
PROVIDED IN THE TERRITORY SERVED BY THE
EMERY COUNTY FARMERS UNION TELEPHONE ASSOCIATION, INC
WITHIN THE STATE OF UTAH AS FOLLOWS.

Issued Date: 9/6/00
Advice No. 99-049-65

Effective Date: 4/6/01
By: Gregory Kilpack
Manager

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Manager

Definitions

Access Line

The circuit which travels from the Central Office to the subscriber's premise terminating at the protector which provides direct access to the local exchange and the toll switching networks.

Base Rate Area

The area of an exchange which is within the boundaries of the related incorporated city/town.

Channel

The electrical path provided by the Telephone Company between two or more locations.

Circuit

A Channel used for the transmission of electrical energy in the furnishing of telephone service.

Connecting Company

A corporation, association, partnership, or individual owning or operating one or more exchanges and with whom traffic is interchanged.

Contract

The service agreement between a subscriber and the Company under which services and facilities are furnished in accordance with the provisions of the Tariffs applicable.

Customer Provided Equipment (CPE)

Devices, apparatus and their associated wiring provided by a subscriber for use with facilities furnished by the Company.

Direct Dialing

The capability for a subscriber to dial anywhere in the United States with a series of numbers without operator assistance.

Exchange Area

The territory served by an Exchange.

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Definitions

Extension and PBX Station Mileage

The charges made for the additional circuit required to furnish such stations beyond the allowable distance from the main station or PBX switchboard.

Extension Station

An additional station connected on the same circuit as the main station and having the same telephone number as the main station.

Extra Listing

Any listing of a name or information in connection with a subscriber's telephone number beyond that to which he is entitled in connection with his regular service.

Foreign Exchange Directory Listing

An alphabetical and directory listing in the directory of an exchange other than the exchange in which a subscriber is furnished local service.

Individual Line

An exchange line designed for the connection of only one access line.

Installation Charge

A non-recurring charge made for the placing or furnishing of telephone equipment, which may apply in place of or in addition to Service Connection Charges and other applicable charges for service or equipment.

Key System

An arrangement of key-equipped instruments capable of providing intercommunication and multi-trunk communication with the general exchange and interexchange network.

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Definitions

Local Channel

That portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Exchange Service

Telephone service furnished between subscriber's stations located within the same local service area.

Local Message

A communication between subscribers' stations within the same Exchange Area.

Local Service Area

That geographical area throughout which a subscriber obtains telephone service without the payment of a toll charge.

Main Station

A suitable telephone instrument or station which is connected to a network access line through a Central Office and has a unique telephone number.

Party Line

A central office line designed for the connection of more than one network access line.

Premises

All of the building or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuous plot of ground not intersected by a public highway or thoroughfare.

Primary Station

Synonymous with Main Station.

Definitions

Private Branch Exchange (PBX)

An arrangement of equipment used by a subscriber and connected directly to a central office by means of trunk access lines. from which connection is made to stations at various locations or customer premises, thereby providing telecommunications between these stations and also communication with the general exchange system.

Private Line

A circuit provided to furnish communication only between the two or more telephones directly connected to it, and not having connection with either central office or P.B.X. switching apparatus.

Public Telephone

An exchange station, either attended or equipped with a coin-collecting device which is installed for the convenience of the public at a location chosen or accepted by the Company.

Semi-public Telephone

A Semi-public Telephone is an exchange station equipped with a coin collecting device, designed for a combination of subscriber and public usage at locations more or less public in character. Semi-public telephone service is considered as a form of subscriber service.

Subscriber

A person or agency subscribing for telephone service. As used in this Tariff, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers, even in the same Exchange. The privileges, restrictions, and rates established for a subscriber to any class of service are limited to the service at one location; an no group treatment of service at separate locations furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

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Definitions

Tariff

The document filed by the Company with the Public Service Commission which lists the communication services offered by the Company and the associated rates and charges.

Telephone Station

A suitable telephone instrument, consisting of a transmitter, receiver, and associated apparatus, so connected as to permit transmitting of and receiving telephone messages.

Tie Trunk

A circuit connecting two PBX systems for the purpose of intercommunicating between the stations connected with such PBX switching apparatus. The circuit is not intended to provide for general exchange service through either of the PBX systems with which it connects.

Toll Message

A message from a calling station to a station located in a different local service area.

Toll Service

Telephone service rendered by the Company between patrons in different local service areas in accordance, with the rates and regulations specified in the Company's Toll Tariff

Trunk

A telephone communication channel between (a) two ranks of switching equipment in the same central office, (b) between central office units in the same switching center, or (c) between two switching centers.

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General Rules and Regulations

A. Application

The rules and regulations specified herein apply to the intrastate services and facilities of the Emery County Farmers Union Telephone Association, Inc., hereinafter referred to as the Company. Failure on the part of the subscribers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the authority to discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the specified tariffs, the rate, rule, regulations or provision contained in the specific tariffs shall prevail.

These tariffs cancel and supersede all other tariffs of the Company issued and effective prior to the effective date of these tariffs.

B. EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rates.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

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General Rules and Regulations

C OBLIGATION OF COMPANY

1. Availability of Facilities

The Company's obligation to furnish telephone service is dependent upon its ability to secure suitable facilities and right-of-ways and to provide such service without unreasonable expense.

2. Interruption of Service

An allowance will be made upon notice and demand to the Company for interruption of service not due to subscriber negligence if the interruption continues for more than twenty four hours from the time it is reported to or detected by the Company. The allowance will be the prorated portion of the monthly rate for the service made inoperative.

3. Directory Errors and Omissions

The Company endeavors to correctly list customers, their telephone numbers and other information in the local telephone directory. The Company will waive the tariff rate for special directory services in cases in which the company is responsible for directory listing errors.

4. Transmitting Messages

The Company does not transmit messages. If, because of transmission difficulties, the operator repeats messages between subscribers, the operator is deemed acting as an agent of the subscriber.

5. Use of Connecting Company Lines

Lines of other connecting companies may be used to reach points outside the Company area when suitable arrangements can be made.

6. Defacement of Premises

The Company will repair or replace any defacement or damage of property due to installation, existence, or removal of Company property, when the damage is the result of negligence of the Company.

General Rules and Regulations

C. OBLIGATION OF COMPANY (Cont'd)

7. Adjustment of Charges

In case of overbilling, a refund will be made by the Company for the full amount of excess charges when the amount can be determined; when the amount cannot be determined from available records, the maximum refund will not exceed the estimated overbilling over a three year period.

In case of underbilling, the company reserves the right to backbill for the deficiency charges up to a period of three years.

D. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment

All equipment and lines furnished by the Company are the property of the Company even though located on the subscriber's premises. Company agents or employees shall have the right to enter said premises at any reasonable hour to install or maintain equipment, make collections, or remove equipment.

The Company may refuse to install or maintain any service at locations which are hazardous to Company employees. If such service is furnished, the subscriber may be required to install and maintain such service, holding the Company harmless from any claims for damage by reason of the installation and maintenance of this service.

2. Interconnection Policy

Subscriber-provided terminal equipment may be used and subscriber-provided communication systems may be connected with the facilities furnished by the Company for telecommunications services subject to regulations outlined in other parts of this tariff. In case any unauthorized attachment is made, the Company shall have the right to disconnect, suspend, or terminate the service.

General Rules and Regulations

D. USE OF SERVICE AND FACILITIES (Cont'd)

3. Use of Subscriber Service

Subscriber telephone service is furnished only for the use by the subscriber, his family, and associates. The Company may refuse to install or permit such service to remain on premises of public or semi-public character. The equipment may be installed, at such locations provided the service is located so it is not accessible for public use.

4. Tampering with Equipment

The Company may refuse to furnish telephone service when company equipment shows any evidence of tampering for the purpose of obtaining service without payment of charges applicable to the service rendered by the Company.

5. Use of Improper Language or Impersonation of Another

The Company may refuse service to anyone who uses or permits abusive or obscene language over Company facilities or impersonates another individual with fraudulent or malicious intent.

6. Governmental Objections to Service

The Company may refuse service or discontinue service to anyone upon objection to such service by or behalf of any governmental authority.

7. Indiscriminate Use of Facilities

The Company may refuse to furnish service or require upgrading of services provided to any subscriber who allows indiscriminate use of Company facilities, except in case of emergencies.

General Rules and Regulations

E. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

Application for service must be made on the Company's standard form, which becomes a contract when accepted in writing by the Company or upon establishment of service. The subscriber may be required to pay in advance all charges for the first billing period and connection charge if applicable. The conditions of such contracts are subject to all provisions of this and other applicable tariffs. Requests for additional service may be made verbally, if provided in the original contract, and no advance payment will be required. A move within the exchange area is not considered to terminate the contract and orders for such may be made verbally.

2. Telephone Numbers

The customer has no property right in the telephone numbers assigned by the company and no right to continuance of service through any particular central office. The company may change the telephone number or central office designation of a customer whenever it considers it desirable in the conduct of its business.

When existing service is continued for a new customer, the telephone number assigned to the former customer may be retained by the new customer only: (a) if the former customer consents and properly notifies the company in writing; and (b) if arrangements acceptable to the company are made by the new customer to pay all outstanding charges against the service to the company.

3. Alterations

The subscriber agrees to notify the Company of any alterations which will necessitate changes in the Company's wiring; and the subscriber agrees to pay the Company's current charges for such changes.

4. Payment of Service

The subscriber is required to pay all charges for services rendered by the Company, both exchange and toll in accordance with provisions contained elsewhere in this tariff. The subscriber is responsible for all charges for service rendered at his telephone, including collect charges.

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General Rules and Regulations

E. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

5. Maintenance and Repairs

The Company shall bear the expense of all repair and maintenance of its facilities, except where damage or destruction of its facilities is due to the gross neglect of the subscriber. The subscriber may not rearrange, remove, or disconnect any Company facilities without consent of the Company.

6. Line Extensions

Lines will be extended to permanent customers in accordance with the guidelines established in the Construction Charge section.

Where required by the conditions, applicants may be required to provide to the Company suitable private right-of-way parallel to the public highway.

7. Unusual Installation Costs

When special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonably proportionate share of such cost.

Title to all facilities constructed and paid for wholly or in part by the subscriber is vested in the Company.

F. TELEPHONE DIRECTORIES

The Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

G. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Deposits

The Company adopts by reference the Rules and Regulations promulgated by the Public Service Commission of Utah or Company policy and all amendments to those rules which may be hereafter adopted by the Public Service Commission of Utah. Copies of these Rules and Regulations are on file in the business office and are available for public inspection.

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General Rules and Regulations

G. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

2. Interest to be Paid on Deposits

Simple interest, at the rate provided by the Company, shall accrue from the date of deposit until the date of refund or application to the customer's telephone bill.

3. Reconnection Charge

Where service has been terminated by the company in accordance with the PSC Rules and Regulations or Company policy, a charge equivalent to 30% of regular non-recurring charges shall apply for reconnection of service

4. Issuance of Credit Cards

Credit cards may be issued to the Company's customers. Issuance of a credit card will require the establishment of credit.

H. MINIMUM CONTRACT PERIODS AND TERMINATION OF SERVICE

1. Minimum Contract Periods

Except as hereinafter provided, the minimum contract period for all services and facilities is one day at the same location.

The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.

The Company may require a minimum contract period longer than one day at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra cost.

(R)

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General Rules and Regulations

H. MINIMUM CONTRACT PERIODS AND TERMINATION OF SERVICE (Cont'd)

2. Termination of Service - Subscriber's Request

Service may be terminated prior to the expiration of the minimum contract period upon notice being given to the Company, and upon payment of any applicable termination charges, in addition to any applicable charges due for service which has been furnished.

In the case of service for which the minimum contract period is one month, termination will require that charges due for the balance of the minimum period be paid.

In the case of directory listings where the listing has appeared in the directory or where a non-listed or non-published listing has been properly omitted, the charges are due to the end of the directory period, except that in the following cases charges will be continued only to the date of the termination of the extra listing or proper omission with a minimum charge of one month.

- (1) The contract for the main service is terminated.
- (2) The listed party becomes a subscriber to some other class of exchange service.
- (3) The listed party moves to a new location.
- (4) The listed party dies.

For special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

Contracts for periods longer than one month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or if the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.

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General Rules and Regulations

H MINIMUM CONTRACT PERIODS AND TERMINATION OF SERVICE
(Cont'd)

3. Termination of Service - Subscriber's Request (Cont'd)

Service may be terminated after the expiration of the initial contract period, upon the Company being notified, and upon payment of all charges due to the date of termination of the service.

3. Termination of Service By The Company

The Company adopts by reference the Rules and Regulations promulgated by the Public Service Commission of Utah and all amendments to those rules which may be hereafter adopted by the Public service Commission of Utah. Copies of these Rules and Regulations are on file in the business office and are available for public inspection.

I. PAYMENT FOR SERVICE AND FACILITIES

1. Date Payment Due

The subscriber shall pay for service and facilities monthly in advance and shall pay for Toll Messages (including charges for messenger service), Teletypewriter Exchange Service Message, and Moves and Changes when billed. Failure to receive a bill does not relieve the subscriber of the responsibility for payment in accordance with the provisions set forth herein.

All bills for service are due and payable at the office of the Company on or before the twentieth day of the month in which the bill is rendered. If the bill is not paid when due, the Company may make a late payment charge at the rate set by the Board of Directors and the Company may apply any deposit towards the outstanding balance.

2. Returned Check Policy

A charge, as determined by the company, will be made for all checks returned to the company for insufficient funds. If two insufficient funds checks are received from a subscriber within a twelve (12) month period, the company may require that all subsequent payments be made by cash, money order, or certified check.

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General Rules and Regulations

J. SPECIAL SERVICES AND FACILITIES

Special services and facilities not ordinarily used in the furnishing of telephone service and not otherwise provided for by the tariff schedules of the Company may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Company. Special services are provided for each individual application as a custom-engineered system to satisfy and provide for the needs of that customer. Applicable charges will be determined by the revenue requirements of the utility for each individual system. In the event any such special service or facility or the use made thereof interferes with the furnishing of telephone service by the Company, the Company may terminate such contract and cease to furnish such special service or facility after thirty days' written notice to the subscriber; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

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EXCHANGE SERVICES

This Appendix applies to the following companies and exchanges only:

| | |
|---------------------------|--|
| Carbon/Emery Telcom, Inc. | East Carbon Helper Price Wellington (Carbon Exchanges Collectively) |
| Hanksville, Telcom, Inc. | Hanksville |

Within this Appendix, the Carbon/Emery Telcom, Inc. exchanges (East Carbon, Helper, Price, and Wellington) when referred to collectively will be "Carbon Exchanges"

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Exchange Services

1. Exchange Areas

The Company develops exchange service areas to establish service within a defined geographical area.

1.1 Extended Area Service (EAS)

A. Rates and Charges

1. EAS is the ability to call between two or more CO areas within and between exchanges or zones without Message Telecommunications Service (MTS) charges. Additional charges are applied for the calling service beyond the customer's serving CO.
2. When a new CO is placed into service and a new CO area, exchange or zone is established, EAS rates will be adjusted, as necessary, and calling areas revised to reflect EAS between the new and existing CO areas.
3. The minimum service period is one month.
4. The normal charge for EAS service will be a flat rate monthly charge which will include calls to all customers served by COs within the non-MTS calling area.
 - a. Monthly flat rate charges (USOC ZNB) for each CO are shown on the following tables.

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Exchange Services

1. Exchange Areas (Cont'd)

1.1 Extended Area Service (Cont'd)

A.4.a. (Cont'd)

(a)(1) Flat Usage Service, Business EAS Rates

Extended Area Service (EAS) Business (B1) Service:

Location

Per Month

Between the Carbon Exchanges and the
Emery Exchanges

\$1.50

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EXCHANGE SERVICES

1. Exchange Areas (Cont'd)

1.1 Extended Area Service (Cont'd)

A.4.a (Cont'd)

(2) Flat Usage Lines and Trunks, Business EAS Rates

| Central Office | Centrex Type Station Line [1] | Flat Trunk [2] |
|-----------------------|--|---------------------------|
| East Carbon | - | - |
| Helper | - | - |
| Price | - | - |
| Wellington | - | - |

[1] Service Offered Where Facilities Permit

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EXCHANGE SERVICES

1. Exchange Areas (Cont'd)

1.1 Extended Area Service (Cont'd)

A.4.a (Cont'd)

(3) Joint User Service, Business EAS Rates, Flat Usage Service

| Central Office | Individual Line | Hunting Increment [1] | Trunk 2-way [2] |
|-----------------------|----------------------------|----------------------------------|----------------------------|
| East Carbon | - | - | - |
| Helper | - | - | - |
| Price | - | - | - |
| Wellington | - | - | - |

[1] Service offered where facilities permit.

[2] Inward Trunks are not charged for EAS

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Exchange Services

1. Exchange Areas (Cont'd)

1.1 Extended Area Service (Cont'd)

A.4.a. (Cont'd)

(b)(1) Flat Usage Service, Business EAS Rates

Extended Area Service (EAS) Residence (R1) Service:

Location

Per Month

Between Carbon Exchanges and the
Emery Exchanges

\$0.50

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EXCHANGE SERVICES

1. Exchange Areas (Cont'd)

1.1 Extended Area Service (Cont'd)

A.4.a (Cont'd)

(5) Residence EAS Rates, Message Usage Service

| Central Office | Individual Line[1] | 4&8 Hunting Increment [1] | Two-Party Line[1] |
|-----------------------|-------------------------------|--|------------------------------|
| East Carbon | - | - | - |
| Helper | - | - | - |
| Price | - | - | - |
| Wellington | - | - | - |

[1] Service Offered where facilities permit.

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Exchange Services

1. Exchange Areas (Cont'd)

1.1 Extended Area Service (Cont'd)

C. List of Local Calling Areas

Exchange

Included in EAS

Carbon Exchanges including:

Price
Wellington
East Carbon
Helper

Emery Exchanges including:

Castle Dale
Ferron
Emery
Green River
Cleveland
Huntington
Orangeville

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Exchange Services

1. Exchange Areas (Cont'd)

1.2 Local Exchange Service Options Offered In An Exchange Area

- A. The following classes of service are offered in Utah in the exchange areas listed in 1.2

Dial Tone Line

Residence
Business

Individual and Trunk Usage Packages

Unlimited flat individual business
Unlimited flat business trunks
Message individual residence
Message individual business

Multiparty Usage Packages

Unlimited flat 4-Party business
Unlimited flat 4-Party residence
Unlimited flat 8-Party business
Unlimited flat 8-Party residence

Other Services

Public Access Line

- B. All exchanges are flat rate service unless otherwise indicated

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EXCHANGE SERVICES

1. Exchange Areas (Cont'd)

1.2 Local Exchange Service Options Offered In An Exchange Area (Cont'd)

C. Business and residence services may be connected to the same four-party line but, as of May 24, 1983, two and four-party flat rated service will not be provided as new service. As of February 15, 1992, two-party message service will not be provided as new service.

| Exchange Area | Indiv. Line | Business (B) / Residence (R) | | |
|---------------|----------------|------------------------------|-------------------|----------------|
| | | 2-Pty. Line[1] | 4-Pty. Line[1] | 8-Pty. Line |
| East Carbon | B/R | - | - | - |
| Hanksville | B/R | - | - | - |
| Helper | B/R | - | - | - |
| Message Usage | -/R | - | - | - |
| Price | - | B/R | - | B/R |
| Message Usage | -/R | - | - | - |
| Wellington | - | B/R | - | B/R |
| Message Usage | -/R | - | - | - |

[1] Not furnished as new service except as specified in 1.2.C.

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Exchange Services

2. Local Exchange Service

A. General

1. The provision of local exchange service at the rates and charges and terms and conditions shown is subject to the provision of other sections of this Tariff.
2. Individual and multiparty line exchange service consists of a minimum of two components: The dial tone line and local usage. Other features are available to enhance the communication service.
3. The rates and charges as quoted herein for local exchange service entitle the customers to local calls, without toll charges, to all local exchange dial tone lines connected to a CO of the exchange, or to all dial tone lines served by CO's of the extended area service (EAS).
4. Wire center serving areas may be revised and portions of an area transferred to other wire centers as facility requirements change. The serving wire center determines which exchange and/or zone rates and increments apply.
5. The monthly rate for urban services located outside of the base rate area but within the exchange area are the same as those within the base rate area.
6. Application of Business and Residence Rates
 - a. Service is classified as business service and business rates apply when any of the following conditions exist:
 - (1) When the service is furnished at a location where a business, trade or practice is performed and where uses of the location is not confined primarily to domestic activities.
 - (2) Service for social clubs (e.g., Elks, VFW, Eagles, etc.) will be considered business service.
 - (3) When the directory listing is to be a business listing.
 - (4) When the service is provided to or through a reseller of local exchange service.

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Advice/Dkt. No. 99-049-65

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By: Gregory Kilpack
Manager

Exchange Services

2. Local Exchange Service (Cont'd)

A.6. (Cont'd)

- b. Service is classified as residence service and residence rates apply when the following two conditions exist:
 - (1) When the service is furnished at a location used primarily for domestic purposes; a residence location typically contains cooking and sleeping facilities,
 - (2) Residence service will be allowed for individual rooms at group homes e.g., fraternities, sororities, patient rooms at retirement homes, boarding houses when service to the rooms is not provided through a reseller of local exchange service, if the listing is in an individual's name.
 - (3) Residence service will be allowed in church living quarters and the clergy person's private study if the listing is in an individual's name.
 - (4) When the directory listing is to be a residential listing. A residence service may not have a business directory listing.
- c. A residence service may not be part of a hunting sequence that contains business lines.
- d. Customers changing from business to residence service will be assigned a different telephone number. Referral of calls to the new residence telephone number assigned will not be provided.
- e. When it is determined that a customer with residence service should be reclassified as business service under the above provisions, the Company will discontinue the service in the event such customer refuses to permit the service to be classified as business service and pay applicable business rates.

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By: Gregory Kilpack
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Exchange Services

2. Local Exchange Service (Cont'd)

A. General (Cont'd)

- 7. The move of a drop wire, at customer's request, will be subject to a charge equal to the Network Premises Work Charge.
- 8. Nonrecurring Charges for Service Connections, Move, and Changes:

| | Non-Recurring Charges | | |
|-----------------|-----------------------|-----------------|-----|
| | <u>Residence</u> | <u>Business</u> | |
| Service Order | \$5.00 | \$5.00 | (R) |
| Line Connection | 10.00 | 10.00 | (R) |
| Premise Visit | 30.00 | 30.00 | (T) |
| CONDITIONS | | | (T) |

These charges are intended to cover the expense incurred by the Company in conjunction with the following: (T)

- Establishment of service;
- Change in location of a service to other premises;
- Transfer of service from one customer to another;
- Change of telephone number at customer's request;
- Installation of auxiliary equipment;
- Restoral of service disconnected for nonpayment or failure to establish credit.

Charges shown are in addition to installation charges shown under other Tariff schedules.

Charges shown in this schedule are based on work being performed during regularly scheduled working hours of the Company's employees. Work performed with overtime labor costs will be performed at direct cost to the customer.

No charges will apply under the following circumstances:

- Service to which no monthly rates apply;
- Public telephones installed at the initiative or option of the Company.

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Exchange Services

2. Local Exchange Service (Cont'd)

2.1 Measured Service

A. Description

1. Measured service consists of local usage charges, which apply for outgoing calls completed on a local basis. In addition, the customer must subscribe to dial tone line.
2. Measured service requires special CO equipment and is furnished only in wire centers where facilities are available.

B. Terms and Conditions

1. Measured service is available for residence customers on an individual line basis only.
2. Measured service usage charges do not apply to messages completed to official numbers located on Company premises within the local calling area that the general public calls to transact Company business.
3. Calls to Directory Assistance, 911, 976 Information Delivery Service, 960 Network Access Service and Telephone Repair Service are not subject to measured service usage charges.

C. Rates and Charges

1. Within 120 days of subscribing to measured service, customers may change to flat usage service at no charge.
2. Measured Service Charges
 - a. Measured service usage charges accumulate on a monthly basis commencing on the billing date.
 - b. Measured service usage charges are based upon the rate shown and are applicable to local messages completed on a dial station-to-station basis for calls placed within the same calling area.

PER MINUTE RATE

| | |
|-------------------------------|--------|
| Measured Service Usage Charge | \$0.02 |
|-------------------------------|--------|

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By: Gregory Kilpack
Manager

Exchange Services

Local Exchange Service (Cont'd)

2.1 Measured Service (Cont'd)

C. Rates and Charges (Cont'd)

3. In addition to the measured usage charge, the customer must also subscribe to a dial tone line as specified in Section 2.3

| | USOC | Nonrecurring Charge |
|---|-------------|----------------------------|
| • Residence | | |
| - Measured Usage Service ^[1] | LW1, LF5 | \$25.00 |
| - Additional Measured Usage Service | AKN | 25.00 |

4. Nonrecurring Change Charges

See 2.A.8 for applicable nonrecurring change charges.

[1] USOC's LF5 is used in connection ~~with~~ the Telephone Assistance Program that is described in 2.6.

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By: Gregory Kilpack
Manager

Exchange Services

2. Local Exchange Service (Cont'd)

2.2 Message Usage Service

A. Description

1. Message Usage service is local usage charges based upon message units made according to a measured amount of usage.
2. Message usage service includes a monthly message-unit allowance in the monthly usage. An additional charge is made for units used in excess of the allowance. The message-unit allowance, if not used during one month, is not credited to the customer's account for any other month that service is provided.

B. Rates and Charges

1. The following message usage charge applies for calls placed within exchanges in the same local calling area.
2. Individual residence message usage service is only available in Electronic Switching System (ESS) offices.
3. In addition to the message usage charge, the customer must also subscribe to a dial tone line as specified in Section 2.3.

| | USOC | Nonrecurring Charge |
|--|-------------|----------------------------|
| • Business | | |
| - Message Usage Package | 1MB | \$50.00 |
| - Additional Message Usage Package | ALS | 50.00 |
| • Residence | | |
| - Message Usage Package ^[1] | 1MR,LM8 | 25.00 |
| - Additional Message Usage Package | AHR | 25.00 |
| - Message Usage Package ^[1,2] | 2MR,21M | 25.00 |

4. Message Unit Allowance

| | Message Unit Allowance | Charge for Each Additional Unit |
|-------------|-------------------------------|--|
| • Residence | 25 | \$0.08 |
| • Business | - | 0.08 |

5. Nonrecurring Change Charges

See 2.A.8. for applicable nonrecurring change charges

[1] USOCs LMS and 21M are used in connection **with** the Low Income Telephone Assistance Program which is described in 2.6.
 [2] Two-Party Service has been discontinued (grandfathered) and is available only to existing customers.

Exchange Services

Local Exchange Service (Cont'd)

2.3 Dial Tone Line

1. This Tariff contains the schedule of rates, charges and specific terms and conditions applicable to local exchange Dial Tone Lines. This service entitles customers to access the telecommunications network for a stipulated monthly charge.
2. Two components are used in determining exchange service rates: The dial tone line and local usage package. Therefore, in addition to a dial tone line subscription, the customer also must subscribe to a local usage package.
3. Local usage is provided to customers under packages that differ in the manner in which their usage is rated. With all packages, the customer may receive an unlimited number of incoming calls, at no additional charge.
4. Loop Diversity and/or Avoidance are available with individual business access lines and trunks.
 - a. Customers subscribing to Loop Diversity must also have additional facilities for the diverse route.
 - b. Customers subscribing to Avoidance may also be required to pay Foreign Central office charges.

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By: Gregory Kilpack
Manager

Exchange Services

2. Local Exchange Service (Cont'd)

2.3 Dial Tone (Cont'd)

5. Rates

| | Monthly Rate |
|--|-----------------|
| Residential Service (R1) Per Access Line | \$17.32 |
| Business Service (B1) Per Access Line | \$26.00 |

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Exchange Services

2. Local Exchange Service (Cont'd)

2.4 (D)

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Exchange Services

2. Local Exchange Service (Cont'd)

2.4

(D)

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3/01/11

Exchange Services

2. Local Exchange Service (Cont'd)

2.5 Local Service Options

A. Service Stations

1. Description

- a. Generally the Company will provide facilities for local exchange service within the exchange area. Where facilities are not in place or where unusual costs are involved, facilities may be provided in accordance with Section 4.
- b. Service Station Service is a class of service using customer owned and maintained lines which is offered as a means of providing telephone service in isolated and sparsely developed areas where it is not practicable for the Company to make facilities available or where to do so would impose excessive costs on the general body of customers.
- c. Service Stations may be connected with a CO or temporarily with a toll station of the Company.
- d. Service Station associations will be required to appoint a secretary or representative to transact all business with the Company. An association will be required to execute through its delegated representative, an agreement with the Company covering the privileges and obligations of either party to the other.
- e. After written notice, service may be discontinued on any line or lines at the option of the Company when the Service Station association or the owner of the Service Station line neglects or refuses to make such additions, replacements, changes, and repairs as may be necessary to place the line or lines and equipment in condition satisfactory to the Company for furnishing adequate service of the type established by the Company for the exchange zone area in which the Service Stations are located.
- f. The Company may limit the number of telephones connected to a line in order that the general quality of telephone service may be maintained. The association's representative will report immediately to the Company any installations or removals of telephones on a Service Station line.
- g. A line will not be terminated at more than one CO or toll station. Lines will not be interconnected except as provided through the Company's CO or toll station unless permission for such interconnection is granted in writing.

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Manager

Exchange Services

2. Local Exchange Service (Cont'd)

2.5 Local Service Options (Cont'd)

A. Service Stations (Cont'd)

1. Description (Cont'd)

- h. Both business and residence stations may be connected with the same service station line.
- i. Except as specifically provided herein, the furnishing of service will be subject to standard rules and regulations. Where the provisions of any equipment requires unusual installation, special charges based on cost may apply.

2. Service Stations Connected with a CO

- a. The local service area for customers will be the same as for other customers connected with the CO at which the Service Station line terminates. All customers on any one service station line must have the same local service area.
- b. The Service Station rates shown herein provide for the necessary switching at the CO and allow each customer one listing in the alphabetical section of the directory.
- c. Charges for exchange service, toll service, etc., will be billed against the individual Service Station customer or, in the case of Service Station associations, billing may be against the association. Bills against the association will be rendered in the name of the individual customers and sent to the authorized representative of the association for payment. The representative of the association will be held responsible for the payment of such accounts.
- d. Service Station Service is not furnished inside base rate areas. Ordinarily, all telephones must be located within the exchange area. Where connection is made with telephones located outside the exchange area, an extension of the exchange boundary to include the area involved should be considered. Where this is not practicable, additional rates and/or charges may be assessed, depending on the circumstances in each case.

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Manager

Exchange Services

2. Local Exchange Service (Cont'd)

2.5 Local Service Options (Cont'd)

A. Service Stations (Cont'd)

2. Service Stations Connected with a CO (Cont'd)

- e. The Company will provide and maintain the necessary circuit between the CO and a mutually agreed upon junction point, usually at or near a base or locality rate area boundary. Service Station customers will be required to construct and maintain the necessary circuit or circuits and pole lines beyond such junction point. Where the agreed junction point is outside of the base rate area boundary, construction and/or line extension charges will apply.
- f. Special Service Arrangements
 - (1) Service Station circuits may, under separate agreement, be attached to poles of the Company.
 - (2) Service Station dial tone lines may be connected with one-party, four-party, or rural lines of the Company. The dial tone line and usage rates and charges plus the appropriate urban zone increments or mileage charges will be applicable for each dial tone line connected.
- g. Rates for Service Station lines connected to lines of the Company.
 - (1) In addition to the flat usage charge the customer must also subscribe to a dial tone line as specified in 2.3.
 - (2) The service and equipment change charge specified in **2.A.8.** applies when changing from exchange service station service to individual line, party line or rural grades of service.

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Manager

Exchange Services

2. Local Exchange Service (Cont'd)

2.5 Local Service Options (Cont'd)

A.2.g (Cont'd)

| | USOC | Nonrecurring Charge | Monthly Rate |
|---|-------------|----------------------------|---------------------|
| • Usage Package For Each Service Station Line Connected | | | |
| - Individual residence usage ^[1] | 1SS,1F6 | [2] | [2] |
| - Two-party residence usage ^[1,3] | 2SS,2F6 | [2] | [2] |
| - Four-party residence usage ^[1] | 4SS,4F6 | [2] | [2] |
| - Eight-party residence usage ^[1] | 8SS,8F6 | [2] | [2] |
| - Individual business usage | SB1 | [2] | [2] |
| - Four-party business usage | SB4 | [2] | [2] |
| - Eight-party business usage | SBR | [2] | [2] |

[1] USOCs 1F6, 2F6, 4F6, 8F6 are used in connection with the Low Income Telephone Assistance Program which is described in 2.6.

[2] Regular rates and charges applicable at point of connection for the grade of service the facility is equipped to provide. See 2.4.

[3] Two-Party Service has been discontinued (grandfathered) and is available only to existing customers.

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Exchange Services

2. Local Exchange Service (Cont'd)

2.5 Local Service Options (Cont'd)

B. Computer Port Access

1. The following rates and charges will apply to dial tone lines connected to customer computer and/or computer systems equipment capable of information processing and/or storage.
2. Foreign Central Office, FX, charges will be applied in addition to the following rates and charges.
3. The following rates and charges are in addition to the equipment with which the lines are associated. The customer must also subscribe to a dial tone line as specified in Section 2.3. See 2.A.8. for applicable nonrecurring change charges.

| | USOC | Nonrecurring Charge | Monthly Rate |
|--|-------------|----------------------------|---------------------|
| • Dial tone line plus usage, each ^[1] | 1FA | \$50.00 | \$2.70 |
| • Centrex CO station line, each ^[2] | RJC | 50.00 | 2.70 |

C. Party Line Service

1. Terminal equipment may be directly connected at the customer premises to the telecommunications network. The equipment must be registered or grandfathered under Part 68 of the FCC's Rules for connection to single line service.
2. Automatic equipment used on party line service that is incapable of relinquishing the line in an emergency is not permitted.

[1] Rates do not include EAS. EAS charges are as specified in 1.1 for individual lines.

[2] Rates and charges also apply to Airport Intercommunicating Service.

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2. Local Exchange Service (Cont'd)

2.5 Local Service Options (Cont'd)

D. CO Dial Tone Lines and/or Trunks for Secretarial Answering Service for Administrative Use

| | USOC | Nonrecurring Charge | Monthly Rate |
|---|------|---------------------|--------------|
| <ul style="list-style-type: none"> • CO dial tone lines associated with Multiline Telephone Systems, consoles or switchboards which are arranged to preclude switching to and/or between administrative stations, each | N/A | [1,2] | [1,2] |
| <ul style="list-style-type: none"> • CO dial tone lines associated with switchboards arranged for switching to and/or between administrative stations, each | N/A | [3,4] | [3,4] |

[1] Where customer subscribes to flat usage service, regular flat usage rates and charges plus individual business dial tone line rates and charges will apply.

[2] Where customer subscribes to message usage service, regular message usage rates and charges plus individual business dial tone line rates and charges **will** apply.

[3] Where customer subscribes to flat usage service, regular flat usage PBX trunk rates and charges plus individual business dial tone line rates and charges **will** apply.

[4] Where customer subscribes to message usage service, regular message usage PBX trunk rates and charges plus individual business dial tone line rates and charges will apply.

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Manager

Exchange Services

2. Local Exchange Service (Cont'd)

2.5 Local Service Options (Cont'd)

E. *STAND-BY* Line Service

1. Description

STAND-BY Line service is an additional line service which allows business customers to expand access to their business and expand the capacity to make outgoing calls on an as needed basis. This service is designed for customers that experience periodic peaks and valleys in calling volumes to and from their business.

2. Terms and Conditions

- a. *STAND-BY* line service is available to business customers.
- b. *STAND-BY* line service cannot be used as the primary business line. Customers must have flat business individual line or trunk service at the location for which they are ordering *STAND-BY* line service.
- c. *STAND-BY* line service provides an additional line which measures both incoming and outgoing calls on a per minute of use basis. The incoming and outgoing call capability is always active.
- d. Terms and conditions, rates and charges as described elsewhere in the Company's tariffs, apply as appropriate.
- e. A directory listing will not be provided with *STAND-BY* line service.
- f. The service and equipment charge will not apply to customers who change from *STAND-BY* line service to an individual business line.
- g. *STAND-BY* line service may be temporarily suspended only when the main service with which it is associated is suspended. *STAND-BY* line service will remain at the full rate while the customer's local exchange service is on full suspension.

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Exchange Services

2. Local Exchange Service (Cont'd)

2.5 Local Service Options (Cont'd)

E. STAND-BY Line Service (Cont'd)

3. STAND-BY Line service will be provided at the following rates and charges:

| | USOC | Nonrecurring Charge | Monthly Rate |
|------------|-------------|----------------------------|---------------------|
| • Per line | A2Y,1TM | \$50.00 | \$9.26 |

4. Usage Charge

| | Per Minute Of Use^[1] |
|-------------------------|--|
| • Incoming and Outgoing | \$0.04 |

5. Nonrecurring Change Charge

a. The following nonrecurring charge for changes applies:

- To each line when changing from flat rate to *STAND-BY* Line at customer's request unless otherwise specified.

| | Nonrecurring Charge |
|--|----------------------------|
| • Per activity, per CO access line changed | \$32.00 |

[1] Applies to connections of one minute or any fraction thereof.

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Exchange Services

2. Local Exchange Service (Cont'd)

2.6 Telephone Assistance Programs

A. Low-Income Telephone Assistance Program

1. Description

The Utah Low-Income Telephone Assistance Program (Lifeline) provides for a discount on the recurring monthly rate for the provision of local residential service for certain low-income customers. Residents living on reservations can also qualify for the Federal portion of the Lifeline program based on terms and conditions for Tribal Lifeline.

2. Application

a. The Low-Income Telephone Assistance Program discount is only available to low-income customers who meet eligibility requirements (though not necessarily participating) under one of the following programs, or the successor programs, and are self-certified for eligibility:

- Temporary Assistance to Needy Families;
- Emergency Work Program;
- Food Stamps;
- General Assistance;
- Home Energy Assistance Target Program;
- Medical Assistance;
- Refugee Assistance; or
- Supplemental Security Income.

b. The monthly discount for the Utah Low-Income Telephone Assistance Program, which will apply to residence dial tone lines, will be \$3.50. Additional discount will apply under the Federal Lifeline program (see A.5. following).

3. Funding

The total cost of providing Lifeline telephone service statewide shall be funded from a surcharge of the designated Commission rate per month on each basic exchange access line imposed upon the non-Lifeline customers.

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Exchange Services

2. Local Exchange Service (Cont'd)

2.6 Telephone Assistance Programs (Cont'd)

A. Low-Income Telephone Assistance Program (Cont'd)

4. Terms and Conditions

a. The Low-Income Telephone Assistance Program discount will begin with the date the Company receives a valid application from the customer or when new service is established for a qualifying customer subject to 2.a., above. The credit will be prorated on the basis of a 30-day month from the effective date of the customer's application.

b. Nonrecurring change charges as specified in 2.A.8 are applicable.

EXCEPTION: Customers will receive a waiver of the nonrecurring charge for changing the type of local exchange usage service to this service, or changing from flat rate service to message or measured service, or vice versa, but only once during any 12 month period.

c. In addition to the reduction of Link-Up, customers of this service will receive a 50 percent reduction in the line construction charge or reconnection charge once during a 12-month period. The customer will be entitled to pay the line connection or reconnection charge in no more than 3 monthly installments.

d. Security deposit requirements will be waived for customers of this program unless such customer has had a prior credit problem with, or has an outstanding bill with any local exchange carrier.

e. Usage Charges and Extended Area Service charges are not subject to the discount.

f. Lifeline telephone service (Low-Income Telephone Assistance Program) will also be subject to these restrictions:

- (1) Applicants must be head of household or person in whose name the property or rental agreement resides.
- (2) Lifeline service will only be provided to the applicant's principal residence.
- (3) Lifeline service customers will only be allowed to subscribe to one Lifeline residential access line.

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By: Gregory Kilpack
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Exchange Services

2. Local Exchange Service (Cont'd)

2.6 Telephone Assistance Programs (Cont'd)

A. Low-Income Telephone Assistance Program (Cont'd)

5. Low-Income Telephone Assistance Program Monthly Credits

a. Federal Low-Income Telephone Assistance Program Credit

| | Credit USOC^[1] | Monthly Credit |
|------------------|--------------------------------------|---------------------------|
| • Federal Credit | ASGFX | \$4.35 |
| • Federal Credit | ASGF2 | 3.50 |

b. State Telephone Assistance Program Credit

| | Credit USOC | Monthly Credit |
|-------------------------------|------------------------|---------------------------|
| • State Credit ^[2] | ASGSX | \$3.50 |

[1] The FCC Lifeline Program consists of a monthly federal baseline support of **\$4.35** (ASGFX). An additional **\$1.75** in Federal Lifeline support is also provided, plus an additional \$1.75 which is a 50% FCC Lifeline match of the amount of the **Utah** Low-Income Telephone Assistance Program. The additional support totals **\$3.50** (ASGF2). The FCC Lifeline support amount cannot exceed **\$7.85**. See Tribal Lifeline for expanded federal lifeline benefits available to residents living on reservations.

[2] The monthly credit (ASGSX) reflects the appropriate credit for the **Utah** Low-Income Telephone Assistance Program.

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Exchange Services

2. Local Exchange Service (Cont'd)

2.6 Telephone Assistance Programs (Cont'd)

B. Tribal Lifeline

1. Description

Tribal Lifeline provides additional lifeline support of up to \$25.00, in addition to the baseline Federal Lifeline support of \$6.10 for qualifying low-income individuals living on reservations as defined by the Bureau of Indian Affairs (BIA) regulations.

2. Terms and Conditions

- a. Residents living on reservations are eligible for the Tribal Lifeline benefit if they participate in one or more of the following programs:
 - Bureau of Indian Affairs general assistance program,
 - Tribally administered Temporary Assistance for Needy Families block grant program,
 - Head Start programs (only for those meeting its income-qualifying standard),
 - National School Lunch Program's free lunch program.
- b. The Company must obtain the customer's signature on a document in which the eligible customer certifies, under penalty of perjury, that such customer receives benefits from at least one of the programs above, and lives on a reservation. In addition to identifying the program or programs from which that customer receives benefits, the customer must also agree to notify the Company if that customer ceases to participate in the qualifying program or programs.
- c. Tribal Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service. The benefit may not bring the basic local residential access line rate below \$1.00 per month.

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Exchange Services

2. Local Exchange Service (Cont'd)

2.6 Telephone Assistance Programs (Cont'd)

B. Tribal Lifeline (Cont'd)

3. Monthly Credit^[1]

| | Credit USOC^[2] | Credit Amount |
|--|--------------------------------------|--------------------------|
| • Flat individual line (1FR) | | |
| - Duchesne/Roosevelt | ASGFT | \$ 6.53 |
| • Flat individual line (1FR) with EAS, | | |
| - Dugway | ASGFT | 8.75 |
| • Multi-Party line (2FR) | | |
| - Duchesne/Roosevelt | ASGFW | 6.44 |
| • Multi-Party line (2FR) with EAS, | | |
| - Dugway | ASGFW | 8.54 |

[1] The ASGFX and ASGF2 credits totaling \$7.85 apply in addition to the Tribal Lifeline credit.

[2] The credit amount is calculated by adding the dial tone line and the 1FR rate totaling \$11.03 and any applicable EAS charges plus the \$4.35 subscriber line charge together. The ASGFX and ASGF2 credits totaling \$7.85 is subtracted from the total and the remaining difference less \$1.00 which is the minimum Tribal Lifeline rate allowed, is the credit amount. For example: Tribal Lifeline 1FR customer in St. George, ($\$11.03 + \$0.28 + \$4.35 = \$15.66 - \$7.85 = \$7.81 - \$1.00$) = \$6.81 credit.

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Exchange Services

Local Exchange Service (Cont'd)

2.6 Telephone Assistance Programs (Cont'd)

C. Link Up

1. Utah residents who qualify for the Low-Income Telephone Assistance Program may also qualify for the Federal Communication Commission's Link Up Program. A 50% discount (up to \$30 00) will be applied on access line nonrecurring charges to connect service at a new address. This discount applies on a single line at the principal place of residence for the applicant.
2. The consumer can receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which Link Up assistance was provided previously.
3. An applicant may defer payment of the service connection charges. Payment may be deferred up to 12 months with a payment schedule of equal payments for up to \$200 00 assessed for commencing service. Interest will not be charged on deferred payments.

D. Expanded Link-Up Program

1. Description

Residents living on reservations, who qualify for Tribal Lifeline, are eligible for an additional Expanded Link-Up benefit of up to \$70.00, in addition to the Link- Up Program. The additional benefit will apply towards 100% of the connection charges between \$60.00 and \$130.00 which are assessed to begin service at the principle residence of the eligible resident. Eligible charges include any charges customarily assessed to connect the subscriber to the network, including line extension charges, zone connection charges and special construction charges.

2. Nonrecurring Charge Credit

- Expanded Link-Up

**Credit
USOC**

LNKEL

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By: Gregory Kilpack
Manager

Exchange Services

2. Local Exchange Service (Cont'd)

2.7 Tenant Solutions

A. Description

Tenant Solutions is a full service offering for tenants of designated multi-tenant high rise office buildings, shopping malls, and office parks. Tenants will be able to choose from a menu of services and receive discounts or waivers of monthly rates and/or nonrecurring charges.

B. Products and Services

Menu of Services includes:

- Flat Rated Exchange Access Lines
- Trunks
- *STAND-BY LINE* Service
- *MARKET EXPANSION LINE* Service
- Premium Listings; includes all but listed name
- Customized Call Management Services (CCMS)^[1]
- Caller Identification-Name and Number
- Caller Identification Number only
- Call Forwarding Busy Line (Expanded)
- Call Forwarding Busy Line (External)
- Call Forwarding Busy Line (Programmable)
- Call Forwarding Don't Answer
- Call Forwarding Don't Answer (Expanded)
- Call Forwarding Don't Answer (Programmable)
- Call Forwarding Busy Line/Don't Answer (Expanded)
- Call Forwarding Busy Line (External)/Don't Answer
- Digital Data Service^[2]
- Tenant Calling Connection
- Centrex 21 Service (Analog or ISDN lines - contracted service only)
- Primary Rate Service (PRS) ISDN
- High Capacity DS1 Service^[3]
- Digital Switched Services
- Uniform Access Solution Service
- Frame Relay Service^[4]

[1] Description and features found in Exchange and Network Services Competitive Services.

[2] Description and rates found in Private Line Transport Services Tariff.

[3] Description and rates for DS1 found in Private Line Transport Services Competitive Services. DS3 offered under contract.

[4] Description and rates found in Advanced Communications Services Tariff.

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2. Local Exchange Service (Cont'd)

2.7 Tenant Solutions (Cont'd)

C. Terms and Conditions

1. Tenant Solutions will be offered in designated multi-tenant office buildings, shopping malls, and office parks in which the owner/manager agrees via contractual agreement to endorse the Company as the preferred telecommunications provider.
2. At the end of the contract period or if the contract is terminated, the rates will revert to regular rates. Existing 30-day waivers will be honored.
3. The property owner shall not preclude the tenant from selecting another service provider as a condition of the agreement.
4. The Company will provide tenants equal notice of the termination of the agreement as provided to the building or mall owner.
5. Termination Liability charges do not apply to the agreement between the Company and the building or mall owner/manager. Termination of an agreement by the building or mall owner/manager for convenience in whole or in part, can be made subject to the conditions included in the agreement.

D. Rates and Charges

1. Tenant Solutions customers (subscribing to Flat Rated Exchange Access Lines, *STAND-BYLINE* Service, Trunks, Digital Data Service) will receive discounts or waivers of monthly rates and/or nonrecurring charges when subscribing to features and products as follows:
 - Waiver of nonrecurring charges and 30 days of service free per line with tenants choice of
 - CCMS or
 - Caller Identification-Name and Number or Caller Identification-Number only
 - Waiver of nonrecurring charges and 30 days of service free per line:
 - Call Forwarding Busy Line/Don't Answer features as detailed in B., preceding
 - Waiver of nonrecurring charges:
 - *MARKET EXPANSION LINE* Service

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2. Local Exchange Service (Cont'd)

2.7 Tenant Solutions (Cont'd)

D.1 (Cont'd)

- 50% discount off the nonrecurring charge:
 - Subscribing to 3 lines or more (any combination):
 - Flat Rated Exchange Access Lines
 - STAND-BY LINE Service
 - Trunks
 - Digital Data Service
 - Premium Listings as detailed in B., preceding
 - Centrex 21 Service (Analog or ISDN lines - contracted service only)
 - Primary Rate Service (PRS) ISDN
 - High Capacity DS1 Service
- 36 months contract rate for:
 - DS1 Service

Waiver of two months recurring charge:

- Frame Relay Service (minimum 2 year contract)

- Waiver of one month recurring charge
 - Digital Switched Services (minimum 3 year contract)
Facility and Common Equipment
Advanced Trunks
 - Uniform Access Solution Service (minimum 3 year contract)
DS1 Facility with Common Equipment
Network Connection per DS1 Facility
- Waiver of two months recurring charges
 - Digital Switched Services (minimum 5 year contract)
Facility and Common Equipment
Advanced Trunks
 - Uniform Access Solution Service (minimum 5 year contract)
DS1 Facility with Common Equipment
Network Connection per DS1 Facility

2. Customers of Tenant Solutions who make changes, additions or moves of menu services within the same location or office building/shopping mall will receive waivers, etc., as shown preceding.

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2. Local Exchange Service (Cont'd)

2.7 Tenant Solutions (Cont'd)

E. Multi-Tenant Residential Properties Offer

1. Description

- a. The Multi-Tenant Residential Properties offer is an offering to residents of apartment complexes, where the owner/manager has terminated their preferred provider agreement with their current telecommunications provider, and now subscribes to service from a new provider.
- b. In accordance with the terms of the Multi-Tenant Residential Properties Offer the Company may waive charges to residence customers of such apartment complexes.

2. Terms and Conditions

- a. The Multi-Tenant Residential Properties Offer is available to residents of properties where the owner/manager has a preferred provider agreement with the company.
- b. The Companies preferred provider agreement may be established when owners/managers are terminating their current agreement with their current telecommunications provider.
- c. Multi-Tenant Residential Properties must have a minimum of 125 living units per apartment complex. Apartment complexes with less than 125 living units per building will qualify as long as the owner/manager has at least one complex with 125 living units under agreement with the company.
- d. The property owner shall not preclude the tenant from selecting another service provider as a condition of the agreement.

3. Rates and Charges

- a. Nonrecurring charges will be waived for those services the residents subscribed to at the time the owner/manager switched to the company as their telecommunications provider.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers

A. General - PBX Trunks

1. PBX Service is not provided on a one-way basis. Therefore, in-only, out-only, and/or two-way trunks must be used in combinations that provide for two-way service for the PBX system.
2. Customers may subscribe to all two-way trunks. However, when a customer subscribes to a combination of in-only, out-only and/or two-way trunks, the two-way trunks must be physically arranged by the Company and publicized by the customer for both inward and outward calling. The Company can immediately change two-way trunks to out-only trunks if studies indicate that the customer primarily for outward calling is using the two-way trunks. The applicable one-time charges for trunk rearrangements will be billed to the customer in addition to the current charges for network traffic studies.
3. Trunks consist of a minimum of two components: The dial tone line and usage.
4. See 4.9, for terms, conditions, rates and charges applicable to Hunting Service.
5. Nonrecurring Change Charge

The following nonrecurring change charge applies, at the customer's request, unless otherwise specified:

| | Nonrecurring Charge |
|---|--------------------------------|
| • When changing the directionality or the type of service, i.e., flat to message or vice versa, per trunk | |
| - In-only | \$46.00 |
| - Two-way | 46.00 |
| - Out-only | 32.00 |
| - Toll | 57.00 |

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.1 Message Usage Trunks

1. Message rate PBX Service is not contemplated in those exchanges where individual line message rate service is not provided.
2. In addition to message unit charges in 5., following, and nonrecurring charges, the customer must subscribe to a dial tone line specified in 2.3.
3. The following nonrecurring charge applies to install a trunk and to connect a trunk when changing a grade of service to PBX service.

| | USOC | Nonrecurring Charge | Monthly Rate |
|------------------------------------|------|------------------------|-----------------|
| • Business Trunks | | | |
| - Hotel, first | TMB | \$50.00 | \$2.23 |
| - Hotel, addition | TM2 | 50.00 | 2.23 |
| - Hotel, LD | TTT | 50.00 | - |
| • Terminal | | | |
| - In-Only | TMN | 50.00 | 2.23 |
| - In-Only with hunting, for DID | TZZ | 50.00 | 6.23 |
| - Out-Only ^[1] | TMU | 50.00 | 2.23 |

4. Nonrecurring Change Charges

See 3 for applicable nonrecurring change charges.

5. Trunk Message Unit Charge

- Trunk

**Charge for Each
 Message Unit
 \$0.08**

6. Semipublic Message Rate Trunk Service is available to hotels, motels, and clubs to meet the telephone service requirements of their transient guests. Where warranted, in the opinion of the Company, this service arrangement may also be provided for hospitals, apartment houses, condominium complexes, courts and trailer parks where a considerable portion of the rooms or other units are regularly occupied by guests, patients or tenants for relatively short periods of time so that it is impracticable to provide regular exchange-type telephone service.

[1] Offered only to semi-public customers.

Exchange Services

3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.1 Message Usage Trunk (Cont'd)

- 7 Any class, grade or type of business service regularly offered may be furnished to such locations in addition to the Semipublic Service, provided the use of the business service is confined to the management of the particular business establishment. Regular residence service may also be furnished in the quarters of guests, tenants, and/or patients in addition to Semipublic Service.
- 8 Under special circumstances, where in the opinion of the Company, it is practical to provide the necessary facilities, the tenants in separate motels, hotels, apartment houses, clubs, hospitals, condominium complexes, and courts and trailer parks may be served by one System. Under this arrangement, with the exception of condominium complexes, all of the above mentioned establishments must be under one ownership and operated as a single property. Condominium complexes need not be under single ownership but must be under single management to qualify for Semipublic Service. In such cases, the regular mileage charge treatment is applicable. Should one or more of the establishments cease to meet the requirements stated above, this service arrangement will be discontinued and separate service provided.
9. Residence additional listings may be furnished to permanent guests, tenants, etc., at regular additional listing rates.
- 10 The customer receiving Semipublic Service is responsible to the Company for all charges at the regularly quoted rates for telephone messages, telegrams, cablegrams, and radiograms sent-paid from or received-collect at telephones of the service, whether sent or received by the customer for his own account or by or for others.
11. A single Semipublic System may be arranged to provide flat or message usage trunk service to the administrative portion of the Service and either flat or message usage trunk service to the guest portion of the Service; providing, where both flat and message usage trunk services are used, one trunk service will not supplement the other. A special charge may be made to the customer to cover the cost of modifying the Service, if required, to provide such service. The Company will furnish message indications from the serving CO on message usage trunk service where facilities permit.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.2 Fiat Usage Trunks

1. Types of Trunks

- 2-Way, 4-Wire trunk: Includes E&M signaling, *DID* Service and hunting (not available to Joint User Service customers.)
- In-Only Analog trunk provisioned for *DID* Call Transfer: Includes *DID* Service, hunting and reverse battery signaling. Certain switch limitations may apply.

2. Terms and Conditions

- a. The nonrecurring charge applies per trunk to install and to connect a trunk when changing a grade of service to PBX service.
- b. In addition to the monthly rate, the customer must subscribe to an individual business dial tone line as specified in 2.3.

3. Rates and Charges

- a. The following business trunk rates and charges apply to all month-to-month customers and customers subscribing to 50 or less Rate Stabilized PBX trunks.

| | USOC | Nonrecurring Charge | Monthly Rate |
|--|-----------|------------------------|-----------------|
| Business | | | |
| • 2-Way, usage, each ^[1] | TFB,TF4CX | \$50.00 | \$ 5.40 |
| • 2-Way, 4-wire, each ^[1,2,3] | THHCX | 50.00 | 39.84 |
| • In-Only Analog provisioned for <i>DID</i> Call Transfer, each ^[1,2,3] | TRH1X | 50.00 | 39.84 |

[1] EAS charges also apply as specified in 1.1.
[2] Requires a DID trunk circuit termination as specified in 3.4.
[3] Rates and charges include hunting.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.2 Flat Usage Trunks (Cont'd)

3.a. (Cont'd)

| | TJSQC | Nonrecurring Charge | Monthly Rate |
|--|------------|------------------------|-----------------|
| • I-Way Out, usage, each ^[1] | TFU, TF4OX | \$50.00 | \$7.40 |
| • I-Way In, usage, each | TFN, TF41X | 50.00 | 2.23 |
| • 1-Way In, for DID, each ^[2,3] | TDD, TTK1X | 50.00 | 4.00 |

b. The following rates and charges apply to all customers subscribing to 51 or more Rate Stabilized PBX trunks.

| | USOC | Nonrecurring Charge | Monthly Rate |
|--|-------|------------------------|-----------------|
| • Business | | | |
| - 2-Way, usage ^[1] | TF4CX | \$50.00 | \$5.40 |
| - I-Way Out, usage ^[1] | TF4OX | 50.00 | 7.40 |
| - I-Way In, usage ^[2] | TF41X | 50.00 | 2.23 |
| - 1-Way In with hunting, for DID ^[2] | TKK1X | 50.00 | 6.33 |

4 See 3 for applicable nonrecurring change charges.

[1] These rates do not include EAS charges. EAS charges are specified in 1.1.

[2] Requires a DID trunk circuit termination. See 3.4 for terms and conditions, rates and charges.

[3] Rates and charges include hunting.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.2 Flat Usage Trunks (Cont'd)

5. Rate Stabilized Flat PBX Trunk

a. Description

Rate Stabilized Flat PBX Trunk is an optional plan offered for Flat PBX Trunk customers only. The rate levels are determined by two elements: the total number of PBX trunks at a single customer location and the period of the Rate Stability Plan as agreed to by the customer and the Company.

b. Terms And Conditions

- (1) A customer subscribing to the Rate Stability Plan agrees to a specified rate, based upon the number of customer trunks at a single customer location and a specified rate stability period.
- (2) Terms and conditions, rates, and charges as specified elsewhere in this Exchange Services Tariff will apply as appropriate.
- (3) The Rate Stability Plan will be offered subject to the availability of existing facilities.
- (4) The minimum stabilized period for this plan is twelve (12) months.
- (5) The Rate Stability Plan rates and charges will be guaranteed by the Company during the length of the plan.
- (6) Rates will be calculated according to the number of dial tone lines per single customer location.
 - The term dial tone line applies to the connection portion of a trunk, which provides access to the telecommunications network. This Rate Stability Plan does not apply to the usage part of the flat PBX trunk.
- (7) The customer must subscribe to at least 20 trunks at a primary or secondary location in order to qualify for Rate Stabilization.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.2 Flat Usage Trunks (Cont'd)

5.b. (Cont'd)

- (8) Termination charges may apply if the customer violates the terms and a condition of the Rate Stability Plan or the Rate Stability Plan is terminated for cause by the Company.
 - A customer will be considered to have violated the terms and conditions of the Plan if the customer cancels service during the term of the Rate Stability Plan or reduces the number of trunks at the customer location to a level 20% below that in service at the rate stability initiation.
 - The Rate Stability Plan may be terminated for "cause" if the Company provides the customer with 30 days written notice specifying the cause for termination and the customer does not comply with the requirements specified in the notice within the 30 day period. "Cause" constitutes any customer material breach of the terms of the Plan including, but not limited to, failure to timely pay applicable charges (see Section 2).
- (9) Termination charges apply regardless of the reason for the Rate Stability Plan violation, including closure or sale of the business.
- (10) Additional trunks purchased during the rate stability period can be incorporated into the terms of the existing Plan without renegotiating the Plan. If a lower rate is applicable due to the additional number of trunks, the larger discount will be applied once the trunks are in service, until the conclusion of the Plan.
- (11) If a customer's business is moved during the Plan period, the Plan may remain in effect as long as the Company serves the new location and the minimum number of PBX trunks is maintained.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.2 Flat Usage Trunks (Cont'd)

5.b. (Cont'd)

(12) In the event a customer's business is sold, the Rate Stability Plan may be transferred to the new owner, if the following conditions are met:

- The Company is notified in advance of the sale and a "Change of Responsibility" form is issued
- The new customer assumes the liabilities and terms of the existing plan, which are in effect at the time of transfer.
- Existing facilities remain in place.
- A "Change of Responsibility" agreement is signed by both parties and notarized.
- The transfer of responsibility is accepted by the Company.

(13) The appropriate rates and charges found in Section 2 of this Exchange and Network Services Tariff would apply for service transferred from one customer to another.

(14) Once the Rate Stability Plan period ends, the customer may negotiate a new Plan or continue service under the standard applicable rates in effect at that time.

c. Rates and Charges

(1) Rates will be applied on a "stairstep" scale. This means a separate rate will be applied to a customer's first 1-20 trunks; a lower rate will be applied to the same customer's next 21-50 trunks; and a lower rate applied to 51 trunks and over.

(2) For customers subscribing to Flat PBX trunks on a Month-to-Month basis, the appropriate rates for DTLBX as found in 2.3 and usage charges as found in 3.3 would apply.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.2 Flat Usage Trunks (Cont'd)

5.c. (Cont'd)

(3) Rate Stabilized Flat PBX Trunks^[1]

USOC

(a) Rate stabilized flat PBX trunk, each

DTETA

| | Monthly Rate | | |
|-------------------------------------|--------------------|--------------------|--------------------|
| | 12 to 35 Months | 36 to 59 Months | 60 to 84 Months |
| 1 - 20 Trunks | \$16.66 | \$16.66 | \$16.66 |
| 21 - 50 Trunks | 16.66 | 16.66 | 16.66 |
| 51 Trunks and over ^[2] | | | |
| 1 Qtr mile from CO | 8.49 | 7.39 | 6.84 |
| 2 Qtr miles from CO | 9.83 | 8.51 | 7.84 |
| 3 Qtr miles from CO | 11.08 | 9.55 | 8.78 |
| 4 Qtr miles from CO | 12.34 | 10.60 | 9.73 |
| 5 Qtr miles from CO | 13.58 | 11.63 | 10.65 |
| 6 Qtr miles from CO | 14.78 | 12.63 | 11.55 |
| 7 Qtr miles from CO | 16.10 | 13.73 | 12.55 |
| 8 Qtr miles from CO | 17.34 | 14.76 | 13.47 |
| 9 Qtr miles from CO | 19.53 | 16.59 | 15.12 |
| 10 Qtr miles from CO | 20.68 | 17.55 | 15.98 |
| 11 Qtr miles from CO | 20.70 | 17.56 | 15.99 |
| 12 Qtr miles from CO | 20.76 | 17.61 | 16.04 |
| 13 Qtr miles from CO | 20.86 | 17.69 | 16.11 |
| 14 Qtr miles from CO | 20.89 | 17.72 | 16.14 |
| 15 Qtr miles from CO | 20.95 | 17.77 | 16.18 |
| 16 Qtr miles from CO | 21.14 | 17.93 | 16.33 |
| 17 Qtr miles from CO | 21.21 | 17.99 | 16.38 |
| 18 Qtr miles from CO | 21.54 | 18.27 | 16.63 |
| 19 Qtr miles from CO | 21.90 | 18.56 | 16.89 |
| 20 Qtr miles from CO ^[3] | 21.96 | 18.61 | 16.94 |

[1] In addition usage charge as found in 3.3

[2] Additional rate increments are not applicable for distance-sensitive Rate Stabilized Flat PBX Trunk.

[3] All rate stabilized trunks beyond this increment will be priced on an individual case basis.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.3 Direct-Inward-Dialing(DID) Service

A. Description

Direct Inward Dialing (DID) Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX (Private Branch Exchange) station directly without an attendant's assistance.

B. Terms and Conditions

1. This feature may be provided, in addition to regular, FCO or FX trunk rates and charges, where CO facilities are available and the PBX system or customer-provided switching equipment capabilities permit.
2. One primary directory listing in the main directory of the serving CO is provided for each PBX system. An additional listing of each DID number may be provided subject to the terms and conditions, rates, and charges as specified.
3. The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.
4. DID Service is available to new and existing customers from non ESS offices if the office is equipped for DID Service and has sufficient DID capacity available.
5. Upon request, a power failure channel may be provided subject to the terms and conditions, rates and charges specified in the Private Line Transport Services Tariff.
6. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company. Rates and charges associated with sequential numbers are specified in C. following.
 - a. A DID sequential number block is a group of twenty (20) telephone numbers in numeric order. The last digit of the first number within the block is a zero (0), and the last number within the number block must include an odd number in the sixth digit and a nine (9) in the last digit.
 - b. Customers requesting that numbers in a sequential number block be removed from the block will be charged a Block Compromise Charge as specified in C. following.
7. DID Service is offered with switching vehicles served by trunk service. Answer Supervision is required from the customer's switching vehicle.

Exchange Services

3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.3 Direct-Inward-Dialing (DID) Service (Cont'd)

C. Rates and Charges

| | USOC | Nonrecurring Charge | Monthly Rate |
|--|------|---------------------|--------------|
| <i>1. DID Service</i> | | | |
| • In-Only Analog trunk circuit termination, each ^[1] | NDT | \$35.00 | \$40.00 |
| • In-Only Analog trunk circuit termination provisioned for <i>DID</i> Call Transfer, each ^[2] | NAR | 35.00 | 40.00 |
| • 2-Way digital trunk circuit termination with answer supervision, each ^[1,3] | ND2 | 35.00 | 40.00 |
| • 2-Way, 4-Wire analog trunk circuit termination, each ^[4] | NAY | 35.00 | 40.00 |
| <i>2. DID Telephone Numbers</i> | | | |
| a. Nonsequential telephone number, each | NHN | 1.00 | 0.15 |
| b. <i>DID</i> block of twenty sequential telephone numbers, per block | NGS | 20.00 | 3.00 |

[1] In addition, a PBX or DSS trunk is required.

[2] In addition, a PBX trunk (USOC TRH1X), as specified in 3.3, is required. Certain switch limitations may apply.

[3] Only available with DSS trunks.

[4] In addition, a PBX trunk (USOC THHCX), as specified in 3.3, is required.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.3 Direct-Inward-Dialing (DID) Service (Cont'd)

C.2. (Cont'd)

| | USOC | NONRECURRING CHARGE | MONTHLY RATE |
|---|-------|------------------------|-----------------|
| c. Block Compromise Charge | | | |
| <ul style="list-style-type: none"> • Removal of a telephone number from a sequential number block, (other than temporary removal) per sequential number block | REAGF | \$450.00 | |
| <ul style="list-style-type: none"> • Temporary removal of a telephone number from a sequential number block, (for temporary transfer of calls only) per sequential number block | REAGG | 50.00 | |
| d. Reserving Telephone Numbers | | | |
| <ul style="list-style-type: none"> • Nonsequential number, per number^[1] | NHNRN | – | \$0.15 |
| <ul style="list-style-type: none"> • Sequential number block, per block^[1] | NGQ | – | 3.00 |
| e. Customer requests for (a) specific number(s) either within a sequential number block or any nonsequential number will be assessed the Custom Number rates and charges specified in the Personalized Number Service section of this Tariff when the request is not due to customer equipment technical limitations. The rates and charges will also not be applicable when the customer requests a sequential number block consecutive to a current sequential number block. Only one (1) custom number charge will be applied per sequential number block. | | | |

[1] Rates apply only if the customer does not currently subscribe to *DID* service. Customers currently subscribing to *DID* service will be charged the NHN or NGS rates and charges as appropriate.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.3 Direct-Inward-Dialing (DID) Service (Cont'd)

C Rates and Charges (Cont'd)

3. Change Charges

The following rates and charges are applied to rerouting of telephone numbers to another trunk or trunk group or when changing the number of digits outpulsed to the PBX or to change DTMF signaling to DP or vice versa.

| | USOC | NONRECURRING CHARGE |
|--|-------|------------------------|
| • Rerouting of telephone numbers, per number | N/A | [1] |
| • Changing number of digits outpulsed, per change | REAGM | \$50.00 |
| • Changing signaling, per change | REAGN | 50.00 |

[1] Same nonrecurring charge as specified for initial installation of DID telephone numbers.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.3 Direct-Inward-Dialing(DID) Service (Cont'd)

D Optional Features

1. DID Trunk Queuing

a. Description

DID Trunk Queuing is an arrangement whereby incoming calls that are placed to station lines within a *DID* system can be held in queue if all trunks between the central office switch and the customer's PBX are busy. Calls in queue will be held in their order of arrival until a trunk becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

b. Optional Features

Delay Announcement

This option allows for incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

Music on Queue

This option allows for customer provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.3 Direct-Inward-Dialing (DID) Service (Cont'd)

D.1. (Cont'd)

c. Terms And Conditions

- (1) DID Trunk Queuing and its associated options will only be provided where adequate and suitable CO facilities exists.
- (2) The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
- (3) The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all trunks are busy, must have two queue slots in the queue group.
- (4) The music on queue option requires a voice grade private line between the serving central office and a customer-provided music source at the customer's premises
- (5) The customer must specify the length of a time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.3 Direct-Inward-Dialing (DID) Service (Cont'd)

D.1. (Cont'd)

d. Rates and Charges

| | USOC | NONRECURRING CHARGE | MONTHLY RATE |
|---|-----------------|---------------------|--------------|
| • Queuing | | | |
| - Per DID Station number equipped | UQQ, URQ | \$ 2.50 | \$ 0.25 |
| - Per queue group | UQQPG, URQPG | 175.00 | -- |
| - Per queue slot in group | UQQPQ, URQPQ | -- | 15.00 |
| - Change in quantity of queue slots in queue group, per group | REAE9 | 100.00 | |
| • Delay Announcement | N/A | [1] | [1] |
| • Music on Queue | N/A | [2] | [2] |

[1] Apply rates and charges as specified in the GVNW Tariff, Miscellaneous Services Section 3.1 for Delay Announcement.

[2] Apply rates and charges as specified in the GVNW Tariff, Miscellaneous Services Section 3.1 for Music on Queue.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.3 Direct-Inward-Dialing (DID) Service (Cont'd)

D Optional Features (Cont'd)

2. *DID* Call Transfer

a. Description

DID Call Transfer allows the user of a specially provisioned in-only or 2-way trunk with *DID* to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call.

b. Rates and Charges

| | USOC | NONRECURRING CHARGE | MONTHLY RATE |
|---|------|---------------------|--------------|
| • <i>DID</i> Call Transfer, each 2-way trunk equipped, or specially provisioned in-only analog <i>DID</i> trunk equipped ^[1] | 3CW | ^[2] | \$13.00 |

[1] Certain switch limitations may apply.

[2] Same nonrecurring charge as specified in 4.2 for business Customer Calling Service.

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3. Private Branch Exchange (PBX) Trunks and Network Access Registers (Cont'd)

3.4 Network Access Registers

A. Description

Network Access Registers (NARs) are software in the Central Office that restrict the number of station calls to and from the exchange network. All station calls to the exchange network are passed through the NARs which are sized for the customer's Common Block. Once the quantity of NARs is surpassed, the calling party receives a busy signal

B Rates and Charges

1. Flat Rate Network Access Registers

| | USOC | NONRECURRING CHARGE | MONTHLY RATE |
|--------------------------|------|------------------------|-----------------|
| • Two-way | EQA | \$22.30 | \$17.04 |
| • One-way incoming usage | EQB | 22.30 | 6.23 |
| • One-way outgoing usage | EQC | 22.30 | 19.04 |

2. Nonrecurring Change Charge for Network Access Registers

The following nonrecurring change charge applies, at the customer's request, unless otherwise specified, for all miscellaneous changes or rearrangements of Network Access Registers.

| | NONRECURRING CHARGE |
|----------------------------------|------------------------|
| • Network Access Registers, each | \$7.00 |

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4. Premium Exchange Services

4.1 Touch - Tone Calling Service

A. Description

Touch - Tone Calling Service is a distinctive type of telephone service using audible voice frequency tones to actuate the CO equipment and is provided at no charge with an access line.

B. Terms And Conditions

1. Touch - Tone Calling Service is furnished only in CO areas where Touch - Tone CO equipment is available. COs will be equipped for Touch - Tone operation at the discretion of the Company and in accordance with regular engineering practices.
2. Touch - Tone Service will be provided in connection with all classes of service. It may be furnished to one or more customers on the same 4- or 8-party line.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services

A. Description

Custom Calling Services include one or more of the following features:

Abbreviated Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one-digit or Abbreviated Access, two-digit.

The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number

Call Curfew

Allows the customer the ability to block incoming and outgoing calls. The feature can be turned on and off manually or automatically by pre-set schedules which have been defined by the customer.

When the feature is activated, incoming calls will be blocked and the calling party will hear an announcement that the customer is unavailable. For outgoing calls: the customer will hear a fast busy and the call will not be completed. When the feature is not activated, normal call processing will occur.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

A Description (Cont'd)

Call Forwarding; - Busy Line

- Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy.

- External Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy.

- Overflow Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy.

Call Forwarding - Busv Line (Programmable)

Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

Call Forwarding;- Don't Answer

Allows a customer to have incoming calls forwarded to another number within the same central office switch if the customer does not answer after a preset number of ringing cycles.

- Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the customer does not answer after a preset number of ringing cycles.

Call Forwarding - Don't Answer Programmable)

Allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

Exchange Services

4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

A. Description (Cont'd)

Call Forwarding - Busy Line/Don't Answer

- Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy or if the customer does not answer after a preset number of ringing cycles.

- External Forwarding;

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy or to any number within the same central office switch if the called number does not answer (where available).

- Overflow Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy or does not answer.

Call Forwarding - Variable

Enables the customer to forward incoming calls to another number by dialing a code, plus the number to receive the call. Call Forwarding - Variable, for PBX customers, will only work on one trunk at a time. The feature will also remove that trunk from rotary hunting service during its use.

Call Rejection

Enables a customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

A. Description (Cont'd)

Call Trace

Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call that is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for further action. The customer originating the trace will not receive the traced telephone number. They will furnish the results of a trace only to legally constituted law enforcement agencies or authorities upon proper request. The Company is not liable for damages if, for any reason, the Call Trace attempt is not successful.

Call Transfer

Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three party connection, and then to leave the connection without disconnecting the call.

Call Waiting

When a customer is talking on the telephone, a short spurt of tone signals him that a call is waiting. Only the Call Waiting customer hears the tone, while the incoming caller hears a regular ringing signal. Flashing the switchhook holds the first call while the second is answered. The customer can alternate between calls by flashing the switchhook.

The customer prior to or during any call can temporarily cancel call waiting by dialing a specific code. Incoming calls will receive a busy signal. Upon disconnecting from the call in progress, normal Call Waiting is automatically restored.

A customer with Caller Identification may also receive name and/or number information on a call that is waiting. (USOC: N2W). (The customer must have the appropriate CPE.)

A customer who subscribes to Call Waiting may enhance their service to separately identify local and long distance calls. Different tones will distinguish the two types of calls, whether at the initial ring cycle or in the call waiting mode. There is no additional charge for this Long Distance Alert feature enhancement, nor will the Company charge to add this feature.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

A. Description (Cont'd)

Caller Identification - Name and Number

Allows for the automatic delivery of a calling party's name and telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, in its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The Company's sole and only obligation shall be to reasonably correct errors in names when notified in writing of such errors.

Caller Identification Customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing *77 (1177 on rotary phones). The code to deactivate is *S7 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence subscribers of Caller Identification and to business subscribers where technically feasible.

Caller Id With Privacy +

Includes the Caller Identification - Name and Number functionality and, in addition, provides the customer with the ability to screen private and unidentified calls that are placed to their number.

Callers placing a call from a private or blocked telephone number to a Caller Id With Privacy + customer will hear a series of prompts asking them to unblock their line or record their name for delivery to the called party. Callers placing a call from an unidentified number will be asked to record their name for identification purposes and to hold the line.

When the calling party records their name, the service will call the Caller Id With Privacy + customer and the Caller ID unit will display "Privacy +" which identifies that the call is from the Caller Id With Privacy + service. The customer will also hear a distinctive ring unless they subscribe to Custom Ringing. If the customer answers the call from the Caller Id With Privacy + service, they will hear the recorded name and may then choose between three options for handling the incoming call. They may accept the original call, they may choose not to accept the original call, or, if they subscribe to Voice Messaging, they can direct the original call to their mailbox.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

A. Description (Cont'd)

Caller Identification - Number

Allows for the automatic delivery of a calling party's telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.

Caller Identification Customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing *77 (1177 on rotary phones). The code to deactivate is *87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence subscribers of Caller Identification and to business subscribers where technically feasible.

Continuous Redial

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

A. Description (Cont'd)

Dial Call Waiting

Allows a customer with a line equipped with the feature to direct a Call Waiting tone or a Distinctive Alert signal to a line equipped with Distinctive Alert. Dialing a preset access code and the telephone number of the line to which the signal is directed activates this feature.

Dial Lock

Allows a customer the ability to manage their outbound calls (local, local long distance, and toll) by selectively blocking different types of calls placed from their line. This service will allow blocking to: all non-emergency local calls; long distance calls; international calls; operator assisted; toll free; information services; and directory assistance calls. The customer will select the types of calls they wish to have blocked. Customers may override the blocking at anytime through a personalized assigned P N code.

Directed Call Pick Up

Allows a customer to answer a call, during the ringing cycle, that is directed to another line by dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

Directed Call Pick Up With Barge-In

Allows a customer to answer a call directed to another line which has been answered or is ringing by dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

Distinctive Alert

Allows a customer to receive an audible Call Waiting tone or Distinctive Ringing signal from a line equipped with Dial Call Waiting. If the called line is idle, a Distinctive Ringing signal will be heard. If the called line is busy, the called line receives a Call Waiting tone.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

A. Description (Cont'd)

Do Not Disturb

Allows a customer to prevent the ringing of their telephone. When the feature is activated, callers hear a customer selected greeting indicating that the customer is not available. If the customer has messaging service the caller may stay on the line and leave a message.

Hot Line

Hot Line service allows a customer to establish a switched connection to a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number.

Last Call Return

Allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available. This service is available on a usage or subscription basis.

Last Call Return customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing *77 (1177 on rotary phones). The code to deactivate is *87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence customers of Last Call Return and to business customers where technically feasible; and to monthly (subscription) customers only.

NO SOLICITATION

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. No Solicitation automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily (the customer may disable at any time if desired). A caller may press one, or stay on the line to complete the call connection.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

A. Description (Cont'd)

Priority Call

Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at his/her location when calls are received from callers' telephone numbers on that list.

Remote Access Forwarding (Call Following)

A function which allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number. This service is marketed to residential customers under the name of Call Following

Scheduled Forwarding

A function which allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

Selective Call Forwarding

Allows a customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

Speed Calling

Enables the customer to call a pre-selected group of telephone numbers by dialing 1 or 2 digits rather than the actual number. Speed Calling is available with an 8 or 30 telephone number capacity.

Three -Way Calling

Enables a customer to add a third customer on an established local or long distance connection without operator assistance. The customer initiating the Three -Way Calling, on either a local or long-distance basis, may call the third customer.

Exchange Services

4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

A. Description (Cont'd)

US WEST Receptionist

Allows the customer to control the disposition of incoming calls while in an off-hook condition via a visual display unit.

Additionally, it allows for the automatic delivery of a calling party's name and/or telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, in its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The Company's sole and only obligation shall be to reasonably correct errors in names when notified in writing of such errors.

Customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing *77 (1177 on rotary phones). The code to deactivate is *87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence customers of Caller Identification and to business customers where technically feasible.

Warm Line

Warm Line service allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, the central office switching equipment automatically dials a predetermined stored number.

Exchange Services

4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

A. Description (Cont'd)

Wireless Extension

A wire line forwarding service that works with a customer's wireless service. When a call is placed to the wire line number, it is automatically forwarded to a designated wireless number if the handset is turned on. If the wireless handset is turned off or is busy, the call rings at the wire line number and is not forwarded. In addition, any call coming from the designated wireless number to the wire line number will not be forwarded back to the wireless number.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

B. Terms and Conditions

1. Custom Calling Services are furnished only in CO areas where adequate and suitable facilities are available. COs will be equipped for Custom Calling Services at the discretion of the Company and in accordance with regular engineering practices.
2. The services will be provided only in connection with individual dial tone line service. Custom Calling Services are not available in connection with Smart PAL, Service. Call Forwarding - Variable and Speed Calling may also be provided with PBX trunks where compatible with the equipment configurations at the customer premises.
3. Where Custom Calling Services are provided in connection with Combination Dial Tone Line Service, all dial tone lines must be equipped with the same Custom Calling features. The appropriate rate and charge will apply per main station dial tone line equipped. Custom Calling features are not available with Combination Dial Tone Line Service Arrangement No. 2 or No. 3.
4. At the time of a number change for Company reasons, existing business and residence dial tone lines may be equipped for one or more Custom Calling features without a nonrecurring charge.
5. Dial tone lines equipped for Call Forwarding are assessed regular long distance message charges for each call forwarded on a long distance basis. Message usage services equipped for Call Forwarding are assessed local message usage charges for each call forwarded on a local basis.
6. Due to technical limitations, customers who subscribe to Abbreviated Access, one-digit may not purchase an additional Abbreviated Access, one-digit or Speed Calling, 8-number and customers who subscribe to Abbreviated Access, two-digit may not purchase an additional Abbreviated Access, two-digit or Speed Calling, 30-number.
7. Control of the number assignment on the shared speed call list associated with Abbreviated Access resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the speed call list. The access line will be restricted from dialing any toll calls billable to the end user.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

B. Terms and Conditions (Cont'd)

8. Due to technical limitations, customers who subscribe to Call Transfer and Speed Calling 8-number capacity will only have 6-number capacity available for their use.
9. Where technology permits, the predetermined number associated with Warm Line Service is controlled by the customer and may be changed by dialing an access code and the new number. In other instances, the connection to the predetermined number cannot be changed except through the issuance of a service order.
10. With Warm Line Service, the timing delay period before automatic dialing begins is specified at the time the service is ordered and cannot be changed except through the issuance of a service order.
11. Once automatic dialing begins on lines equipped with Warm Line Service, calls to other numbers cannot be made. For example, dialing of 911 or other emergency numbers must begin before the delay periods ends.
12. The connection to the predetermined number associated with Hot Line Service cannot be changed except through the issuance of a service order.
13. A line equipped with Hot Line Service is totally dedicated to operate in the manner outlined herein. There is no ability to operate the line in any other manner. For example, calls to 911 or other emergency numbers cannot be placed from a line equipped with Hot Line Service.
14. A line equipped with Hot Line Service can be used for incoming calls, but cannot initiate outgoing calls except to the predetermined number.
15. Operator Verification and Interrupt will not function on lines equipped with any of the Call Forwarding features.
16. Due to technical limitations, the calling number and the called number must be in the same central office switch for the following features: Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.
17. A telephone number must be assigned to lines equipped with Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

B. Terms and Conditions (Cont'd)

18. A 60 Day Product Guarantee allows customers who are new subscribers of Remote Access Forwarding and Scheduled Forwarding, who are not completely satisfied with the product, to receive credit for all monies billed for the product. The customer must notify the Company of their dissatisfaction and request disconnection of the product within 60 days of the installation of the product.
19. Recognizing the potential for misuse associated with Remote Access Forwarding and Scheduled Forwarding, U S WEST will attempt to verify that requests for these services are being made by the subscriber of record, nor unauthorized parties.

The following are restrictions to forwarding destinations for Remote Access Forwarding and Scheduled Forwarding:

- No International numbers - only United States NPAs allowed.
 - No 700, 800, 900, 950, 976, or 950.
 - No N11 or 555-1212.
 - No operator assisted calls (0-, 0+, 00-, 00+, 01+, 1009X+0, 1009X+00, 1009X+0+, 1-09X+01+).
 - No speed dial codes or customized dialing plans.
 - No third-number billed calls.
 - A limit of four (4) destination changes per hour.
20. Last Call Return, Continuous Redial and Three-Way Calling are available on a subscription or usage basis. The usage basis pricing options will be available where facilities permit. For any month, the total usage billing will not exceed \$6.00 for each service, per line. Customers may request the removal of these services at any time, at no charge.
 21. Some of the features may be subscribed to separately or in a combination of several on the same line in a package rate.
 22. Call Manager Connection is a package of services available to business customers. The services in this package are defined by the Company but the customer does have the choice of including, at no additional charge, Call Waiting or the Call Waiting feature which meets their needs, e.g. Call Waiting ID or Receptionist. The package includes:
 - Call Rejection
 - Call Forwarding-Variable
 - Caller Identification-Name and Number
 - Continuous Redial
 - Priority Call
 - Three-Way Calling

Exchange Services

4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

C. Rates and Charges

1. The following rates and charges specified apply to all residential service and single line business service. Speed calling has been detariffed pursuant to Docket 86-049-17.
2. Except as specifically provided herein, Custom Calling Services are subject to the terms and conditions, rates and charges applicable to other types of customer service and are in addition to the basic rates and charges for the service with which it is associated.
3. The following nonrecurring charge applies per line, per customer request to establish or change one or more custom calling features.

The nonrecurring charge will not apply to discontinue any custom calling features, or to change from Caller Identification to Caller Id With Privacy +.

| | Nonrecurring Charge |
|---------------------------|--------------------------------|
| • Residence | \$ 8.00 |
| • Business ^[1] | 11.00 |

[1] For Business Custom Calling Services packages, the Nonrecurring Charge will not apply to discontinue one or more features in a package when the remaining feature(s) stay the same.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

C. Rates and Charges (Cont'd)

4. Business - Each Line

| Business ^[1] | USOC | Monthly Rate | |
|-------------------------------------|-------|--------------|---------|
| | | Min. | Max. |
| • Abbreviated Access, one-digit | | | |
| - Each shared speed call list | EV5 | \$20.00 | \$20.00 |
| - Each line arranged | EV4 | 0.50 | 0.50 |
| • Abbreviated Access, two-digit | | | |
| - Each shared speed call list | EV9 | 30.00 | 30.00 |
| - Each line arranged | EV8 | 0.50 | 0.50 |
| • Call Forwarding | | | |
| - Variable | ESM | 0.75 | 4.00 |
| - Busy Line (Expanded) | FBJ | 4.00 | 5.00 |
| - Busy Line (External) | EVB | 1.00 | 2.00 |
| - Busy Line (Overflow) | EVO | 3.97 | 4.00 |
| - Busy Line (Programmable) | ERB | 4.00 | 4.00 |
| - Don't Answer | EVD | 2.00 | 2.00 |
| - Don't Answer (Expanded) | FDJ | 4.00 | 4.00 |
| - Don't Answer (Programmable) | ERD | 4.00 | 4.00 |
| - Busy Line/Don't Answer (Expanded) | FVJ | 6.50 | 7.00 |
| - Busy Line (External)/Don't Answer | EVF | 2.50 | 3.00 |
| - Busy Line (Overflow)/Don't Answer | EVK | 5.00 | 5.47 |
| • Call Manager Connection | NLUBQ | 19.95 | 19.95 |
| - with Call Waiting | NLUBR | 19.95 | 19.95 |
| - with Receptionist | NLUBS | 19.95 | 19.95 |
| - with Call Waiting ID | NLUBT | 19.95 | 19.95 |
| • Call Transfer | E03 | 6.00 | 6.00 |
| • Call Waiting | ESX | 0.95 | 7.00 |

[1] Speed Calling 8-number capacity and Speed Calling 30 number capacity are available with any combination of the following services at an additional charge.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

C.4. (Cont'd)

| Business^[1] | USOC | MONTHLY RATE | |
|--------------------------------------|-------------|---------------------|-------------|
| | | Min. | Max. |
| • Dial Call Waiting | WDD | \$ 2.15 | \$ 2.15 |
| • Directed Call Pickup | PUN | 1.00 | 1.00 |
| • Directed Call Pickup With Barge-In | PUQ | 1.00 | 1.00 |
| • Distinctive Alert | DHA | 1.00 | 1.00 |
| • Hot Line | HLA | 2.00 | 2.00 |
| • Three-Way Calling | ESC | 0.65 | 5.00 |
| • Receptionist | | | |
| - with Name & Number | EWY2X | 16.95 | 16.95 |
| - with Number only | EWY2O | 16.50 | 16.50 |
| - with Caller Id With Privacy + | EWY29 | 19.45 | 19.45 |
| • Warm Line | WLS | 2.50 | 2.50 |
| • Wireless Extension | HME | 4.95 | 4.95 |

[1] Speed Calling 8-number capacity and Speed Calling 30 number capacity are available with any combination of the following services at an additional charge.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

C. Rates and Charges (Cont'd)

5. Residence - Each Line

| Residence ^[1] | USOC | Monthly Rate | |
|-------------------------------------|------|--------------|--------|
| | | Min. | Max. |
| • Abbreviated Access, one-digit | | | |
| - Each shared speed call list | EV5 | [2] | [2] |
| - Each line arranged | EV4 | \$0.50 | \$0.50 |
| • Abbreviated Access, two-digit | | | |
| - Each shared speed call list | EV9 | [2] | [2] |
| - Each line arranged | EV8 | 0.50 | 0.50 |
| • Call Forwarding | | | |
| - Variable | ESM | 0.75 | 3.00 |
| - Busy Line | EVO | 0.40 | 0.40 |
| - Busy Line (Expanded) | FBJ | 1.25 | 1.25 |
| - Busy Line (Programmable) | ERB | 1.85 | 1.85 |
| - Don't Answer | EVD | 0.90 | 0.90 |
| - Don't Answer (Expanded) | FDJ | 2.00 | 2.00 |
| - Don't Answer (Programmable) | ERD | 2.60 | 2.60 |
| - Busy Line/Don't Answer | EVK | 1.20 | 1.20 |
| - Busy Line/Don't Answer (Expanded) | FVJ | 2.60 | 2.60 |
| • Call Transfer | E03 | 6.00 | 6.00 |
| • Call Waiting | ESX | 0.95 | 3.50 |
| • Call Waiting Identification | N2W | 0.95 | 5.00 |

[1] Speed Calling 8-number capacity and Speed Calling 30 number capacity are available with any combination of the following services at an additional charge.

[2] Not applicable.

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4. Premium Exchange Services (Cont'd)

4.2 Custom Calling Services (Cont'd)

C. Rates and Charges (Cont'd)

5. Residence - Each Line (Cont'd)

| Residence ^[1] | USOC | Monthly Rate | |
|--------------------------------------|-------|--------------|--------|
| | | Min. | Max. |
| • Dial Call Waiting | WDD | \$ 2.15 | \$2.15 |
| • Directed Call Pickup | PUN | 1.00 | 1.00 |
| • Directed Call Pickup With Barge-In | PUQ | 1.00 | 1.00 |
| • Distinctive Alert | DHA | 1.00 | 1.00 |
| • Hot Line | HLA | 2.00 | 2.00 |
| • Three-Way Calling | ESC | 0.65 | 4.00 |
| • Receptionist | | | |
| - with Name & Number | EWY2X | 10.95 | 10.95 |
| - with Number only | EWY2O | 10.50 | 10.50 |
| - with Caller Id With Privacy + | EWY29 | 14.95 | 14.95 |
| • Warm Line | WLS | 2.50 | 2.50 |
| • Wireless Extension | HME | 4.95 | 4.95 |

[1] Speed Calling 8-number capacity and Speed Calling 30 number capacity are available with any combination of the following services at an additional charge.

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4. Premium Exchange Services (Cont'd)

4.3 MARKET EXPANSION LINE (MEL) Service

A. Description

When a customer activates MEL on the customer's service, all incoming calls are automatically routed to another customer-selected telephone number in the same exchange area or a distant exchange (toll).

B Terms and Conditions

1. *MARKET EXPANSION LINE* Service is furnished only in electronic switching system (ESS) CO areas where adequate and suitable facilities are available. COs will be equipped for MEL service at the discretion of the Company.
2. *MARKET EXPANSION LINE* Service is provided on the condition that the customer subscribe to sufficient MEL features and facilities to adequately handle calls to the MEL customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional MEL features at the call forwarding location or facilities at the terminating telephone are needed, the customer will be required to subscribe for such additional MEL features and facilities.
3. The service is not offered:
 - Where the terminating telephone is a pay telephone.
 - With call forwarding as a feature at the MEL terminating location.
 - For call forwarding to another exchange within the EAS area of the MEL exchange, with a different EAS calling area.
4. The Company cannot:
 - Provide the customer with the telephone number of the originating call.
 - Guarantee transmission on any forwarded call because of the distance and routing necessary to complete the connection.

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4. Premium Exchange Services (Cont'd)

4.3 MARKET EXPANSION LINE (MEL) Service

B Terms And Conditions (Cont'd)

5. The Company provides one free listing in the White and Yellow Page directories covering the exchange in which the MEL CO is located; however, at the customer's request, the listing may be omitted at no charge. Additional listings may be provided at rates and charges for business additional listings.
6. Directory assistance charges, or allowances, are not applicable to MEL services since this is an inward only calling arrangement.
7. Combined billing will not be allowed on combinations of MEL and non-MEL lines.
8. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (a) a charge for that portion of the call from the calling telephone to the called number, and (b) a charge for that portion of the call from the called telephone to the remotely call forwarded terminating telephone. The respective charge for each such portion shall be as follows:
 - a. Between the calling telephone and the called (MEL) location.

The calling party is responsible for the payment of these charges with the exception of those calls which are placed collect and accepted by the MEL customer.

- b. From the called telephone (MEL) location to the terminating telephone.

The applicable charges for this portion of the remotely forwarded call shall be the business additional local message charge or the applicable local message unit charges, if appropriate. These charges apply to all calls answered at the terminating telephone, including person-to-person and collect calls, even though such calls might not be accepted at the answering location. The MEL customer is responsible for the payment of these charges.

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4. Premium Exchange Services (Cont'd)

4.3 MARKET EXPANSION LINE (MEL) Service

B. Terms And Conditions (Cont'd)

- 9. Except as specifically provided herein, MEL service is subject to the terms and conditions, rates and charges applicable to other types of customer service.

C. Rates

- 1. The appropriate nonrecurring charge specified in this section will apply for the installation of MEL service. Subsequent to the initial establishment of MEL service, the appropriate nonrecurring charge will also apply to add or change one or more of the MEL numbers, to change a call forwarding telephone number and to restore service for Company initiated termination of service.
- 2. The following rates and charges are added to all rates and charges for associated services:

| | | Non- recurring Charge | Monthly Rate | |
|---------------------------------|-------------|--------------------------------------|-------------------------|-------------|
| | USQC | | Min. | Max. |
| • <i>MARKET EXPANSION LINE</i> | | | | |
| - Each line arranged | RCF | \$28.00 | \$1.00 | \$28.28 |
| - Each additional line arranged | RCA | 28.00 | 1.00 | 28.28 |

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4. Premium Exchange Services (Cont'd)

4.4 Basic Exchange Enhancement

A. Description

Amplified Voice Grade Circuit

This grade of service provides a circuit with no more than a 4 decibel (d.B.) loss (measured at 1004 Hz.) from the local central office to the customer's Network Interface. This service provides the customer a high quality transmission line and signaling for use on all local switched service.

B. Terms and Conditions

1. Amplified Voice Grade Circuit is furnished only in central office areas where adequate and suitable facilities are available. Central offices will be equipped for Amplified Voice Grade Circuit at the discretion of the Company and in accordance with regular engineering practices.
2. The services will be provided only in connection with individual access line service. Amplified Voice Grade Circuit is not available in connection with Smart PAL Service, Multiparty Service, FX, FCO and WATS.
3. All services equipped for this enhancement prior to the effective date of July 1, 1985 may retain this service in place at the same location at no charge.
4. When a customer subscribes to Amplified Voice Grade Circuit all access lines in a hunt group or trunk group must be equipped with this service. Exceptions to this stipulation may be made for those customers who obtained the service prior to July 1, 1985. Charges will be assessed only for new access lines if equipped for Amplified Voice Grade Circuit.

C. Rates and Charges

Except as specifically provided herein, Amplified Voice Grade Circuit is subject to the terms and conditions, rates, and charges applicable to other types of customer service and are in addition to the basic rates and charges for the service with which it is associated.

| | USOC | Nonrecurring Charge | Monthly Rate |
|--|-------------|----------------------------|---------------------|
| • Amplified Voice Grade Circuit, per line or trunk | VGA | \$61.50 | \$9.00 |

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4. Premium Exchange Services (Cont'd)

4.5 INTRACALL Service

A. Description

The *INTRACALL* Service allows an individual access line, non-complex residence or business customer to use the line as an intercom system. This feature is activated when the customer dials their own number from any station on the line, receives a busy signal and hangs up. Upon hanging up, all stations on the line will ring. Two or more stations may speak over the intercom line.

B. Terms And Conditions

1. If the customer has call waiting, the feature will be deactivated for the duration of the intercom call.
2. If the customer has call forwarding, and the feature is activated, all *INTRACALL* Service calls will also be forwarded.
3. This service is furnished only in CO areas where adequate and suitable facilities are available.
4. *INTRACALL* Service is not offered with hunting service or combination service arrangements 2 and 3.

C. Rates And Charges

1. The following nonrecurring charge applies per line to establish. These charges are in addition to the basic rates and charges for the service with which it is associated.
2. The nonrecurring charge will not apply when *INTRACALL* is established at the same time a custom-calling feature is established or changed.

| | USOC | Nonrecurring Charge | Monthly Rate |
|--------------------------------------|-------------|----------------------------|---------------------|
| • <i>INTRACALL</i> Service, per line | | | |
| - Business | E1N | \$11.00 | \$1.50 |
| - Residence | E1N | 6.00 | 1.50 |

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4. Premium Exchange Services (Cont'd)

4.6 Open Switch Interval Protection (OSIP)

A. Description

When transferring or extending a call, a momentary open is generated on the line and may result in false disconnection of the call. Open Switch Interval Protection (OSIP) provides constant supervision on the customer's line by adding a signal distributor and signal distributor applique during CO switching until the call connection is completed.

B. Terms And Conditions

This service is furnished only in CO areas where facilities permit as determined by the Company.

C. Rates And Charges

These charges are in addition to the rates and charges for the service with which it is associated.

| | USOC | Installation Charge | Monthly Rate |
|--|-------------|----------------------------|---------------------|
| • Open Switching Interval Protection (OSIP), per line equipped | 53W | \$48.00 | \$4.00 |

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4. Premium Exchange Services (Cont'd)

4.7 Caller Identification-Bulk

A. Description

Caller Identification-Bulk (BCLID) allows a *CENTRON*, Centrex, Multi-line Hunt Group (MLHG) or Private Branch Exchange (PBX) customer to receive call-related information on calls that are received from outside the *CENTRON*, Centrex, MLHG or PBX.

The following call-related information is transmitted per incoming call:

- The calling and called directory numbers (DN).
- The time of day the call was placed.
- The busy/idle status of the called DN.
- The calling line types (individual or group).

The Call Data input/output Central Office Facility provides the central office facilities necessary to transmit Call Data information over the Private Line Channel.

B. Terms And Conditions

1. A Voice Grade 36 (or equivalent) Private Line channel as specified in the Access Service Tariff is required between the customer's serving central office and the customer's premises for the transmission of the call-related data.
2. The customer shall be responsible for the provision of compatible customer premises equipment (CPE) which will receive, translate, display and/or store the transmitted data. The installation, repair and technical capability of that equipment to function in conjunction with the service specified herein is the responsibility of the customer.
3. PBX customers subscribing to this feature must be assigned to a multi-line hunt group or subscribe to DID service as described elsewhere.
4. For incoming calls from callers served by PBXs, only the main number of the PBX will be transmitted.

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4. Premium **Exchange Services** (Cont'd)

4.7 Caller Identification-Bulk(Cont'd)

B Terms And Conditions (Cont'd)

5. For incoming calls from callers in a multiline hunt group, only the main number of the hunt group will be transmitted.
6. Caller Identification-Bulk will be provided where technically and/or economically feasible and where sufficient demand exists to warrant the provision of the service.

C. Rates And Charges

1. This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the rates and charges for the service with which it is associated.
2. The service and equipment charge specified in the Price List following, shall be applicable to change the service.
3. Caller Identification-Bulk will be provided at the rates and charges shown in the Price List following.

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4. Premium Exchange Services (Cont'd)

4.8 Custom Ringing Service

A. Description

Custom Ringing Service is a central office based service which provides up to three distinctive ringing codes on incoming calls, using one individual access line. The distinctive ringing codes are achieved by assigning up to 3 additional telephone numbers to the access line.

B. Terms And Conditions

1. Custom Ringing Service is provided with individual exchange access lines and may be unavailable with some services due to technical limitations.
2. Custom Ringing Service numbers are subject to a minimum service period of one month.
3. Custom Ringing Service will be billed to the primary access line number. Itemized billing is not available on Custom Ringing numbers.
4. Intercept Service terms and conditions and charges, as specified in GVNW Tariff, Miscellaneous Services Section 3.1, apply to Custom Ringing Service on a per number basis. In addition, the following terms and conditions will apply:
 - When the access line number remains in service, Custom Ringing numbers can be individually intercepted.
 - When the access line number is intercepted, all Custom Ringing numbers must be intercepted. Exception: If another access line is installed at the premises, Custom Ringing numbers can either remain in service or be individually intercepted.
5. When the customer's access line is equipped with Call Waiting, and the line is busy, incoming calls will generate a distinctive Call Waiting tone at no additional charge.

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4. Premium Exchange Services (Cont'd)

4.8 Custom Ringing Service

B. Terms And Conditions (Cont'd)

6. When the customer's access line is equipped with Call Forwarding, the customer can choose one of the following options:

- To have Call Forwarding only on the access line number, or
- To have all Custom Ringing Service numbers forwarded with the access line number.

This choice is made, or changed, at the time the customer places an order with the Company. Call Forwarding rates apply only to the access line number. Distinctive ringing will not be heard at the forwarded location.

C. Rates And Charges

This service is subject to the terms and conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

| | USOC | Nonrecurring Charge^[1] | Monthly Rate |
|----------------------------------|-------------|--|---------------------|
| <u>1.</u> Custom Ringing Service | | | |
| • Residence | | | |
| - First additional number | RGG1+ | \$7.00 | \$5.00 |
| - Second additional number | RGG2+ | 7.00 | 2.50 |
| - Third additional number | RGG3+ | 7.00 | 2.50 |
| • Business | | | |
| - First additional number | RGG1+ | 10.00 | 7.45 |
| - Second additional number | RGG2+ | 10.00 | 5.25 |
| - Third additional number | RGG3+ | 10.00 | 5.25 |

[1] Only one nonrecurring charge will apply per order to install Custom Ringing Service.

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4. Premium Exchange Services (Cont'd)

4.8 Custom Ringing Service

C. Rates and Charges (Cont'd)

2. Nonrecurring Change Charge

| | Nonrecurring Charge |
|---|--------------------------------|
| • Residence | |
| - Change ringing pattern, per order | \$ 7.00 |
| - Change telephone number | [1] |
| - Change call forwarding options in B.6. above | [2] |
| - Change Custom Ringing Service number to access line number | [3] |
| Business | |
| - Change ringing pattern, per order | 10.00 |
| - Change telephone number | [1] |
| - Change call forwarding options in B.7. above | [2] |
| - Change Custom Ringing Service number to access line number | [3] |

[1] Nonrecurring charge for changing telephone numbers is as specified elsewhere in this tariff.

[2] Nonrecurring charge for changing Custom Calling feature is as specified in 4.2.

[3] Nonrecurring charge is same as for the installation of a new line.

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4. Premium Exchange Services (Cont'd)

4.9 Hunting Service

A. Description

An optional arrangement available to customers with two or more individual dial tone line services. Where facilities permit, such dial tone lines will be arranged so that incoming calls to a busy dial tone line will overflow to other lines not busy.

B Rates and Charges

1. The rate for each individual dial tone line arranged for Hunting Service is in addition to the regular individual dial tone line rate.
2. The following is the monthly increment for business and residence Hunting Service. The nonrecurring charge applies per dial tone line to establish or rearrange Hunting Service. Rates and charges do not apply to the last line in a hunt group.

| | USOC | Nonrecurring Charge | Monthly Rate^[1] |
|---------------------------------|-------------|----------------------------|-----------------------------------|
| • Business, per dial tone line | HTG | \$14.00 | \$4.00 |
| • Residence, per dial tone line | HTG | 8.00 | 2.50 |

[1] These rates do not include EAS charges. EAS charges are as specified in 1.1.

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4. Premium Exchange Services (Cont'd)

4.9 Hunting Service (Cont'd)

C. Optional Features

1. Circular Hunt

a. Description

Circular Hunt is an option of Hunting Service that allows for hunting to start at the dialed number and continues in ascending order to the last number in the hunt group. Hunting then proceeds to the first number of the hunt group and continues through the group until an idle line is reached or the number just preceding the dialed number is reached.

b. Rates and Charges

The rates and charges for Circular Hunt are in addition to the rates and charges for Hunting Service.

| | USOC | Nonrecurring Charge | Monthly Rate |
|--------------------------------|-------------|----------------------------|---------------------|
| • Business, per hunt group | HCKPG | \$14.00 | \$3.00 |
| • Residence, per hunt group | HCKPG | 8.00 | 3.00 |

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4. Premium Exchange Services (Cont'd)

4.9 Hunting Service (Cont'd)

C. Optional Features (Cont'd)

2. Preferential Hunt

a. Description

Preferential Hunt is an option of Hunting Service that enables incoming calls to a specific number within a hunt group to hunt over a unique hunting sequence of lines within the hunting group. The unique hunting sequence is other than that encountered when a caller dials the first telephone number in the hunt group.

b. Rates and Charges

The rates and charges for Preferential Hunt are in addition to the rates and charges for Hunting Service. Only one nonrecurring charge will apply when both are ordered at the same time, for the same customer, on the same line. Rates and charges are not applicable to the last line in a Preferential Hunt group.

| | USOC | Nonrecurring Charge | Monthly Rate |
|-----------------------------------|-------------|----------------------------|---------------------|
| • Business, each line arranged | HSHP | \$14.00 | \$1.00 |

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Exchange Services

4. Premium Exchange Services (Cont'd)

4.10 Answer Supervision - Line Side

A. Description

Answer Supervision - Line Side provides the capability to deliver "off-hook" supervisory signals from the terminating central office switch to a line side interface at the originating central office switch. These signals indicate when the called station has answered an incoming call.

B. Terms And Conditions

Answer Supervision - Line Side will only be provided where technically and economically feasible and where sufficient demand exists to warrant the provision of the service.

C. Rates And Charges

The terms and conditions, rates and charges applicable to Answer Supervision Line Side are in addition to the rates and charges for the services with which it is associated.

| | USOC | Nonrecurring Charge | Monthly Rate |
|--|-------------|----------------------------|---------------------|
| • Answer Supervision - Line Side, per line arranged | AS8L+ | \$15.00 | \$3.95 |

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4. Premium Exchange Services (Cont'd)

4.11 Number Forwarding

A. Description

Number Forwarding allows a residence customer to have a telephone number identity without having an exchange access line. Calls placed to the telephone number can be forwarded to any other telephone number within the same local calling area.

B. Terms and Conditions

1. The number of incoming calls placed to the telephone number is limited to 5 calls within 5 minutes. Once the threshold has been exceeded, the calling party will hear an announcement indicating that the call cannot be completed at this time.
2. One listing in the white page directories is provided with this service covering the exchange in which the Number Forwarding central office is located.
3. Collect or third-number billing will not be allowed to the Number Forwarding number.
4. Number Forwarding is offered subject to the availability of facilities.
5. Long distance calls may be billed to the Number Forwarding number through the use of a calling card.
6. Number Forwarding customers who establish exchange access line service may reuse the Number Forwarding telephone number if service is established in the same local calling area as the Number Forwarding telephone number.
7. The service is not offered where the terminating telephone is a pay telephone.

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4. Premium Exchange Services (Cont'd)

4.11 Number Forwarding (Cont'd)

C. Rates and Charges

1. The appropriate nonrecurring charge specified in this section will apply for the installation of Number Forwarding. Subsequent to the initial establishment of service, the appropriate nonrecurring charge will also apply to change the Number Forwarding number, and to change the number to which the calls are forwarded
2. The rates and charges are as follows:

| | USOC | Nonrecurring Charge | Monthly Rate |
|--------------------------------|-------------|----------------------------|---------------------|
| • Per Number Forwarding number | | | |
| - Residence | VTL | \$10.00 | \$6.95 |

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4. Premium Exchange Services (Cont'd)

4.11 Number Forwarding (Cont'd)

C. Rates and Charges

1. The appropriate nonrecurring charge specified in this section will apply for the installation of Number Forwarding. Subsequent to the initial establishment of service, the appropriate nonrecurring charge will also apply to change the Number Forwarding number, and to change the number to which the calls are forwarded.
2. The rates and charges are as follows:

| | USOC | Nonrecurring Charge | Monthly Rate |
|--------------------------------|-------------|----------------------------|---------------------|
| • Per Number Forwarding number | | | |
| - Residence | VTL | \$10.00 | \$6.95 |

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CENTREX SERVICES

RATES

| <u>Centrex line extension, each</u> <u>Minimum of 2 lines</u> | <u>Recurring monthly</u> <u>rate/per line extension</u> | <u>Non-recurring installation</u> <u>/per line extension</u> |
|--|--|---|
| 2-4 lines | \$8.00 | \$40.00 |
| 5-11 lines | 7.00 | 20.00 |
| 12-24 lines | 6.00 | 10.00 |
| 25+ lines | 5.00 | 10.00 |

A. DESCRIPTION

Centrex and Internet Protocol Centrex (IP Centrex) are advance feature voice services provided to business customers. The Centrex Service can be interfaced with traditional telephones or IP telephones on the customer's data network. This interface will be provided directly from the switch or through the use of IP Centrex Enabling technology. The telephone company provided architecture provides a transparent transport and the advanced features between the switch and the customer's devices. This allows the standard set of Centrex features, including Analog and ISDN Features, to be offered to the customer's devices. Functionality will be dependent upon the compatibility and capability of customer equipment; IP enabled devices may be required for full feature functionality.

B. CONDITIONS

1. These rates, as listed above, are in addition to the Network Access Line Service rates listed elsewhere in the tariff.
2. Centrex Service may be provided in association with traditional or SIP (Session Initiated Protocol) trunks, with applicable charges listed elsewhere in this tariff. The number of individual line/trunk charges will be based upon the number of simultaneous inbound/outbound calls possible.
3. Centrex Service is a central office based service which is furnished subject to the availability of facilities, features, and central office equipment in locations determined by the Company. The service does not include any customer premise equipment.
4. When Centrex Service is provided, any manual operations at the customer's premises are performed by the subscriber at their expense or for the subscriber by the Company on an actual cost basis.
5. Upon request, the Company will correct a failure caused by customer initiated software changes, will update software records, or make subsequent line and/or feature additions on an actual cost basis.

Issue Date:
11/15/2008

Effective Date:
1/1/2009

Brock Johansen
Chief Executive Officer
Carbon/Emery Telcom, Inc.
455 East Highway 29
Orangeville, UT 84537

CENTREX SERVICE (Cont'd)

6. The Service Order charge as specified elsewhere in this tariff applies when making changes on an established Centrex Line(s) or extension(s).
7. Each Centrex line or extension may be arranged for two-way, one-way incoming and one-way outgoing operation depending upon the option chosen by the customer at the time the line/extension is installed. When a change in the arrangement is requested by the customer, the appropriate service order charges as specified elsewhere in this tariff apply.
8. The Line Connection charge as specified elsewhere in this tariff is not applicable to the initial set-up of a Centrex Line(s).
9. Centrex Service is not provided in association with public or semi-public telephone service.
10. Terminal equipment must be compatible with the services and equipment provided by the Company. Feature availability will be affected by compatibility and type of customer equipment.
11. All applicable end user fees and surcharges will apply to each line.
12. Directory Listings will be furnished subject to the rates and regulations specified in this tariff.
13. Regulations as specified in the General Rules and Regulations section of this tariff will apply to this service.
14. All exchange lines in a system must be served by the same central office switch and have the same billing arrangement.

Issue Date:
11/15/2008

Effective Date:
1/1/2009

Brock Johansen
Chief Executive Officer
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Orangeville, UT 84537

CENTREX SERVICE (Cont'd)

C. FEATURES

Call forwarding (unconditional, busy, selective or fixed)
Call rejection (anonymous or selective)
Automatic recall (AR) and callback (AC)
Call waiting (with or without caller ID)
Caller ID / calling name (delivery and blocking)
Home intercom and off-premise extension
Simultaneous ring
Find-me / follow-me
Hot line / warm line
Message notification (audible and visual message waiting)
Speed calling (1 or 2 digit)
Priority call (distinctive ringing on calling number)
Teen line (distinctive ringing on calling number)
Station-to-station intercom dialing
Flexible dialing plans (including 9+ or assume-9)
Multiple Appearance Directory Numbers
Line hunting / ACD
Do not disturb
Attendant console (line state monitoring)
Call park / retrieve
Directed call pickup
Short codes (group and personal)
Account codes (mandatory and optional)
Internal/external caller ID presentation
Distinctive ringing for internal/external calls

Auto Attendant*
Voice Mail*
Conferencing*
Music on hold*

*These features are not directly provided with Centrex but are available on a Non-tariff rate or individual case basis (ICB).

Additional features may become available, at no additional cost, as switch and application software and hardware upgrades are made. Advanced features or functions not listed may be possible by combining the various features. If a requested feature or function is beyond the scope of the available feature set then rates will be determined on an individual case basis.

Issue Date:
11/15/2008

Effective Date:
1/1/2009

Brock Johansen
Chief Executive Officer
Carbon/Emery Telcom, Inc.
455 East Highway 29
Orangeville, UT 84537

Exchange Services

5. Public Communications Service - Coin And Coinless

5.1 Public Access Line Service

A. Description

1. Public Access Line (PAL) Service is provided for use with Payphone Service Provider (PSP) pay telephones subject to the availability of existing CO facilities and special operator equipped locations, as appropriate, e.g., TOPS.
2. The use of "coinless" telephone in this Tariff refers to telephones without a coin-collecting device. This type of telephone is used to provide an optional billing arrangement on originating calls for third number billed, collect and calling card calls.
3. Fraud Protection for Basic PAL will:
 - Not allow collect and third number billed calls to the PAL Service (incoming);
 - Restrict operator assisted toll calls to collect, bill to third party, and calling card calls (outgoing).
4. Coin collection and/or return for Basic PAL is controlled by the PSP's pay telephones.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.1 Public Access Line Service (Cont'd)

A. Description (Cont'd)

5. The following types of Basic and Smart PAL are available:

a. Measured Full Resale Basic PAL Service

Usage charges will apply to all outgoing calls completed on a local basis. Fraud protection is available at rates and charges specified in D., following. This service provides:

- Access to the local network;
- Free calls to the 911 emergency code;
- Inter/IntraLATA and Interstate direct dialed toll calling.

b. Measured Resale Basic PAL with Call Allowance

Usage charges will apply to all outgoing local calls after reaching the allowance of 210 local calls per month. Fraud protection is available at rates and charges specified in D., following. This service provides:

- Access to the local and toll network;
- Free calls to the 911 emergency code;
- Inter/IntraLATA and Interstate direct dialed toll calling.

c. Message Resale Basic PAL with Call Allowance

Local message unit charges will apply to all outgoing local calls after reaching the allowance of 210 local calls per month. Fraud protection is available at rates and charges specified in D., following. This service provides:

- Access to the local and toll network;
- Free calls to the 911 emergency code;
- Inter/IntraLATA and Interstate direct dialed toll calling.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.1 Public Access Line Service (Cont'd)

A.5. (Cont'd)

d. Message Full Resale Basic PAL Service

Local message unit charges will apply to all outgoing calls completed on a local basis. Fraud protection is available at rates and charges specified in D., following. This service provides:

- Access to the local network;
- Free calls to the 911 emergency code;
- Inter/IntraLATA and Interstate direct dialed toll calling.

e. Flat Full Resale Basic PAL Service

Fraud protection is available at rates and charges specified in D., following. Flat Full Resale Basic PAL Service provides:

- Access to the local network;
- Free calls to the 911 emergency code;
- Inter/IntraLATA and Interstate direct dialed toll calling.

f. Smart PAL Service

Smart PAL Service is a flat or message, two-way or outgoing only line which utilizes central office coin control features. This service provides:

- Coin signaling, including coin collect and coin return.
- Company completed and carried local and intraLATA toll messages, both sent paid and non-sent paid.
- Company operator services/systems for all 0-, 0+ and 1+ intraLATA toll calls, and 0+ local calls.
- Routing to the presubscribed carrier for all 0+ and 00- interLATA calls.
- Pay-per-call blocking (e.g. 900 and 976).
- Incoming and outgoing call screening.
- Access to:
 - Directory assistance,
 - 911 emergency code,
 - All interexchange carriers,
 - 800/800-type service and 950 telephone numbers,
 - Company repair service.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.1 Public Access Line Service (Cont'd)

B. Terms and Conditions

1. Basic and Smart PAL Service will be provided where equipment, facilities, and operating conditions permit.
2. Basic PAL Service is available on a Foreign Central Office (FCO) basis at the rates and charges specified in the Private Line Transport Services Tariff.
3. PAL Service will be considered the same as business service for directory listing purposes. Additional listings will be furnished at rates and charges specified in 5.7.
4. PAL Service is not represented as adapted for data service. PAL Service contemplates the provision of satisfactory voice transmission only.
5. Joint User Service is not available with PAL Service.
6. Calls to directory assistance, 911, and Company repair service are not subject to measured or message PAL usage charges.
7. The Company is not liable for shortages of coins deposited and/or collected from the pay telephones used on PAL Service.
8. The Company is not liable for end-user fraud associated with failure of the customer's pay telephones to perform correctly.
9. The following terms and conditions are specific to Smart PAL Service:
 - a. Separate lines are used for each pay telephone instrument installed. Off premises extensions are not permitted.
 - b. Until other carriers can provide sent-paid InterLATA coin service, all direct dialed InterLATA and International (1+, 1001X+1, and 011+) calls will be forwarded to AT&T for coin rating and completion.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.1 Public Access Line Service (Cont'd)

B.9. (Cont'd)

- c. The customer must insure that the telephone sets used with Smart PAL Service are capable of rating sent-paid local calls and are compatible with, and cause no harm to the Company's network.
10. In the event it becomes apparent that a PSP pay telephone (as defined herein) is attached to a line not authorized for use with such a set, the Company reserves the right to disconnect that customer's service. However, should the customer so request, the Company will install a Public Access Line at the rates and charges specified herein.
 11. PAL Service will be disconnected when used with equipment other than PSP pay telephones as defined herein.
 12. Terms and conditions, rates and charges as described elsewhere in this Tariff apply as appropriate.
 13. Changing to or from PAL service may require a telephone number change.
 14. Optional toll calling plans may be available to PAL Service customers.
 15. Loop Diversity and/or Avoidance defined in the Private Line Transport Services Tariff are available with Basic PAL Service.
 - a. Customers subscribing to Loop Diversity must also have additional facilities for the diverse route.
 - b. Customers subscribing to Avoidance may also be required to pay Foreign Central office charges.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.1 Public Access Line Service (Cont'd)

C. Responsibility of the Customer

1. The PAL customer shall be responsible for the installation, operation, and maintenance of any PSP pay telephone used in connection with this service.
2. The PAL customer shall be responsible for the payment of Maintenance of Service charges for visits made by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of PSP pay telephones.
3. The PAL customer is responsible for all rates and charges incurred on the Public Access Line. Toll adjustments will not be allowed on the PAL account, unless due to Company error.
4. The PAL customer will be responsible for refund of coins lost or collected in error.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.1 Public Access Line Service (Cont'd)

D. Rates and Charges

1. Basic Public Access Lines will be provided at the following rates and charges:

| | USOC | Nonrecurring Charge | Monthly Rate |
|--|-----------------------|-------------------------------|---------------------|
| • Measured Services | | | |
| - Measured with call allowance, per line | 15W | \$76.50 | [1] |
| - Measured Full Resale, per line | 15Q | 76.50 | [2] |
| | Initial Minute | Each Additional Minute | |
| • Measured Usage Rate | | | |
| - Usage Rate | \$0.02 | \$0.01 | |

[1] Same rate as an individual business dial tone line (DTLBX) specified in 2.3 and individual business usage package (1FB) specified in 2.4.

[2] Same rate as an individual business dial tone line (DTLBX) specified in 2.3.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
 Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.1 Public Access Line Service (Cont'd)

D.1. (Cont'd)

| | USOC | Nonrecurring Charge | Monthly Rate |
|---|-------------|-----------------------------|----------------------------|
| • Message Services | | | |
| - Message with call allowance, per line | 1W3 | \$76.50 | [1] |
| - Message Full Resale, per line | 1MA | 76.50 | [2] |
| | USOC | Non-recurring Charge | Monthly Access Rate |
| | USOC | Non-recurring Charge | Monthly Usage Rate |
| • Flat Services | | | |
| - Flat Full Resale, per line | 1KY | \$76.50 | \$19.37 |
| | | | \$8.10 |

[1] Same rate as an individual business dial tone line (DTLBX) specified in 2.3 and individual business usage package (1FB) specified in 2.4.

[2] Same rate as an individual business dial tone line (DTLBX) specified in 2.3.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.1 Public Access Line Service (Cont'd)

D. Rates and Charges (Cont'd)

2. Smart Public Access Lines will be provided at the following rates and charges:

| | USOC | Nonrecurring Charge | Monthly Rate |
|---------------------------|-------------|----------------------------|---------------------|
| • Flat | | | |
| - Outgoing only, per line | 5FO | \$76.50 | \$31.87 |
| - Two-way, per line | 5FP | 76.50 | 31.87 |
| • Message | | | |
| - Outgoing only, per line | 14C | 76.50 | 18.50 |
| - Two-way, per line | 1NH | 76.50 | 18.50 |

3. Message Usage Rate

| | Rate Per Call |
|----------------|----------------------|
| - Message Rate | \$0.05 |

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.1 Public Access Line Service (Cont'd)

D. Rates and Charges (Cont'd)

4. Fraud Protection features available to Basic PAL customers are provided at the following rates and charges:

| | USOC | Nonrecurring Charge | Monthly Rate |
|-----------------------------------|-------------|----------------------------|---------------------|
| • Fraud Protection | | | |
| - Incoming, per line | PSES1 | \$15.00 | - |
| - Incoming and outgoing, per line | PSESP | 15.00 | \$2.50 |

5. The nonrecurring CO PAL change charge following applies.

- To each line when changing from one type of PAL to another;
- To telephone number changes, at customer's request;
- For temporary transfer of calls, at customer's request;
- Only one PAL change charge will apply per order.

| | Nonrecurring Charge |
|---|----------------------------|
| - Per activity, per Public Access Line changed ^[1] | \$32.00 |

[1] The nonrecurring charge will apply when the Fraud Protection features are provided subsequent to the initial installation of the Basic PAL or when changing from incoming to incoming and outgoing and vice versa.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
 Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.1 Public Access Line Service (Cont'd)

D. Rates and Charges (Cont'd)

- 6. Time of day discounts will not apply to Measured PAL Service.
- 7. PAL Usage Charges
 - a. PAL usage charges accumulate on a monthly basis commencing on the billing date.
 - b. PAL usage charges, specified preceding, are applicable to local messages completed on a dial station-to-station basis.
 - c. Initial minute is for a connection of one minute or any fraction thereof.
 - d. Additional minute is for each additional minute or any fraction thereof.
 - e. The initial period rate is the rate in effect at the time the connection is established. The rate for each additional period is the rate in effect at the beginning of each additional period.
- 8. Timing of Local Messages
 - a. Chargeable time begins when connection is established between the calling station and the called station.
 - b. Chargeable time ends when the calling station hangs up, thereby releasing the network connection. If the called station hangs up, but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- 9. The monthly rates for measured PAL service do not contemplate the provision of monthly billing detail. When billing detail is requested, it must be arranged for in advance and an additional charge as shown below will be assessed.

Charge

- Billing detail charge, per call \$0.01

- 10. Message unit charges, as specified preceding, apply for calls placed within exchanges in the same local calling area.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.2 Interexchange Carrier Access Line Service

A. Description

1. Interexchange Carrier Access Line (ICAL) Service, is available to Interexchange Carriers, herein after referred to as customer, for their use in furnishing their services to end users. ICAL provides for connection of customer provided coinless telephones to the local and toll network via operator assistance. This service is offered, subject to the availability of mechanized operator type services and existing CO facilities.
2. The use of "coinless" telephone in this Tariff refers to telephones without a coin-collecting device. This type of telephone is used to provide an optional billing arrangement on originating calls for third number billed, collect and credit card calls.
3. ICAL Service, when provided out of a cross bar and ESS office, will have a CO arrangement to restrict outgoing local and toll calls by station users to only collect calls, bill to third party calls, and credit card calls. Local direct-dialed calls and Inter/IntraLATA direct-dialed toll calls are not allowed.
4. ICAL Service provided out of a step-by-step office, will not have a CO arrangement to restrict outgoing local and toll calls. Local direct-dialed calls and Inter-IntraLATA direct-dialed toll calls are allowed.

B. Terms and Conditions

1. ICAL Service will not be provided a directory listing as it is an outgoing only line.
2. This is a service for which regular monthly rates are billed to the customer for access.
3. ICAL Service is provided for a minimum service period of one month.
4. Terms and conditions, rates and charges as described elsewhere in this Tariff apply.
5. ICAL Service is available on a Foreign Central Office (FCO) basis at the rates and charges specified in the Private Line Transport Services Tariff.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.2 Interexchange Carrier Access Line Service (Cont'd)

B. Terms and Conditions (Cont'd)

6. ICAL Service will provide free calls to the 911 emergency code where 911 Service is available.
7. ICAL Service is not represented as adapted for data service. ICAL Service contemplates the provision of satisfactory voice transmission only.
8. Joint User Service is not available with ICAL Service.

C. Responsibility of the Customer

1. The ICAL customer shall be responsible for the installation, operation, and maintenance of any coinless telephones used in connection with this service.
2. The ICAL customer shall be responsible for the payment of Maintenance of Service charges for visits made by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer provided coinless telephones.
3. The ICAL customer is responsible for all charges incurred on the Interexchange Carrier Access Line. Toll adjustments will not be allowed on the ICAL account.

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
Manager

Exchange Services

5. Public Communications Service - Coin And Coinless (Cont'd)

5.2 Interexchange Carrier Access Line Service (Cont'd)

D. Rates and Charges

1. Touch - Tone is available for ICAL service, subject to the availability of existing CO facilities.
2. An Operator Surcharge for operator assistance (0- and 0+) calls, will apply in addition to rates and charges for ICAL Service.
3. Each call to Directory Assistance is charged for and will not be subject to an allowance.
4. Interexchange Carrier Access Lines will be provided at the following rates and charges:

| | USOC | Nonrecurring Charge | Monthly Rate |
|--|-------------|----------------------------|---------------------|
| • ICAL Service, when provided out of a cross bar and ESS office, per line | 1PZ | \$206.50 | \$35.31 |
| • ICAL Service, when provided out of a step-by-step office, per line | 1N8 | 206.50 | 35.31 |
| 5. The nonrecurring ICAL change charge following applies to telephone number changes, at customer's request. | | | |
| | | Nonrecurring Charge | |
| • Per activity, per CO ICAL changes | | \$32.00 | |

Order Date: 9-6-2000
Advice/Dkt. No. 99-049-65

Effective Date: 4-6-2001
By: Gregory Kilpack
 Manager

Miscellaneous Digital Switched Service Offerings (DSS)

1. GENERAL

For business customers in competitive areas.

2. DESCRIPTION

Miscellaneous Digital Switched Service Offerings (DSS) provide digital exchange service. DSS includes a DSS facility, common equipment, local exchange switching and flat rate trunks for access to the local exchange and toll networks. Each DSS facility utilizes 24 channels. The Basic DSS service is provided on a Digital Service Level 1 (DS1) that is multiplexed into 24 channels in the configurations as follows: In-only, Out-only and 2-way dialing. The DSS service can also be configured using 23 Bearer Channels and a Delta Channel (23B+D) which is used for signaling. The 23B + D configurations would be provided using an ISDN Primary Rate Service (ISDN PRI).

A. Definitions and Application of Services

DSS Facility and Common Equipment

This element includes the digital DSS facility, transmitting at a rate of 1.544 Mbps, and the common equipment necessary to interface each of the 24 channels into the central office switch.

Basic Trunks

In-Only Trunk

One-way trunk which only allows traffic from the central office switch to be transmitted to the customer premise. Includes Direct Inward Dialing (DID) feature.

Out-Only Trunk

One-way trunk which only allows traffic originating at the customer premise transmitted to the central office switch. Includes Direct Outward Dialing (DOD) feature.

Two-Way Trunk

Trunk which allows for traffic to be transmitted from either the central office or the customer premise.

Miscellaneous Digital Switched Service Offerings (DSS) (Cont'd)

B. Terms and Conditions

1. DSS is provided subject to the availability of Company facilities.
2. The Company will determine the type of facilities used to provide the requested services.
3. Business EAS rates apply as specified in elsewhere in this tariff.
4. Customers are required to provide muxing/demuxing at the customer premises, for channels riding the DSS service.
5. The customer or the customer's authorized agent will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the DSS service.
6. The customer is responsible for the channel assignments transported on the DSS facility.
7. The customer is responsible for placement, installation, operation, maintenance, repair, and replacement of all inside wire, not owned by the Company, and CPE must be compatible with Company's provision of DSS.
8. Because of CPE selected by the customer or the customer's agent, some of the features offered may function differently or may not be available.
9. Refer to Line Extension upgrades where facilities are not available, or unusual expenditures are involved in making them available.
10. Early termination of contract will result in a penalty equal to the difference between the discounted rate and the monthly rate for the service period, plus one month of the monthly rate (Monthly Rate – Discounted Rate x months of service + Monthly Rate x 1 Month).

Miscellaneous Digital Switched Service Offerings (DSS) (Cont'd)

C. Rates and Charges

1. DSS will be provided at the following rates and charges.

| | MONTHLY RATE | NONRECURRING CHARGE |
|--|-------------------------|--------------------------------|
| DSS Facility Trunk | | |
| • Basic trunk with flat usage, each | | |
| - Monthly plan | 660.00 | 1,900.00 |
| - 3 year plan | 610.00 | 1,100.00 |
| - 5 year plan | 550.00 | 600.00 |
| • ISDN PRI trunk with flat usage, each | | |
| - Monthly plan | 660.00 | 2,100.00 |
| - 3 year plan | 610.00 | 1,300.00 |
| - 5 year plan | 550.00 | 800.00 |

Caller ID \$6.00 per line or \$69.00 per ISDN PRI arrangement

Hunting Feature \$3.00 per line or \$35.00 per DSS arrangement

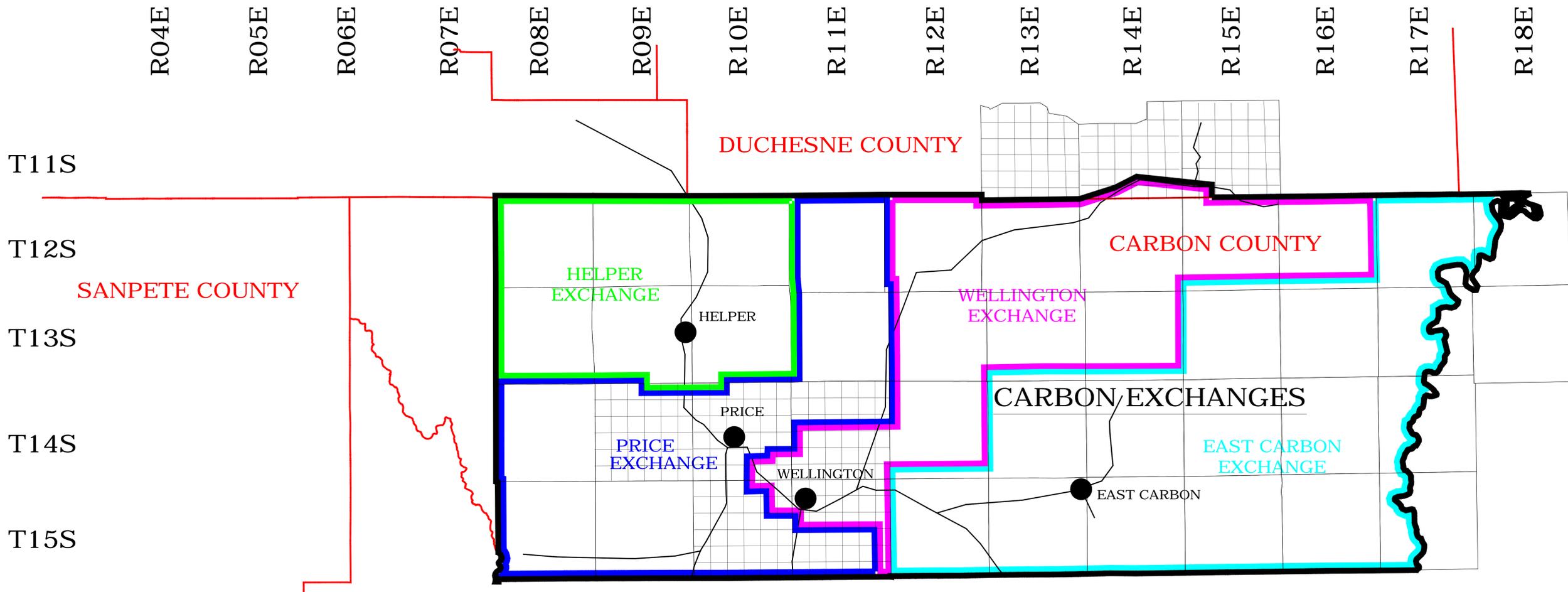
CARBON/EMERY TELCOM
P.S.C. UTAH NO. 1

1st Revised Sheet No. 114-135
Replaces Original Sheet No. 114-135
APPENDIX A

RESERVED FOR FUTURE USE

Order Date:
Advice No.
Docket#08-2302-T02

Effective Date: 1/1/2009
By Brock Johansen, CEO



DEPOSIT POLICY

Carbon-Emery Telcom

Emery Telcom Disconnect Policy, (the "Policy") is subject to R746-240 of the Utah Public Service Commission's Rules (the "Rules") and, to the extent of any conflict between the Policy and the Rules, the Rules shall govern.

The policy is intended to minimize bad debt and to encourage habitually delinquent customers to timely pay account balances.

New Service Guidelines – New Connect service orders must be held until customer has paid the required deposit(s). This applies for both Business and Residential customers.

Deposits will be required on all new connect orders if the following conditions apply:

1. **Known Bad Credit.** Used based on verifiable previous or existing service having **unsatisfactory** payment record. Service record includes regulated or **non-regulated** services.
2. **Unknown Credit.** No previous service history or unverifiable service history.

Deposits may be waived for New Connect Service Orders if the following conditions apply:

1. **Known Good Credit.** No deposit is required. Used when previous or other service has verifiable good payment record.
2. **Bank Letter of Credit.** This is a guarantee by the bank that if the customer defaults on their bill the bank is responsible for payment up to the specified amount shown.
3. **Letter to Guarantee.** In lieu of a deposit, Emery Telcom (et. al.) may accept a contract signed by a guarantor, whereby the payment of a specified sum (not to exceed the deposit) is guaranteed. The guarantor must be a current subscriber verifiable history of Good Credit.

Deposit Amount Formula:

1. Multiply the monthly, regulated service cost by two, rounding up or down to the next whole \$5.00 increment.
2. Multiplying the (actual or estimate) monthly in state (Intra-LATA) & out of state (Inter-LATA) toll usage by a factor of two, rounding up or down to the next whole \$5.00 increment.
3. If a customer applies for New Service and they have a verifiable "bad debt" or "write-off" balance with Emery Telcom or any company for which it bills, (including subsidiary companies) the amount owed must be paid in full prior

to approval of new service. In addition, the deposit amount will be adjusted based on the amount owed. The formula is as follows:

| | | | |
|-----------------|-------------|---------------|---------------|
| Bad Debt amount | Up to \$250 | \$250 - \$500 | \$500 or more |
| Deposit Amount | \$100 | \$200 | \$300 |

On establishing satisfactory credit, customers who have given deposit to establish phone service, shall be refunded the deposit and accrued interest at prevailing short term bank rates. The phone company commits to review customer deposits annually to ascertain if credit is satisfactory and if the refund is warranted.

Emery Telcom, Carbon/Emery Telcom and Hanksville Telcom Disconnect Policy

This Disconnect Policy (the "Policy") is subject to R746-240 of the Utah Public Service Commission's Rules (the "Rules") and, to the extent of any conflict between the Policy and the Rules, the Rules shall govern.

The policy is intended to minimize bad debt and to encourage habitually delinquent customers to timely pay account balances. Customers who timely pay account balance will not be impacted by the Policy.

Account balances for services billed by *Emery Telcom* will be classified as either

- (1) **Regulated services** such as basic local telephone service which are subject to the jurisdiction of the Utah Public Service Commission (the "Commission") and
- (2) **Non-regulated services** such as telephone calling features, Internet and long distance, which are not subject to the Commission's jurisdiction.

Payments will be applied first to the regulated service account balance and, then, to the non-regulated service account balances unless the customer otherwise indicates at the time of payment.

Regulated Service:

A credit rating will be established by *Emery Telcom* for all customers based on their payment history for regulated services. This rating will determine the time frame of any Notice of Proposed Termination to be issued by *Emery Telcom*.

An account will not be considered past due for a period of 20 calendar days after the billing date printed on the bill. If a customer does not pay the total amount of the bill for the regulated services within said 20-day period, then *Emery Telcom* will issue a late notice or reminder notice to the customer. The late notice or reminder notice shall include the following:

- a. A statement that the account is a delinquent account and should be paid promptly;
 - b. A statement that the account holder should communicate with *Emery Telcom's* collection department, by calling the company, if the account holder has questions concerning the account;
- A statement of the amount of the delinquent account balance.

If the customer responds to a late notice or reminder notice and disputes any charges, and the dispute is not resolved, *Emery Telcom* shall inform the customer that he/she may make application to the Division of Public Utilities, State of Utah, for a review and disposition of the dispute.

If the customer fails to respond or pay the undisputed portion, the delinquent account balance, then *Emery Telcom* may issue a notice of proposed termination notifying the customer of its intention to disconnect local service pursuant to which the customer shall be allowed not less

than seven (7) days in which to respond to the notice of proposed termination. The Notice of Proposed Termination shall include:

The reasons for a date of scheduled discontinuance of service;
Actions which the account holder may take to avoid discontinuance of service;
A statement of the customer's rights and responsibilities under existing state law and the Commission's rules.

Following the expiration of the 7-day period, and on the business day prior to the actual disconnection of local service, a representative of Emery Telcom or of an authorized third party company shall make reasonable efforts to contact the customer so affected, either in person or by telephone, to apprise the customer of the proposed action and steps to take to avoid or delay discontinuance of service. An authorized third party company is an entity that has a contractual relationship with Emery Telcom, Carbon/Emery Telcom or Hanksville Telcom to perform billing or collection services in behalf of the third party company.

In the case of Business Accounts, Emery Telcom will continue to attempt to make contact, either in person or by telephone until Emery Telcom is successful at making a customer contact or until it is clear that there future attempts would not be successful.

If the customer credit rating so warrants the late or reminder notice and the notice of proposed termination may be sent at the same time or in the same notice.

If the customer's credit rating so warrants, in the exercise of Emery Telcom's reasonable business judgment, the customer may be extended an additional 30-day period in which to make payments before the account balance would be considered delinquent. If payments are not received within the additional time frame described in the preceding sentence then the same action as described above may be taken by Emery Telcom.

Nothing contained herein shall prevent or otherwise prohibit Emery Telcom from entering into a deferred payment agreement under the Commission's Rules.

Non-Regulated Services:

Non-regulated services may be terminated or blocked if the account balance is not paid in full within 20 calendar days after the billing date printed on the bill. If the services provided by Emery Telcom or its affiliates are terminated or blocked for insufficient payment of the non-regulated services then the customer would need to pay the non-regulated balance in full before any non-regulated services are restored. If the customer is unable to pay their account balance in full, Emery Telcom may, but shall not be required to offer a deferred payment agreement pursuant to which the customer will pay the current bills for non-regulated services plus the periodic payments necessary to liquidate the delinquent account. Regulated services will not be disconnected or terminated because of non-payment of non-regulated services.

Legal action may be taken by *Emery Telcom*, in the exercise of its reasonable business judgment in order to collect delinquent accounts.

Restoration of service:

A customer whose service has been discontinued for nonpayment of bills will be required to pay any unpaid balance due the utility for the premises for which service is to be restored, and will be required to pay service connection charges and deposits as applicable before service is restored.

 GROUNDS FOR REFUSAL ,OF SERVICE

Emery Telcom, Carbon/Emery Telcom or Hanksville Telcom may refuse to establish or re-establish service if any of the following conditions exist:

1. The applicant has an outstanding amount due for former utility services, and the applicant is unwilling to make arrangements with the utility for payment.
2. Service, which has been disconnected for nonpayment at the premises, will not be reestablished for another applicant, married or otherwise, if the delinquent customer still resides on the premises.
3. The utility shall have the right to refuse or to discontinue telephone service if the acts of the customer or the conditions upon his premises are such as to indicate intention to defraud the utility.
4. Failure of the customer to furnish such funds, service, equipment, and/or rights-of-way necessary to serve the customer which have been specified by the utility as a condition for providing service.
5. Refusal by the applicant to provide the utility with a deposit when the customer has failed to meet the credit criteria for waiver of deposit requirements.
6. Customer is known to be in violation of the utility's tariffs filed with the Commission or of the Commission's Rules and Regulations.
7. The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the utility receives other evidence that such service is being or will be so used.
8. A condition exists which in the utility's judgment is unsafe or hazardous to the applicant, the general population, or the utility's personnel or facilities.