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## EXCHANGE AND NETWORK SERVICES

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PRICE LIST

OF

ZIPLY FIBER OF MONTANA, LLC

d/b/a

ZIPLY FIBER

Consisting of

LOCAL SERVICE

GENERAL SERVICES

CONCURRENCES

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## **EXCHANGE AND NETWORK SERVICES**

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## **EXCHANGE AND NETWORK SERVICES**

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### **EXPLANATION OF SYMBOLS**

The following symbols, when appropriate, are located on the right hand side of the Price List page:

- C - Changed condition or regulation
- D - Discontinued rate, regulation or condition
- I - Increased rate or charge
- M - Material transferred from another sheet in the Price List
- N - New rate, regulation or condition
- R - Reduced rate or charge
- T - Change in text for clarification

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## **EXCHANGE AND NETWORK SERVICES**

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### **CONCURRENCES**

#### **WIDE AREA TELECOMMUNICATIONS SERVICE**

ZiPLY Fiber of Montana, LLC concurs in the Intrastate Exchange and Network Services Catalog, Section 7, Wide Area Telecommunications Service, of Qwest Corporation d/b/a CenturyLink, together with amendments and successive issues, for the purpose of providing WATS service within its serving area in the State of Montana.

#### **LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

ZiPLY Fiber of Montana, LLC concurs in the Intrastate Exchange and Network Services Catalog, Section 6, Message Telecommunication Service, except part 5.7.1 Special Reversed Charge Long Distance Service, of the Qwest Corporation d/b/a CenturyLink, together with amendments and successive issues, for the purpose of providing long distance message telecommunications service within its serving area in the State of Montana.

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## **EXCHANGE AND NETWORK SERVICES**

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### **DEFINITIONS**

#### **Accessories**

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically, or inductively connected to the communication path in the telephone system.

#### **Air Line Mileage**

The shortest distance between the points involved.

#### **Applicant**

An individual or concern making application to the Company for telephone service.

#### **Authorized Protective Connecting Module**

A protective unit designed by the AT&T Company and manufactured under the control of the AT&T Company quality assurance procedures, which unit is to be incorporated in a Conforming Answering Device.

#### **Average Power**

The power averaged over any one-tenth second.

#### **Battery Power**

Direct current electrical energy furnished on the customer's premises by means of a circuit from the central office or other source of supply to a private branch exchange system or other equipment requiring separate electrical energy.

#### **Billed Number Screening**

A feature that restricts billing of collect and third number billed calls to a specific telephone number.

#### **Branch Exchange Service**

See Private Branch Exchange Service.

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## **EXCHANGE AND NETWORK SERVICES**

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### **DEFINITIONS**

#### **Bridged Lines**

See Combination Main Service.

#### **Business Service**

Business service is service furnished to customers whose actual or obvious use of the service is for conducting a business, trade, or profession or whose use of the service is obviously not confined to domestic use.

#### **Central Office**

A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

#### **Channel**

A path for communication between two or more telephones or Company offices, furnished in such a manner as the Company may elect, whether by wire, radio, or a combination thereof.

#### **Class of Service**

The various categories of service generally available to the customer: Business and Residence.

#### **Coin Box Service (Public Service)**

See Public Telephone Service definitions

#### **Combination Main Service**

This service provides for serving separate business and residence locations from the same one-party line with separate rings for each location.

#### **Communications Systems**

Channels or other facilities which are capable, when not connected to telephone service and WATS, of communication between Customer-provided terminal equipment or Company telephones.

#### **Companion Service**

See Combination Main Service.

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## EXCHANGE AND NETWORK SERVICES

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### DEFINITIONS

#### Company

ZiPLY Fiber of Montana, LLC.

#### Complex Service

Telephone Service arrangements that have a requirement for common equipment.

#### Connecting Arrangement

The equipment provided by the Company to accomplish the direct electrical connection of Customer-provided facilities with the facilities of the Company.

#### Contiguous Exchanges

Two exchanges whose boundaries adjoin.

#### Continuous Property

Property owned or leased and occupied by a customer, which is not separated by public highways or by property occupied by others.

#### Customer

A person, firm, partnership, corporation, municipality, cooperative organization, governmental agency etc., receiving service from the Company.

#### Customer-provided Terminal Equipment

Devices or apparatus and their associated wiring, provided by a customer, which do not constitute a communication system and which, when connected to the communication path of the telephone system, are so connected either electrically, acoustically, or inductively.

#### Data Access Arrangement

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a Network Access line and protective facilities and procedures to determine compliance with criteria set forth in the General Regulations.

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## EXCHANGE AND NETWORK SERVICES

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### DEFINITIONS

#### DATATEL

DATATEL service is the use of the switched message network voice band facilities for the transmission of data, under Network Access, Message Toll, and Wide Area Telephone Price List.

#### Date of Presentation

The date upon which a bill or notice is mailed, postage prepaid, in a sealed envelope properly addressed to the customer, or if not mailed, the date upon which that bill or notice is presented to the customer by a representative of the Company.

#### Digital Channel Service (DCS)

The term "Digital Channel Service" denotes a service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises.

#### Direct Electrical Connection

Denotes a physical connection of the electrical conductors in the communication path.

#### Directory Listings

Essential information in the telephone directory or information records of the Company whereby telephone users may ascertain the telephone number of a listed Network Access line.

#### Exchange

An exchange is a specified area established for the furnishing of communication service. It usually embraces a city, town, village, or unincorporated community and environs thereto and may consist of one or more central offices, together with the associated plant used in furnishing service within that area.

#### Extended Area Service

Interexchange telephone service furnished at flat or message rates between one or more exchanges.

#### Extension Service

Extension service provides the capability of originating or receiving calls from locations equipped with telephones in addition to the primary termination of the Network Access line. Telephones on extension service may be provided by Company or the customer.

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## **EXCHANGE AND NETWORK SERVICES**

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### **DEFINITIONS**

#### **Facilities**

Telephones, supplemental equipment, apparatus, wiring, poles, cables and other materials and mechanisms necessary to, or furnished in connection with telephone service.

#### **Farmer Line Service**

See Service Station Service.

#### **Flat Rate Service**

Service furnished at a fixed monthly charge.

#### **Foreign Exchange**

In connection with foreign exchange service, that exchange which encompasses the central office from which the foreign exchange service is furnished.

#### **Foreign Exchange Service**

Network Access service furnished a customer from a central office located in an exchange other than that in which the customer's Network Access Line is located, or off-premises telephone service furnished a customer in an exchange other than that in which the customer's Network Access line is located.

#### **Installation Charge**

Service Order Charges made to cover all or a portion of the cost associated with the installation of communication facilities.

#### **Interexchange Receiving Service**

A combination of exchange and toll service, whereby a business customer in one exchange may arrange to receive calls placed to a special number by callers from another exchange. The customer agrees to accept such calls on an operator station-to-station basis. The special number may be published in the directory of the exchange where the call originates.

#### **Interface**

That point on the premises of the customer at which provision is made for connection of Company facilities to facilities provided by others.

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## **EXCHANGE AND NETWORK SERVICES**

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### **DEFINITIONS**

#### **Joint User**

An individual or concern authorized by the Company and the customer to share in the use of the customer's business telephone service.

#### **Lifeline (Low Income Assistance Program)**

Service which provides a credit on residence network access line service monthly rates. This credit is only available to the single line serving the principal residence of low income customers meeting eligibility requirements established by the Commission. This service also provides exceptions to the deposit rule and service charges.

#### **Line Extension**

The extension of outside telephone plant required in addition to existing facilities to render telephone service, exclusive of telephones.

#### **Line Extension Charges**

The charges, either scheduled rate or actual cost, applicable for the extension or addition to plant.

#### **Local Exchange**

In connection with foreign exchange service, that exchange in which the primary termination of the Network Access line is located.

#### **Local Message**

Communication between customers within the same local service area.

#### **Local Service Area**

The area within which telephone service is furnished under a specific schedule of rates. This area may include one or more exchanges without the application of toll charges.

#### **Message Rate Service**

See Measured Service

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## **EXCHANGE AND NETWORK SERVICES**

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### **DEFINITIONS**

#### **Mileage**

Additional recurring charges based on distance measurement.

#### **Measured Service**

Local service for which charges are determined by the number of outgoing local messages placed by the customer to telephones within the same local or message rate calling area.

#### **Minimum Contract Period**

The minimum length of time for which a customer is obligated to pay for service, facilities or equipment, whether or not retained by the customer for such minimum length of time.

#### **Move and Changes**

Service Charges made to cover in whole or part, the cost of changes in location or type of telephones or in wiring on a customer's premises at the request of the customer, where there is no interruption to service, other than that incident to the work involved, and where such changes are not required for the proper maintenance of the equipment or service.

#### **Network Control Signal**

The transmission of signals into the telephone system which perform functions such as supervision (control, status and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telephone system.

#### **Network Access Line**

A communication facility between a customer's premises and the serving central office providing access to and from the telecommunications network.

#### **Network Control Signaling Unit**

The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

#### **Noncontiguous Exchanges**

Two exchanges whose boundaries do not adjoin.

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## **EXCHANGE AND NETWORK SERVICES**

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### **DEFINITIONS**

#### **Off-Premises Stations and Extensions**

Off-Premises stations are appearances of private branch exchange station lines in premises other than that in which the switchboard or switching equipment is located.

Off-Premises extensions are additional appearances of Network Access lines or station lines.

#### **One-Party Service**

A grade of Network Access arranged to serve one customer only, although additional telephones may be connected to the Network Access Line as extensions.

#### **Permanent Disconnect**

A service is permanently disconnected when the customer is denied both incoming and outgoing service by the Company.

#### **Premises**

The area occupied by a customer in a building or buildings on continuous property (except railroad rights-of-way, etc.) not separated by a public highway.

#### **Private Branch Exchange Service**

Service furnished by means of Central Office trunks directly connected from a Company central office to a branch switchboard on a customer's premises from which connection is made to stations located at various locations of the customer's operations for the exclusive use of the customer or his employees.

#### **Private Property**

Property intended for, or restricted to the use of a particular person, company, or interest and subject to permit an easement for ingress.

#### **Private Roads**

Privately owned and maintained roads.

Publicly owned and maintained access roads crossing parks, forest land, etc., when not serving the purpose of public highways.

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## **EXCHANGE AND NETWORK SERVICES**

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### **DEFINITIONS**

#### **Public Access Line**

A local central office line provided for the connection of customer owned coin operated telephones.

#### **Public Highway**

A main direct road constructed in accordance with generally accepted specifications and as prescribed by state or local laws/ordinances for the movement of goods and services, and which benefits all of the residents of an area or community. Also included as public highways are roads over public lands which are defined by permit or easement and which serve the same purpose.

#### **Public Telephone Service**

A nonlisted, noncustomer telephone installed for the convenience of the public at a location chosen or accepted by the Company. A coin collecting device is provided for immediate collection of charges for each outgoing local or toll message.

#### **Residence Service**

A class of Network Access furnished to an individual at a residence or place of dwelling where the actual or obvious use of the service is for domestic purposes.

#### **Route Mileage**

The distance measured along the route of the circuit between any two or more given points on that circuit.

#### **Service Charges**

See Service Charges.

#### **Service Point**

When used in connection with Customer-provided communication channels denotes the point on the customer's premises where channels provided by or furnished to the customer are terminated in switching equipment used at least in part for communication with Customer-provided telephones or terminal equipment.

#### **Simple Service**

Telephone service arrangements that have no requirement for common equipment.

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## EXCHANGE AND NETWORK SERVICES

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### DEFINITIONS

#### Speculative Project

An undertaking of a speculative nature which, in the opinion of the Company, appears to involve risk of failure.

#### Station

A Company- or Customer-provided single or multiline telephone or terminal equipment connected to a station line, enabling the customer to establish communications connection to a Network Access line or another station through a Private Branch Exchange system. P.A.B.X. station charges only apply to single line telephones.

#### Station Line

The channel connecting the Company- or Customer-provided telephone or terminal equipment to a Private Branch Exchange system.

#### Supersedure

The transfer of service, including the telephone number, from one customer to another with the express consent of the relinquishing customer and with the agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing, with no change in type or location of equipment.

#### Telephone Service

Telephone service consists of both local and toll service.

#### Temporary Disconnect

The suspension of telephone service at the request of the customer or on the initiative of the Company without permanent disconnection of service.

#### Temporary Service

Service definitely known to be required for a short period, such as service provided for contractors for use during the construction of a building, sales campaigns, athletic contests, conventions, fairs, circuses, etc.

#### Termination Charge

The charge applicable when an agreement for service is terminated by the customer before the expiration of the minimum agreement period.

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## **EXCHANGE AND NETWORK SERVICES**

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### **DEFINITIONS**

#### **Toll Rate**

The charge prescribed for toll messages based upon the duration of the initial and additional periods and distance between exchanges.

#### **Toll Message**

A completed call between two exchange telephones located in different local service areas.

#### **Toll Service**

Telephone service between exchanges or locations for which a toll rate is charged.

#### **Trade Name**

The name or style under which a concern conducts its business and by which it is generally known to the public.

#### **Trunk Line**

See Central Office Trunk.

#### **Type of Service**

Refers to Flat Rate Service, Message Rate Service, or Public Telephone Service.

## EXCHANGE AND NETWORK SERVICES

### GENERAL REGULATIONS

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## EXCHANGE AND NETWORK SERVICES

### GENERAL REGULATIONS

General Regulations are in the General and Network Services Tariff, Section 2.

#### Checks Returned By Bank

For each check returned by a bank to the Company for any reason, a service charge will be made and collected by the Company.

#### Nonrecurring Charge

Service Charge        \$10.00

If such a check is received in payment of a delinquent account, the Company may disconnect service immediately as if no payment had been received. Such disconnections shall not take place on a day before a weekend, or holiday or on a weekend or holiday without prior consent of the Public Utility Commission. The Company may require payment of such an account to be made in cash before service is restored.

#### Late Payment Charge

A late payment charge on any outstanding balance over \$10 of 2% of the balance or \$12 (whichever is greater) will apply if payment is not received by the due date printed on the bill for all bills. The charge will also apply in situations where special payment arrangements for overdue charges have been made.

(1)

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

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## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

#### LOCAL EXCHANGE SERVICE

##### A. Special Conditions

Network Access Service is provided through facilities owned and maintained according to the standards of the Company. The territory served is shown on maps contained in the Exchange and Network Services Tariff filed with the Commission by the Company. This territory is referred to as an exchange.

The application of business or residence rates is determined by the actual or obvious use made of the service by the customer. Where only one Network Access Line is provided at a location which is both business and residence, the business rate will apply. Flat rate service will not be installed on premises of a public character in a location where the telephone would be accessible for use by the patrons of the customer or by the public in general.

Unless specifically identified as such, two and four wire circuits provided in this Price List are not intended to support high speed data applications.

See General Regulations for the Network Access rate where the customer provides the telephone in lieu of a Company-provided telephone.

Network Access rates contemplate the ability to call all telephones located in the same local service area without application of a toll charge.

##### B. Rates and Charges

The following rates apply to all exchanges.

<u>Business Service</u>	<u>Monthly Rate</u>
Trunks	\$35.78
One-Party	24.20
<u>Residence Service</u>	
One-Party	12.68
Federal and State Lifeline Credits for a One-Party Line:	
1. Federal Lifeline Support Credit	1
2. State Montana Telephone Assistance Program (MTAP) Discount *	3.50

The above rates do not include a telephone.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
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## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

#### ROTARY LINE SERVICE

##### A. General

This service is furnished only when rotary numbers are available and only in connection with the provision of basic access line service on a rotary basis.

Refer to the Directory Service section of this Price List for the regulations applicable to directory listings.

##### B. Rates and Charges

Monthly rate for each rotary line is in addition to the applicable basic access line service.

	Monthly Rate	
	<u>Business</u>	<u>Residence</u>
Rotary Line Service	\$3.00	\$3.00

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<sup>1</sup> See Low Income Assistance Program in the Exchange and Network Services Tariff.

## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

#### ACCESS LINE HUNTING SERVICE (ALH)

##### A. Description

1. Access Line Hunting Service is an optional service available to customers with more than one access line. Where Central Office facilities permit access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.
2. The rate for each access line arranged for ALH is in addition to the regular access line rate. In electronic Central Offices, ALH charges are applicable to Multi-Line Hunting, Directory Number Hunting or other hunting arrangements.
3. ALH is available to both Business and Residence customers at rates shown below. The non-recurring Service Charge applies to establishment; change to or from, or to rearrange ALH service.

##### B. Rates and Charges

	<u>Monthly Rate</u>	<u>Non-Recurring Service Charge</u>
Each Access Line Arranged	\$3.00	\$5.00 <sup>2</sup>

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<sup>2</sup> In addition to applicable Service Charges located in Section 4.

## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

#### LOCAL CALLING PLANS (LCPs)

##### A. General

This Price List applies to local exchange telephone service customers. All exchanges served by the Company, as listed below, have three Local Calling Plans (LCP) available in which a customer in one of the Company's exchange may complete calls to the other two of the Company's exchanges. Customers may choose from one of the following plans:

1. Premium Flat Rate Service.
2. Measured Service.
3. Long Distance Toll Service.

Exchanges in which Local Calling Plans are available include the Libby, Troy, and Eureka exchanges.

##### B. Regulations

LCPs are available to residence individual line, business individual line, and business multi-line customers.

The Premium Flat Rate Service provides unlimited toll-free calling to specified exchanges for a fix monthly rate. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

Measured Service provides a discounted calling to specified exchanges for a monthly recurring charge plus a measured usage rate per minute. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

Customers who refrain from selecting either Premium Flat Rate Service or Measured Service will by default have their toll usage billed at long distance toll rates.

A customer may subscribe to a LCP or change LCPs without paying a service charge, provided the subscription or change in plans occurs within six months (180 days) of the date a LCP is initially furnished to the customer or when the customer is making an initial request for service from the Company. Appropriate service charges will apply thereafter as specified under Service Charges in Section 4.

The Measured Service option provides for calling to specified exchanges where each call is measured on a discounted per minute basis only. The measured rate per minute is not affected by time-of-day, day-of-week, or distance called.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

#### LOCAL CALLING PLANS (LCPs) (Continued)

##### B. Regulations (Continued)

Premium Flat Rate and Measured LCP calls made to specified exchanges should be dialed by the customer on a direct dialed, seven-digit basis without the assistance of a Telephone Company Operator. Long Distance Toll Service calls should be dialed on a 1+ or 0+ basis. Any calls placed to such exchanges through a Telephone Company Operator will be subject to all specialized operator assistance charges specified in the Telephone Company's applicable Price List.

Premium Flat Rate or Measured Services will not be offered in connection with public and Semipublic Telephone Services, WATS, Foreign Exchange Service, or Feature Group A.

Hotel/motel customers may subscribe to a LCP. All charges for the service, including charges for any messages, shall be billed to the hotel/motel which shall be responsible for any prorating and billing of the charges to the guests.

For the purpose of determining usage charges for Measured Services, the following applies:

1. A charge per minute or fraction thereof, applies for duration of call. Monthly billing is based on cumulative minutes of usage with total fraction rounded to the next higher minute.
2. Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange, and ends when the calling line "hangs up", thereby releasing the network connection. If the called line "hangs up", but the calling line does not, chargeable time ends when the network is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.

##### C. Calling Area

LCP provides calling between the following exchanges:

#### Originating Exchange

#### Terminating Exchange

Eureka

Libby  
Troy

Libby

Eureka  
Troy

Troy

Eureka  
Libby

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
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## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

#### LOCAL CALLING PLANS (LCPs) (Continued)

##### D. Rates and Charges

##### Application of Rates

The rates shown herein, in addition to applicable local access line charges in the Local Exchange Service, Network Access Rates in Section 3 preceding, entitle the customer to discounted, seven-digit dialed calling on an optional basis.

##### Rate Schedule

	<u>Premium Flat Rate Services</u>	<u>Measured Service</u>	
	<u>Monthly Rate</u>	<u>Monthly Rate</u>	<u>Usage Rate Per Minute of Use</u>
Residence Single Line	\$5.00	\$2.00	\$0.05
Business Single Line	7.50	3.50	0.05
Business Trunk (per trunk)	7.50	3.50	0.05

Long Distance Toll Service rates are defined in Section 1, Concurrence, Long Distance Message Telecommunications Service.

##### Detail Message Billing

The monthly rates for Premium Flat Rate and Measured Service Plans do not include the provision of monthly billing detail. When a billing detail is furnished, the following charges will apply. Appropriate service charges as shown in the Service Charges Section 4 also apply if detail message billing is requested beyond six months (180) days after the date the Company LCPs are initially offered, or after a customer first requests telephone service from the Company. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed billed at least 30 days in advance of the period for which detail is desired. This service is not provided for the Premium Flat Rate Option.

##### Detail Message Billing Rates

Per Customer bill, per month	\$1.75
Charge per page of billing detail	0.10

ISSUED: JUNE 8, 2023

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## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

#### PUBLIC ACCESS LINE (PAL) SERVICE

A. Description

Public Access Line (PAL) service is provided for the connection of customer owned coin operated telephones (COCOT) to the network for local and long distance calling. The "customer" in this arrangement is the COCOT owner. PAL service will be provided at flat-rates only until local measured service becomes available.

B. Rates and Charges                      Monthly Rate

All Exchanges                                      \$35.78

C. Special Conditions

1. COCOT instruments must be registered in compliance with 47 CFR § 68.1 et seq. (Registration of Coin Operated Telephones, 49 Federal Register 27763).
2. The COCOT will allow access to the following services at no charge:
  - a. 9-1-1 emergency service where provided
  - b. Utility operator (level 0-)
  - c. 800 (In-WATS) service
3. The COCOT will return deposited coins if an attempted call is not completed. The customer or agent agrees to make prompt refunds upon reasonable complaints of users about failure to return coins or other service problems.
4. The COCOT will provide the user with the following information:
  - a. Instructions for use
  - b. Rates
  - c. Services available at no charge
  - d. Owner's name, address and telephone number
  - e. Instructions on registering complaints with and claiming refunds from owners.
  - f. If the rate for toll calls exceed the rate charged for the same service from utility owned coin telephones, a clear statement of this fact is required. The customer may determine how this information will be displayed but it must be provided in a well displayed, comprehensible manner.
5. The COCOT will comply with all Federal and State laws and regulations on disabled and hearing impaired individuals' access and use.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

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## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

#### PUBLIC ACCESS LINE (PAL) SERVICE (Continued)

##### D. Special Conditions (Continued)

6. The customer will be responsible for all charges associated with toll and operator services. The Company will not be responsible for the collection and return of coins, or adjusting of calls due to the malfunction of the COCOT.
7. A screening service is available in this Price List at an added rate which will identify operator assisted 0+ calls and limit calls being charged to the PAL number.
8. Extension telephones or more than one pay telephone are prohibited with PAL service.
9. Touch Calling and operator services for which there is a charge will be billed to the PAL customer.

## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

#### PUBLIC ACCESS LINE SCREENING

A. Description

Screening is a service enabling the Company's toll operators to observe the identity of the calling line. On operator assisted calls the identity permits the operator to limit fraudulent use of the service by restricting calls to credit cards, collect or third number billing. Billed Number Screening, also included in the following rate, restricts the ability of distant callers from charging calls to the PAL. Billed Number Screening is limited, however, by the access of distant toll centers to the national data base.

B. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
PAL Screening	\$2.45	\$39.02

#### PUBLIC ACCESS LINE COIN SUPERVISION/TRANSMISSION

A. Description

Coin Supervision/Transmission is an optional service that provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

B. Rates and Charges

	<u>Monthly Rate</u>
PAL Coin/Supervision/Transmission	\$2.70

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
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## EXCHANGE AND NETWORK SERVICES

### LOCAL EXCHANGE SERVICE

#### PUBLIC TELEPHONE SERVICE

##### A. General

Public Telephone Service is furnished on Network Access Lines, at the option of the Company, for use by the general public.

Directory listings will not be provided for Public Telephones.

The Company will provide signs as necessary.

Coin-free access is provided from Public telephones, enabling customers to place certain calls without an initial coin deposit. This includes calls to an operator for assistance or for placing toll calls, and calls to the emergency 911 code where such code is operable.

##### B. Rates and Charges

Each outgoing local message	\$ .25
Toll messages	Established Toll Rates

Each outgoing local message billed to a Collect, or Third Number, in addition to the local message charge	\$ .60
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ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### SERVICE CHARGES

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## EXCHANGE AND NETWORK SERVICES

### SERVICE CHARGES

Service Charges apply to work associated with the Network Access line extending from the central office to the protector or other point of demarcation on the customer's premises. This includes connection, changes to and rearrangements of Network Access lines, reconnecting service which has been temporarily disconnected for nonpayment or a suspension requested by a customer.

Charges for customer requested additions and/or changes are not to exceed the sum of the charges which would apply to a new installation of the same service and facilities at the time of the request.

A. Service Charges apply to, but are not necessarily limited to, the following conditions:

1. Service Order Charge - Initial

Applicable to work done in receiving, recording, and processing information necessary to execute an applicant's request for the initial establishment of telephone service at a premises.

2. Service Order Charge – Subsequent

Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service.

3. Records Only Changes

- Add or change directory listings.
- Superseding of service (charge does not apply due to death of responsible party).
- Change class of service from Residence to Business or vice versa (No Access Line Work required).
- Perform software changes for Electronic PBX services.
- Add or change Custom Calling Service features.
- Establish separate account for purpose of rebilling fraudulently placed toll calls and messages to responsible party.

4. Access Line Work Charge

The charge applied to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers

5. Reconnect Charge

The non-pay reconnect charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed service charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate Service Charges will apply thereafter.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### SERVICE CHARGES

B. Service Charges do not apply to the following:

- Supersedure of Service due to death of responsible party.
- Change mailing address.
- Disconnect or removal of Network Access line(s) and line features.
- Removal of hardwired terminal equipment.
- Change of street address due to legal change in house number and/or street name.
- Add, change, or delete Customer Provided Equipment information such as FCC registration numbers.
- Corrections and/or changes to customer records for Company reasons, i.e., central office conversions, record corrections.
- Reestablish service, which has been disrupted by fire, accident or natural catastrophe.
- When service which has been disrupted by fire, accident, or natural catastrophe is reestablished for the customer at either its original location or new location, the Service Charge and Access Line Work Charges will not apply for the installation of the Network Access line and Standard Network Interface that were in place prior to the disaster. The customer will be responsible for replacing facilities beyond the point of demarcation (SNI).

C. Installment Billing

Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.

## EXCHANGE AND NETWORK SERVICES

### SERVICE CHARGES

D. Special Telephone Numbers

Special Telephone Numbers (STN) are numbers which cannot be randomly assigned from a mechanized system. Examples include requests for specific telephone numbers or choice of telephone numbers. Exceptions to this charge are as follows:

Former subscriber to a telephone number requests reconnection of the number in the same service name within 90 days after disconnection. If the number is still available for reassignment, the (STN) Charge will be waived.

A business customer who disconnects service and pays all outstanding indebtedness, may pay directory advertising charges through the end of the current directory issue to receive referral of call service. If service is reestablished during this same period under the former number, the STN Charge will be waived.

The charge for a Special Telephone Number is in addition to the other applicable nonrecurring charges incurred in the installation, move, or change of a service. One nonrecurring charge will apply for each lead number of a trunk hunting group in which a Special Telephone Number is assigned.

The rights to these telephone numbers remain those of the Company's as stated in the General Regulations of this Price List. In the event the Special Telephone Number must be changed due to Company initiated reasons, the nonrecurring charge for a new Special Telephone Number will be waived.

## EXCHANGE AND NETWORK SERVICES

### SERVICE CHARGES

E. Rates and Charges

Simple Service - Telephone service arrangements that have no requirement for common equipment.

Complex Service - Telephone service arrangements that have a requirement for common equipment.

	<u>Nonrecurring Charge</u>
Service Order Charge - Initial, per line:	
Simple Residence	\$30.00
Simple Business	\$45.00
Complex Services	\$41.62
Service Order Charge – Subsequent, per line:	
Simple Residence	\$25.00
Simple Business	\$30.00
Complex Services	\$26.01
Central Office Connection Charge	
Simple Residence	\$15.00
Simple Business	\$15.00
Complex Services	\$15.00
Access Line Work Charge:	
Simple Residence	\$20.00
Simple Business	\$20.00
Complex Services	\$15.61
Reconnect Charge:	
Simple Residence	\$25.00
Simple Business	\$30.00
Complex Services	\$26.01
Special Telephone Numbers:	
Simple and Complex Residence	\$36.42
Simple and Complex Business	\$62.43

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### TAXES AND SURCHARGES

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## EXCHANGE AND NETWORK SERVICES

### TAXES AND SURCHARGES

A. TEMPORARY SURCHARGE

Applicable to Business and Residence Network Access rates, Joint User Service and Public Access Lines.

Surcharge

0.00%

B. PUBLIC SERVICE COMMISSION FEE (PSC)

Beginning October 1, 2019 a Public Service Commission Fee, at the rate of .439 percent, will apply to each of the above rates, per Docket No. D2019.09.070.

C. MONTANA CONSUMER COUNSEL FEE (MCC)

Beginning October 1, 2019 a Montana Consumer Counsel Fee, at the rate of 0.127 percent, will apply to each of the above rates, per Docket No. D2019.09.071.

D. MONTANA TELEPHONE ACCESS PROGRAM (MTAP)

Residence Service rates may include a Montana Telephone Access Program (MTAP) Fee of \$0.10.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
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## EXCHANGE AND NETWORK SERVICES

### CUSTOM CALLING SERVICE

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## EXCHANGE AND NETWORK SERVICES

### CUSTOM CALLING SERVICE

Custom Calling Service is a family of central office features that enhances one-party business and residence network access services.

A. Description

Call Waiting/Cancel Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

Speed Call 8<sup>3</sup>

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

Speed Call 30

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity.

3 Way Calling

Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

The pay per use charge is activated irrespective of whether the call is completed or not.

Basic Call Forward

Provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded to.

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<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### CUSTOM CALLING SERVICE

A. Description (Continued)

Call Forward Busy

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

Call Forward No Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

Call Forward Busy/No Answer

A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

Distinctive Ring

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

Customized Code Restrictions (CCR)

Customized Code Restrictions will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls, non-chargeable calls to Company numbers such as repair service, emergency numbers (911) and 800 calling.

Toll Denial

This service blocks access to the Long Distance Message Telecommunications Network, either by direct dialing or operator assistance. This prevents the customer from dialing an operator for all purposes including emergencies, assistance and the placing of toll calls.

## EXCHANGE AND NETWORK SERVICES

<u>CUSTOM CALLING SERVICE</u>				
B.	<u>Rates and Charges</u>	Monthly Rate Residence/ <u>Business</u>	Pay Per Use	
			<u>Residence</u>	<u>Business</u>
	<u>Individual Features</u>			
	Call Waiting/Cancel Call Waiting	\$4.50		
	Speed Call 8 <sup>4</sup>	\$2.50		
	Speed Call 30	\$3.50		
	3 Way Calling	\$4.50	\$3.00 <sup>5</sup>	\$2.50 <sup>5</sup>
	Basic Call Forward	\$3.50		
	Call Forward Busy	\$3.50		
	Call Forward No Answer	\$3.50		
	Call Forward Busy/No Answer	\$3.50		
	Distinctive Ring, per line	\$6.00		
	<u>Call Screening Options</u>			
	<u>Customized Code Restrictions (CCR)</u>			
	1. Option A			
	a. Residence, each	\$2.75		
	b. Business, each	\$4.75		
	2. Option B			
	a. Residence, each	No Charge		
	b. Business, each	No Charge		
	3. Option C			
	a. Residence, each	No Charge		
	b. Business, each	No Charge		
	<u>Toll Denial</u>			
	a. Residence, per line	\$2.75		
	b. Business, per line	\$4.75		

<sup>4</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>5</sup> The maximum monthly pay per use charge is \$10.00 for residential and business customers, regardless of the number of times the service is activated within a month.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### CUSTOM CALLING SERVICE

C. Special Conditions

This service requires special central office equipment and will be provided only where facilities and operating conditions are available. The number of features available depends upon the central office providing this service.

This service is offered with one-party residence and business services and is not available with trunks, semipublic or public access line services or for Public Telephone Services.

Outgoing calls can be made while the telephone is on call forwarding to another number.

Message charges may be incurred in addition to the Variable Call Forwarding Charge as follows:

- The calling party will be responsible for message toll charges between the rate center of the originating telephone number and the rate center of the called number.
- The called party will be responsible for message toll charges between the rate center of the called number and the rate center for the call forwarding location.
- The message charges billed to the customer will be those specified in the applicable Price List for the type of call involved.

Service Charges are not applicable when Custom Calling Service features are provided at the same time as the business or residence one-party service is established.

When features are added or rearranged on an existing line, the Service Charge for Records Only Changes in Section 4 will apply.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### CUSTOM CALLING SERVICE

#### Remote Call Forward Service (RCF)

Allows customer to activate and deactivate Call Forward from any access line, remotely, rather than only from the base station. Call forward remote activation can be accessed from any touch tone telephone simply by dialing the access code and a personal identification number (PIN) assigned by the Company. If call forward is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination. This service is especially useful to persons who frequently change locations and desire to have their communications follow them.

#### A. Rates and Charges

		<u>Monthly Rate</u>	
		<u>Business</u>	<u>Residence</u>
1.	Remote Call Forward		
	a. First network access line equipped	\$18.00	\$18.00
	b. Additional network access lines equipped or paths provisioned, each	\$18.00	\$18.00
2.	Remote Activated Call Forward	\$6.99	\$6.50
3.	Service Charges as shown in Section 4 apply as follows:		
	a. Service Order Charge - Initial, per line - charges apply when the RCF feature is initially installed or when an additional access line is equipped.		
	b. Service Order Charge - Subsequent, per line - charges apply for all subsequent number changes, either to the call forwarding location or to the terminating location number.		

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### CUSTOM CALLING SERVICE

#### Remote Call Forward Service (RCF) (Continued)

##### B. Special Conditions

1. The preceding rates are for the Remote Call Forwarding (RCF) Service and are in addition to any applicable Local Calling Plan Measured Option charges.
2. RCF is not offered where the terminating station is a public coin telephone.
3. The utility will not provide identification of the originating telephone number to the Remote Call Forwarding customer.
4. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
5. RCF is not suitable for satisfactory transmission of data.
6. Call Forwarding (Variable or Remote) is not available as a feature at the RCF terminating station.
7. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the utility. If, in the opinion of the utility, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, such customer's RCF service shall be subject to termination.
8. Remote Call Forwarding is offered subject to availability of suitable facilities.
9. RCF service provides for handling only one call at a time. Additional RCF equipped access lines are required for each call to be handled while the first call continues.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### CUSTOM CALLING SERVICE

#### Customized Code Restrictions

1. Customized Code Restrictions will be available to exchange customers who subscribe to one party Business or Residence service.
2. Customized Code Restrictions are furnished only from central offices which have been arranged to provide these services. These services are provided subject to availability.
3. The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in dialing plan options listed hereunder.
4. Subscribing to Customized Code Restrictions does not relieve customers of the responsibility for calls charged to their number(s).

#### d. Customized Code Restriction Options

##### A. Option A

All access is restricted to the Long Distance Telecommunications Network except 0+ dialing and as stated in the conditions for Customized Code Restrictions.

##### B. Option B

Access is restricted to 1+976, 1+900, 0+900

##### C. Option C

Access is restricted to 1+976

##### D. Toll Denial

All access is restricted to the Long Distance Telecommunications Network. The customer indemnifies and saves harmless the Company from any and all claims, losses or damages caused by restriction of access to operator services.

##### E. Distinctive Ring

This feature is available to be used as a business and residence combination. For this purpose, customers will be charged the distinct ring feature rate in addition to the business access line rate.

In general, business exchange service is furnished for the exclusive use of the business customer and his employees, agents and representatives. This feature is not available for use as a joint user business exchange line.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

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## EXCHANGE AND NETWORK SERVICES

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ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

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## EXCHANGE AND NETWORK SERVICES

### CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

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## EXCHANGE AND NETWORK SERVICES

### CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

A. Description

Anonymous Call Block/Rejection (ACR)

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "\*77" ("1177" on rotary phones) and can be deactivated by dialing "\*\*87" ("1187" on rotary phones). ACR is included with Caller ID with Name only. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

\*66 Busy Number Redial

When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

Call Waiting/Call ID

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

A. Description (Continued)

\*69 Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

Caller ID Number Only

Permits a customer to receive the calling telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

Caller ID with Name

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

Caller ID Blocking - per call

Permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code prior to placing a call. The feature is automatically deactivated when the customer hangs up.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

A. Description (Continued)

Caller ID Blocking - per line

Permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code prior to placing a call. The feature is automatically deactivated when the customer hangs up.

Call Trace Service

Allows a customer to automatically activate a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

Selective Call Rejection

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

Selective Call Acceptance

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

A. Description (Continued)

Selective Call Forward

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is accessed by dialing "\*63" or "1163" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.

Multiple Simultaneous Call Forward

Provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "\*61" or "1161" on a rotary telephone.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

## EXCHANGE AND NETWORK SERVICES

### CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

B. Rates and Charges

- The following charges are for the features only and are in addition to applicable charges for service. Service Charges apply as set forth in Section 4, except as shown herein.
- Pay per use charges for Repeat Dialing and Call Return will be applied when the feature is activated irrespective of whether the call is completed or not.

	Monthly Rate - per line		Usage Rate - per call	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
Anonymous Call Block/Rejection (ACR)	\$2.50	\$3.00		
*66 Busy Number Redial	1.50	\$2.00	\$1.50 <sup>6</sup>	\$1.50 <sup>6</sup>
Call Waiting/Caller ID	0.50	0.50		
*69 Call Return	1.50	2.00	1.50 <sup>6</sup>	1.50 <sup>6</sup>
Caller ID Number Only	3.50	5.50		
Caller ID with Name	5.00	7.00		
Caller ID Blocking	0.00	0.00	0.00	0.00
Call Trace	2.00	3.00	1.00 <sup>6</sup>	1.00 <sup>6</sup>
Selective Call Rejection	1.50	2.00		
Selective Call Acceptance	1.50	2.00		
Selective Call Forward	6.50	6.50		
Multiple Simultaneous Call Forward		11.00		
Priority Call	1.50	2.00		
<b>CLASS Value PAK</b> Call Return, Caller ID, Anonymous Call Block/Rejection	7.95	9.95		
<b>Caller ID With Name Value PAK</b> Call Return, Caller ID With Name, Anonymous Call Block/Rejection	8.95	10.95		

- Services Charges are not applicable when Customized Local Area Signaling Service features are provided at the same time as the business or residence individual line service is established.
- When features are added or rearranged on an existing line, the Records Only Change charges as shown in Section 4 will apply. (Note: the Service Order Charge - Initial and the Service Order Charge - Subsequent shown in Section 4 do not apply when features are added or rearranged).

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

ISSUED BY ZIPLY FIBER  
BY JESSICA EPLEY, VP - REGULATORY & EXTERNAL AFFAIRS

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## EXCHANGE AND NETWORK SERVICES

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<sup>6</sup> The maximum monthly pay per use charge is \$7.50 for Residence and Business customers, regardless of the number of times the service is activated within a month.

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ISSUED: JUNE 8, 2023

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## EXCHANGE AND NETWORK SERVICES

### CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

C. Special Conditions

1. Customized Local Area Signaling Service (CLASS) is a group of advanced services offered to single line residential and single line business customers.
2. The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Customized Local Area Signaling Service features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
3. Operator assisted calls are designed to override the feature calls for emergency purposes.
4. Coin phones will not be enabled with Customized Local Area Signaling Service features, just as they are not enabled with Custom Calling Services. They will operate with the Customized Local Area Signaling Service system, however, and interaction with all the features will be permitted.
5. Caller ID Blocking - Per Call is the default offering for all customers. There is never a charge to use Per Call Blocking.
6. Customers may change their Caller ID Blocking option twice at no charge in the first six months after CLASS is offered. Customers who choose to change their Caller ID Blocking option three or more times during the first six months of CLASS offering will be charged the appropriate Service charges shown in Section 4.

After the first six month period ends, a service order charge applies for requests to reestablish Caller ID Blocking-Per Line for customers who have previously had Per Line Blocking (i.e. any customer may subscribe to Per Line Blocking the first time at no charge).

7. Thirty (30) Day Money Back Guarantee - If the customer notifies the Company of dissatisfaction with the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Thirty Day Money Back Guarantee will apply to the following Services:

Anonymous Call Block/Rejection  
\*66 Busy Number Redial  
\*69 Call Return  
Caller ID  
Caller ID Blocking - per call  
Caller ID Blocking - per line  
Call Trace  
Selective Call Rejection  
Selective Call Acceptance  
Priority Call  
CLASS Value PAK  
Caller ID with Name  
Caller ID with Name Value PAK

ISSUED: JUNE 8, 2023

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## EXCHANGE AND NETWORK SERVICES

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## EXCHANGE AND NETWORK SERVICES

### CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

C. Special Conditions (Continued)

8. The Utility does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID and Call Return services and other similar services identified in this Price List. Some calls may not display name and/or number information and/or Call Return may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Utility and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Utility is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID and Call Return or other similar services identified in this Price List.

ISSUED: JUNE 8, 2023

EFFECTIVE: JULY 1, 2023

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## EXCHANGE AND NETWORK SERVICES

### DIRECTORY SERVICES

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## EXCHANGE AND NETWORK SERVICES

### DIRECTORY SERVICES

#### DIRECTORY LISTINGS

##### A. Application of Business Rates

Service is classified as business service and business rates apply where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location.

##### B. Application of Residence Rates

Service is classified as residence service and residence rates apply where the use is primarily or substantially of a social or domestic nature and the business use, if any is incidental.

When it is determined that a subscriber to residence service is using the service in such a manner that it should be reclassified as business service under the provisions of "Application of Business Rates" listed above, the Telephone Company may discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay applicable business rates.

##### C. Rates and Charges

	<u>Monthly Rate</u>	
	<u>Business</u>	<u>Residence</u>
Primary Listing	No Charge	No Charge
Additional Listing	\$2.75	\$3.50
Alternate Listing	\$2.75	\$3.50
Extra Lines of Information	\$6.00	\$5.50
Nonpublished Service	\$4.00	\$4.00
Nonlisted Service	\$3.50	\$3.50
Foreign Listing	\$3.50	\$3.50

## EXCHANGE AND NETWORK SERVICES

### DIRECTORY SERVICES

#### DIRECTORY LISTINGS

##### D. Special Conditions

One listing, which will include the name, address and telephone number of the individual, organization, firm or corporation, will be furnished in the alpha section of the directory. Each business customer will also receive one listing at no charge in the classified section of the directory under a classification of the customer's choice. Listings will be provided for each Network Access line or key system or private branch exchange.

The listing consists of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.

Listings will be limited to such information as is necessary for proper identification. The Company may refuse to insert any listing, which, in its judgment, does not facilitate the use of the directory.

An additional listing must include the same address and telephone number as the Primary Listing except that a different address may be shown for off-premises PBX stations located on other premises occupied by the customer.

Additional Listings may be furnished with residence service for others who are members of the customer's domestic establishment and who occupy the same premises.

Business Additional Listings may be the names of officers, partners, or employees of the customer, departments or branches of the customer's business, or bona fide names of firms or corporations which the customer owns or controls or is duly authorized to represent.

Business Additional Listings may not be used by a customer:

- engaged in furnishing service of a secretarial nature
- in the business of renting office space to transient or permanent tenants and proposing to furnish telephone service to his leases
- who wishes to resell network services to other entities

A customer may request a listing in the alpha section of a directory other than the directory in which the Primary Listing appears. The rate for Additional Listing above or the rate of the company in whose directory the listing appears, as applicable, will apply.

Dual (joint) name Primary Listings will be provided for customers subscribing to residence service who share the same surname and reside at the same address, for women whose husbands are deceased, and for persons known by more than one given name.

Extra Lines of Information is a descriptive text that does not have a telephone number.

## EXCHANGE AND NETWORK SERVICES

### DIRECTORY SERVICES

#### DIRECTORY LISTINGS

D. Special Conditions (Continued)

Nonpublished Service is an arrangement where a customer's listing is omitted from both the telephone directory and information listing.

No charge will be made for nonpublished or nonlisted numbers for customers having a listed number in the same exchange under the same listing.

The Company will take reasonable precautions not to publish the number in any of its publicly distributed directories and, except when required by law, will not disclose the number to any person other than representatives of law enforcement agencies, its own employees or representatives or those of other telephone companies, or to other customers who are billed for calls placed to or from nonpublished numbers.

Nonlisted Service is an arrangement whereby a customer's number is omitted from the telephone directory but not from the Information records.

When Nonpublished or Nonlisted Service is to be furnished, the customer will hold the Company harmless from any damages which might arise and absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonpublished or nonlisted arrangement.

Subscribers to Nonpublished and Nonlisted Service will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued.

Billing for such services will be discontinued with the last regular bill dated before the issuance of the directory in which the change is made.

Subscribers to nonpublished or nonlisted service may change from one to the other without incurring an additional monthly charge.

Foreign Listing is a listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have an directory listing agreement in place.

Service Charges, as applicable, apply in addition to rates and charges shown below. For application of Service Charges, see Section 4.

## EXCHANGE AND NETWORK SERVICES

### DIRECTORY SERVICES

#### LOCAL DIRECTORY ASSISTANCE

##### A. General

The Company's directory assistance operator will provide a calling party with telephone numbers, information that a customer has a nonpublished number, or that the requested party has no telephone listing.

The customer may request two numbers per call.

The charges stated above do not apply to calls originated from:

Public coin telephones.

Hotel, motel, and hospital lines and trunks.

A telephone which the Company has determined is used on a continuing basis by a person incapable of using the Company directory.

When a customer has two or more Network Access lines and/or Trunks at the same premises and billed on the same account, the total usage of all lines and trunks is applied against the allowance for the total number of lines and trunks involved.

The allowance of three calls per line per month for directly dialed requests is not transferable between separate accounts of the same customer.

The Company shall establish practices and procedures to administer exceptions to the charge for local directory assistance.

##### B. Rates and Charges

##### Per Call

First three calls both local and intraLATA, directly dialed, per  
Network Access line or Central Office Trunk, per month

No Charge

Each additional call

\$3.00

(l)

Each call, both local and intraLATA, utilizing the assistance of a  
long distance operator

3.00

(l)

## EXCHANGE AND NETWORK SERVICES

### DIRECTORY SERVICES

#### DIRECTORY ASSISTANCE CALL COMPLETION (DACC)

A. General

Allows customers the option to have their local and toll calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.

B. Rates and Charges

Per Call

Directory Assistance Call Completion (DACC) \$3.00

(l)

#### NATIONAL DIRECTORY ASSISTANCE

A. General

National Directory Assistance provides customers with assistance in determining telephone numbers outside their LATA.

The rates apply to customer requests for National Directory Assistance in determining or attempting to determine the telephone number of any party located outside, or thought to be located outside, their LATA.

There are no call allowances for National Directory Assistance.

National Directory Assistance is only available where technically feasible.

B. Rates and Charges

Per Call

National Directory Assistance \$3.00

(l)

## EXCHANGE AND NETWORK SERVICES

### DIRECTORY SERVICES

#### CUSTOMER NAME AND NUMBER SERVICE

A. General

Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address from National Directory Assistance after giving the Directory Assistance operator a complete telephone number.

B. Rates and Charges

Per Call

Customer Name and Address Service	\$3.00
-----------------------------------	--------

(l)

C. Special Conditions

The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.

The customer will have access to any number/address listing within the continental United States, Alaska, and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.

Customer Name and Address Service is only available where technically feasible.

There are no call allowances for Customer Name and Address Service.

## EXCHANGE AND NETWORK SERVICES

### OPERATOR SERVICES

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## EXCHANGE AND NETWORK SERVICES

### OPERATOR SERVICES

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

A. General

1. Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

2. Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

3. Operator Assisted Person to Person

An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.

4. Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

5. Operator Assisted - Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

6. Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

## EXCHANGE AND NETWORK SERVICES

### OPERATOR SERVICES

B. Rates and Charges

Per Call

1.	Operator Assisted Station to Station	2.50
2.	Collect	2.50
3.	Operator Assisted Person to Person	3.75
4.	Operator Assisted Time and Charges	2.00
5.	Operator Assisted – Corrections	2.50
6.	Billed to Third Number	2.50

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

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## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### TOUCH CALL

A. Special Conditions

Touch Call will be provided only where facilities are available.

Charges and rates are in addition to those for the class, type and grade of service.

B. Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Business, each line	\$2.00	<sup>7</sup>
Residence, each line	1.50	<sup>7</sup>
Private Branch Exchange Service, each trunk	2.00	<sup>7</sup>

Note: The charge for Service Order Charge – Subsequent will apply to lines and trunks changed from Rotary Dialing to Touch Call or from Touch Call to Rotary Dialing. See Service Charges, Section 4 of this Price List.

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<sup>7</sup> Service Charges, Section 4 as applicable, apply in addition to rates and charges shown above.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### COMBINATION MAIN SERVICE

##### A. Special Conditions

Combination Main Service provides for serving separate business and residence locations from the same One-party Network Access Line.

All locations must be within the same central office area.

A separate number will be assigned to each Network Access Line at each of the locations.

Additional signals may be required at any one or all locations and arranged so that an indication will be received at any one or all locations when one telephone at another location is being called. There will not be a charge for these signals required to provide this service. Additional signals over the minimum requirement will be charged for at the rate found elsewhere in this section under signals.

For application of Service Charges, see Section 4.

##### B. Rates and Charges

The monthly rate and installation charge for a Business or Residence One-party Network Access Line at each location.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### FACILITY RESERVATION SERVICE

A. Special Conditions

Facility Reservation Service is provided to reserve the local Network Access facility and telephone number for a minimum period of three months and a maximum of nine months.

The customer must have had service at full rate for at least three months prior to receiving this service.

No service will be furnished during the period of Facility Reservation. Intercept will be provided where available and referral of calls will be provided upon request of the customer.

B. Rates and Charges

Monthly Rate

Business and Residence Service

25% of total fixed monthly rate  
for local service of the customer

Charge for reestablishing service following  
Facility Reservation period:

Connection of Network Access  
line charge(s) apply. A Field  
Visit Charge may apply.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### EMPLOYEE TELEPHONE CONCESSION SERVICE

A. Applicability

Applicable to all regular full-time and regular part-time employees<sup>8</sup> who reside within the Company's exchange areas.

B. Territory

Within the exchange area of all exchanges as said areas are defined where service is furnished from the central office on the maps contained in the Exchange and Network Services Tariff.

C. Rates and Charges

A concession will be allowed from the rates for service furnished to eligible employees of the Company.

D. Special Conditions

1. Provisions of this section will be administered within the guidelines established by the Company.
2. Eligible employees are regular full-time and regular part-time employees who have completed their probationary period and whose residence is located within the utility's exchange territory.
3. The directory listing must be published in the name of the employee, or in the name of the employee's spouse.
4. Any retired employee of the utility who is receiving an employee telephone concession in accordance with any existing or grandfathered Price List shall retain such concession as long as the employee resides within the utility's exchange and does not disconnect the service.
5. The telephone concession program is not available to any employee who retires on or after July 1, 2001.

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<sup>8</sup> A regular part-time employee is regularly scheduled to work at least 20 hours per week for more than six consecutive weeks.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)

A. Applicability

EBPP provides residential and business customers an option to receive their telephone bill electronically and pay their bill online.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing EBPP Services as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Northwest Fiber customers can visit the website [ZiPLYfiber.com](http://ZiPLYfiber.com) to register, view invoices and make either one time or recurring payments, via Credit Card or ACH transaction payments. Business Customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

D. Rates and Charges

Monthly Rate

Rate for both a paper copy and an electronic bill copy

\$2.00

E. Special Conditions

1. The EBPP is an optional Service.
2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
3. EBPP is available where technically feasible.
4. Service Charges as specified in Section 4 do not apply to this service.
5. Bill Inserts will be provided separately either electronically or via U.S. Mail service.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONVENIENCE FEE

##### A. General

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

##### B. Rates and Charges

##### Nonrecurring Charge

Convenience Fee, per occurrence

\$10.00

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### JOINT USER SERVICE <sup>9</sup>

##### A. Rates and Charges

##### Monthly Rate

Joint User on One-party Business Service	\$11.90
Joint User of system utilizing Key System or PBX trunks	17.85

##### B. Special Conditions

Under Joint User Service a customer may permit another person, firm, or corporation to use his telephone service.

Joint User Service will be furnished only with Key System and PBX trunks and One-party Business Network Access Service.

The customer will be responsible for all charges incurred by the Joint User.

Joint User Service will be provided upon application by the customer for the Joint User who is located on the premises, in the same office, or in the same suite of offices as the customer.

Extensions, additional listings, and supplemental services may be furnished to the Joint User at the request of the customer and at regular rates. The customer's Network Access line will not be extended to another premises for the use of the Joint User.

The charge for the Joint User includes a directory listing in both the alpha and the classified portion of the directory.

Joint User Service is not furnished in connection with Foreign Exchange Service.

Joint User Service is not designed to meet situations where a customer is engaged in furnishing service of a secretarial nature, or includes the charges for telephone service in the rental of office space to transients, or permanent tenants without obtaining a directory listing.

Joint User Service is not intended to be used by a customer who wishes to resell network services to other entities.

Service Charges, as applicable, apply in addition to rates and charges shown on this page. For application of Service Charges, see Section 4.

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<sup>9</sup> No new service after July 18, 1983.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### SUSPENSION SERVICE

##### A. Rates and Charges

##### Monthly Rate

PBX Trunk or One-party Business Network  
Access line, each

\$1.56

Additional Services and Supplemental Equipment

50% of total additional items billed  
as a fixed monthly service charge.

Charge for reestablishing service following suspension period:

Service Order Charge - Initial  
applies. An Access Line Work  
Charge may apply.

##### B. Special Conditions

Suspension Service is applicable during regular school vacation periods to universities, colleges, public, and parochial schools. It is also applicable to Network Access lines of group houses at such institutions.

The rate applicable to additional service and supplemental equipment shall include switchboards and their associated switching equipment, telephones, extensions, mileage charges, terminal loops, and items of supplemental equipment.

The minimum period is one month, with a maximum period of three consecutive months.

The customer's service must have been on full rate for at least one month prior to being placed on Suspension Service.

Inward calls will be intercepted at the request of the customer if intercept facilities are available.

Any combination of Network Access lines, or supplemental equipment may be included on one order involving re-establishment of service following suspension.

Lifeline customers cannot be disconnected for non-payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### BILLED NUMBER SCREENING (BNS)

A. Description

Billed Number Screening (BNS) is a feature that restricts billing of collect and third number billed calls to a specific telephone number.

B. Rates Per Order

Nonrecurring  
Charge

Single Line Service	\$5.20
Multiline Service	10.40

Special Rates Apply:

(Must allow 2-4 weeks for processing due to special handling)

For large business users receiving multiple bills per month, it may be more economical to pay the actual cost for the provision of BNS when the Nonrecurring Charges listed above exceed \$200.00. Special Rates will be the total labor, programming time and expense, and materials.

Actual Cost

C. Special Conditions

Incoming collect and third number billed calls from most points in the United States and many foreign countries are screened at a computerized customer data base. It is a common data base of AT&T, called Billing Validation Authority (BVA) that is utilized by most Local Exchange Carriers (LECs) to validate long distance billings for participating carriers. When the call originates from a participating carrier, within the subscriber's LATA, the collect or third number billed call is denied by the originating Operator who informs the calling party that a different billing method must be arranged. When the call originates from a nonparticipating LEC, within the same LATA, the call will go through to the called party and will be billed as requested, collect or third number. If, however, the call originates from a LATA other than the subscribers LATA and the calling party does not subscribe to AT&T as their interexchange carrier (IXC), the call will not be screened or blocked by the BVA data base.

The success of BNS depends on the conditions of the originating point of a call. Successful restrictions will occur if the LEC within the subscriber's LATA subscribes to the BVA data base. It is the carrier at the originating point of a call within the subscriber's LATA for intraLATA calls and the caller's choice of IXC for interLATA and interstate calls that determines whether BNS will be successful in restricting the call, not the carrier at the terminating end of the call (location of subscriber to BNS).

The customer remains responsible for the payment of any collect or third number billed calls that are charged when BNS is unsuccessful due to a nonparticipating carrier originating the call within the subscriber's LATA or a non-AT&T carried interLATA or interstate originated call, and for which they would have been responsible absent the BNS service.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### BUSINESS TRAFFIC STUDY SERVICE

A. Applicability

Applicable to business customers requesting Business Traffic Study Service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Business Traffic Study Service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

D. Rates and Charges

Set up Charge and first week per access line or trunk group	\$60.00
Each additional week per access line or trunk group	25.00

E. Special Conditions

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
2. A separate traffic study report is required for each access line, hunt line, or trunk group.
3. Business Traffic Study Service is available to business customers and only where technically feasible.
4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
6. Studies are done in 7-day intervals.
7. Types of studies include (but are not limited to):
  - Line or Trunk Study
  - Remote Call Forwarding Study
  - Multiline Hunt Group Study

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### TRANSFER SERVICE

A. Rates and Charges

Monthly  
Rate

Installation  
Charge

Transfer Service

\$3.12

\$4.68

B. Special Conditions

This service provides for the automatic transfer of incoming calls from one Network Access line to another.

This service is available only with One-party Network Access line services from the same central office and only where the central office is so equipped. Subject to ability to operate satisfactorily, this service may be used between central offices of the same exchange but interoffice mileage will be applicable to each interoffice circuit.

Service Charges, as applicable, apply in addition to rates and charges shown above. For application of Service Charges, see Section 4.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### EXTENSION SERVICE <sup>10</sup> – Discontinued as of January 4, 2008

The following Extension Service has been discontinued from the Company's Price List offerings. No new customers may subscribe to or be sold the following services/features as of January 4, 2008.

#### A. Rates and Charges

##### Installation Charges

On-premises of the primary termination of the Network Access Line	See NONRECURRING CHARGES
---	--------------------------

Off-premises of the primary termination of the Network Access Line	See NONRECURRING CHARGES
--	--------------------------

##### Mileage

Per 1/4 airline mile	\$ .93
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#### B. Special Conditions

Extension Service may be furnished in connection with all classes of Local Service except Public Telephone Service.

Directory listings or distinctive signals are not allowed for Extension Service.

The Company reserves the right to remove Extension Service that interferes with the operation of a telephone line, and also to restrict the number of extension telephones used with any Network Access line.

Off-premises extensions may be located on the premises of another customer for answering purposes only, provided the other customer has his own separate service at the same location. This condition is not required when extensions of business service are to be located at a residence, which is occupied by the individual who is the subscriber to the business service or a partner in the firm.

Mileage applies to each extension located outside the building in which the primary termination of the Network Access Line is located and within the central office area, except as covered in other Special Conditions.

A departure from the rates and Special Conditions specified in this section may be made on behalf of the Company when an extension installation involves unusual construction or disproportionately large expenditures as compared with the usual types of plant construction.

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<sup>10</sup> This service has been discontinued as of January 4, 2008. No new customers may subscribe to or be sold this service/features.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS

##### A. General

Customer-provided terminal equipment and customer-provided communications systems may be connected with the facilities furnished by the Company for telephone service as provided in these Special Conditions.

Where telephone service is used in connection with customer-provided terminal equipment or communications systems, the operating characteristics of such equipment or systems shall be such as not to interfere with any of the service offerings by the Company. Such use is subject to the further provisions that the customer-provided equipment or systems do not endanger the safety of Company employees or the public; damage, require change in or alteration of the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telephone network or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or facilities.

Satisfactory performance of the telephone network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling (except customer-provided tone-type address signaling through a Company-provided connecting arrangement or signaling functions performed by customer-provided equipment pursuant to the provisions of "Connection of a Conforming Answering Device" following) shall be performed by equipment furnished, installed and maintained by the Company.

Customer-provided tone-type address signaling is permitted through acoustic or inductive connections provided such connections are effected externally to a Company network control signaling unit. However, the facilities of the Company are not designed for such use and the Company makes no representation as the reliability of address signaling which is performed in such manner.

The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications systems. Telephone service is not represented as adapted to the use of customer-provided equipment or systems. Where such equipment or systems are connected to Company facilities the responsibility of the Company shall be limited to the furnishing, operation and maintenance of such facilities in a manner suitable for telephone service. The Company shall not be responsible for the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or the reception of signals by customer-provided equipment or systems.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### A. General (Continued)

The Company shall not be responsible to the customer or otherwise if changes in the criteria contained in these Special Conditions or in any of the facilities, operations or procedures of the Company render any customer-provided equipment or facilities obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

The provisions of this Price List shall not be construed or applied to bar a customer from the connection of customer-provided private mobile radio-telephone systems with telephone service furnished by the Company for voice communications through customer-provided equipment which effects such connections externally to Company-provided telephone by means of an acoustic or inductive connection for transmitting and/or receiving.

Where any customer-provided equipment or system is used with telephone service in violation of any of these Special Conditions, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation.

The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 10 days following the receipt of written notice from the Company that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provision of this Price List.

##### B. Rates and Charges

Service Call Due to Customer-provided Equipment.

Applicable to each service call by the Company where a trouble Report results from customer-provided equipment and/or facilities.

The Company will not repair, adjust, or perform any work on the customer-provided equipment and/or facilities.

Service Charges, as applicable, apply in addition to rates and charges shown below. For application of Service Charges, see Section 4.

Nonrecurring  
Charge

Each service call

\$36.42

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions

##### Terminal Equipment - Data Transmitting and/or receiving terminal equipment (Data Access Arrangement)

Customer-provided data transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Company may be used with such facilities on a two-point basis either through 1. or 2. following:

1. DATATEL data set (provided by the Company) which shall perform the functions of network control signaling, conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Company facilities and conditioning signals transmitted by means of Company facilities to data signals suitable for reception by customer-provided equipment. Teletypewriter equipment when used with a DATATEL data set may be provided by the customer of the Company, at the option of the customer.
2. Data access arrangement (provided by the Company) for use with the network control signaling unit through which the customer-provided equipment shall perform the data signal conditioning referred to above.
3. The customer-provided data transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Company facilities on a two-point basis, provided the acoustic or inductive connection is made externally to a Company network control signaling unit.
3. To protect the telephone network and the services furnished to the general public by the Company from harmful effects, the customer-provided data transmitting equipment must comply with the minimum network criteria given in these Special Conditions.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions (Continued)

##### Voice transmitting and/or receiving terminal equipment (Connection Arrangement)

Customer-provided voice transmitting and/or receiving terminal equipment which involve direct electrical connection to the facilities furnished by the Company for telephone service may be used with such facilities through a network control signaling unit and a connecting arrangement which shall be furnished, installed and maintained by the Company.

Customer-provided voice transmitting and/or receiving terminal equipment may be acoustically or inductively connected with the Company facilities for service provided the acoustic or inductive connection is made externally to a Company network control signaling unit.

To protect the telephone network and the services furnished to the general public by the Company from harmful effects, the customer-provided voice transmitting equipment must comply with the minimum network criteria given in these Special Conditions.

To protect the telephone network and the services furnished to the general public by the Company from harmful effects, the customer-provided voice transmitting equipment must comply with the minimum network criteria given in these Special Conditions.

##### Accessories

Customer-provided accessories may be used with the facilities furnished by the Company provided that such accessories comply with the provisions under General above.

##### Connection with customer-provided recording and reproducing equipment

Telephone service furnished by the Company is not represented as adapted to the recording of telephone conversations or incoming messages, or to the transmission of pre-recorded messages. However, customer-provided recording and reproducing terminal equipment may be used in connection with telephone service for the following purposes and subject to the following Special Conditions.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions (Continued)

##### Recording of two-way telephone conversations

Connection of customer-provided voice recording equipment with facilities of the Company for the recording of telephone conversations shall be made only through recorder-connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use.

Direct electrical connection shall be made only through recorder connector equipment furnished, installed and maintained by the Company.

Connection may be made through portable recorder connector equipment provided such equipment is obtained from and is maintained by the Company. The portable recorder connector equipment shall be connected with the telephone line through jacks installed by the Company on each line or at each station used for recording purposes, except that where recording is done at a cord switchboard, a portable jack box supplied and maintained by the Company may be used.

The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Company or switched on and off.

Direct electrical connection of customer-provided recording equipment with the facilities of the Company for the recording of incoming messages only shall be made through connecting equipment furnished, installed and maintained by the Company. Such connecting equipment permits an attendant to use telephone sets furnished on the same line to monitor the recording of incoming messages but physically prevents recording during two-way telephone conversations. A recorder tone is not required.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions (Continued)

##### Connection of Customer-Provided Terminal Equipment Attested by a Manufacturer or Supplier

Customer-provided terminal equipment which meets the standards and procedures set forth by Bell System Technical References may be connected to facilities furnished by the Company in accordance with the following provisions: The connection shall be made through an interface termination (e.g., headset jack) provided by the Company.

The customer must notify the Company of his intentions to connect attested terminal equipment. Such notification must include the Identification Number of the equipment and the location at which the equipment is to be used.

Attested equipment may not:

- be connected to a source of electrical power which is external to the telephone network;
- be grounded;
- perform any network control signaling functions prior to and including the establishment of the intended transmission path;
- have amplification in the transmission path (other than single ended terminal devices with the maximum gain limited so that the output power meets the minimum protection criteria set forth in these Special Conditions);
- use wiring extended to such equipment that is permanently affixed at the site of installation other than portable connections compatible with the interface terminations provided by the Company.

Attested equipment must comply with the minimum network protection criteria set forth for direct electrical connection of customer-provided voice terminal equipment in these Special Conditions.

Customer-provided terminal equipment which does not meet the standards and procedures set forth by the Bell System in its Technical References, although previously attested by the manufacturer, may not be used with the services of the Company except in accordance with Special Conditions preceding for voice transmitting and/or receiving terminal equipment.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions (Continued)

##### Connection of a Conforming Answering Device

A Conforming Answering Device may be connected to facilities furnished by the Company for Telephone communications Service in accordance with 1. through 7. following.

1. The customer shall notify the Company of his intention to connect a Conforming Answering Device. Such notification shall include the location at which the Conforming Answering Device is to be used as well as the Conformance Number of the Conforming Answering Device.
2. The Conforming Answering Device shall only be connected by means of a jack or jack arrangement provided by the Company.
3. The Conforming Answering Device shall not be used to transmit or receive data signals.
4. The Conforming Answering Device shall not be used with public coin telephone service.
5. The Conforming Answering Device shall not be used to originate calls.
6. The Conforming Answering Device shall be operated and maintained in accordance with those instructions furnished with such Conforming Answering Devices as required by the Bell System's Technical Reference for Conforming Answering Devices.
7. The Conforming Answering Device shall comply with the minimum network protection criteria set forth elsewhere in these Special Conditions.

Answering Devices, the customer using such answering device shall either disconnect the device from the Company facilities or arrange for connection of the device in accordance with Special Conditions governing connection of voice transmitting and receiving terminal equipment preceding.

The conformance number does not imply that the Company approves of the quality of the recorder, features, performance, safety or reliability.

##### Communications Systems

Customer-provided communications systems may be connected at a service point of the customer, on a voice grade basis, with telephone service either through a network control signaling unit and connecting arrangement, furnished, installed and maintained by the Company, or through customer-provided equipment which effects such connections externally to a Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving. The customer-provided system shall comply with the minimum network protection criteria contained in these Special Conditions.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions (Continued)

##### Communications Systems (continued)

##### The United States Government

##### Executive Departments and Agencies

Equipment used for the purpose of disguising or concealing the contents or meaning of communications may be connected to Company station equipment by means of connecting equipment or arrangements furnished by the Company. The head of the Department or Agency whose equipment is to be connected, or his authorized representative, shall notify the Company in writing that such connection is necessary to safeguard official information which requires protection in the interests of national defense, or other confidential official information, disclosure of which to unauthorized persons, would be detrimental to the public interest.

##### United States Forest Service

Telephone facilities owned and maintained by the United States Forest Service in areas in or adjacent to National Forests, and operated and administered by the Forest Service, may be connected with exchange and toll facilities of the Company.

##### Powder Manufacturing Plants, State and Federal Prisons and Other Locations of an Inaccessible or Hazardous Nature or Where National Security is Involved

Facilities of a customer serving a location that is impracticable for the Company to serve because of hazard or inaccessibility may be connected, by means of connecting equipment furnished by the Company, with facilities of the Company for exchange and message toll service.

##### United States Forest Service

Telephone facilities owned and maintained by the United States Forest Service in areas in or adjacent to National Forests, and operated and administered by the Forest Service, may be connected with exchange and toll facilities of the Company.

##### Powder Manufacturing Plants, State and Federal Prisons and Other Locations of an Inaccessible or Hazardous Nature or Where National Security is Involved

Facilities of a customer serving a location that is impracticable for the Company to serve because of hazard or inaccessibility may be connected, by means of connecting equipment furnished by the Company, with facilities of the Company for exchange and message toll service.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions (Continued)

##### Communications Systems (Continued)

##### The United States Government (Continued)

##### Power, Pipe Line and Railroad Companies

Telephone facilities of an electric power company, or oil, oil products, water or natural gas pipe line company, or railroad company, provided primarily to communicate with points located along a right-of-way (including premises of such customers anywhere in cities, towns or villages along the right-of-way) owned or controlled by such customer may, in lieu of the connecting arrangement of acoustic or inductive connection, be connected with facilities furnished by the Company by means of switching or connecting equipment furnished by the Company, subject to General preceding and to the following:

Such customer-provided facilities will be connected to private branch exchange switchboards or other telephone switching or terminal equipment of the Company, located in the same or different exchange areas, for communication with stations and private line facilities associated with said switching or terminal equipment; provided, however, that, within the same exchange area, a private branch exchange switchboard or other telephone switching or terminal equipment furnished by the Company for exchange or message toll service will not be connected with telephones of the customer except telephones associated with right-of-way circuits requiring line termination at the PBX, nor, with private telephone switching equipment of the customer except (a) switching equipment used exclusively for dispatching, or (b) line switching equipment not connected with customer-provided telephones within the same exchange.

Facilities of the Company will be connected for exchange or message toll service with telephone facilities of the customer as follows:

- a. In cases of emergency involving safety of life or property;
- b. In cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance, or construction of railroad right-of-ways, structures, or equipment;
- c. The customer facilities serve locations where it is impracticable because of hazard or inaccessibility for the Company to furnish its facilities; or
- d. During an interim period the customer has arranged for replacement of said customer facilities with facilities of the Company.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions (Continued)

##### Communications Systems (Continued)

##### The United States Government (Continued)

##### Power, Pipe Line and Railroad Companies (Continued)

Customer facilities referred to in c. and d. above do not include mobile radio telephone facilities.

Telephone circuits of the customer will be connected for exchange or message toll service only through manual switching equipment, or an attendant's position of dial PBX equipment, furnished to the customer the Company. Such equipment or position may be located at either or both ends of the customer's circuit.

Connection of the customer's telephone circuit as specified in a., b., c., and d. preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.

Facilities of the Company, when connected with facilities of the customer, will not be used for the communications of others than the customer, except that such facilities may be used for the communications of, and be connected with facilities furnished by the Company to, other companies which:

- a. Are operated with the customer as parts of an integrated electric power, oil, oil products, water or natural gas system or railroad system under direct or common ownership or control; or
- b. Own or operate an electric power or pipeline or railroad system jointly with the customer; or
- c. Own or operate electric power or pipeline or railroad facilities interconnected with those of the customer.

The Company facilities when so connected may be used for exchange or message toll communications of other companies specified in a., b., or c. preceding, including calls originated by employees of such companies, only under the circumstances of emergency and railroad service as shown in a. and b. above.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions (Continued)

##### Miscellaneous Common Carrier

Radiotelephone service systems provided by Miscellaneous Common Carriers may be connected with the exchange and message toll network of the Company. Such connections will be made by means of connecting equipment furnished by the Company. The charges to the Miscellaneous Common Carrier and his customers are set forth elsewhere in this section.

All such connections of Miscellaneous Common Carrier provided radiotelephone systems shall be made under and in accordance with the provisions of agreements made by and between the Miscellaneous Common Carrier and the Company.

To protect the telephone network and services furnished to the general public by the Company from harmful effects, the signal from the customer-provided communications systems to the telephone network must comply with the minimum network protection criteria given in these Special Conditions.

##### Network Protection Criteria

To protect the telephone network and the services furnished to the general public by the Company from harmful effects, the customer-provided equipment must comply with the following minimum network protection criteria:

1. To prevent excessive noise and crosstalk in the network:

Customer-provided data transmitting equipment

- Through data access arrangement

The power of the signal at the central office shall not exceed 12db below one milliwatt when averaged over any three second interval. The power of the signal which may be applied to the Company interface located on the customer's premises will be specified for each customer's location, but in no case shall exceed one milliwatt.

- Acoustic, inductive connections

The power of the signal which is applied to the network control signaling unit located on the customer's premises shall be limited so that the signal power at the input of the Company's line does not exceed 9db below one milliwatt when averaged over any three second interval. The Company, at the customer's request, will specify for each customer location, the signal power at the input of the Company's line, which in no case shall exceed one milliwatt.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions (Continued)

##### Network Protection Criteria (Continued)

To protect the telephone network and the services furnished to the general public by the Company from harmful effects, the customer-provided equipment must comply with the following minimum network protection criteria:

1. To prevent excessive noise and crosstalk in the network: (Continued)

Customer-provided voice transmitting equipment

- Through connecting arrangement

The power of the signal at the control office shall not exceed 12db below one milliwatt when averaged over any three second interval. The power of the signal which may be applied to the Company interface located on the customer's premises will be specified for each type of connecting arrangement but in no case shall it exceed one milliwatt.

- Acoustic, inductive connections

The power of the signal which is applied to the network control signaling unit located on the customer's premises be limited so that the signal power at the input of the Company line does not exceed 9db below one milliwatt when averaged over any three second interval.

Customer-provided communications systems

- Through connection arrangement

The power of the signal at the central office shall not exceed 12db below one milliwatt when averaged over any three second interval. The power of the signal which may be applied to the Company interface located on the customer's premises will be specified for each customer's location, but in no case shall exceed one milliwatt.

- Acoustic, inductive connection

The power of the signal which is applied to the network control signaling unit located on the customer's premises be limited so that the signal power at the input of the Company line does not exceed 9db below one milliwatt when averaged over any three second interval.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### CONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATION SYSTEMS (Continued)

##### C. Special Conditions (Continued)

##### Network Protection Criteria (Continued)

##### 2. To protect other services

The signal applied to the Company interface or input to the Company line must meet the following limits:

The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified 1. preceding.

The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.

The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.

The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 50db below one milliwatt.

##### 3. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied to the Company interface or at the input to the Company line located on the customer's premises at no time have energy solely in the 2450 to 2750 Hertz band. If the signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### FOREIGN EXCHANGE SERVICE

##### A. Construction Charges

When the foreign exchange service is provided in a contiguous exchange by means of a channel directly from the foreign exchange central office to the customer's premises, the following provisions apply:

1. Extensions of plant required in the foreign exchange will be made at charges and under the Special Conditions of the Line Extension Charge covered elsewhere in this Price List.
2. Extensions of plant required in the local exchange will be made at the following charges:

#### Nonrecurring Charges

First 500 feet, route measurement

Wire only, each 100 feet or fraction thereof	\$2.08
--	--------

Wire and poles, or other means as set forth in the first paragraph of Special Conditions of the Line Extension Charges found elsewhere in this Price List, each 100 feet or fraction thereof	10.40
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Beyond 500 feet, route measurement

Wire only, each 100 feet or fraction thereof	5.20
--	------

Wire and poles, or other means as set forth in the first paragraph of Special Conditions of the Line Extension Charges found elsewhere in this Price List, each 100 feet or fraction thereof	26.01
--	-------

Service Charges, as applicable, apply in addition to rates and charges shown above. For application of Service Charges, see Section 4.

## EXCHANGE AND NETWORK SERVICES

### GENERAL SERVICES

#### FOREIGN EXCHANGE SERVICE (Continued)

##### B. Special Conditions

Foreign Exchange Service is Network Access service furnished from an exchange other than the one from which service would normally be furnished. The local exchange is the exchange in which the customer is located. The foreign exchange is the exchange from which service is furnished.

Foreign exchange service is not available in all exchanges, but will be provided where it is feasible to place facilities as necessary to provide such service. The rates and Special Conditions contained herein will apply wherever this service is provided.

The rates applicable for toll service will be those of the foreign exchange.

The primary listing of the service will be provided at no charge in the directory of the foreign exchange. Additional listings will be at the rate of the foreign exchange. All listings in the local exchange directory will be provided at the rate of the local exchange.

Business foreign exchange service will be furnished for the exclusive use of the customer and his employees to be used solely in the customer's business.

Joint User Service will not be established in connection with foreign exchange service.

Foreign Exchange Service will not be provided for public use or in connection with Private Branch Exchange Systems in hotels, apartment houses, motels or clubs.

Foreign Exchange Paystation Service will not be furnished.

Service Charges, as applicable, apply in addition to rates and charges shown preceding. For application of Service Charges, see Section 4.

Extension Service for One Party business and Private Branch Exchange Services may be installed outside the building in which the Network Access is located if the service is located on the premises of the customer and is provided for the use of the customer only. Where applicable, mileage will apply as covered in the section on extension service found elsewhere in this Price List. The installation charge for foreign exchange service will be that of the local exchange for the same class of service. A Line Connection Charge for the foreign exchange central office will also apply.

For extensions of plant within the local exchange the wire only charge will apply should the applicant choose to furnish and set the poles required in accordance with the construction standards of the Company. The ownership of the poles shall be vested in the Company.

Customers with noncontiguous foreign exchange service are required to maintain local exchange service on the same premises as the primary Foreign Exchange Service termination.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

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## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

#### A. General

1. Centrex Service is a digital central office based service which provides enhanced telephone features to multiline business customers.
2. Centrex Service is only offered from digital central offices and is subject to availability of required facilities.
3. The Company will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.
4. Feature availability is based on central office technology serving any given exchange.
5. Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Centrex features.
6. Directory listings for Centrex Service will be provided in accordance with regulations and rates as specified in this Price List.
7. Service charges as specified in this Price List apply to all customer requested moves and changes performed at the customer's premises.
8. Maintenance of Service Charges, as set forth in this Price List apply for visits by the Company to a customer's premises if a service difficulty results from customer facilities for equipment.
9. Centrex customers may choose one of two optional Local Calling Plans (LCPs) for a Full Access Centrex Line only. The Local Exchange Calling scope and rates for these LCPs are as defined in this Price List.
10. Temporary suspension of service, vacation service, or seasonal service does not apply to Centrex Service.
11. Centrex stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in this Price List.
12. Centrex Service is normally offered on an individual station basis, however, Basic System and Station Centrex features are available to PBX trunks or Key System customers.
13. The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private line, foreign exchange lines, tie lines, and WATS.
14. End User Common Line (EUCL) Charges will be billed to each Centrex Service Line as set forth in Northwest Fiber Companies' Tariff FCC No 1.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

B. Centrex Service Arrangements

1. Subscription Components

a. Centrex Station Line Service

Monthly Rate includes:

- Centrex loop
- Local exchange calling
- Basic system and station features
- Centrex station-to-station calling

b. System Size Bands:

- 2 - 500 lines <sup>1</sup>

c. Contract Terms:

<u>Contract</u>	<u>Discount</u>
- 36 Months	6%
- 60 Months	9%
- 84 Months	12%
- 120 Months	15%

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

#### B. Centrex Service Arrangements (Continued)

##### 2. Service Features

#### Basic System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station)
- Local Exchange Calling <sup>11</sup>
- Off Premises Stations <sup>12</sup>
- Touch Calling
- 911 Emergency Service
- End-to-End Signaling
- Station Toll Billing

#### Basic Station Features

- |                           |  |
|---------------------------|--|
| - Call Forward            | - Consultation Hold                        |
| Busy                      | - Direct Line                              |
| No Answer                 | Hot Line (Automatic Line)                  |
| Busy/No Answer Split      | Manual Line                                |
| Remote Activation         | Warm Line                                  |
| Variable                  | - Distinctive Call Waiting Tones           |
| - Call Hold - Code Dialed | - Distinctive Ring                         |
| - Call Park               | - Hunting Circular                         |
| Directed                  | - Hunting Sequential                       |
| - Call Pick-Up            | - Hunting Uniform Call Distribution (UCD)  |
| Directed                  | - Line Restriction                         |
| Directed Any Station      | Fully                                      |
| Directed Barge In         | Semi                                       |
| Directed Exempt           | Toll                                       |
| - Call Transfer           | Code                                       |
| - Call Waiting (Includes) | - Ring Again (Automatic Call-Back Calling) |
| All Calls                 | - Speed Calling                            |
| Cancel Call Waiting       | Short List                                 |
| Dial                      | Long List                                  |
| Inhibit                   | Group List                                 |
| Originating               | - 3 Way Calling                            |

<sup>11</sup> Refer to Section 3 of this Price List for the Local Exchange Calling scope.

<sup>12</sup> Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

#### C. Terms and Conditions

1. Centrex Service is provided for a minimum of one month, beginning on the service installation date. Month-to-month rates are subject to changes per approval of the appropriate regulatory agency.
2. Centrex Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of thirty-six months (three years), sixty months (five years), eighty-four months (seven years), or one hundred twenty months (ten years). For the contract period, Centrex rates offered by the Company will not change. Centrex customers who subscribe to fixed term contracts will also receive the following discounts to the Centrex Station Line rate:

<u>Contract</u>	<u>Discount</u>
- 36 Months	6 %
- 60 Months	9 %
- 84 Months	12 %
- 120 Months	15 %

3. A Centrex customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Centrex Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.
4. In the event that Centrex service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (i) the charges billed for services provided pursuant to the contract, and (ii) the charges applicable under the Company's month-to-month Centrex rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the Contract. The termination charge is payable immediately upon termination of a contract.
5. When the contract term expires, a Centrex Customer may select a new contract period or continue with month-to-month service at rates offered in the Price List in effect at that time.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

#### D. Definitions

##### 1. Centrex Full Access Line Service - Includes the following:

- Basic system and station features
- Intercom (station to station calling)
- Loop facilities from the system dial switching equipment to the Network interface of the Centrex station line
- Local exchange network access calling.

##### 2. Basic System Features

**Automatic Identification of Outward Dialing (AIOD)** identifies all calls leaving the customer group by the station number from which calls are placed.

**Direct Inward Dialing (DID)** allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

**Direct Outward Dialing (DOD)** allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

**Equal Access** provides the ability to access an InterLATA carrier.

**Intercept Announcements - Common** alerts callers when stations are disconnected with a standard office intercept announcement.

**Intercom Dialing (Station to Station)** allows abbreviated (3 to 5 digits) dialing between Centrex stations.

**Local Exchange Calling** provides a station user exchange network calling to and from a Centrex station.

**Off Premises Stations** allow for stations served from the same central office to be located in a building(s) other than the one housing primary Centrex.

**Touch Calling** provides a station user with the capability of dial tone multifrequency signaling.

**911 Emergency Service** allows a station to report an emergency by dialing 911.

**End-to-End Signaling** allows originating to terminating signaling on all calls.

**Station Toll Billing** allows toll billing for each Centrex line on the customer's bill.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

D. Definitions (Continued)

3. Basic Station Features

**Basic Call Forward** permits the customer to arrange his service to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at his discretion.

**Call Forward Busy** this feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

**Call Forward No Answer** This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

**Call Forward Busy/No Answer Split** is a single feature that allows the customer to specify the destination of a forwarded call.

**Call Forward Remote Activation** allows a station to activate and deactivate Call Forward from his station. Activation/deactivation can be performed from another phone served by their own central office, or from another central office.

**Call Hold Code Dialed** allows a station to place any call on hold, to initiate a second call, answer a waiting call, alternate between two calls or return to the previously held call by dialing a feature code.

**Call Park** allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

**Call Park Directed** allows a station user to park calls against another DN within the customer group by flashing the hookswitch and dialing the **Call Park Directed** access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

**Call Pick-Up** allows a station user to answer calls directed to a specific station line from any other station line in the customer group by completing a pickup dial code.

**Call Pick-Up Directed** allows a station user to answer a call that is ringing at any station within the business group by dialing an access code and the ringing station number.

**Call Pick-Up Directed Any Station** is a terminating line option which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

D. Definitions (Continued)

3. Basic Station Features (Continued)

**Call Pick-Up Directed Barge-In** allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

**Call Pick-Up Directed Exempt** allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

**Call Transfer** allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

**Call Waiting All Calls** allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon none of the calls.

**Call Waiting Cancel** permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

**Call Waiting Dial** allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

**Call Waiting Inhibit** prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

**Call Waiting Originating** allows a station user to impose Call Waiting tones on a called station within the customer group.

**Consultation Hold** permits the transferring party to talk privately with the destination before transferring the call.

**Direct Line - Hot Line** allows a station user to automatically place a call to a preselected DN by lifting the receiver.

**Direct Line - Manual Line** automatically places a call to an operator when the station user goes off hook.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

D. Definitions (Continued)

3. Basic Station Features (Continued)

**Direct Line - Warm Line** is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

**Distinctive Call Waiting Tones** permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

**Distinctive Ring** provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

**Hunting Circular** allows calls directed to busy stations to search through to the end of the hunt group and then to return to the beginning of the hunt list in search of an idle station.

**Hunting Sequential** allows calls directed to busy stations to search for an idle station starting with the dialed DN and ending when the call is completed to an idle line or when the last line of the hunt group is reached, whichever comes first.

**Hunting Uniform Call Distribution (UCD)** allows calls directed to busy stations to be distributed evenly among the stations in a multiline hunt group. When a call is connected to an idle station, the location of the next station is marked as the starting point for hunting the next incoming call.

**Intra-Group Centrex Line** allows three digit calling between stations within a Centrex Customer group. Intra-group Centrex lines does not have access to Local Exchange Calling.

**Line Restriction Fully** permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the customer group.

**Line Restriction Semi** permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forwarding, Call Transfer and Call Pick-Up features.

**Line Restriction Toll** permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

D. Definitions (Continued)

3. Basic Station Features (Continued)

**Line Restriction Code** allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

**Ring Again** allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

**Speed Calling Short List** allows a station user to create and use a speed calling list for up to 8 frequently dialed numbers.

**Speed Calling Long List** allows a station user to create and use a speed calling list from 10 to 69 frequently dialed directory numbers.

**Speed Calling Group List** allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

**3 Way Calling** permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

#### E. Rates and Charges

##### Centrex Station Line Service

The following monthly rates and charges are in addition to the Service Charges as referenced in Section 4.

##### Monthly Recurring Charges for Full Access Centrex Line

<u>Exchanges</u>	<u>Month to Month</u>	<u>36 Month Contract</u>	<u>60 Month Contract</u>	<u>84 Month Contract</u>	<u>120 Month Contract</u>
Eureka	\$29.20	\$27.45	\$26.57	\$25.70	\$24.82
Libby	29.20	27.45	26.57	25.70	24.82
Troy	29.20	27.45	26.57	25.70	24.82

##### Monthly Recurring Charges

<u>Exchanges</u>	<u>Intra-Group Centrex Line</u>	<u>Feature Package 1</u>	<u>Feature Package 2</u>
Eureka	\$10.45	\$4.50	\$5.50
Libby	10.45	4.50	5.50
Troy	10.45	4.50	5.50

In addition to the monthly recurring charges for Centrex Service as shown above, Centrex customers may subscribe to Local Call Plans to expand their local calling areas on an optional basis. The charges for this optional Local Calling Plan are listed in Section 3 of this Price List and would be added to the basic Centrex rates above.

- Rates apply to each Centrex line of 2-500 lines.
- All Centrex lines (Full Access and Intra-Group) must purchase a feature package.
- Feature Package 1 includes any six of the station features as shown in B.2 preceding.
- Feature Package 2 includes all of the station features as shown in B.2 preceding.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

E. Rates and Charges (Continued)

Optional Feature - Line Arranged for Electronic Business Set

Centrex line arranged for the use of customer provided Electronic Business Sets.

Monthly Rate

\$1.50

Trunk Lines (PBX) and Key System Lines <sup>13</sup>

Basic System and Station Centrex Service features may be extended to PBX trunk, Key Line and Business Unlimited customers at the applicable PBX trunk, Key Line or Business Unlimited rates as specified in this Price List and the following:

	<u>Monthly Recurring</u>
Centrex PBX Trunk Add-On Rate - Per Trunk	\$7.95
Centrex Key Line Add-On Rate - Per Line	7.95

Database Modifications

	<u>Nonrecurring Charge</u>
Additions, changes, or deletions per hour, or fraction thereof	\$50.00

---

<sup>13</sup> Rates are not subject to volume discounts.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

#### E. Rates and Charges (Continued)

##### Contiguous Exchanges

The charge for this service will be the sum of items 1 and 2.

1. The rate of the foreign exchange (serving exchange) for the class of Network Access provided, plus the monthly charge indicated below:

	<u>Monthly Rate</u>
PBX Trunk	\$18.47
Business One-party	12.32

2. Foreign exchange mileage in the local exchange.

This is the airline distance between the termination of the customer's foreign Network Access Line to the nearest point on the common boundary of the local and foreign exchanges, per month:

PBX Trunk, or Business One-party Network Access Services, per 1/2 mile or fraction thereof

First mile	\$3.55
Second mile	7.10
Over two miles	10.65

Service Charges, as applicable, apply in addition to rates and charges shown above. For application of Service Charges, see Section 4.

##### Noncontiguous Exchanges

The charge for this service will be the sum of items 1 and 2.

1. The rate of the foreign exchange (serving exchange) for the class of service provided, plus the monthly charge indicated below:

	<u>Monthly Charge</u>
PBX Trunk	\$18.47
Business One-party	12.32

2. Interexchange mileage, per mile or fraction thereof, per month 6.24

This is the V and H mileage between rate centers of the local and foreign exchanges, as determined for message toll telephone service.

Airline measurement is from the primary foreign exchange station to closest point on the local exchange boundary.

Service Charges, as applicable, apply in addition to rates and charges shown above. For application of Service Charges, see Section 4.

## EXCHANGE AND NETWORK SERVICES

### CENTREX SERVICE

E. Rates and Charges (Continued)

Off-premises extensions between contiguous exchanges

The charge for this service will be the sum of items 1, 2, and 3.

1. The monthly rate in the serving exchange for a private branch exchange station or an outside extension, of the class and type provided.

Monthly Rate

2. Airline mileage from the extension or private branch exchange station to the nearest point on the common boundary between the local and foreign exchanges, per 1/4 mile or fraction thereof per month \$1.85
3. Airline mileage from the above point to the primary station or private branch exchange, per 1/4 mile or fraction thereof, per month 1.54

## EXCHANGE AND NETWORK SERVICES

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## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

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## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

SELECT BUNDLED SERVICES <sup>14</sup> – Grandfathered as of May 15, 2003

A. General

Select plans provide a residential network access line and services/features as listed in the specific plans. Residential or business customers subscribing to one of the following plans are entitled to unlimited use of the selected services/features.

1. Select

Customer subscribing to this plan may select up to seven (7) features from the following list:

- Call Forward Busy
- Call Forward No Answer
- Basic Call Forward
- Call Waiting/Cancel Call Waiting
- Caller ID Number Only <sup>15</sup>
- Caller ID with Name <sup>15</sup>
- Distinctive Ring
- Speed Call 8 <sup>16</sup>
- 3 Way Calling
- \*69 Call Return
- \*66 Busy Number Redial

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<sup>14</sup> This service offering has been grandfathered as of May 15, 2003 and is limited to all existing subscribers at their existing locations.

<sup>15</sup> May select only one Caller ID feature.

<sup>16</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SELECT BUNDLED SERVICES <sup>17</sup>– Grandfathered as of May 15, 2003 (Continued)

##### A. General (Continued)

##### 2. Select Plus

Customers subscribing to this plan may select any or all of the following services/ features:

- Anonymous Call Block/Rejection
- Call Forward Busy
- Call Forward No Answer
- Basic Call Forward
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only <sup>18</sup>
- Caller ID with Name <sup>18</sup>
- Distinctive Ring
- Selective Call Rejection
- Speed Call 8 <sup>19</sup>
- Speed Call 30 <sup>20</sup>
- 3 Way Calling
- Priority Call
- \*69 Call Return
- \*66 Busy Number Redial

All rules, regulations and limitations as specified elsewhere in this Price List for the respective services/features requested in a Select plan shall apply.

---

<sup>17</sup> This service offering has been grandfathered as of May 15, 2003 and is limited to all existing subscribers at their existing locations.

<sup>18</sup> May select only one Caller ID feature.

<sup>19</sup> May select only one Speed Call feature. This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>20</sup> May select only one Speed Call feature.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

SELECT BUNDLED SERVICES <sup>21</sup> – Grandfathered as of May 15, 2003 (Continued)

B. Rates and Charges

Where a Select plan is provided at the time of initial installation for an additional residential or business network access line service or the move of a residential or business network access line service from one location to another, all normal service charges associated with the network access line shall apply as specified in this section (Service Charges) of this Price List.

The Records Only Charge is not applicable for a Select plan provided at the same time as the initial installation of a residential or business network access line service is established.

The Records Only Charge, as specified in the Service Charges, Section 4 do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.

Existing Select customers cannot take advantage of promotions for any of the services/features specified in General, preceding, unless specifically allowed by the terms and conditions of the promotion.

Select plans are provided at the following rates.

	<u>Monthly Rate</u>	
3. <u>Select</u>		
- Per individual residential network access line – Includes choice of up to 7 services/features as specified in General, Select, preceding	\$28.95	(l)
4. <u>Select Plus</u>		
- Per individual residential network access line – May select any or all services/features as specified in General, Select Plus, preceding	33.00	(l)

<sup>21</sup> This service offering has been grandfathered as of May 15, 2003 and is limited to all existing subscribers at their existing locations.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS SELECT

##### B. General

Business Select plan provides a flat rate for services/features as listed below. Business customers subscribing to the plan are entitled to unlimited use of the selected services/features. The Business Select plan is provided in conjunction with a single party business access line.

Customer subscribing to this plan may select up to five (5) features from the following list:

- Anonymous Call Block/Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only <sup>22</sup>
- Caller ID with Name <sup>22</sup>
- Distinctive Ring
- Selective Call Rejection
- Selective Call Acceptance
- Speed Call 8 <sup>23</sup>
- Speed Call 30 <sup>24</sup>
- 3 Way Calling
- Priority Call
- \*69 Call Return
- \*66 Busy Number Redial

All rules, regulations and limitations as specified elsewhere in this Price List for the respective services/features requested in a Business Select plan shall apply.

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<sup>22</sup> May select only one Caller ID feature.

<sup>23</sup> May select only one Speed Call feature. This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>24</sup> May select only one Speed Call feature.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS SELECT (Continued)

##### C. Rates and Charges

Where a Business Select plan is provided at the time of initial installation for an additional residential or business network access line service or the move of a residential or business network access line service from one location to another, all normal service charges associated with the network access line shall apply as specified in Section 4, Service Charges.

The Records Only Charge is not applicable for a Business Select plan provided at the same time as the initial installation of a residential or business network access line service is established.

The Records Only Charge, as specified in Service Charges located in Section 4, do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Business Select plan.

Existing Business Select customers cannot take advantage of promotions for any of the services/features specified in General, preceding, unless specifically allowed by the terms and conditions of the promotion.

Business Select plans are provided at the following rates.

#### Monthly Rate

##### 6. Business Select

- |   |         |
|---|---------|
| - Includes choice of up to 5 services/features as specified in General, Select, preceding | \$22.95 |
|---|---------|

(1)

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE BRONZE <sup>25</sup> – Grandfathered as of June 16, 2009

A. Applicability

Applicable to Single-party Residential Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone Bronze bundle as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Digital Phone Bronze is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one basic Flat Rate Access Line, Touch Call and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Flat Rate Access Line  
Touch Call  
Call Waiting/Cancel Call Waiting  
Caller ID with Name

3. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in D. Rates and Charges.

\*69 Call Return  
\*66 busy Number Redial  
Speed Call 8 <sup>26</sup> or Speed Call 30  
3 Way Calling  
Basic Call Forward

---

<sup>25</sup> This service was previously Digital Phone Essentials. This service offering has been grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

<sup>26</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE BRONZE <sup>27</sup> – Grandfathered as of June 16, 2009 (Continued)

#### D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
3. Digital Phone Bronze bundle is provided at the following rate:

	<u>Monthly Rate</u>
Digital Phone Bronze	\$43.98
Digital Phone Enhanced Feature Pack	\$6.99
Voice Mail –add on: (Non-regulated)	
• Basic Voice Mail	\$3.99
• Deluxe Voice Mail	\$4.99

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#### E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Price List.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually monthly rates.
4. Digital Phone Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. No discounts will be given to customers that do not use all the features or have some features turned off.

<sup>27</sup> This service was previously Digital Phone Essentials. This service offering has been grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE BRONZE <sup>28</sup> – Grandfathered as of June 16, 2009 (Continued)

E. Special Conditions (Continued)

7. The bundle is offered on a month to month.
8. The bundle will appear as a single line item on the bill.
9. Voice Mail will be offered as an add on to this bundle.
10. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
11. Stay Connected Seasonal offering allows the customer to suspend their Digital Phone Bronze Service for a minimum period of one month and up to nine months during a 12-month period.
  - a. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.
  - b. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  - c. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - d. The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the bundle will be temporarily deactivated.
  - e. If the customer does not notify the Utility to reactive their Digital Phone Bronze Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Digital Phone Bronze features and services will be reactivated and billed at the applicable rates.
  - f. This service does not change any other terms and conditions of the product.
  - g. The monthly rate includes the Federal End User Common Line Charge.

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<sup>28</sup> This service was previously Digital Phone Essentials. This service offering has been grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE ESSENTIALS 1-2010 – 2010 - Grandfathered as of July 14, 2012

A. Applicability

Applicable to Single-party Residential Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone Essentials 1-2010-2010 service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Digital Phone Essentials 1-2010-2010 is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touch Call and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Flat Rate Access Line	Caller ID with Name
Touch Call	Call Waiting ID
Unlimited Extended Area Service	Basic Call Forward
Call Waiting/Cancel Call Waiting	3 Way Calling

3. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in D. Rates and Charges.

Call Forward Busy	Speed Call 30
Caller ID with Name	Anonymous Call Block/Rejection
*69 Call Return	Anonymous Call Acceptance
*66 Busy Number Redial	Call Trace

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE ESSENTIALS 1-2010-2010 - Grandfathered as of July 14, 2012 (Continued)

D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of the bundle.
3. Digital Phone Essentials 1-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
Digital Phone Essentials 1-2010	\$33.99	(l)
Unlimited Feature Pack	\$6.99	(l)
Stay Connected Seasonal Service	\$9.99	

E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Price List.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Digital Phone Essentials 1-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE ESSENTIALS 1-2010-2010 - Grandfathered as of July 14, 2012 (Continued)

E. Special Conditions

7. No discounts will be given to customers that do not use all the features or have some features turned off.
8. The bundle is offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
11. Stay Connected Seasonal Offering allows the customer to suspend their Digital Phone Essentials 1-2010-2010 Service for a minimum period of one month and up to nine months during a 12-month period.
  - a. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.
  - b. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  - c. The applicable Service Charges listed in Section 4 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - d. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Digital Phone Essentials 1-2010-2010 service will be temporarily deactivated.
  - e. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Digital Phone Essentials 1-2010-2010 features and services will be reactivated and billed at the applicable rates.
  - f. This service does not change any other terms and conditions of the product.
  - g. All applicable taxes and surcharges apply.
  - h. The Federal Subscriber Line Charge is included in the monthly rate.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE PLUS SERVICE- Grandfathered as of July 14, 2012

A. Applicability

Applicable to Single-party Residential Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone Plus bundle as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. The Digital Phone Plus Service is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features, Voice Mail (Non-regulated), Unlimited Extended Area Service. Customers may select any or all of the following features for a monthly rate charge.

2. Basic Bundle

Two Single Party Flat Rate Access Lines  
Touch Call  
Call Forward Busy  
Call Forward No Answer  
Unlimited Extended Area Service  
Voice Mail – Residential Basic (Non-regulated)  
Unlimited Measured Service  
Call Waiting/Cancel Call Waiting  
Caller ID with Name

3. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in D. Rates and Charges.

Basic Call Forward	Anonymous Call Block/Rejection
*69 Call Return	Call Trace
*66 Busy Number Redial	Selective Call Acceptance
3 Way Calling	Selective Call Rejection
Speed Call 8 <sup>29</sup> or Speed Call 30	Call Waiting ID
Distinctive Ring	

<sup>29</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE PLUS SERVICE - Grandfathered as of July 14, 2012 (Continued)

D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of the bundle.
3. Digital Phone Plus Service is provided at the following rates:

	<u>Monthly Rate</u>	
Digital Phone Plus Service	\$43.99	(l)
Digital Phone Enhanced Feature Pack	\$6.99	(l)

E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Price List.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Digital Phone Plus Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE - Grandfathered as of July 14, 2012

A. Applicability

Applicable to Single-party Residential Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Digital Phone State with Essentials 1-2010 service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Digital Phone State with Essentials 1-2010 is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Touch Call, Custom Calling features and Voice Mail.

2. Basic Bundle

Flat Rate Access Line  
Touch Call  
Caller ID with Name  
Basic Call Forward  
Speed Call 8<sup>30</sup>  
Voice Mail – Basic

Call Waiting/Cancel Call Waiting  
3 Way Calling  
\*66 Busy Number Redial  
\*69 Call Return  
Call Waiting ID

3. Feature Packages

The following features may be added to the bundle at the rates listed in D. Rates and Charges.

Speed Call 30  
Anonymous Call Acceptance  
Anonymous Call Block/Rejection  
Call Trace

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<sup>30</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE - Grandfathered as of July 14, 2012  
(Continued)

D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
3. Digital Phone State with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Digital Phone State with Essentials 1-2010	\$38.99	(l)
One Feature	5.99	
Two Features	7.99	
Three Features	9.99	
All listed features	14.99	(l)
Stay Connected Seasonal Offering	9.99	

E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Price List.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Price List rules.
4. The bundles are offered on a month to month.
5. The bundle will appear as a single line item on the bill.
6. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in this Price List.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE - Grandfathered as of July 14, 2012  
(Continued)

#### E. Special Conditions (Continued)

7. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone State with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
  1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Digital Phone State with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  5. The Federal Subscriber Line Charge is included in the monthly rate.
  6. This service does not change any other terms and conditions of the product.
  7. All applicable taxes and surcharges apply.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE - Grandfathered as of July 14, 2012

A. Applicability

Applicable to Single-party Residential Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Digital Phone Nationwide with Essentials 1-2010 service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Digital Phone Nationwide with Essentials 1-2010 Service is a bundled offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Touch Call, Custom Calling features and Voice Mail. Customers may select any or all of the services and features listed below for a monthly rate charge.

2. Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Touch Call	3 Way Calling
Call Forward Busy/No Answer	*66 Busy Number Redial
Caller ID with Name	Speed Call 8 <sup>31</sup>
Caller ID Number Only	*69 Call Return
Voice Mail with Message Waiting Indication	10 free DA Calls

3. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in D. Rates and Charges.

Speed Call 30  
Call Forward Busy/No Answer  
Selective Call Acceptance  
Selective Call Rejection

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<sup>31</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE - Grandfathered as of July 14, 2012  
(Continued)

D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
3. Digital Phone Nationwide with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Digital Phone Nationwide with Essentials 1-2010	\$44.99	(l)
Digital Phone Enhanced Feature Pack	\$6.99	(l)
Stay Connected Seasonal Offering	\$9.99	

E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Price List.
3. Customers may add or delete any features offered in the bundle without a service order charge.
4. No discounts will be given to subscribers that do not use all the features or have some features turned off.
5. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Price List rules.
6. The bundles are offered on a month to month.
7. The bundle will appear as a single line item on the bill.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE - Grandfathered as of July 14, 2012  
(Continued)

E. Special Conditions (Continued)

8. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in this Price List.
9. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
  1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Digital Phone Nationwide with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  5. The Federal Subscriber Line Charge is included in the monthly rate.
  6. This service does not change any other terms and conditions of the product.
  7. All applicable taxes and surcharges apply.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE - Grandfathered as of July 14, 2012

A. Applicability

Applicable to Single-party Residential Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Digital Phone Nationwide Extra with Essentials 1-2010 service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Digital Phone Nationwide Extra with Essentials 1-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, touch Call, Custom Calling features and Voice Mail. Customers may select any or all of the services and features listed below for a monthly rate charge.

2. Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Touch Call	3 Way Calling
Call Forward Busy/No Answer	*66 busy Number Redial
Caller ID with Name	Speed Call 8 <sup>32</sup>
Caller ID Number Only	*69 Call Return
Voice Mail with Message Waiting Indication	10 free DA Calls

3. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in D. Rates and Charges.

Speed Call 30  
Call Forward Busy/No Answer  
Call Forward Busy  
Selective Call Acceptance  
Selective Call Rejection

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<sup>32</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
3. Digital Phone Nationwide Extra with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Digital Phone Nationwide Extra with Essentials 1-2010	\$44.99	(l)
Digital Phone Enhanced Feature Pack	\$6.99	(l)
Stay Connected Seasonal Offering	\$9.99	

E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Price List.
3. Customers may add or delete any features offered in the bundle without a service order charge.
4. No discounts will be given to subscribers that do not use all the features or have some features turned off.
5. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Price List rules.
6. The bundles are offered on a month to month.
7. The bundle will appear as a single line item on the bill.
8. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in this Price List.
9. The custom calling features and voice mail service included in the Digital Phone Nationwide Extra with Essentials 1-2010 bundle will be activated on only one of the access lines designated by the customer.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

E. Special Conditions (Continued)

10. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Extra with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - d. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Digital Phone Nationwide Extra with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  - e. The Federal Subscriber Line Charge is included in the monthly rate.
  - f. This service does not change any other terms and conditions of the product.
  - g. All applicable taxes and surcharges apply.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### FEATURE5 PACK PACKAGE

##### A. General

Feature5 Pack Package includes Caller ID Name and Number and, Call Forward <sup>33</sup> features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.

In addition to Caller ID Name and Number, and Call Forward <sup>33</sup>, customers' subscribing to this package will also be able to select three (3) features from the following list:

- Call Waiting/Cancel Call Waiting
- \*66 Busy Number Redial
- \*69 Call Return
- 3 Way Calling
- Hunting
- Speed Call 8 <sup>34</sup>

Optional Feature5 Pack Basic Voice Mail (where technically available in the servicing wire center): Feature5 Pack Basic Voice Mail Package includes Caller ID Name and Number, and Call Forward, three additional features as listed above and Basic Voice Mail.

All rules, regulations and limitations as specified elsewhere in this Price List for the respective service/features requested in the Feature5 Pack Package shall apply.

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<sup>33</sup> Customers may select their Call Forward features from the following: Basic Call Forward, Call Forward Bus, Call Forward No Answer and Call Forward Busy/No Answer.

<sup>34</sup> May select only one Speed Call feature. This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### FEATURE5 PACK PACKAGE (Continued)

##### B. Rates and Charges

The Feature5 Pack Package and the Feature5 Pack Basic Voice Mail Packages are provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.

Service Charges as specified in Section 4 do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Feature5 Pack Package.

Feature5 Pack Package is provided at the following rates:

#### Monthly Rate

##### 1. Feature5 Pack Package and three additional features

Per individual business line -

\$11.95

Includes two constants and 3 additional features as specified  
in General Feature5 Pack Package, preceding.

##### 2.

##### Optional Feature5 Pack Basic Voice Mail

Per individual business line -

14.95

Includes Feature5 Pack Package as specified in General,  
Feature5 Pack Package, preceding.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

UNLIMITEDMT – Grandfathered as of April 30, 2019

A. Applicability

Applicable to Single Party Residential flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the UnlimitedMT as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. The UnlimitedMT is a bundled offering available to residential customers that subscribe to flat rate service.

2. The Bundle includes the following:

One Flat Rate Residential Line  
Touch Call  
Extended Area Service Calling  
Call Waiting/Cancel Call Waiting

3. The following enhanced features may be added to the bundle at the rates listed in the rate section of this Price List:

Basic Call Forward  
Call Forward Busy  
Call Waiting ID  
\*69 Call Return  
Anonymous Call Block/Rejection  
Anonymous Call Acceptance  
\*66 Busy Number Redial  
Caller ID  
Caller ID with Name  
Call Trace  
3 Way Calling  
Speed Call 30

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

FRONITER UNLIMITEDMT – Grandfathered as of April 30, 2019 (Continued)

D. Rates and Charges

1. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
2. UnlimitedMT is provided at the following rates:

	<u>Monthly Rate</u>
Unlimited State	\$28.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering	9.99

E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Price List.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Price List rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle rate includes Extended Area Service (EAS) charges.
7. The bundle will appear as a single line item on the bill.
8. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

FRONITER UNLIMITEDMT – Grandfathered as of April 30, 2019 (Continued)

E. Special Conditions (Continued)

9. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Northwest Fiber business service.
10. Stay Connected Seasonal offering allows the customer to suspend their UnlimitedMT Service for a minimum period of one month and up to nine months during a 12-month period.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - b. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay Connected Seasonal Offering allows the customer to access 911 and 611. All other services and features of the bundle will be temporarily deactivated.
  - d. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the UnlimitedMT features and services will be reactivated and billed at the applicable rates.
  - e. All applicable taxes and surcharges apply.
  - f. The Federal End User Common Line Charge is included in the monthly Rate.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS

A. Applicability

Applicable to one-party business customers requesting Small Business Solutions.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Small Business Solutions as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services.

1. Bundle 1 – Small Business Solutions – Enhanced Line with Voice Mail

- One Business Access Line <sup>35</sup>, including Call Forward Busy/No Answer.
- Voice Mail (Non-regulated)
- Dial-up Internet Service (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, per month per bundle. (Federal and State Tariffed or Price-Listed)

2. Bundle 2 - Small Business Solutions – Enhanced Line with Voice Mail

- One Business Access Line <sup>35</sup>, including Call Forward Busy/No Answer.
- Voice Mail (Non-regulated)
- 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- DSL Max Internet Service (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, usage per month per bundle. (Federal and State Tariffed or Price-Listed)

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<sup>35</sup> The business access line does not include PBX trunks or other business lines that are separately Price Listed with different rates from the regular Business One-Party access line.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS (Continued)

##### C. General (Continued)

##### 3. Bundle 3 – Small Business Solutions – Enhanced Line with Second Line

- Two Business Access Lines <sup>36</sup>, including Call Forward Busy/No Answer.
- Voice Mail (Non-regulated)
- Dial-up Internet Service (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, usage per month per bundle. (Federal and State Tariffed or Price-Listed)

##### 4. Bundle 4 - Small Business Solutions – Enhanced Line with Second Line

- Two Business Access Lines <sup>36</sup>, including Call Forward Busy/No Answer.
- Voice Mail (Non-regulated)
- 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- DSL Max Internet Service (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, usage per month per bundle. (Federal and State Tariffed or Price-Listed)

##### 5. Bundle 5 - Small Business Solutions – Enhanced Line with Second Line

- Two Business Access Lines <sup>36</sup>, including Call Forward Busy/No Answer.
- Voice Mail (Non-regulated)
- 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- 512 Kbps Business DSL Internet Service (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, usage per month per bundle. (Federal and State Tariffed or Price-Listed)

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<sup>36</sup> The business access line does not include PBX trunks or other business lines that are separately Price Listed with different rates from the regular Business One-Party access line.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS (Continued)

##### C. General (Continued)

##### 6. Bundle 6 - Small Business Solutions – Enhanced Line with Second Line

- Two Business Access Lines <sup>37</sup>, including Call Forward Busy/No Answer.
- Voice Mail (Non-regulated)
- 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- 1 Mbps Business DSL Internet Service (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, usage per month per bundle. (Federal and State Tariffed or Price-Listed)

##### 7. Bundle 7 - Small Business Solutions – Enhanced Line without Voice Mail

- One Business Access Line <sup>37</sup>, including Call Forward Busy/No Answer.

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<sup>37</sup> The business access line does not include PBX trunks or other business lines that are separately Price Listed with different rates from the regular Business One-Party access line.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS (Continued)

##### C. General (Continued)

##### 8. Optional Services

The following services may be added to any of the bundles above:

1. Small Business Solutions Select5  
Choice of five of the following:  
Caller ID with Name  
Caller ID Number Only  
Basic Call Forward  
Call Waiting/Cancel Call Waiting  
Speed Call 8 <sup>38</sup> or Speed Call 30  
3 Way Calling  
\*66 Busy Number Redial  
\*69 Call Return  
Hunting <sup>39</sup>
2. Small Business Solutions Select5 with Voice Mail (Non-regulated)  
Voice Mail Service, plus choice of five of the following:  
Caller ID with Name  
Caller ID Number Only  
Basic Call Forward  
Call Waiting/Cancel Call Waiting  
Speed Call 8 <sup>38</sup> or Speed Cal 30  
3 Way Calling  
\*66 Busy Number Redial  
\*69 Call Return  
Hunting <sup>39</sup>
3. Conference on Demand (Non-regulated)
4. Webexchange (Non-regulated)
5. Free one-inch Yellow Pages advertisement (Non-regulated)

<sup>38</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>39</sup> In the Small Business Solutions Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Price List. Call Forward Busy Line cannot be used with Hunting.

## EXCHANGE AND NETWORK SERVICES

<u>BUNDLED SERVICES</u>				
<u>SMALL BUSINESS SOLUTIONS</u> (Continued)				
D.	<u>Rates and Charges</u>			
1.	Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundles.			
2.	Service Charges apply if the customer switches from a bundle to an unbundled service.			
3.	Service Charges do not apply if the customer switches to another Small Business Solutions bundle of greater value.			
4.	The customer may add or delete the services or features of the Small Business Solutions Select5 package without incurring a Service Charges.			
		<u>Monthly Rates</u>		
		<u>Term</u>		
		<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
	Bundle 1 - Small Business Solutions – Enhanced Line with Voice Mail	\$61.00	\$57.00	\$55.00 (l)
	Bundle 2 - Small Business Solutions – Enhanced Line with Voice Mail	85.00	81.00	77.00 (l)
	Bundle 3 - Small Business Solutions – Enhanced Line with Second Line	93.00	87.00	85.00 (l)
	Bundle 4 - Small Business Solutions – Enhanced Line with Second Line	119.00	111.00	107.00 (l)
	Bundle 5 - Small Business Solutions – Enhanced Line with Second Line	143.00	131.00	125.00 (l)
	Bundle 6 - Small Business Solutions – Enhanced Line with Second Line	215.00	195.00	179.00 (l)
	Bundle 7 - Small Business Solutions – Enhanced Line without Voice Mail	29.76	29.60	29.46 (l)
		<u>Monthly Rate</u>		
	Small Business Solutions Select5	\$9.95		
	Small Business Solutions Select5 with Voice Mail	12.95		

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS (Continued)

##### E. Special Conditions

1. A bundle is available only to Business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only under one-year, two-year, and three-year term contracts.
  - a. If the Price List rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
  - d. Early Termination Liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

The early termination liability charges shall be calculated as follows:

- For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the bundle rate under the contract and the bundle rate under a contract of the longest available term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the rate under the three-year contract and the rate under a two-year contract. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the rate under contract and the month-to-month rates of the component services of the bundle listed in the Company's Price List. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) to which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS (Continued)

##### E. Special Conditions (Continued)

2. The bundles are offered only under one-year, two-year, and three-year term contracts.  
(Continued)
  - d. Early Termination Liability (Continued)
    - The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.
    - The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
    - In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.
3. The Small Business Solutions Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
4. The Small Business Solutions Select5 package is available only in association with a Small Business Solutions bundle.
5. The bundle rate will appear as a single line item on the customer's bill.
6. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and are in addition to the bundle rate.
7. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
8. In order to receive the long-distance minutes included in the bundles, customers must select the Small Business Solutions LD long-distance plan of Northwest Fiber, LLC, with Northwest Fiber, LLC, selected at least as their InterLATA Primary Interexchange Carrier.
9. Touch Call rates are not included in the bundled rates and will be billed separately and are in addition to the bundle rate.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS BUSINESS CONNECTIONS

A. Applicability

Applicable to business customers requesting Small Business Solutions Business Connections.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing Small Business Solutions Business Connections as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

Small Business Solutions Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

Bundle 1

- One Business Access Line, including Call Forward Busy/No Answer, Caller ID with Name and local exchange service usage that would be otherwise subject to local measured service usage charges
- Voice Mail – Business Deluxe (Non-regulated) and Message Waiting Indication
- High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, usage per month per bundle (Federally Price-Listed)
- White Page Bold Ad (Non-regulated)

Bundle 2

- One Business Access Line, including Basic Call Forward, Caller ID with Name and local exchange service usage that would be otherwise subject to local measured service usage charges
- Voice Mail – Business Deluxe (Non-regulated) and Message Waiting Indication
- Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, usage per month per bundle (Federally Price-Listed)
- White Page Bold Ad (Non-regulated)

## EXCHANGE AND NETWORK SERVICES

### **BUNDLED SERVICES**

#### **SMALL BUSINESS SOLUTIONS BUSINESS CONNECTIONS** (Continued)

##### C. General (Continued)

###### Bundle 3

- Two Business Access Line, including Call Forward Busy/No Answer, Caller ID with Name and local exchange service usage that would be otherwise subject to local measured service usage charges
- Voice Mail – Business Deluxe (Non-regulated) and Message Waiting Indication
- High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, usage per month per bundle (Federally Price-Listed)
- White Page Bold Ad (Non-regulated)
- Two-Line Business Set (Non-regulated)
- Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

###### Bundle 4

- Two Business Access Line, including Call Forward Busy/No Answer, Caller ID with Name and local exchange service usage that would be otherwise subject to local measured service usage charges
- Voice Mail – Business Deluxe (Non-regulated) and Message Waiting Indication
- High Speed Internet Service and 10 Email Boxes (Non-regulated)
- Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC., usage per month per bundle. (Federally Price-Listed)
- White Page Bold Ad (Non-regulated)
- Two-Line Business Set (Non-regulated)
- Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

###### Bundle 5

- Two Business Access Line, including Basic Call Forward, Caller ID with Name and local exchange service usage that would be otherwise subject to local measured service usage charges
- Voice Mail – Business Deluxe (Non-regulated) and Message Waiting Indication
- High Speed Internet Service and 10 Email Boxes (Non-regulated)
- Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes plus a Wireless Router (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, usage per month per bundle (Federally Price-Listed)
- White Page Bold Ad (Non-regulated)
- Two-Line Business Set (Non-regulated)
- Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS BUSINESS CONNECTIONS (Continued)

##### C. General (Continued)

###### Bundle 6

- Two Centrex lines, including the following features and local exchange service usage that would be otherwise subject to local measured service usage charges.
- The included features are:
  - Basic Call Forward
  - Caller ID with Name
  - Hunting
  - 3 Way Calling
  - Abbreviated Dialing (Where Available)
- Voice Mail – Business Deluxe (Non-regulated) and Message Waiting Indication
- High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC., usage per month per bundle (Federally Price-Listed)
- White Page Bold Ad (Non-regulated)
- Two-Line Business Set (Non-regulated)
- Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

###### Bundle 7

- Two Centrex lines, including the following features and local exchange service usage that would be otherwise subject to local measured service usage charges.
  - Basic Call Forward
  - Caller ID with Name
  - Hunting
  - 3 Way Calling
  - Abbreviated Dialing (Where Available)
- Voice Mail – Business Deluxe (Non-regulated) and Message Waiting Indication
- Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (non-regulated)
- One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC, usage per month per bundle (Federally Price-Listed)
- White Page Bold Ad (Non-regulated)
- Two-Line Business Set (Non-regulated)
- Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS BUSINESS CONNECTIONS (Continued)

##### C. General (Continued)

##### Optional Services

1. The following services may be added to Bundles 1-5 described above:

- a. Small Business Solutions Optional Business Feature Package.

Choice of five of the following:

Basic Call Forward  
Call Waiting/Cancel Call Waiting  
Speed Call 8 <sup>40</sup> or Speed Call 30  
3 Way Calling  
\*69 Call Return  
\*66 Busy Number Redial  
Hunting

- b. Voice Mail:

Additional Voice Mail Box  
More than 8 Voice Mail Boxes

2. The following features may be added to Bundles 6 and 7. (Centrex Bundle):

- a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting/Cancel Call Waiting  
Speed Call 8 <sup>40</sup> or Speed Call 30  
\*69 Call Return  
\*66 Busy Number Redial  
Basic Call Forward

- b. Voice Mail:

Additional Voice Mail Box  
More than 8 Voice Mail Boxes

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<sup>40</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

<b>BUNDLED SERVICES</b>			
<b>SMALL BUSINESS SOLUTIONS BUSINESS CONNECTIONS (Continued)</b>			
D.	<u>Rates and Charges</u>		
1.	Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundles.		
2.	Service Charges apply if the customer switches from a bundle to an unbundled service.		
3.	Service Charges do not apply if the customer switches to another Small Business Solutions bundle of greater value.		
4.	The customer may add or delete the services or features of the Small Business Solutions Optional Business Feature Package without incurring a Service Charge.		
5.	Bundles Monthly Rates		
	<u>Monthly Rates</u>		
	-----Term-----		
	<u>One</u>	<u>Two</u>	<u>Three Years</u>
	<u>Year</u>	<u>Years</u>	
	Bundle 1	\$92.99	\$87.99
	Bundle 2	137.99	129.99
	Bundle 3	132.99	122.99
	Bundle 4	177.99	166.99
	Bundle 5	192.99	182.99
	Bundle 6	142.99	132.99
	Bundle 7	164.99	154.99
6.	Optional Features		
		<u>Monthly Rate</u>	
a.	Small Business Solutions Optional Business Feature Package, per line	\$9.99	
b.	Optional Centrex Features, per line	1.99	
c.	Voice Mail:		
	Additional Voice Mail Box	6.99	
	More than 8 Voice Mail Boxes, per Mail Box	3.99	

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS BUSINESS CONNECTIONS (Continued)

##### E. Special Conditions

1. The bundles are available only to business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
  - a. If the rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
  - d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

The early termination liability charges shall be calculated as follows:

- A Maximum Termination Liability that will be no greater than:
  - \$250 for a one year term
  - \$500 for a two year term
  - \$750 for a three year term
- And will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
  - The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
  - The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS SOLUTIONS BUSINESS CONNECTIONS (Continued)

##### E. Special Conditions (Continued)

3. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
4. The Small Business Solutions Optional Business Feature Packages associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
5. The Small Business Solutions Optional Business Feature Package is available only in association with a Small Business Solutions Business Connections bundle.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
8. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
9. In order to receive the long-distance minutes included in the bundles, customers must select the Small Business Solutions LD long-distance plan of Northwest Fiber, LLC, Northwest Fiber, LLC, with Northwest Fiber, LLC, selected as their Primary Interexchange Carrier.
10. The business access line does not include Key lines or PBX trunks or other business lines that are separately Price Listed with different rates from the regular Business One-Party access line.
11. Small Business Solutions Business Connections cannot be used in association with a key system or a PBX service.
12. In the Small Business Solutions Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer.
13. Small Business Solutions is a service mark of ZiPLY Fiber of Montana, LLC.
14. Touch Call rates are not included in the bundled rates and will be billed separately and are in addition to the bundle rate.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS ADVANTAGE

A. Applicability

Applicable to business customers requesting Small Business Advantage.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Office and/or operating systems capable of providing Small Business Advantage as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

D. General

1. Small Business Advantage is a package offering available to Business customers that subscribe to flat rate Business service. The package includes two Basic Business lines, Touch Call, a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

2. Bundle 1 – Basic Bundle 200 Minutes

Two Basic Business lines  
Touch Call  
Basic Call Forward  
Caller ID with Name  
Hunting (where available)  
3 Way Calling  
Abbreviated Dialing (where available)  
Voice Mail and Message Waiting Indicator (Non-regulated)  
200 Block of Time Long Distance Minutes provided by Northwest Fiber, LLC,

3. Bundle 2 – Basic Bundle 400 Minutes

Two Basic Business lines  
Touch Call  
Basic Call Forward  
Call Transfer  
Caller ID with Name  
Hunting (where available)  
3 Way Calling  
Abbreviated Dialing (where available)  
Voice Mail and Message Waiting Indicator (Non-regulated)  
400 Block of Time Long Distance Minutes provided by Northwest Fiber, LLC,

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS ADVANTAGE (Continued)

##### C. General (Continued)

##### 4. Bundle 3 – Basic Bundle 600 Minutes

Two Basic Business lines  
Touch Call  
Basic Call Forward  
Caller ID with Name  
Hunting (where available)  
3 Way Calling  
Abbreviated Dialing (where available)  
Voice Mail and Message Waiting Indicator (Non-regulated)  
600 Block of Time Long Distance Minutes provided by Northwest Fiber, LLC,

5. The following services may be added to the bundle and will be billed on a per feature basis as defined in D preceding.

##### Additional Features:

\*66 Busy Number Redial  
\*69 Call Return  
Call Forward Busy  
Call Forward No Answer  
Speed Call 8 <sup>41</sup> or Speed Call 30  
Distinctive Ring  
Call Waiting/Cancel Call Waiting

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<sup>41</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS ADVANTAGE (Continued)

##### D. Rates and Charges

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundles.
2. Service Charges apply if the customer switches from a bundle to an unbundled service.
3. The customer may add or delete the Small Business Advantage optional features without incurring a Service Charge.

	Two Year Monthly Rate
Bundle 1 – Basic Bundle 200 Minutes	\$67.99
Bundle 2 – Basic Bundle 400 Minutes	74799
Bundle 3 – Basic Bundle 600 Minutes	87.99
Additional Features (per feature)	1.99

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##### E. Special Conditions

1. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Utility to the customer.
2. The bundle is offered only under a two-year term commitment and requires a contract.
  - a. If the rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
  - b. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Utility. The date on which the contract will be cancelled shall be 60 days after the date on which the Utility receives the notice, unless the notice specifies a later date of cancellation.
  - c. Early termination liability charges shall apply if the customer cancels the bundle before the end of the contract term. The bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$500 for a two-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

- The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
- The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 30 days of activation.
- Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SMALL BUSINESS ADVANTAGE (Continued)

##### E. Special Conditions (Continued)

1. The bundle rate will appear as a single line item on the customer's bill.
2. Small Business Advantage is a service mark of ZiPLY Fiber of Montana, LLC.
3. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
4. In exchanges where Touch Call is billed separately from the local service access line rate. Touch Call will be billed separately from and are in addition to the bundle rate.
5. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
6. In order to receive the long-distance minutes included in the bundles, customers must select the Small Business Advantage long-distance plan of Northwest Fiber, LLC, with Northwest Fiber, LLC, selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
7. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS UNLIMITED SERVICE

A. Applicability

Applicable to Single-party Business Flat rate service.

F. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Business Unlimited Service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

G. General

1. Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Call, Custom Calling features and Voice Mail (Non-regulated). Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line	Call Forward Busy
Touch Call	Call Forward No Answer
Voice Mail – Deluxe Voice Mail (Non-regulated)	Caller ID with Name
Two features from the feature package listed below	

3. Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item C.

Call Waiting/Cancel Call Waiting	Distinctive Ring
Anonymous Call Block/Rejection	Speed Call 30
*66 Busy Number Redial	Speed Call 8 <sup>42</sup>
*69 Call Return	3 Way Calling
Selective Call Acceptance	Caller ID Blocking
Selective Call Rejection	Call Waiting ID
Priority Call	Hunting
Basic Voice Mail with 5 Subs and Unified Messaging (Non-regulated)	
Deluxe Voice Mail with Unified Messaging (Non-regulated)	

<sup>42</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS UNLIMITED SERVICE (Continued)

##### H. Rates and Charges

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
3. Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
Business Unlimited Service	\$38.00
Business All In Feature Package	4.99

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##### I. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable section of this Price List.
3. Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
4. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
5. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price List monthly rates.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE SERVICE – Grandfathered as of April 30, 2019

A. Applicability

Applicable to Single-party Residential Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone Bundle as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Call, Custom Calling features, Voice Mail (Non-regulated), Unlimited Extended Area Service and Unlimited Measured Service. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line	Call Forward Busy/No Answer
Touch Call	Unlimited Measured Service
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting
Voice Mail – Residential Basic (Non-regulated)	Caller ID with Name

3. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in D. Rates and Charges.

Basic Call Forward	Anonymous Call Block/Rejection
*69 Call Return	Call Tracing Service
*66 Busy Number Redial	Selective Call Acceptance
3 Way Calling	Selective Call Rejection
Speed Call 8 <sup>43</sup> or 30	Call Waiting/Caller ID
Distinctive Ring	

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<sup>43</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE SERVICE – Grandfathered as of April 30, 2019 (Continued)

#### D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
3. Digital Phone Service bundle is provided at the following rate:

	<u>Monthly Rate</u>
Digital Phone Service	\$44.99
Digital Phone Enhanced Feature Pack	\$6.99

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#### E. Special Conditions

1. The bundles are available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable section of this Price List.
3. Call Detail for Extended Area Service and Measured Service will not be displayed on the customer's monthly telephone bill.
4. Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
7. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40.00 one-time credit. The Business Partner Program is available to any business that subscribes to Northwest Fiber business service.

## EXCHANGE AND NETWORK SERVICES

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### BUNDLED SERVICES

#### DIGITAL PHONE SERVICE – Grandfathered as of April 30, 2019 (Continued)

##### E. Special Conditions (Continued)

9. Stay Connected Seasonal offering allows the customer to suspend their Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
  - a. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.
  - b. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  - c. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - d. The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the Digital Phone service will be temporarily deactivated.
  - e. If the customer does not notify the Utility to reactive their Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Digital Phone features and services will be reactivated and billed at the applicable rates.
  - f. This service does not change any other terms and conditions of the product.
  - g. The monthly rate includes the Federal End User Common Line Charge.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### SIMPLY UNLIMITED SERVICE-LEADER<sup>2</sup> - Grandfathered as of December 20, 2017

A. Applicability

Applicable to Single-party Business Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Call, Custom Calling features and Deluxe Voice Mail (Non-regulated). The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line  
Touch Call  
Call Forward Busy/No Answer  
Voice Mail – Deluxe Voice Mail (Non-regulated)  
Caller ID with Name  
Eight features from the feature package listed below

3. Business All In Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Rejection
3 Way Calling	*69 Call Return
Speed Call 8 <sup>1</sup> or Speed Call 30	Call Transfer
Distinctive Ring	Caller ID Blocking
Multiline Hunt Service	*66 Busy Number Redial
Anonymous Call Block/Rejection	Basic Call Forward
Call Forward No Answer	Call Forward Busy
Priority Call	Call Waiting ID
Selective Call Acceptance	Selective Call Forward

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

SIMPLY UNLIMITED SERVICE-LEADER <sup>44</sup> - Grandfathered as of December 20, 2017 (Continued)

D. Rates and Charges

1. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.

Monthly Rate

Simply Unlimited Service-Leader (1-3 lines)  
Additional Bundle (4 to 12 lines)  
All In Feature Package

\$51.99  
36.99  
4.99

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E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable section of this Price List.
3. Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
4. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
5. The bundle rate will appear as a single line item on the customer's bill.
6. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
7. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
8. The bundle is offered on a month-to-month basis.
9. When the customer purchases the fourth through twelfth bundle additional discounts are given.
10. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

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<sup>44</sup> This service offering is limited to existing subscribers.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS ESSENTIALS

A. Applicability

Applicable to Business Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone Essentials bundle as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

2. Features and Services

Flat Rate Business Line

Touch Call

Basic Call Forward

Business Basic Voice Mail (Non-regulated)

Three features from the feature package listed below

3. Optional Features Package <sup>45</sup>

\*66 Busy Number Redial

\*69 Call Return

3 Way Calling

Speed Call 8 <sup>46</sup> or Speed Call 30

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<sup>45</sup> This service offering is limited to all existing subscriber at their existing locations as of November 22, 2010.

<sup>46</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS ESSENTIALS (Continued)

##### C. General (Continued)

##### 4. Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item C.

Caller ID with Name

Call Waiting/Cancel Call Waiting

Anonymous Call Block/Rejection

\*66 Busy Number Redial

\*69 Call Return

Selective Call Acceptance

Selective Call Rejection

Basic Voice Mail with Unified Messaging (Non-regulated)

Basic Voice Mail with 5 Subs (Non-regulated)

Basic Voice Mail with 5 Subs and Unified Messaging

Deluxe Voice Mail (Non-regulated)

Deluxe Voice Mail with Unified Messaging (Non-regulated)

Priority Call

Call Forward Busy

Call Forward No Answer

Distinctive Ring

Speed Call 30

Speed Call 8 <sup>47</sup>

3 Way Calling

Caller ID Blocking

Call Waiting ID

Hunting

##### D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
3. Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>
Business Essentials	\$42.99
Optional Features Package <sup>48</sup>	3.99
Deluxe Voice Mail (Non-regulated)	2.99
Business All In Feature Package	4.99

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<sup>47</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>48</sup> This service offering is limited to all existing subscriber at their existing locations as of November 22, 2010.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS ESSENTIALS (Continued)

##### E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Price List.
3. The bundle is offered on a month-to-month basis.
4. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
5. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.
6. Deluxe Voice Mail will be offered as an add on to this bundle. <sup>49</sup>

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<sup>49</sup> This service offering is limited to all existing subscriber at their existing locations as of November 22, 2010.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

CHOICES – Grandfathered as of April 30, 2019

A. Applicability

Applicable to residence service.

B. Territory

Within the exchange area of all exchanges as said areas are defined where service is furnished from the central office on the maps contained in the Exchange and Network Services Tariff.

B. General

Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, Touch Call, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to those plans may select any or all of the following services/features for a monthly flat rate charge.

1. Choices - Enhanced Line

- One – Single Party Residential Access line
- Touch Call
- Anonymous Call Block/Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only <sup>52</sup>
- Caller ID with Name <sup>52</sup>
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8<sup>50</sup>
- Speed Call 30 <sup>51</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- \*69 Call Return
- \*66 Busy Number Redial
- 10 local Directory Assistance Calls

<sup>50</sup> May select only one Speed Call feature. This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>51</sup> May select only one Speed Call feature.

<sup>52</sup> May select only one Caller ID feature.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

CHOICES – Grandfathered as of April 30, 2019 (Continued)

E. General (Continued)

2. Choices - Enhanced Line with Second Line

- Two – Single Party Residential Access Lines
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Block/Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only <sup>53</sup>
- Caller ID with Name <sup>53</sup>
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 <sup>54</sup>
- Speed Call 30 <sup>55</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- \*69 Call Return
- \*66 Busy Number Redial
- 10 local Directory Assistance Calls

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<sup>53</sup> May select only one Caller ID feature.

<sup>54</sup> May select only one Speed Call feature. This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>55</sup> May select only one Speed Call feature.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

CHOICES – Grandfathered as of April 30, 2019 (Continued)

C. Rates and Charges

The non-primary EUCL charge is included in the Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.

The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Choices bundle offerings.

Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.

Service Charges as specified in Section 4 do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Choices bundle.

Touch Call is included in the Choices bundles.

When a Choices plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.

Choices bundles are provided at the following rates:

	<u>Monthly Rate</u>
Choices - Enhanced Line	\$35.00
Choices - Enhanced Line with Second Line	67.00

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D. Special Conditions

The bundles are available only where facilities are available and technically feasible.

The calling features are provided subject to their individual service regulations as specified in the applicable sections of the Company's Price List.

Choices bundles includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charges within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Customers may add or delete any features offered within the Choices bundles without a Service Order Charge. Customers may change the Choices bundles without incurring a Service Order Charge.

The Choices bundles include an allowance for ten free local directory assistance calls (411 calls) per package offering, per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package – not per line. Unused free directory assistance calls may not be carried over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### ONEVOICE

A. Applicability

Applicable to Single-party Business Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing OneVoice Service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Call, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

#### Basic Bundle

Single Party Flat Rate Access Line	Caller ID with Name
Touch Call	Anonymous Call Block/Rejection
Call Forward Busy/No Answer	Basic Call Forward
Unlimited Extended Area Service	Multi-line Hunting
Call Waiting/Cancel Call Waiting	3 Way Calling

#### Premium Feature Package

*69 Call Return	Selective Call Forward
Call Transfer	Selective Call Acceptance
Distinctive Ring	Selective Call Rejection
*66 Busy Number Redial	Speed Call 30
Priority Call	

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### ONEVOICE (Continued)

##### D. Rates and Charges

1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>
Basic Bundle	\$47.99
Term Price with a 1, 2 or 3 year commitment	32.99
Premium Feature Package	9.99

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##### E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable section of this Price List.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one, two or three year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS METRO SERVICE

A. Applicability

Applicable to Single Party Business flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Business Metro service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Business Metro Service is a bundled offering available to Business Customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail (Non-regulated). Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Line Bundle:

Flat Rate Business Line  
Touch Call  
Caller ID with Name  
Call Waiting/Cancel Call Waiting  
Call Forward No Answer  
Basic Voice Mail with Message Waiting Indication (Non-regulated)

3. Add-on Feature Pack:

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 30  
Basic Call Forward

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS METRO SERVICE (Continued)

##### D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of the bundle.
3. Business Metro Service is provided at the following rates:

	<u>Monthly Rate</u>
Business Metro Service	\$42.99
Digital Phone Enhanced Feature Pack	3.99
Stay Connected Seasonal Offering	9.99

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##### E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable section of this Price List.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Business Metro Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered in the bundle without incurring a Service Charge.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS METRO SERVICE (Continued)

##### E. Special Conditions (Continued)

7. The bundle is offered on a one, two or three year term.
  - a. If the rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. Stay Connected Seasonal offering allows the customer to suspend their Business Metro Service for a minimum period of one month and up to nine months during a 12-month period.
  - a. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.
  - b. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  - c. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - d. The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the bundle will be temporarily deactivated.
  - e. If the customer does not notify the Utility to reactive their Digital Phone Essential Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Digital Phone Plus service features and services will be reactivated and billed at the applicable rates.
  - f. This service does not change any other terms and conditions of the product.
  - g. The monthly rate includes the Federal End User Common Line Charge.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE 100 – Grandfathered as of April 30, 2019

A. Applicability

Applicable to Single Party Residential flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone 100 as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. The Digital Phone 100 is a bundled offering available to residential customers that subscribe to flat rate service.
2. The Bundle includes the following:

One Flat Rate Residential Line  
Touch Call  
Extended Area Service Calling  
Speed Call 8 <sup>56</sup>

3. The following enhanced features may be added to the bundle at the rates listed in Rates and Charges, D.2. following:

Basic Call Forward  
Call Forward Busy  
Call Waiting/Cancel Call Waiting  
Call Waiting ID  
\*69 Call Return  
Anonymous Call Block/Rejection  
Anonymous Call Acceptance  
\*66 Busy Number Redial  
Caller ID  
Caller ID with Name  
Call Trace  
3 Way Calling  
Speed Call 30

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<sup>56</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE 100 – Grandfathered as of April 30, 2019 (Continued)

D. Rates and Charges

1. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
2. Digital Phone 100 is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone 100	\$39.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	14.99
Stay Connected Seasonal Offering	9.99

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E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable section of this Price List.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Price List rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle rate includes Extended Area Service (EAS) charges.
7. The bundle will appear as a single line item on the bill.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

DIGITAL PHONE 100 – Grandfathered as of April 30, 2019 (Continued)

E. Special Conditions (Continued)

8. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
9. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40.00 one-time credit. The Business Partner Program is available to any business that subscribes to business service.
10. Stay Connected Seasonal offering allows the customer to suspend their Digital Phone 100 Service for a minimum period of one month and up to nine months during a 12-month period.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - b. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay Connected Seasonal Offering allows the customer to access 911 and 611. All other services and features of the bundle will be temporarily deactivated.
  - d. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Digital Phone 100 features and services will be reactivated and billed at the applicable rates.
  - e. All applicable taxes and surcharges apply.
  - f. The Federal End User Common Line Charge is included in the monthly Rate.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS NATIONWIDE UNLIMITED SERVICE I<sup>57</sup> – Grandfathered as of December 20, 2017

A. Applicability

Applicable to Single-party Business Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Business Nationwide Unlimited Service I as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Business Nationwide Unlimited Service I is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Call, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line  
Touch Call  
Call Forward Busy/No Answer  
Unlimited Extended Area Service  
Caller ID with Name  
Eight features from the feature package listed below

3. Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 <sup>58</sup> or Speed Call 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

<sup>57</sup> This service offering is limited to existing subscribers.

<sup>58</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

BUSINESS NATIONWIDE UNLIMITED SERVICE I <sup>59</sup> – Grandfathered as of December 20, 2017  
(Continued)

#### D. Rates and Charges

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
3. Business Nationwide Unlimited Service I is provided at the following rate:

	<u>Monthly Rate</u>	
Business Nationwide Unlimited Service I bundle	\$69.99	(l)
Additional Bundle	59.99	(l)
Business All In Feature Package	4.99	

#### E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable section of this Price List.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
5. Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
6. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
7. The bundle rate will appear as a single line item on the customer's bill.

<sup>59</sup> This service offering is limited to existing subscribers.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

BUSINESS NATIONWIDE UNLIMITED SERVICE I <sup>60</sup> – Grandfathered as of December 20, 2017  
(Continued)

E. Special Conditions (Continued)

1. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
2. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
3. The bundle is offered on a month-to-month basis.
4. Up to eleven additional bundles can be purchased at a discount rate.
5. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

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<sup>60</sup> This service offering is limited to existing subscribers.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### BUSINESS LOCAL UNLIMITED I <sup>61</sup> – Grandfathered as of December 20, 2017

A. Applicability

Applicable to Single-party Business Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Business Local Unlimited I as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

C. General

1. Business Local Unlimited I is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Touch Call and certain designated non-regulated services and price-listed services.

2. Basic Bundle:

Flat Rate Business Line

Touch Call

Unlimited Extended Area Service

Three features from the Business All in Feature package listed below

- 3.

Business All In Feature Package

Call Waiting/Cancel Call Waiting  
3 Way Calling  
Speed Call 8 <sup>62</sup> or Speed Call 30  
Distinctive Ring  
Multiline Hunt Service  
Anonymous Call Block/Rejection  
Call Forward No Answer  
Priority Call  
Selective Call Acceptance

\*69 Call Return  
Call Transfer  
Caller ID with Name  
Caller ID Blocking  
\*66 Busy Number Redial  
Basic Call Forward  
Call Forward Busy  
Call Waiting ID  
Selective Call Forward  
Selective Call Rejection

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<sup>61</sup> This service offering is limited to existing subscribers.

<sup>62</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

BUSINESS LOCAL UNLIMITED I <sup>63</sup> – Grandfathered as of December 20, 2017 (Continued)

D. Rates and Charges

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Business Local Unlimited I bundle	\$45.99
Optional Features Package	4.99

(1)

E. Special Conditions

1. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered on a month to month basis.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
4. Unlimited Extended Area is only available in designated exchange areas as defined in this Price List.
5. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
6. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.
7. Customers may select any three of the features in the Business All In Feature Package for no extra charge
8. Customers purchasing the Business All In Feature Package may select any or all of the features listed in that package.
9. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

<sup>63</sup> This service offering is limited to existing subscribers.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### 1. DIGITAL PHONE UNLIMITED

##### A. General

The Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Touch Call and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

##### Basic Bundle

Basic Flat Rate Access Line	Call Waiting Caller ID
Touch Call	Speed Call 8 <sup>64</sup>
Caller ID with Name	*69 Call Return
Call Waiting/Cancel Call Waiting	

##### Feature Package

Call Waiting	3 Way Calling
Distinctive Ring	Speed Call 30
Priority Call	Anonymous Call Block/Rejection
Call Forward Busy	Basic Call Forward
Selective Call Rejection	Selective Call Acceptance

##### B. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring Service Order Charges as specified in Section 4 do not apply.
3. Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Unlimited	\$45.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

(l)

<sup>64</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE UNLIMITED (Continued)

##### C. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable section of this Price List.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month.
7. The bundle will appear as a single line item on the bill.
8. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - d. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - e. The cost of the service includes the Subscriber Line Charge.
  - f. This service does not change any other terms and conditions of the product.
  - g. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - h. The Federal Subscriber Line Charge is included in the monthly rate.
  - i. All applicable taxes and surcharges apply.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE UNLIMITED PLUS

##### A. General

The Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Touch Call, and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

##### Basic Bundle

Two Flat Rate Access Lines  
Touch Call  
Caller ID with Name

Call Waiting/Cancel Call Waiting  
Speed Call 8<sup>65</sup>  
\*69 Call Return

##### Feature Package

Call Waiting/Cancel Call Waiting  
Anonymous Call Block/Rejection  
Call Forward Busy  
Selective Call Acceptance  
Selective Call Rejection

3 Way Calling  
Distinctive Ring  
Priority Call  
Basic Call Forward

##### B. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring Service Order Charges as specified in Section 4 do not apply.
3. Digital Phone Unlimited Plus bundle is provided at the following rates:

##### Monthly Rate

Digital Phone Unlimited Plus	\$47.99
Feature Package	\$6.99
Stay Connected Seasonal Offering	\$9.99

(1)

<sup>65</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE UNLIMITED PLUS (Continued)

##### B. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable section of this Price List.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually monthly rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundle is offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - d. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - e. The cost of the service includes the Subscriber Line Charge.
  - f. This service does not change any other terms and conditions of the product.
  - g. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - h. The Federal Subscriber Line Charge is included in the monthly rate.
  - i. All applicable taxes and surcharges apply.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE ESSENTIALS

##### A. General

The Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Touch Call and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

##### Basic Bundle

Basic Flat Rate Access Line  
Touch Call  
Call Waiting ID

Caller ID with Name  
Call Waiting/Cancel Call Waiting

##### Feature Package

3 Way Calling  
\*69 Call Return  
Anonymous Call Block/Rejection  
Basic Call Forward  
Selective Call Acceptance  
Speed Call 8 <sup>66</sup> or Speed Call 30

Distinctive Ring  
Call Waiting/Cancel Call Waiting  
Call Forward Busy  
Selective Call Rejection  
Priority Call

##### B. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 apply to the installation of individual components of the bundle.
3. Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Digital Phone Essentials	\$34.99	(l)
Feature Package	\$6.99	(l)
Stay Connected Seasonal Offering	\$9.99	

<sup>66</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE ESSENTIALS (Continued)

##### B. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable section of this Price List.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually monthly rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Price List rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundle is offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - d. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - e. The cost of the service includes the Subscriber Line Charge.
  - f. This service does not change any other terms and conditions of the product.
  - g. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - h. The Federal Subscriber Line Charge is included in the monthly rate.
  - i. All applicable taxes and surcharges apply.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

COMMERCIAL VOICE UNLIMITED <sup>67</sup> – Grandfathered as of December 20, 2017

#### Applicability

Applicable to Single-party Business Flat rate service.

#### General

Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touch Call Service and Unlimited Extended Area Service. The bundle also included the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

#### Basic Bundle

Single Party Flat Rate Access Line  
Touch Call Service  
Basic Call Forward  
Call Forward Busy  
Call Forward No Answer  
Call Waiting/Cancel Call Waiting  
Caller ID  
3 Way Calling  
Hunting

#### Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.

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<sup>67</sup> This service offering is limited to existing subscribers.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

COMMERCIAL VOICE UNLIMITED <sup>68</sup> – Grandfathered as of December 20, 2017 (Continued)

Conditions (Continued)

- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, one or two year term basis.
- J. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- 7. Term plans will auto renew unless notification is received from the customer sixty days in advance.

Rates

- A. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- 4. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

Basic Bundle

Monthly Rate

	Month to Month	\$36.00
One Year Term	\$31.00	
Two Year Term	\$31.00	

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(l)  
(l)

<sup>68</sup> This service offering is limited to existing subscribers.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE UNLIMITED (CHALLENGER)

##### General

The Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

##### Basic Bundle

Local Exchange Network Access Line  
Unlimited Extended Area Service

Caller ID with Name  
Call Waiting/Cancel Call Waiting

##### Feature Package

\*66 Busy Number Redial  
\*69 Call Return  
Anonymous Call Block/Rejection  
Basic Call Forward  
Selective Call Forward

Speed Call 30  
Distinctive Ring  
3 Way Calling  
Call Forward Busy/No Answer  
Priority Call

##### Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Price List rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- H. The bundle is offered on a month-to-month basis
- I. The bundle will appear as a single line item on the bill.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

##### Conditions (Continued)

- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- K. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- L. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- M. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 5. The cost of the service includes the Subscriber Line Charge.
  - 6. This service does not change any other terms and conditions of the product.
  - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - 8. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - 9. All other applicable taxes and surcharges apply.

##### Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Section 4 do not apply.
- C. Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

##### Monthly Rate

Digital Phone Unlimited (Challenger)	\$47.99
Feature Package	\$6.99
Stay Connected Seasonal Offering	\$9.99

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(l)

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

##### General

The Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

##### Basic Bundle

Unlimited Extended Area Service  
Caller ID with Name  
Call Waiting/Cancel Call Waiting

##### Feature Package

Call Waiting	Speed Call 30	Distinctive Ring
*66 Busy Number Redial		3 Way Calling
*69 Call Return		Call Forward Busy/No Answer
Anonymous Call Block/Rejection		Priority Call
Basic Call Forward		
Selective Call Forward		

##### Conditions

- A. The Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

## EXCHANGE AND NETWORK SERVICES

### BUNDLED SERVICES

#### DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

##### Conditions (Continued)

- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- L. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. Customer's line will be available for 911 calls only at the time of suspension.
  - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 6. The cost of the service includes the Subscriber Line Charge.
  - 7. This service does not change any other terms and conditions of the product.
  - 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - 9. All other applicable taxes and surcharges apply.

##### Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Nonrecurring Service Order Charges as specified in Section 4 do not apply.
- C. Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Unlimited Plus (Challenger)	\$47.99
Feature Package	\$6.99
Stay Connected Seasonal Offering	\$9.99

(l)  
(l)

## EXCHANGE AND NETWORK SERVICES

### PROMOTIONAL OFFERINGS

1. Promotional offering beginning January 16, 2016 and extending until March 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Price List will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after March 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.
2. Promotional offering beginning April 1, 2016 and extending until June 29, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Price List will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after June 29, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.
3. Promotional offering beginning June 30, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Price List will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after August 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.
4. New business customers that sign up for Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having service in the past ninety days.
5. New business customers that sign up for Commercial Voice Unlimited between August 20, 2017 and November 17, 2017 with a term commitment of 1, 2 or 3 years will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having service in the past ninety days.
6. Promotional offering beginning July 22, 2018 through October 19, 2018 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of \$19.99 for two years.
7. Promotional offering, beginning May 19, 2019 and continuing through August 16, 2019 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

## EXCHANGE AND NETWORK SERVICES

<u>INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)</u>	
<u>BUNDLED SERVICE</u>	
1. <u>TABLE OF CONTENTS</u>	
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B. Applicability	2
C. Territory	2
D. Rates and Charges	2
E. Special Conditions	3

## EXCHANGE AND NETWORK SERVICES

### INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

A. General

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

B. Applicability

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

C. Territory

Within all exchange areas as those areas are defined by maps contained in the Exchange and Network Services Tariff.

D. Rates and Charges

Monthly Rate

1. 2-Year Term <sup>69</sup>

ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00

2. 3-Year Term <sup>69</sup>

ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00

3. 5-Year Term <sup>69</sup>

ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

<sup>69</sup> Service Charges do not apply to the initial installation of an ISDN-PRI Bundle

## EXCHANGE AND NETWORK SERVICES

### INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

#### BUNDLED SERVICE

#### E. Special Conditions

1. ISDN PRI Bundle Service is available where technically feasible.
2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.
4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Service order Charge - Initial and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
9. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Price List.
10. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges preceding.

## EXCHANGE AND NETWORK SERVICES

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<u>TABLE OF CONTENTS</u>	
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A. General	2
B. Territory	2
C. Rates and Charges	2
D. Special Conditions	3

## EXCHANGE AND NETWORK SERVICES

### N11 SERVICES

#### 811 SERVICE

##### A. Applicability

811 Service (811) is a three-digit local dialing arrangement available to the state's one call notification system for the purpose of providing advance notice of excavation activities to the owners and operators of underground facilities.

##### B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the maps contained in the Exchange and Network Services Tariff.

##### C. Rates and Charges

1. A Business Service Order Charge listed in Section 4 will apply and is in addition to the rates listed below.
2. A Service Establishment charge will apply per point-to number.
3. 811 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), used for transporting and terminating messages at the 811 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.
5. Charges applicable to 811 Service are as follows:

	<u>Nonrecurring Charge</u>
a. Service Establishment Charge, per Point-to Number	\$150.00
b. Central Office Switch Activation Charge, per Central Office Switch translated	50.00
c. Number Change Charge	50.00

## EXCHANGE AND NETWORK SERVICES

### N11 SERVICES

#### 811 SERVICE (Continued)

##### D. Special Conditions

1. 811 Service is available in the Company's territory only. To provide 811 access to end users in an another Local Exchange Telephone Company's (LEC) or to a Competitive Local Exchange Carrier's (CLEC) end user, the 811 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 811 code.
3. 811 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in this Price List for the respective services requested in the 811 Service shall apply.
5. Directory listings may be provided for 811 under the terms, conditions, rates and charges specified in Section 8 of this Price List.
6. Access to 811 is not available to the following classes of service:
  - 1+
  - 0+, 0-(credit card, third-party billing, collect calls),
  - 101XXXX,

In addition, operator assisted calls to the 811 subscriber will not be completed.
7. The 811 subscriber is restricted from selling or transferring the 811 code to an unaffiliated entity, either directly or indirectly.
8. 811 will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the 811 subscriber must subscribe to a compatible Caller Identification Service as specified in this Price List.
9. Calls to the 811 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 811 from areas where 811 Service is not provided will be advised that the service is not available from their number.
10. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the Company provisions the service.

## EXCHANGE AND NETWORK SERVICES

### N11 SERVICES

#### 811 SERVICE (Continued)

##### D. Special Conditions (Continued)

11. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
12. This service is available only where facilities are available and technically feasible.
13. 811 will be provided under the following conditions:
  - a. The 811 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 811 without impairing the Company's general telephone service or telephone plant.
  - b. The 811 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - c. The 811 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - d. Suspension of 811 Services is not allowed.
  - e. The 811 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 811. At the Company's request, the 811 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 811 service.
  - f. The Company will provide both oral and written notification when a 811 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 811 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

## EXCHANGE AND NETWORK SERVICES

### N11 SERVICES

#### 811 SERVICE (Continued)

#### D. Special Conditions (Continued)

14. The following conditions apply if the 811 subscriber provides a pre-recorded announcement:
  - a. The 811 subscriber will provide announcements. The Company will provide only delivery of the call.
  - b. The Company's provision of access to the 811 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - c. The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - d. The 811 subscriber assumes all financial responsibility, according to other specific rates and charges under the Price List, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
15. The Company may take all legal and practical steps to disassociate it from 811 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
16. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Price List. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
17. Calls placed to the 811 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

## EXCHANGE AND NETWORK SERVICES

### TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

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## EXCHANGE AND NETWORK SERVICES

### TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

A. Description

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) Telecommunications services. The TSP System applies only to NSEP services, includes both exchange and private line services and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

The Telephone Company currently has circuits classified as RP (Restoration Priority). These facilities were offered under part 64.401, Subpart D, Appendix A of the FCC Rules and Regulations prior to the revisions released November 17, 1988 under GEN. Docket No. 87-505 (FCC 88-341). These facilities will maintain their RP designation and priority treatment until either converted by the customer to the TSP System, or March 10, 1993, whichever occurs first.

All facilities that can be identified by a unique circuit identifier, can be provisioned for NSEP service by the Telephone Company.

B. Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for other services offered under this Price List which operate in conjunction with the TSP System.

1. Establishment of TSP System Service

The nonrecurring charge (NRC) specified below applies when facilities are ordered with provisioning and/or restoration priority. If both are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels.

Nonrecurring Charge

Per Circuit      \$15.09

2. Provisioning Priority

There are two basic levels of provisioning priority, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

a. Emergency provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in Section 11, General Services, Special Construction, item A. Rates and Charges.

b. Essential provisioning

The Telephone Company will adjust its available resources to meet the customer's requested due date. The Telephone Company will keep track of the additional labor hours used to meet the request of the customer and bill the customer at the applicable Overtime Charges as set forth in Section 2, General Regulations – Obligations of Company, item A. Furnishing of Service.

## EXCHANGE AND NETWORK SERVICES

### TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

B. Rates and Charges (Continued)

3. Restoration Priority

Restoration Priority is a monthly rate per circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies when a restoration priority code (1, 2, 3, 4 or 5) is specified in position 12 of the authorization code.

Monthly Rate

Per Circuit	\$5.10
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C. Special Conditions

1. Obtaining TSP System Service

The Executive Office of the President, through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for NSEP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order, to the Telephone Company to obtain TSP System Service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field, a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s contain a sequence number unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

2. Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for NSEP, the customer may elect to invoke NSEP treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 or 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

## EXCHANGE AND NETWORK SERVICES

### TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

C. Special Conditions (continued)

3. Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunication services. The Company will restore these services before service without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2 or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

4. Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

B.The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer or its authorized agent as indicated in a letter of agency on file with the Telephone Company is allowed to order TSP System service.

C.All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.

In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the NSEP service.

The Telephone Company will attempt to notify the customer of expected charges. The customer, when invoking NSEP treatment, recognizes that quoting charges and obtaining permission beforehand may not be practicable and may cause unnecessary delays and, as a result, grants the Telephone Company the right to quote and bill charges after provisioning of the service.

## EXCHANGE AND NETWORK SERVICES

### TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

C. Special Conditions (continued)

4. Obligations of the Customer (Continued)

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every three years.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated July 9, 1990, prescribes specific conditions which warrant NSEP Treatment and related procedures.

5. Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide NSEP services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore NSEP services assigned restoration priority 1
- Provision Emergency (E) NSEP services
- Restore NSEP services assigned restoration priority 2, 3, 4 or 5
- Provision NSEP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of NSEP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated July 9, 1990.

## EXCHANGE AND NETWORK SERVICES

### PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE

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## EXCHANGE AND NETWORK SERVICES

### PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE

A. Rates and Charges

Direct Inward Dialing Service

For Company or customer-provided Private Branch Exchange Service with direct in dial capability.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Each 100 station numbers assigned or reserved	\$150.00	\$112.00
20 DID numbers assigned or reserved	30.00	22.40
DID trunks	See Network Access Rates, Trunk Rates and Service Charges	

B. Special Conditions

Direct Inward Dialing Service includes the central office equipment necessary for in-dialing from the exchange and toll network directly to the station lines associated with the Private Branch Exchange.

The customer must subscribe to a number of Central Office trunks sufficient to insure service standards as determined by the Company.

The assignment of telephone numbers and the sequence of numbers assigned to this Service are made at the discretion of the Company.

One alpha and one classified directory listing is provided without additional charge for each Private Branch Exchange system. Customer requests for further directory listings of numbers provided by this Service will be provided subject to rates and charges for additional listings.

When the Private Branch Exchange system is provided by the customer, Machine Intercept Service for reserved numbers must be provided by the customer.

The rates and charges above apply only to service provided to switching systems installed on the customer's premises.

## EXCHANGE AND NETWORK SERVICES

### PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE

B. Special Conditions (Continued)

Direct Inward Dialing Service in blocks of 10 numbers will be offered at the option of the Company where the facilities and operating conditions permit. Rates and charges applicable to such smaller groups of used and/or reserved numbers will be a direct proportion of the rates and charges for first 100 or additional 100 station numbers; e.g., a group of 60 used or reserved numbers will be rated at 0.6 of the filed rate for the first 100 station numbers; a group of 160 used or reserved numbers will be rated at the filed rate for the first 100 station numbers and 0.6 of the filed rate for the next 60 station numbers.

If the Service is utilized in conjunction with customer-provided equipment, the appropriate terms and conditions specified in General Services - Connection with Customer-Provided Terminal Equipment and Communication Systems will apply.

If, at the discretion of the Company, it is necessary to provide this Service from a central office other than the office which provides the customer's main listed number, appropriate mileage charges are applicable to the DID trunks.

## EXCHANGE AND NETWORK SERVICES

### DIGITAL CHANNEL SERVICE (DCS)

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## EXCHANGE AND NETWORK SERVICES

### DIGITAL CHANNEL SERVICE (DCS)

#### A. General

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Direct Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 10XXX dialing to complete calls that require interexchange carrier transport.

#### B. Types of Digital Channel Service

##### 1. Direct Inward Dialing Only

One-way digital transport facility that allows for an outside caller to call an internal extension without having to pass through an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of this Price List.

##### 2. Direct Outward Dialing Only

One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

##### 3. Two-Way

Two-way digital transport facility that allows for both incoming and outgoing calls without the aid of an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of this Price List.

## EXCHANGE AND NETWORK SERVICES

### DIGITAL CHANNEL SERVICE (DCS)

#### C. Rates and Charges

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Nonrecurring Charge <sup>1</sup></u>	<u>Monthly Rate</u>	<u>Discounted Monthly Rate with 3 Year Plan</u>
Port	\$240.00	\$520.00	\$480.00
Digital Transport Facility	1025.00	180.00	170.00
DS1 Channel Mileage (1.544 Megabit/Sec) Fixed Per Mile or Fraction Thereof	DS1 Channel Service has been detariffed from the ZiPLY Fiber of Montana, LLC, Access Service Tariff. DS1 Channel Mileage Rates shall be priced on a contractual basis.		
Direct Inward Dialing Numbers	See Private Branch Exchange Trunk Line Service	See General Services, Private Branch Exchange Trunk Line Service	
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

#### D. Terms and Conditions

##### 1. Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

##### 2. Use of Service

Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

## EXCHANGE AND NETWORK SERVICES

### DIGITAL CHANNEL SERVICE (DCS)

D. Terms and Conditions (Continued)

3. Service Provision Location

Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

4. Service from a Foreign Central Office

DS1 (1.544 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

5. Central Office Designation Change

A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

6. Minimum Block of Subscriber Numbers

Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

7. Unused DID Numbers

The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

8. Optional 3 Year Plan

An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3 year plan.

9. Minimum Subscriber Period

The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month and if the three year plan is selected then the balance of charges for the remainder of the 3 year period apply.

10. Temporary Suspension of Service

Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.