TITLE PAGE

Schedule of Rates and Charges
for Network Access Service
together with Rules and Regulations
applicable to Telephone Service
provided in the Territory Served by the Company
within the State of Idaho as follows:

Bayview
Bonners Ferry
Bovill
Clark Fork
Coeur d'Alene
Cora
Deary
Evergreen
Genesee
Harrison
Hayden Lake
Hope
Kellogg/Pinehurst
Moscow
Mullan
Oldtown/Albeni
Orofino
Peck
Pierce
Plummer/Worley
Post Falls
Potlatch
Priest Lake
Priest River
Rathdrum
Rock Creek
St. Maries
Sandpoint
Setters
Spirit Lake
Tensed/Bluebell
Wallace
Weippe
Wellesley

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EXPLANATION OF SYMBOLS

Whenever tariff sheets are filed, changes will be identified by the following symbols:

(C) To signify changed Listing, condition, rule or regulation

(D) To signify discontinued material

(I) To signify increase

(M) To signify material transferred from one sheet to another sheet of the same or a different schedule with no change in text, rate, condition, rule or regulation

(N) To signify new material

(R) To signify reduction

(T) To signify change in text but no change in rate, condition, rule or regulation

DEFINITIONS

Access Line

A circuit between a switching center and a subscriber premises that includes a standard network interface (SNI).

Access Line Installation Charge

An initial nonrecurring charge to cover all or a portion of the cost associated with the installation of communication facilities.

Air Line Mileage

The shortest distance between the points involved.

Applicant

An individual or concern that applies to the Company for service, or reapplies for service at a new or existing location after service has been discontinued.

Automatic Call Back (Camp-On)

Allows a station, which has reached a busy condition on an internal call to be notified when the busy station becomes available and to be placed automatically in a "call back" mode. The system will scan both the calling station and the called busy station. At the moment both stations are free, the system will call the originating station first and once the user answers, the system will call the camped-on station.

Automatic Route Selection (ARS)

With this feature, customer-provided trunk route Lists are automatically searched for the most economical route to a destination.

Average Power

The power averaged over any one-tenth second.

Basic Measured Service

A measured usage service that consists of a low monthly access charge coupled with measured usage on all intraexchange calls.

Billed Number Screening

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

Bridged Lines

See Combination Main Service.

DEFINITIONS (Continued)

Business Service

Business service is exchange 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.

Call Forward

The Call Forward feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forwarding consists of three (3) variations as follows:

- Forward all calls
- Forward when busy
- Forward when there is no answer

Call Hold

The Call Hold station feature allows a station, engaged in a call, to set the call into holding condition, which completely frees the station to place or receive a call.

Call Park

This provides a station engaged in a call to set the call aside into a holding condition for access from another station in the system. The Call Park feature differs from the Call Hold feature in that the call is associated with an index code, or in some systems a station number, and does not standby for access by the station, which set the call aside. The feature allows any station to dial a Call Park retrieval code to be connected to the held call.

Call Pick-up

The Call Pick-up feature permits a station user of a designated pick-up group to answer a call directed to another station in the group by dialing a code.

Call Restriction Service (CRS)

Call Restriction Service prevents access to the toll network. Depending on the option selected, CRS will block access to 1+, 0+, 0-, 1+ 900, 1+ 976, and local directory assistance.

Call Transfer

This feature allows a station to hold and transfer calls. During transfer, the two (2) stations talk privately. The station receiving the transferred calls must be internal to the system.

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.

DEFINITIONS (Continued)

Central Office Line

A Network Access line between the central office and terminating equipment located on the customer's premises.

Central Office Located Service

An exchange access line between the Company's wire center and a multi-line switching system co-located in the same wire center.

Central Office Located Trunk

A ISDN-BRI network access register that connects the end user to the public switched network.

Central Office Trunk

See Trunk.

Challenge Intercept

See New Number Call Routing (Call Referral Service).

Channel

A path for communication between two (2) 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, residence, and public.

Combination Main Service

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

Flexible Telephone Systems

Denotes channels or other facilities that are capable, when not connected to telephone service and WATS, of communications between customer-provided terminal equipment or Company telephones.

Companion Service

See Combination Main Service.

Company

Ziply Fiber Northwest, LLC

DEFINITIONS (Continued)

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 (2) 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.

Cost

The word encompassing actual cost of material, labor, vehicles, and incidentals, plus a charge for administration.

Customer

A person, firm, partnership, corporation, municipality, cooperative organization, governmental agency etc., who has applied for, been accepted, and is currently receiving service. A customer who voluntarily discontinues service and reapplies for service at a new or existing location within 20 days after disconnection will retain customer status.

Customer-of-Record

The person or entity who resells or shares exchange services.

Customer Premises Inside Wire (CPIW)

Wire for telecommunications purposes which is on the customer's premises. CPIW begins on the customer's side of the Standard Network Interface (SNI).

Customer-provided Pay Telephone Service

Pay telephone service provided through an instrument owned by the customer. The services are provided on an instrument implemented basis rather than a central office implemented basis, and must be connected to a Public Access Line.

Date of Presentation

The date upon which a bill or notice is mailed, first class, 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.

DEFINITIONS (Continued)

Demarcation Point

The point of common termination of Company-provided and Customer-provided facilities. Sometimes referred to as the Standard Network Interface (SNI).

Deposit

A cash payment made by the customer in aid of establishing or reestablishing credit with the Company. Such payment, which may be required before or during the period of service, offsets the risk that the customer may make inadequate payment following a period of service. Interest is payable on all deposited amounts.

Direct Inward Dialing (DID)

Allows incoming calls from the exchange or toll network to reach specific stations without attendant assistance or intervention.

Direct Inward-Outward Dialing (DIOD)

Allows incoming calls from the exchange or toll network to reach specific stations without attendant assistance or intervention and allows the trunk to be used to place outgoing calls.

Directory Listings

Information in the telephone directory or information records of the Company whereby telephone users may ascertain the telephone number of a Listed customer telephone.

End Office Switch

A Company local switching system where Company local service subscriber station loops are terminated for purposes of interconnection to each other and to trunks.

End User

A client of an interstate carrier taking service offered in combination with telephone companies and other carriers.

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 measured service rates between one or more exchanges.

DEFINITIONS (Continued)

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.

Facilities

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

Flat Rate Service

Service furnished at a fixed monthly rate.

Foreign Exchange

Any exchange other than that in which the customer is located.

Foreign Exchange Service

Exchange service furnished a customer from a central office located in an exchange other than that in which the customer's primary station is located, or off premises station service furnished a customer in an exchange other than that in which the customer's primary station is located.

Grandfathered Service

Existing service not available to new customers.

Individual Line Service

See One-Party Service

Installation Charge

See Service Charges

Interface

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

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. All arrangements regarding service must be made by the customer.

Lifeline Service

See Idaho Telephone Service Assistance Program.

DEFINITIONS (Continued)

Line Connection

Installation of facilities provided by the Company for a circuit from the central office to the protector, inclusive.

Line Extension

A line extension is the outside plant required in addition to existing facilities to render telephone service.

Local Channel

A Channel connecting two (2) or more stations within an exchange area.

Local Exchange

The area within the boundaries of exchange maps filed with and approved by the Commission. In connection with foreign exchange service, that exchange in which the primary termination of the Network Access line is located.

Local Loop

One pair of wires from a Company wire center to the point of demarcation on a customer's premises within that serving wire center area.

Local Message

A completed customer call not subject to toll charges.

Local Service

Telephone service furnished between customers' telephones located 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.

Local Service Options

Refers to customer ability to choose whether local calling will be rated as all measured, a combination of measured and flat, or all flat.

Measured Usage

A separate charge applicable to each outgoing local message. The message charges are based on the time of day, distance, and length of calls. Measured usage is provided in conjunction with Measures Service and Local Service Options.

DEFINITIONS (Continued)

Message

A completed customer telephone call.

Mileage Rate

Additional recurring charges based on distance measurement as provided in the schedules.

Minimum Term Commitment Period

A 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.

Native American Lifeline

Additional federal Lifeline and Linkup assistance for qualifying low-income individuals living on Native American reservations to reduce the cost of basic telephone service and offset the service order charges and line extension costs associated with the initiation of service for those individuals.

Network Access

The element of local service representing the ability of the customer to access the network and to receive calls.

Network Access Line

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

Network Access and Local Exchange Usage

The element of local service representing the ability of the customer to access the network, receive calls, and to make unlimited calls within the customer's own exchange.

Network Interface

The point of common termination of Company-provided and customer-provided facilities. Sometimes referred to as the Standard Network Interface (SNI).

No Call/No Solicitation Program

This program is available to consumers through the Idaho Attorney General's Office, Consumer Protection Unit. Toll free number is 208-334-2400.

Noncontiguous Exchanges

Two (2) exchanges whose boundaries do not adjoin.

DEFINITIONS (Continued)

Non-Listing Service

An arrangement whereby a customer is omitted from the telephone directory but not from the information records, at the customer's request.

Nonrecurring Charge

A one-time charge covering installation, move, or change of facilities accomplished at customer's request. The charge may be based on either a flat rate or on a time and material (T&M) basis.

Off Premises Stations and Extensions

The wire facility used in providing an off-premises access line.

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.

Idaho Telephone Service Assistance Plan (ITSAP)

A program which provides reduced monthly rates for low income residential customers who meet eligibility requirements. Rates under this program apply to the single line serving the customer's principal residence.

Pay Telephone Service

Public, semi-public and customer-provided pay telephone service. Exchange service provided at the customer's request and designed for use of the customer and the public at locations somewhat public in character at a specified charge for each outgoing message. Public and semi-public locations are at a location chosen or accepted by the Company and use central office implemented features. Customer-provided service is offered by the customer on an instrument implemented basis and must be connected to a Public Access Line.

Permanent Disconnect

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

Premises

A building, two (2) or more buildings, or part of a building, including associated grounds, located on continuous property and occupied by an individual customer. This could include all or part of a single residential or business building, multi-story building, or multiple-buildings on continuous property.

Price List

The index, definitions, rates, charges, rules and regulations, conditions of service, concurrences, and maps adopted and filed by the Company and approved by the Public Utilities Commission of Idaho.

DEFINITIONS (Continued)

Private Branch Exchange (PBX – PABX)

Service furnished by means of trunk lines 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. Private Branch Exchange Service is for the exclusive use of the customer or the customer's authorized agent.

Public Access Line

An exchange line to which a customer-provided instrument is connected, to provide pay telephone service.

Rate

A recurring monthly assessment made in conjunction with the provisions of a service.

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 primarily for domestic purposes.

Route Mileage

The distance measured along the route of the circuit between any two (2) or more given points on that circuit.

Service Charges

An initial nonrecurring charge made to cover all or a portion of the cost associated with the installation of communication facilities. The charge also applies to subsequent moves of the communication facilities.

Service Line Service

Service furnished to customers beyond the normal serving area by means of lines and telephones, which are owned and maintained beyond a designed junction by organized associations of customers.

Shared Telecommunications Service

The provision of telecommunications and information management services and equipment and includes connection to the local exchange telecommunications service by a commercial shared services provider or by a users' association.

Slamming

The unauthorized change of a subscriber's preferred telecommunications carrier.

DEFINITIONS (Continued)

Split Referral (also referred to as Challenge Intercept)

Service in which an Intercept Operator furnishes referral of calls from a disconnected telephone number to more than one forwarding telephone number. See Call Referral Service.

Station Line

The channel connecting the customer- or Company-owned telephone or terminal equipment to the private branch exchange system.

Station Hunting

Station Hunting is a call completion feature that increases the likelihood of an incoming call being completed within a customer-defined group of lines. When a system encounters a busy indication while attempting to connect a call to a line which hunting is assigned, the switch recognizes the busy condition and attempts to complete the call on a sequence of other lines.

Station to Station Calling (Intercom)

Station to Station Calling allows a station to dial an abbreviated number of digits to reach other stations directly without the need for attendant assistance.

Supersedure

Supersedure of service is when a new customer, who qualifies for the establishment of service, assumes the existing service, as is, of another customer on the premises where the existing service is being rendered and where an arrangement acceptable to the utility is made to pay outstanding charges against the service.

Telecommunications Service

Telecommunications service consists of local, toll service, or private line.

Temporary Disconnect

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

Temporary Service

Local 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.

Term Commitment

The length of time for which a customer agrees to pay for service, facilities or equipment.

DEFINITIONS (Continued)

Terminal Loop

See off-premises stations and extensions.

Termination Charge

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

Tie Line

A telephone circuit connecting two (2) private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other without the use of trunk lines to a central office of the Company.

Time and Material Charges

Time and material spent by a Company representative exclusive of work required to establish network access.

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 (2) exchange stations located in different local service areas, between two (2) toll stations, or between a toll station and an exchange station. Charges for toll messages are made on a per unit basis.

Toll Restriction

This feature disallows the dialing of long distance calls. The system may be programmed so that some stations have no dialing restrictions while others have their own defined restrictions.

Toll Service

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

Touch Call Service

A type of high-speed address signaling (dialing) in which numbered buttons in a bank of ten (10) can be depressed to give one (1) of a group of audio tone pairs for signaling directly over the circuit.

Trade Name

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

DEFINITIONS (Continued)

Trunk, Central Office Located

An exchange access line between the Company's wire center and a multiline switching system co-located in the same wire center.

Trunk Line

An exchange access line between the Company's wire center and a multiline system on the customer's premises, which utilizes common equipment.

Wire Center

A building in which one or more end office switches, used for the provision of Company local services, are located.

II. GENERAL REGULATIONS

A. Application of Regulations

The regulations set forth herein apply to intrastate services and facilities furnished within the state of Idaho by hereinafter referred to as the Company, subject to the jurisdiction of the Idaho Public Utilities Commission.

No officer, employee, or agent of the Company has authority to change, amend, or waive any rate or regulation approved or prescribed by the Commission. Rates and regulations may be changed or canceled only with the consent or approval of the Commission.

The Company furnishes exchange service and interexchange service throughout the territory it serves, as shown by its filed rates, regulations, and maps. The Company also furnishes interexchange toll service to the territory served by connecting companies, subject to their rates and regulations.

B. Establishment and Furnishing of Services

1. *Advanced Credit Management*

Advanced Credit Management is a process whereby the Company will establish credit limits for new and existing Single Line Business and Residence Service (one party B1 and R1) customers. The Company will utilize Credit Scoring for new customers and Behavioral Scoring for existing customers where technical capabilities exist.

Credit Scoring will be provided through the use of a third party credit reporting service for new Service Requests. The credit rating will screen accounts to establish a credit limit for a combination of local service and toll usage. The credit limit will be based initially on a credit score assigned by commercial credit reporting service and be adjusted periodically as a result of the customer's payment history. Customers will be informed of their credit limits during the application process. The account credit limit will appear on the first bill and on any subsequent bill in the billing cycle in which a customer's credit limit is automatically changed. Changes in credit limits will be conveyed by mailed notices to the customers.

a. Credit Scoring – New Customers:

Credit levels and credit limits as a result of the scoring will be categorized as follows:

(1) Low Risk

- No collection judgments
- No collection accounts
- No charge off accounts
- No delinquency history over thirty (30) days past due

II. GENERAL REGULATIONS (Continued)

(2) Medium Risk [1]

- Collection accounts have been paid
- Minimal charge off accounts
- Various degrees of delinquency history from thirty (30) – one hundred eighty (180) days, but paid in full or current at time of scoring
- Customer provides positive identification to Company following a "No Match" on a credit inquiry

(3) High Risk[1]

- Collection judgments
- Charge off accounts
- Outstanding collection accounts
- Various degrees of delinquency history from thirty (30) – one hundred eighty (180) days, and not paid in full or current at time of scoring

Behavioral Scoring will establish credit limits on existing customers based on Company payment history. Customers will be notified of their initial credit limit amount and subsequent credit limit changes through credit limit notices mailed to the billing address. A behavioral score will be established and maintained on each customer when the program is initiated and/or after service has been established. The behavioral scoring will be updated monthly, based on billing and payment behavior during the preceding twelve (12) months.

b. Behavioral Scoring – Existing Customers:

Behavioral Scoring levels and credit limits as a result of the scoring will be categorized as follows:

(1) Low Risk

- No dishonored checks during the past twelve (12) months
- No service denials due to non-payment during the preceding twelve (12) months

(2) Medium Risk[1]

- No more than two (2) NSF checks for telephone bill payments during the preceding twelve (12) months
- No more than one (1) service denial due to non-payment during the preceding twelve (12) months

[1] Risk determination for medium and high levels can result from one Listed event. All possible events need not occur.

II. GENERAL REGULATIONS (Continued)

(3) High Risk [2]

- Three (3) or more NSF checks for telephone bill payments during the preceding twelve (12) months
- Two (2) or more service denials due to non-payment during the preceding twelve (12) months

Notice will be sent when a Single Line Business or Residence Service (one party B1 or R1) customer exceeds the established credit limit. The customer will be allowed eight (8) days to make payment arrangements. If arrangements are not made, access (both intra and interLATA toll) to one plus (1+), direct dialed international (011+), zero plus (0+) and all 900/976/700 calls will be blocked, where facilities and operating conditions permit. If 9-1-1 service is not available in an exchange, zero minus (0-) calls will be limited to local operator assisted emergency calls. Payment of eighty percent (80%) of the customer's credit limit plus the total amount over the limit will prevent the account from being toll blocked. For example:

If a customer had a $200.00 limit and was $300.00 over the limit, the customer could prevent the account from being toll blocked by making a payment of $460.00 (80% of the customers $200.00 limit, equal to $160.00, plus the total amount over the limit, equal to $300.00.)

In addition, the Company will restrict all collect, credit card and third number billed calls. Not all service will be blocked, i.e., 1-800/866/877/888 calls will be allowed so the customer may contact Company offices and customer services; also, access to the local calling area and emergency services will not be blocked.

Notification that such blocking has been established will be mailed to the customer. A recording will advise the customer that the number is restricted from long distance service and that blocking has been imposed when dialing or billing attempts are initiated. A service reconnect charge is not applicable when the customer's toll service is unblocked. Advanced Credit Management helps the customer maintain local access service, control their liability and thus minimizes temporary disconnects and permanent termination of all service due to payment delinquencies. Advanced Credit Management eliminates the necessity for deposits by Single Line Business and Residence Service (B1 and R1) customers. Single Line Business and Residence Service customers may voluntarily request credit limits lower than would be specified by their credit or behavioral scores.

2. *Advance Payments*

At the time an application for service is made, an applicant may be required to pay an amount equal to at least one (1) month's Network Access Rate plus installation charges that may be applicable in addition to such special construction charges as are to be borne by the applicant.

[2] Risk determination for medium and high levels can result from one Listed event. All possible events need not occur.

II. GENERAL REGULATIONS (Continued)

Federal, State, or Municipal governmental agencies may not be required to make advance payments. Requirements for advance payments except for special construction charges do not apply to Single Line Business and Residence Service (one party B1 and R1) customers who are regulated by the Advanced Credit Management System.	
3. *Deposits* [3] Applicants or customers whose credit rating is, or may become, unsatisfactory will be required to make a suitable deposit, not to exceed two (2) normal billing periods, as security for payment of future bills. Such a deposit may be requested at any time at the option of the Company. The interest paid on deposits may change on January 1 of each new year. The Commission will determine the twelve (12) month average interest rate for one (1) year treasury bills for the previous November 1 through October 31, round that rate to the nearest whole percent, and notify the Company of its determination of this interest rate. That rate will commence on January 1 and remain in effect for the following calendar year.	
Deposits will be returned within eighteen (18) months for business customers or twelve (12) months for residential customers unless the service has been discontinued for nonpayment during that period. The deposit will be refunded after the service has been discontinued and all amounts due the Company have been paid. If the amount due the Company has not been paid, the deposit will be credited to the unpaid amount and the balance if any, will be returned to the customer.	
4. *Provision of Equipment* Terminal equipment necessary for the provision of a given service may be furnished and owned by the customer. The customer may be required to provide suitable housing or other protective measures where Company-provided equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer to meet terminal equipment specifications when and where required.	
5. *Customer Billing* The customer is responsible for all charges in conjunction with the services furnished him, including collect toll messages that have been accepted at the customer's telephone.	
Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to governmental agencies.	
Bills are due when rendered unless otherwise specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments.	
For billing purposes each month is presumed to have thirty (30) days.	

[3] Single Line Business and Residence Service Customers (B1 and R1) are regulated by the Advanced Credit Management System and will not be required to make deposits.

II. GENERAL REGULATIONS

Retroactive billing adjustments will not be made for a period exceeding three (3) years.	
The Company may temporarily suspend service in the event the customer fails to pay any amount due. Such suspensions shall not be made until at least seven (7) days (measured from the day after the date of mailing) following written notification to the customer of the intention to suspend service, the amount due, and the date by which the same must be paid.	
6. *Returned Payment Charge* A charge may apply for returned payments for residential and business customers. Returned Payment Charge may apply to any payment that cannot be processed and may include, but is not limited to: insufficient funds; unable to locate account; account closed; balance held; drawn against uncollected funds; account garnished; payment stopped; no funds; account frozen; or post no debts.	
7. *Late Payment Charge* A late payment charge of two percent (2%) or twelve dollars ($12.00) (whichever is greater) of past due unpaid balances over $10.00, is applicable on residence and business customer bills after thirty (30) days from the customer's billing cycle date.	(I)
8. *Minimum Contract Period* Except as specified below, the minimum contract period is one (1) month from the date service or additions to service are established, and the minimum charge is the established rate for one (1) month.	
9. *Termination Liability* In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be twenty-five percent (25%) of the monthly recurring charge(s) (MRC) for the remainder of the term. For example: 25% X MRC X # of Lines/Channels/Paths X Remainder of Term = Termination Charge	
Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.	
End of Term Options Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term: - Renew their term commitment - Commit to a new term period - Arrange for a change service, or - Arrange for termination of the service.	

II. GENERAL REGULATIONS

In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under the Price List (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.	
Early termination charges will not be assessed under the following circumstances: - Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;	
- Customer attempts to move the existing service to a new location within the Company's service area, but the service is unavailable;	
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or	
- Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met: - The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,	
- The Company provides the new service via Price List or on an individual case basis (ICB), and	
- The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.	
C. <u>Abuse or Fraudulent Use of Service</u> The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes: - The use of service or facilities of the Company to transmit a message, or to locate a person, or otherwise to give or obtain information, without payment of the charge applicable for service;	
- the obtaining, or attempting to obtain, or assisting another to obtain service by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;	
- the use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably expected to frighten, abuse, torment, or harass another;	
- the use of profane or obscene language;	

II. GENERAL REGULATIONS (Continued)

- the use of the service in such a manner as to interfere unreasonably with the use of the service by other customers.

D. Discontinuance, Termination, or Refusal of Service by the Company

The Company may refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:

- upon the continuance of any unpaid amount due for a period of ten (10) days following temporary suspension;
- upon the continuance of any unauthorized attachment or improper connection of customer owned facilities with facilities provided by the Company;
- upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is or is to be used for an illegal purpose;
- upon the use of a service in such a manner that, in the opinion of the Company. Constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property, or service;
- upon a continuing violation of any of the regulations governing the furnishing of a service.

Termination of Service by the Company will be administered in accordance with the Telephone Customer Relations Rules, IDAPA 31.41.01. The text of these rules is available for customer inspection upon request.

E. Termination of Service at Customer's Request

Term commitments for service may be terminated prior to the expiration of the term commitment period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charge which might be applicable.

When a commitment for service with a one (1) month minimum period is canceled before establishment of the service is completed, a charge not to exceed the installation charge specified is applied if all or a portion of the facilities have been installed.

No minimum or termination charge will apply when a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original term commitment. Minimum and termination charges will apply for any service furnished under the original term commitment that is not retained by the new customer.

No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause beyond the control of the customer.

II. GENERAL REGULATIONS (Continued)

F. Reconnect Charge When service is disconnected for violation of rules or regulations, for fraudulent use of service, or nonpayment, the Company may charge for the reconnection as set forth in the Service Charges Section *III.* of this Price List.	
G. Slamming Per 47 CFR § 64.1120, a telecommunications carrier who acquires a customer by an unauthorized change of that customer's local service will be billed the applicable service charges to reestablish that customer's service with the authorized carrier as it existed before the change.	
H. Supersedure Customers who qualify for the establishment of service may assume the existing services of another customer on the premises where the existing service is being rendered and where an arrangement acceptable to the Company is made to pay outstanding charges against the service. Applicable termination charges will apply for any service furnished under the existing service arrangement that is not retained by the new customer.	
I. Resale of Service The resale of any service provided by the Company is not permitted except as provided elsewhere in this Price List or as specifically authorized by the Company.	
J. Telephone Numbers The customer has no property right to the telephone number nor any right to continuance of service through any particular central office.	
The Company reserves the right to change the customer's telephone number or the central office associated with the number, or both, as may be required for the proper conduct of its business.	
K. Directories The Company will furnish to its customers, without charge, such directories as are necessary for the efficient use of the service. Copies of other directories may be provided at a nominal charge.	
Directories regularly furnished to customers shall remain the property of the Company. No binder, holder, or auxiliary cover, except as provided or authorized by the Company shall be used in conjunction with any directory furnished by the Company.	
The Company may give credit for errors or omissions in directory Listings that were furnished to the customer at no charge. Credit will not exceed the monthly rate for the Network Access Line during the effective life of the directory in which the error or omission is made. In the case of directory Listings for which a charge is made, its liability shall be limited to the monthly rate for each such Listing for the charge period during which the error or omission continues.	

II. GENERAL REGULATIONS (Continued)

L. Obligation of the Company 1. *Furnishing of Service* The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.	
Where facilities beyond those normally required are provided to satisfy customer requests, charges based on the additional costs incurred will apply.	
When a customer orders installations, moves or changes, which cannot be completed during scheduled working hours, overtime charges may apply. Simple Service overtime charges will be the difference between straight time and overtime and will be in addition to the normal installation, move, or change charge. The customer must agree to this provision before such overtime work will be performed.	
When the construction of certain facilities is necessary for the furnishing of a service, the ownership of such facilities will be vested in the Company, even though all or a part of the cost of construction is borne by the customer.	
The Company will determine the type of facilities to be provided for the furnishing of a service.	
The Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities.	
2. *Maintenance and Repair* All costs associated with the maintenance and repair of services furnished by the Company will be borne by the Company except as specified elsewhere in this Price List.	
The Company will be reimbursed for any loss or damage to its facilities on the customer's premises resulting from intentional destruction or any other cause except from fire or unavoidable accidents.	
Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing, or removing any part of the Company's facilities.	
3. *Allowance for Interruptions* In the event of an interruption to any service, except an exchange Network Access Local Service, which is not due to the negligence of the customer, an allowance may be made if the interruption continues for more than forty-eight (48) hours from the time it is reported to or detected by the Company.	
The allowance will be the prorated portion of the monthly rate or monthly guarantee for the service or the portion of the service made inoperative.	

II. GENERAL REGULATIONS (Continued)

4. *Service Commitment*

The Utility will credit a customer's account by an amount equal to the monthly rate for one month of basic exchange service (Network Access Local Service) if the customer reports an out-of-service condition which has deteriorated service to the extent that the customer cannot make or receive local calls, or cannot use the service for voice-grade communications because of cross talk, static, or other transmission problems, and service is not restored within forty-eight (48) hours after the report of the outage, except that outages reported on Thursday, must be restored no later than 6:00 p.m. Monday and outages reported on Friday, Saturday or Sunday must be restored no later than 6:00 p.m. Tuesday.

The credit will not apply to out-of-service conditions resulting from the willful neglect, misuse or abuse by the customer. The credit will not apply to out-of-service conditions where the outage is in the customer's inside wire or customer's premises equipment. This credit will not apply to out-of-service conditions resulting from natural disasters, or circumstances beyond the control and knowledge of the Utility. This credit also will not apply to out-of-service conditions where service has been temporarily or permanently discontinued for nonpayment of bills.

5. *Service Performance Guarantee (SPG)*

This Service Performance Guarantee does not constitute a waiver of the provisions of Allowance for Interruptions or Service Commitment. Credits paid in accordance with Service Performance Guarantee shall be in addition to those required to be paid in accordance with Allowance for Interruptions or Service Commitment.

If a business-class or a residence-class customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of one hundred dollars ($100.00) for business-class service or twenty-five dollars ($25.00) for residence-class service.

One (1) credit per service order or per trouble report may be applied, if the installation or repair involves services from the Price List but excludes the following:

Public Telephone Service
Toll Service
Wide Area Telephone Service (WATS)

Each credit shall be limited to the amount specified above for each service order or trouble report.

A credit will be extended in accordance with the above conditions at the request of the customer. The customer may choose to apply the appropriate credit toward their bill.

A credit will be extended in accordance with the above conditions only after the Company fails to meet a commitment to install or repair one (1) or more of the services specified above or fails to restore Company-owned facilities used to provide any of the services specified above.

Credits will be provided in accordance with the above conditions to business-class or residence-class customers.

II. GENERAL REGULATIONS (Continued)

Credit is NOT applicable to:

- Claims for credit by customers that are temporarily disconnected for nonpayment or are requesting reconnection from a temporary disconnect for nonpayment.

- Misuse or abuse of the Company owned facilities, or if the problem is found to be associated with the customer's inside wiring or the customer's premises equipment.

- Missed commitments of new or subsequent service and outages of more than twenty-four (24) hours that are a result of natural disasters or circumstances beyond the control of the Company, such as acts of God, wars, revolution, civil commotion, acts of public enemy, labor difficulties (including without limitation strikes, slowdowns, picketing or boycotts), that occur within such a proximity of the due date that the Company could not reasonably notify the customer nor perform the necessary service. Such example is where there has been a storm or other catastrophe that has caused a large number of customers to lose telecommunications services and/or other similar utility type services.

6. *Customer Premises Inside Wire (CIPW)*

CPIW is telephone wiring located on the customer's premises beginning at the point of connection of premises wiring to the Company's facilities and terminating at the point of connection with terminal equipment. Work on CPIW may be performed by the customer, by a technician designated by the customer, or by the Company at the customer's request.

The connection to Company facilities will be at a standard network interface (SNI) provided by the Company. Terminal equipment will be connected to the inside wire at each location of use via a customer provided modular jack or similar device. FCC registered/approved equipment must be used. Use of unapproved or altered equipment can result in discontinuance of service and/or a service charge for costs to eliminate harm from the network.

Installation and Maintenance of CPIW is the responsibility of the customer.

If it is necessary for the Company to make a service call to clear a line having a fault in CPIW, charges for a service call, as specified in Section *III.*, will apply.

M. General Liability Statement

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing a service and not caused by the negligence of the customer, shall, in no event, exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs.

When the facilities of other companies are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of the other company or companies.

The Company is not liable for any unavoidable damage to the customer's premises resulting from the attachment of its equipment and associated wiring on such premises, or from the installation or removal thereof.

II. GENERAL REGULATIONS (Continued)

The Company will make no refund of overpayments by a customer unless the claim for such overpayment together with proper evidence be submitted within three (3) years from the date of the alleged overpayment.

N. Aid to Construction

The Company will provide telephone facilities to subdivisions, housing projects, multifamily dwellings, and mobile home parks having five (5) or more individual units under the following conditions:

- Prior to commencement of the installation of facilities the developer (owner) will enter into a written agreement assuming full responsibility for charges due under this Aid to Construction Price List. A deposit equal to sixty percent (60%) of the Company's estimated project charges is payable upon execution of the written agreement. Such payment must be received prior to the commencement of any construction activity.

- Repayment to the developer of all Aid to Construction charges, less Line Extension charges, made for a particular project will be made if, at any time within five (5) years of the date of commencement of construction, fifty percent (50%) of the units specified in the written agreement are producing network revenue for the Company. If the development does not reach a fifty percent (50%) fill rate, the developer will not be entitled to any refund. A date beyond which this refund provision will no longer apply will be stated in the written agreement between the developer and the Company.

The Company will undertake to provide all facilities necessary to provide permanent telephone service to the above projects.

Provisions of this Price List are applicable to all subdivisions, housing projects, multifamily dwellings, or mobile home parks consisting of five (5) or more individual units approved or platted after the effective date of this Price List.

For construction of facilities outside of platted developments see Line Extension Charges.

Nothing in this regulation shall be construed as limiting or in any way affecting the right of the Company to collect from the developer any additional charges to which it is entitled by virtue of the provisions of this Price List or otherwise by law.

O. Demarcation Point

The point(s) of demarcation, or standard network interface (SNI), will normally be provided as follows for each primary service location on continuous property:

1. *Switched Network Services*

   a. Residence Building – Single Occupant

      The SNI will normally be located outside the building at the protector.

II. GENERAL REGULATIONS (Continued)

b. Residence Building – Multi Occupant (1) Small complex (typically twenty-five (25) units or less) - One (1) SNI will be established for the complex. Normally this will be located either outside the building at the protector or inside the building at a point mutually agreed upon by the building owner and the Company such as an equipment room.	
(2) Large complex(typically more than twenty-five (25) units) - As a minimum, one SNI will be established for the complex. If a single SNI is used, the building will be treated as a small complex. Upon mutual agreement by the Company and the building owner, multiple SNIs may be established at centralized locations throughout the building.	
c. Single Business Building – Single Occupant The SNI will normally be located outside the building at the protector or inside the building at a point mutually agreed upon by the customer and the Company such as an equipment room.	
d. Multiple Business Buildings – Single Customer As a minimum, one SNI will be established for the complex. The building in which the SNI is located will be treated as Single Business Building - Single Occupant. Upon mutual agreement by the Company and the customer, multiple SNIs may be established for the complex. If multiple SNIs are used, each building at which an SNI is located will be treated as a Single Business Building - Single Occupant.	
e. Single Business Building – Multiple Customers If the building capacity is provided primarily through horizontal construction (such as a mall), as a minimum, one SNI will be established for the complex. The SNI will normally be located either outside the building at the protector or inside the building at a point mutually agreed upon by the building owner and the Company such as an equipment room. Upon mutual agreement by the Company and the owner, multiple SNIs may be established either on each premises occupied by an individual tenant or at centralized locations throughout the building.	
If the building capacity is provided primarily through vertical construction (such as a high rise building), as a minimum, one SNI will be established for the building. The SNI will normally be located in a centralized location, such as an equipment room, on the ground floor or basement of the building. Upon mutual agreement by the Company and the building owner, multiple SNIs may be established. If multiple SNIs are used, one SNI will be located at a centralized location on each floor.	
f. Multiple Business Buildings – Multiple Customers Each building will be treated as a Single Business Building -Multiple Customers.	

II. GENERAL REGULATIONS (Continued)

2. *Dedicated Network Services*

   A demarcation point in addition to those described above may be established at a point mutually agreeable to the Company and the customer.

III. LOCAL SERVICE

A. Network Access Local Service Options 1. *General* Local Service Options are available only where facilities and operating systems are available and technically feasible to individual business and residence and multi-line business customers. Local Service Options are comprised of the following:	
Basic Calling Service is economy rate exchange service that provides measured rate calling to points within the local calling area only.	
Community Calling Service provides for flat rate calling within the originating exchange and Company specified nearby exchanges only. All other calls terminating within the local calling area are measured.	
Community Plus Calling Service provides flat rate calling within the originating exchange and Company specified nearby exchanges with measured calling to all other exchanges within the local calling area.	
Premium Calling Service provides flat rate calling to all exchanges within the local calling area.	
Refer to this section for information regarding Local Measured Usage rates and zones.	
2. *Conditions* Network Access Service is provided by Local Service Options through facilities owned and maintained according to the standards of the Company. The territory served is shown on maps filed with the Commission, by the Company. This territory is referred to as an exchange.	
Within an exchange the following classes of service are available to Business customers where facilities exist: Business One-Party, Business Multi-line, Central Office Located Trunk, Custom Line Telephone Service and Public Access Line.	
The following class of service is available to Residence customers: Residence One-Party.	
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 that is both business and residence, the business rate will apply. Public Access Line service will only be installed on premises of a public or semi-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. Public Access Line Service are provided as Community Calling.	
While the Company's Local Exchange Network Access Line Service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the Company.	

III. LOCAL SERVICE (Continued)

Local calls placed from a line with Local Service Options will be billed the appropriate charges, as follows: a. Direct dialed call The customer will pay the Initial and Additional Minute rate for the duration of the call based on the Zone called.	
b. Operator assisted calls when difficulty experienced in direct dialing Any customer subscribing to Local Service Options who experiences difficulty in direct dialing may request an operator's assistance to place the call. The Initial and Additional Minute rate will apply as if the call had been direct dialed. No Operator Service Charge will apply.	
Handicapped customers are exempt from the Operator Service Charge on all operator-assisted calls.	
c. Operator assisted calls for Special billing arrangements Local Service Option customers who dial the Operator to bill Exchange and/or extended area calls to a Third Number, Collect, or Special Billing Number will be billed the Operator Service Charge, Initial Minute rate, and Additional Minute rate for the appropriate Zone.	
d. Calls to Call Forwarded lines The Local Service Option customer pays the appropriate usage rate (Initial and Additional Minute) for the duration of the call from the originating number to the called number.	
The customer of the Call Forwarding service pays any applicable usage (measured) rate from the called number to the terminating location of the call.	
Usage on a Foreign Exchange access line with measured usage is measured and billed as if the local calls had been placed from the primary service location.	
Local Service Options will not be offered in connection with WATS.	
Hotel/motel customers can subscribe to any of the options available for Local Service Options. 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 charges, the following applies: - A flat monthly rate for provision of incoming calls and access to the local network.	
- Zones 1 through 3 relate to measured usage rates based upon interexchange mileage determined by measuring the airline distance between rate centers within the local service (calling) area. There are no mileage charges associated with calls originating and terminating within a customer's serving exchange.	

III. LOCAL SERVICE

- A charge per minute or fraction thereof, for duration of call. Monthly billing is based on cumulative minutes of usage with the total fraction rounded to the next higher minute.

The time-of-day and day-of-week discounts apply to all calls that are originated within the designated discount periods. The charges are determined separately for each rate period, and the results are totaled.

Customers with lines in a hunt line arrangement must subscribe to the same service option for all lines.

Customers with more than one line who are group billed, must subscribe to the same service option for all lines.

3. *Service Options, Rates and Measured Rate Local Calling Areas*

a. Flat Rate Access Line Service

Service Option	Monthly Rate Residence	Monthly Rate Business	
(1) Basic Calling Service			
One-Party	$26.00	$38.00	(I)
Business Multi-Line		38.00	(I)
Coeur d'Alene, Hayden Lake, Moscow, Post Falls, Sandpoint		38.00	(I)
Central Office Located Trunk		26.75	(I)
Hayden Lake, Post Falls, Sandpoint, Coeur d'Alene, Moscow		26.75	(I)
Central Line Telephone Service		45.90	(I)
Hayden Lake, Post Falls, Sandpoint, Coeur d'Alene, Moscow		45.90	(I)

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Service Option	Monthly Rate Residence	Monthly Rate Business	
(2) Community Calling Service			
Residence One-Party	$26.00		(I)
Business One-Party		$41.69	
Bonners Ferry, Harrison, Mullan, St. Maries		46.99	
Hayden Lake, Post Falls, Sandpoint, Coeur d'Alene		51.99	
Moscow		51.99	
Business Multi-Line		42.99	
Bonners Ferry, Harrison, Kellogg/Pinehurst, Mullan, St. Maries		50.99	
Coeur d'Alene, Hayden Lake, Post Falls, Sandpoint		55.99	
Moscow		55.99	
Central Office Located Trunk		29.70	
Bovill, Deary, St. Maries, Bonners Ferry, Kellogg/Pinehurst		37.25	
Harrison, Mullan, Hayden Lake, Post Falls, Sandpoint, Coeur d'Alene, Moscow		37.25	
Custom Line Telephone Service		50.90	
Bovill, Deary, St. Maries, Bonners Ferry, Kellogg/Pinehurst		58.40	
Harrison, Mullan, Hayden Lake, Post Falls, Sandpoint		65.40	
Coeur d'Alene		65.40	
Moscow		66.50	
Public Access Line		34.85	
Bovill, Deary, St. Maries, Bonners Ferry, Kellogg/Pinehurst		42.35	
Harrison, Mullan, Hayden Lake, Post Falls, Sandpoint		42.35	
Coeur d'Alene, Moscow		42.35	(I)

III. LOCAL SERVICE

Service Option	Monthly Rate Residence	Monthly Rate Business	
(3) Community Plus Service			
Residence One-Party	$29.00		(I)
Mullan, Orofino, Peck, Pierce, St. Maries	29.00		
Business One-Party		$57.99	
Bonners Ferry, Bovill, Clark Fork, Cora, Deary, Evergreen, Genesee, Hope, Oldtown/Albeni, Potlatch, Priest Lake, Priest River, Spirit Lake		57.99	
Mullan, Orofino, Peck, Pierce, St. Maries, Wallace, Weippe		52.99	
Business Multi-Party		61.99	
Bonners Ferry, Bovill, Clark Fork, Cora, Deary, Evergreen, Genesee, Hope, Oldtown/Albeni, Potlatch, Priest Lake, Priest River, Spirit Lake		61.99	
Mullan, Orofino, Peck, Pierce, St. Maries, Wallace, Weippe		56.99	
Central Office Located Trunk		49.10	
Bonners Ferry, Bovill, Clark Fork, Cora, Deary, Evergreen, Genesee, Hope, Oldtown/Albeni, Potlatch, Priest Lake, Priest River, Spirit Lake		49.10	
Mullan, Orofino, Peck, Pierce, Wallace, Weippe, St. Maries		41.73	
Plummer/Worley		46.10	
Custom Line Telephone Service		64.90	
Bonners Ferry, Bovill, Clark Fork, Cora, Deary, Evergreen, Genesee, Hope, Oldtown/Albeni, Potlatch, Priest Lake, Priest River, Spirit Lake		64.90	
Mullan, Orofino, Peck, Pierce, Wallace, Weippe, St. Maries, Plummer/Worley		64.90	(I)

Service Option	Monthly Rate Residence	Monthly Rate Business	
(4) Premium Calling Service			
Residence One-Party	$34.00		(I)
Business One-Party		$79.99	
Business Multi-Line		83.99	
Clark Fork, Hope, Priest River, Spirit Lake		83.99	(I)

III. LOCAL SERVICE

b. Local Calling Area / Measured Rate Local Calling Area [4]

(1) Bayview

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Bayview	None	Spirit Lake	Clark Fork Coeur d'Alene Hayden Lake Hope Post Falls Priest River Rathdrum Sandpoint
Community Calling Service	Bayview	None	None	Spirit Lake	Clark Fork Coeur d'Alene Hayden Lake Hope Post Falls Priest River Rathdrum Sandpoint
Community Plus Service	Bayview Hayden Lake Rathdrum Sandpoint Spirit Lake	None	None	None	Clark Fork Coeur d'Alene Hope Post Falls Priest River
Premium Calling Service	Bayview Clark Fork Coeur d'Alene Hayden Lake Hope Post Falls Priest River Rathdrum Sand Point Spirit Lake	None	None	None	None

[4] Monthly rates relocated to *3.(a)*. Unlimited Usage Service Area, Measured Rate Local Calling Area and Zones relocated from *3.(b)*.

III. LOCAL SERVICE (Continued)

(2) Bonners Ferry

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Bonners Ferry	None	None	Sandpoint
Community Calling Service	Bonners Ferry	None	None	None	Sandpoint
Community Plus Service	Bonners Ferry Sandpoint	None	None	None	None
Premium Calling Service	Not Available				

(3) Bovill

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Bovill	Deary	None	Moscow Potlatch
Community Calling Service	Bovill Deary	None	None	None	Moscow Potlatch
Community Plus Service	Bovill Deary Moscow Potlatch	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(4) Clark Fork

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Clark Fork	Hope	None	Bayview Sandpoint
Community Calling Service	Clark Fork	None	Hope	None	Bayview Sandpoint
Community Plus Service	Clark Fork Hope Sandpoint	None	None	None	Bayview
Premium Calling Service	Clark Fork Bayview Hope Sandpoint	None	None	None	None

III. LOCAL SERVICE (Continued)

(5) Coeur d'Alene

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Coeur d'Alene	Hayden Lake Post Falls	Rathdrum	Bayview Harrison Kellogg/ Pinehurst Plummer/ Worley Spirit Lake
Community Calling Service	Coeur d'Alene	None	Hayden Lake Post Falls	Rathdrum	Bayview Harrison Kellogg/ Pinehurst Plummer/ Worley Spirit Lake
Community Plus Service	Coeur d'Alene Harrison Hayden Lake Plummer/ Worley Post Falls Rathdrum	None	None	None	Bayview Kellogg/ Pinehurst Spirit Lake
Premium Calling Service	Coeur d'Alene Bayview Harrison Hayden Lake Kellogg/ Pinehurst Plummer/ Worley Post Falls Rathdrum Spirit Lake	None	None	None	None

III. LOCAL SERVICE (Continued)

(6) Cora

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Cora	Garfield, WA Wellesley Potlatch	None	Moscow
Community Calling Service	Cora Garfield, WA	None	Wellesley Potlatch	None	Moscow
Community Plus Service	Cora Garfield, WA Moscow Potlatch Wellesley	None	None	None	None
Premium Calling Service	Not Available				

(7) Deary

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Deary	Bovill	None	Moscow Peck Potlatch
Community Calling Service	Deary Bovill	None	None	None	Moscow Peck Potlatch
Community Plus Service	Deary Bovill Moscow Peck Potlatch	None	None	None	None
Premium Calling Service	Not available				

III. LOCAL SERVICE (Continued)

(8) Evergreen

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Evergreen	Farmington, WA Tensed/ Bluebell	Potlatch	Plummer/ Worley Rock Creek St. Maries
Community Calling Service	Evergreen Farmington, WA	None	Tensed/ Bluebell	Potlatch	Plummer/ Worley Rock Creek
Community Plus Service	Evergreen Farmington, WA Tensed/ Bluebell Plummer/ Worley Potlatch Rock Creek St. Maries	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(9) Genesee

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Genesee	None	Moscow	None
Community Calling Service	Genesee	None	None	Moscow	None
Community Plus Service	Genesee Moscow	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(10) Harrison

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Harrison	Plummer/ Worley	St. Maries	Coeur d'Alene Hayden Lake Kellogg/ Pinehurst Post Falls
Community Calling Service	Harrison St. Maries	None	Plummer/ Worley	None	Coeur d'Alene Hayden Lake Kellogg/ Pinehurst Post Falls
Community Plus Service	Harrison Coeur d'Alene Plummer/ Worley St. Maries	None	None	None	Hayden Lake Kellogg/ Pinehurst Post Falls
Premium Calling Service	Harrison Coeur d'Alene Hayden Lake Kellogg/ Pinehurst Plummer/ Worley Post Falls St. Maries	None	None	None	None

III. LOCAL SERVICE (Continued)

(11) Hayden Lake

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Hayden Lake	Coeur d'Alene Post Falls Rathdrum	Spirit Lake	Bayview Harrison
Community Calling Service	Hayden Lake	None	Coeur d'Alene Post Falls Rathdrum	Spirit Lake	Bayview Harrison
Community Plus Service	Hayden Lake Bayview Coeur d'Alene Post Falls Rathdrum Spirit Lake	None	None	None	Harrison
Premium Calling Service	Hayden Lake Bayview Coeur d'Alene Harrison Post Falls Rathdrum Spirit Lake	None	None	None	None

III. LOCAL SERVICE (Continued)

(12) Hope

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Hope	Clark Fork	Sandpoint	Bayview
Community Calling Service	Hope	None	Clark Fork	Sandpoint	Bayview
Community Plus Service	Hope Clark Fork Sandpoint	None	None	None	Bayview
Premium Calling Service	Hope Bayview Clark Fork Sandpoint	None	None	None	None

(13) Kellogg/Pinehurst

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Kellogg/ Pinehurst	Wallace	Mullan	Coeur d'Alene Harrison
Community Calling Service	Kellogg/ Pinehurst	None	Wallace	Mullan	Coeur d'Alene Harrison
Community Plus Service	Kellogg/ Pinehurst Coeur d'Alene Harrison Mullan Wallace	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(14) Moscow

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Moscow	Moscow Garrison, WA Pullman, WA	Genesee Potlatch Wellesley	Bovill Cora Deary
Community Calling Service	Moscow Moscow/ Garrison, WA Pullman, WA	None	None	Genesee Potlatch Wellesley	Bovill Cora Deary
Community Plus Service	Moscow Moscow/ Garrison, WA Pullman, WA Bovill Cora Deary Genesee Potlatch Wellesley	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(15) Mullan

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Mullan	Wallace	Kellogg/ Pinehurst	None
Community Calling Service	Mullan Wallace	None	None	Kellogg/ Pinehurst	None
Community Plus Service	Mullan Kellogg/ Pinehurst Wallace	None	None	None	None
Premium Calling Service	Not Available				

(16) Oldtown/Albeni

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Oldtown/ Albeni	Newport, WA Priest River	None	Sandpoint Spirit Lake
Community Calling Service	Oldtown/ Albeni Newport, WA	None	Priest River	None	Sandpoint Spirit Lake
Community Plus Service	Oldtown/ Albeni Newport, WA Priest River Sandpoint Spirit Lake	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(17) Orofino

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Orofino	Peck	Weippe	Pierce
Community Calling Service	Orofino	None	Peck	Weippe	Pierce
Community Plus Service	Orofino Peck Pierce Weippe	None	None	None	None
Premium Calling Service	Not Available				

(18) Peck

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Peck	Orofino	None	Deary Pierce Weippe
Community Calling Service	Peck Newport, WA	None	Orofino	None	Deary Pierce Weippe
Community Plus Service	Peck Deary Orofino Pierce Weippe	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(19) Pierce

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Pierce	None	Weippe	Peck Orofino
Community Calling Service	Pierce	None	None	Weippe	Peck Orofino
Community Plus Service	Pierce Orofino Peck Weippe	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(20) Pinehurst [5]

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Kellogg/ Pinehurst	Wallace	Mullan	Coeur d'Alene Harrison
Community Calling Service	Kellogg/ Pinehurst	None	Wallace	Mullan	Coeur d'Alene Harrison
Community Plus Service	Kellogg/ Pinehurst Coeur d'Alene Harrison Mullan Wallace	None	None	None	None
Premium Calling Service	Not Available				

[5] Pinehurst is being shown for display purpose and is part of the Kellogg exchange.

III. LOCAL SERVICE (Continued)

(21) Plummer/Worley

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Plummer/ Worley	Harrison	St. Maries Tensed/ Bluebell	Coeur d'Alene Orofino
Community Calling Service	Plummer/ Worley	None	Harrison	St. Maries Tensed/ Bluebell	Coeur d'Alene Evergreen
Community Plus Service	Plummer/ Worley Coeur d'Alene Evergreen Harrison St. Maries Tensed/ Bluebell	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(22) Post Falls

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Post Falls	Coeur d'Alene Hayden Lake Rathdrum	None	Bayview Harrison Spirit Lake
Community Calling Service	Post Falls	None	Coeur d'Alene Hayden Lake Rathdrum	None	Bayview Harrison Spirit Lake
Community Plus Service	Post Falls Coeur d'Alene Hayden Lake Rathdrum	None	None	None	Bayview Harrison Spirit Lake
Premium Calling Service	Post Falls Coeur d'Alene Hayden Lake Rathdrum Bayview Harrison Spirit Lake	None	None	None	None

III. LOCAL SERVICE (Continued)

(23) Potlatch

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Potlatch	Cora	Evergreen Moscow Bluebell Wellesley	Bovill Deary Tensed/ Bluebell
Community Calling Service	Potlatch	None	Cora	Evergreen Moscow Wellesley	Bovill Deary Tensed/ Bluebell
Community Plus Service	Potlatch Bovill Cora Deary Evergreen Moscow Tensed/ Bluebell Wellesley	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(24) Priest Lake

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Priest Lake	None	None	Sandpoint Priest River
Community Calling Service	Priest Lake	None	None	None	Sandpoint Priest River
Community Plus Service	Priest Lake Priest River Sandpoint	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(25) Priest River [6]

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Priest River	Oldtown/ Albeni	Spirit Lake	Bayview Priest Lake Sandpoint
Community Calling Service	Priest River	None	Oldtown/ Albeni	Spirit Lake	Bayview Priest Lake Sandpoint
Community Plus Service	Priest River Oldtown/ Albeni Priest Lake Sandpoint	None	None	Spirit Lake	Bayview
Premium Calling Service	Priest River Oldtown/ Albeni Priest Lake Sandpoint Spirit Lake	None	None	None	None

[6] Rules and Regulations of the Washington Utilities and Transportation Commission (WUTC) apply to all Washington subscribers; however, Priest River, Washington subscribers served from facilities in Priest River, Idaho are subject to rates and charges as specified in I.P.U.C. Price List No. 1.

III. LOCAL SERVICE (Continued)

(26) Rathdrum

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Rathdrum	Hayden Lake Post Falls	Coeur d'Alene Spirit Lake	Bayview
Community Calling Service	Rathdrum	None	Hayden Lake Post Falls	Coeur d'Alene Spirit Lake	Bayview
Community Plus Service	Rathdrum Bayview Coeur d'Alene Hayden Lake Post Falls Spirit Lake	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(27) Rock Creek

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Rock Creek	Fairfield, WA Setters Tensed/ Bluebell	None	Evergreen Spokane, WA
Community Calling Service	Rock Creek Fairfield, WA	None	Setters Tensed/ Bluebell	None	Evergreen Spokane, WA
Community Plus Service	Rock Creek Fairview, WA Evergreen Setters Tensed/ Bluebell Spokane, WA	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(28) St. Maries

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	St. Maries	None	Plummer/ Worley Harrison	Evergreen Tensed/ Bluebell
Community Calling Service	St. Maries Harrison	None	None	Plummer/ Worley	Evergreen Tensed/ Bluebell
Community Plus Service	St. Maries Evergreen Harrison Plummer/ Worley Tensed/ Bluebell	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(29) Sandpoint

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Sandpoint	None	None	Bayview Bonners Ferry Clark Fork Oldtown/ Albeni Priest Lake Priest River
Community Calling Service	Sandpoint	None	None	Hope	Bayview Bonners Ferry Clark Fork Oldtown/ Albeni Priest Lake Priest River
Community Plus Service	Sandpoint Bonners Ferry Bayview Clark Fork Hope Oldtown/ Albeni Priest Lake Priest River	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(30) Setters

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Setters	Rockford, WA Rock Creek	None	Tensed/ Bluebell Spokane, WA
Community Calling Service	Setters Rockford, WA	None	Rock Creek	None	Tensed/ Bluebell Spokane, WA
Community Plus Service	Setters Rockford, WA Rock Creek Spokane, WA Tensed/ Bluebell	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(31) Spirit Lake

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Spirit Lake	None	Bayview Hayden Lake Priest River Rathdrum	Coeur d'Alene Oldtown/ Albeni Post Falls
Community Calling Service	Spirit Lake	None	None	Bayview Hayden Lake Priest River Rathdrum	Coeur d'Alene Oldtown/ Albeni Spokane, WA Post Falls
Community Plus Service	Spirit Lake Bayview Hayden Lake Oldtown/ Albeni Rathdrum	None	None	Priest River	Coeur d'Alene Post Falls
Premium Calling Service	Spirit Lake Bayview Hayden Lake Oldtown/ Albeni Rathdrum Coeur d'Alene Post Falls Priest River	None	None	None	None

III. LOCAL SERVICE (Continued)

(32) Tensed/Bluebell

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Tensed/ Bluebell	Tekoa, WA Rock Creek Evergreen	Plummer/ Worley	Potlatch St. Maries Setters
Community Calling Service	Tensed/ Bluebell Tekoa, WA	None	Rock Creek Evergreen	Plummer/ Worley	Potlatch St. Maries Setters
Community Plus Service	Tensed/ Bluebell Tekoa, WA Evergreen Plummer/ Worley Potlatch Rock Creek St. Maries Setters	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(33) Wallace

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Wallace	Kellogg/ Pinehurst Mullan	None	None
Community Calling Service	Wallace	None	Kellogg/ Pinehurst Mullan	None	None
Community Plus Service	Wallace Kellogg/ Pinehurst Mullan	None	None	None	None
Premium Calling Service	Not Available				

(34) Weippe

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Weippe	None	Pierce Orofino	Peck
Community Calling Service	Weippe	None	None	Pierce Orofino	Peck
Community Plus Service	Weippe Orofino Peck Pierce	None	None	None	None
Premium Calling Service	Not Available				

III. LOCAL SERVICE (Continued)

(35) Wellesley

Exchange and Service Option	Unlimited Usage Service Area	Zone 0	Zone 1	Zone 2	Zone 3
Basic Calling Service	None	Wellesley	Palouse, WA Cora	Moscow Potlatch Pullman, WA	None
Community Calling Service	Wellesley Palouse, WA	None	Cora	Moscow Potlatch	None
Community Plus Service	Wellesley Palouse, WA Cora Moscow Potlatch Pullman, WA	None	None	None	None
Premium Calling Service	Not Available				

B. Local Measured Usage Rates

1. *Conditions*

Usage charges apply to calls from Basic Calling, Community Calling, and Community Plus Services.

No usage charges apply to Premium Calling Service.

Usage will not be charged on calls placed to Operators, 911 (Emergency Service), Directory Assistance, Company Service or Repair Offices, nor on calls that access Interexchange Carrier lines/trunks that have been registered with the Company for the purpose of placing long distance calls.

Any routes in the expanded calling area that are over twenty-three (23) miles are billed at Zone 3 rates.

III. LOCAL SERVICE (Continued)

2. *Rates*

	Initial Minute	Additional Minute
Zone 0 Immediate Exchange	$0.05	$0.02
Zone 1 1-10 Miles	0.07	0.03
Zone 2 11-16 Miles	0.10	0.05
Zone 3 17-23 Miles	0.14	0.07

3. *Discount Periods*

Discounts for evening, night, and weekends are expressed as a percent reduction in the preceding measured usage charges. The discount is applicable to both initial and subsequent minute rates. In cases where a message begins in one discount period and ends in another, the initial period discount is the discount in effect at the time the connection is established. The discount for each additional minute is the discount in effect at the beginning of each additional minute. Discounts are applied, based on the following table:

	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.
8:00 am to 4:59 pm	Day Rate Period Full Rate						
5:00 pm to 10:59 pm	Evening Rate Period [7] 30% Discount						Evening 30% Discount
11:00 pm to 7:59 am	Night and Weekend Rate Period 45% Discount						

[7] The Evening Rate applies to the holidays listed below:

- New Year's Day — January 1
- Independence Day — July 4
- Labor Day — First Monday in September
- Thanksgiving Day — Fourth Thursday in November
- Christmas Day — December 25

III. LOCAL SERVICE (Continued)

C. Public Access Line Service 1. *General* Public Access Lines (PAL) are business exchange lines provided to customers who connect customer-owned pay telephones to access local service as well as message toll service with the interexchange carrier(s) selected by the owner. Customer owned pay telephones may be connected only to Public Access Lines.	
The PAL customer shall be responsible for the installation, operation and maintenance of any customer provided pay telephone used in connection with this service. Instruments must meet the following criteria: - Registered under47 CFR § 68.1 et al. (instrument-implemented), or - Unregistered, but connected behind a protective coupler registered under 47 CFR § 68.1 et al. - Comply with requirements of 47 USCS § 255. - Comply with all conditions as set forth in IDAPA 31.51.01.	
2. *Conditions* Public Access Line Service is provided as Community Calling.	
Public Access lines may require a number change if a customer changes from existing service. If a number change is required to provide restrictive features, the appropriate Service Charge will apply.	
Public Access Lines may be installed at any well-lighted location. A current telephone directory, in legible condition, must be provided for use by calling parties. This condition for directories is waived for coinless, toll only pay telephones that provide operator access for directory assistance at no charge to the user.	
Extensions to a pay telephone permitting third party access to conversations are prohibited.	
Charges for local and toll calls may be assessed by the Owner of the pay telephone. These charges may exceed the approved charges permitted the Company.	
The instrument may be pre-pay or post-pay. Coin-operated instruments must accept coins of various denominations and return/refund unused coins.	
The Company is not responsible for coin collection or return, for fraudulent use of the customer's service by the public, or for restrictions to line usage imposed by limitations of the customer-provided telephone.	
Public Access Lines are single party business lines equipped to provide access to local service as well as to message toll service of all available interexchange carriers.	

III. LOCAL SERVICE (Continued)

The instrument must allow coin-free operator and emergency/911 access in any exchange in which 911 service is available. The instrument shall also provide access to the Telecommunications Relay Service (TRS) without the use of coin or credit card.	
All PAL customers must have O- (Operator) capability. In operating areas where 911 service is not available, the O- feature provides operator service for the placing of emergency calls for the customer to fire departments, police, ambulance, etc. O- calling also permits the placing of calls for certain handicapped/disabled individuals and operator-placed calls where repair problems or trouble in dialing occurs. Telephone operators will not dial digits for customers outside of these conditions.	
Coin sent paid interLATA calls from PAL lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.	
Instructions for obtaining refunds from the subscriber and a statement that the customer provided telephone is not provided by the Company must be prominently displayed on or near the instrument. The Company is not responsible for refunds of coins deposited in customer-owned coin operated telephones.	
Each Public Access Line will be charged for Directory Assistance calls up to a maximum of six dollars ($6.00) per month.	
Each telephone must be labeled or there must be posted in close proximity to the instrument, information including: - Name, address and telephone number of Owner; - Procedure for reporting service difficulties and method of obtaining refunds; - A statement that the instrument is not owned by the Company and that charges for calls made on the instrument are not regulated; - Dialing instructions; - Operation characteristics such as pre-pay or post-pay; - Emergency dialing information including dial tone first, coin-free 911 or other emergency access; and, - Where calls are timed, the time limits per call.	
The Operator will refer customer requests for repair, explanation of telephone operation, etc. to the Vendor or Owner of the customer-provided station.	
Directory listing for PAL service are provided under the regulations governing the furnishing of listings in Section *IV.* of this Price List.	
Ancillary services, such as Speed Calling and Touch Call, are available at rates specified elsewhere in this Price List.	

III. LOCAL SERVICE (Continued)

In addition to the rates and charges above, Public Access Lines shall bear all special charges related to business access line service such as directory assistance, and maintenance of service.	
The customer is responsible for payment of all charges billed to the Public Access Line, including charges for Directory Assistance and Message Toll Service.	
The customer shall be responsible for the payment of a Time and Material Charge for visits by a telephone company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided pay telephones as outlined in Telephone Customer Relations Rule in the Idaho Administrative Procedures Act 31.51.01, Operator Services and Pay Telephone Rules.	
The Company may require a security deposit to ensure payment.	
Owners must apply for PAL service with the Company on an application form provided by the Company, meeting requirements set by the Idaho Public Utilities Commission. When the form is received by the Company, completed in its entirety and signed by the Vendor and the Owner, an installation date will be scheduled.	
An incomplete application will result in a delay or refusal to provide PAL service.	
When any customer-provided telephone is found in violation of this Price List, the Company shall notify the customer of the reported violation. The Company has the right to disconnect the service when it is deemed necessary to protect the toll network and Company employees or protect the public from misuse of service. The customer must notify the Company, in writing, within ten (10) days of the disconnect when the violation is corrected for service to be restored.	
Failure to comply will result in a permanent disconnection of the service. The customer must then submit a new request for service and pay all applicable Nonrecurring charges for service installation. Proof that previous violation has been corrected will be required before service is reinstalled.	
Calls to Telecommunications Relay Service (TRS) will be provided at no charge to the end-user.	
3. *Service Options* Customers of PAL Service may select the following options which are offered wherever equipment, facilities and operating conditions permit. The minimum billing period for any option is one month. a. Nonrestrictive - permits all types and classes of calls to originate and terminate on the PAL.	
b. Selective Class of Call Screening/Option 1 provides Operator Call Screening (0+) and Long Distance (1+) Blocking. Any 0+ direct dialed calls received by the operator will be screened for credit card, operator verified third number or collect billing arrangements. Long distance direct dialed calls (1+ 7 or 10 digits, 01+, 011+, 1+555, 1+900, 1+976, 1+700) will be blocked in the central office and directed to a recording that informs the caller that the number may not be dialed direct from that telephone. Direct dialed calls to 1 + 800/866/877/888 and 1+950+10XXXX will be permitted.	

III. LOCAL SERVICE (Continued)

	The PAL customer remains responsible for the payment of any calls that are unsuccessfully screened or blocked due to a nonparticipating carrier location originating the call.	
c.	Selective Class of Call Screening/Option 2 provides Operator Call Screening only. Any 0+ dialed calls received by the operator will be screened for operator verified third number and collect billing arrangements. Long distance (1+) directly dialed calls are allowed with this option.	
	The PAL customer remains responsible for the payment of any calls that are unsuccessfully screened or blocked due to a nonparticipating carrier location originating the call.	
d.	Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. PAL Answer Supervision will be provided for use with PAL Service as specified in this Price List to assist in determining when billing for a specific call should commence.	
e.	900 Blocking Service provides blocking of all Intrastate 1+ and 0+ 900XXX-XXXX calls when the PAL customer elects to have such calls blocked. 900 Call Restriction Service is available at no charge to PAL customers if the order is placed at the same time as an initial order or subsequent order for other services. Nonrecurring charge as listed under rates applies for reinstallation of the service.	
f.	Bill Number Screening is a feature that restricts billing of collect and third number billed calls to a specific telephone number. Additional information in Section *V.* of this Price List.	
g.	International Blocking provides end-office blocking of end-user direct dialed 011+ and 10XXX+011 calls from an end user's location. Offered on a per line basis where facilities permit.	

III. LOCAL SERVICE (Continued)

4. *Rates*

Public Access Line Service Options	Monthly Rate	Nonrecurring Charge
Nonrestrictive	---	---
Selective Class of Call Screening Option 1/ Operator Call Screening (0+) and Long Distance (1+) Blocking	$1.13	$37.50
Selective Class of Call Screening Option 2/ Operator Call Screening Only (0+)	1.13	37.50
Answer Supervision, per line	2.05	
900 Blocking Service	---	[8]
Billed Number Screening Service	1.00	---
International Blocking Service	---	19.95

D. Idaho Telephone Service Assistance Program (Lifeline)

1. *General*

The Idaho Telephone Service Assistance Program (ITSAP and Lifeline) provides for a credit against the recurring monthly rate for the provision of local residential service for certain low-income customers.

2. *Application*

The Lifeline credit is only available to residence customers who meet the following eligibility requirements:

- Income Eligible (Income cannot exceed 135% of the Federal Poverty guideline)
- Medicaid
- Supplemental Nutrition Assistance program
- Supplemental Security income
- Federal Public Housing Assistance (Section 8)
- Veterans Pension
- Veterans Survivors Pension

[8] 900 Blocking is provided free of charge at the time of an initial order or subsequent order for additional services. A $5.00 charge applies for re-installations.

III. LOCAL SERVICE

The ITSAP credit is available to residential customers whose income does not exceed one hundred thirty-five percent (135%) of the Federal Poverty guideline.

Lifeline Toll Restriction Service (IOSC 40696) is available on a voluntary basis where technically feasible to Lifeline Telephone Service customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+555-1212, 1+/0+NPA-555-1212), 1+900 calls, 976 calls, and IntraLATA toll calls, while allowing access to local, 911, 0-, 1+800/888 etc., and EAS calls. Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes "*/#" (e.g., *66, *69) is also allowed. Upon customer request, some Service Activation Codes may be blocked at no charge, where conditions and facilities permit.

Lifeline customers may receive toll limitation services without charge. Toll limitation services include voluntary toll control and toll blocking. Toll control allows the customer to specify a certain dollar amount of toll usage, which is acceptable to the Company that may be incurred on their telephone service. Toll blocking will take effect once the customer's requested toll limitation amount is exceeded.

Lifeline Service may not be disconnected for non-payment of toll charges.

Deposit requirements do not apply to Lifeline Service customers if toll blocking is employed.

3. *Rates and Charges*

A total credit amount applies to the Lifeline customer's monthly bill, for the available Service Option selected by the customer, as follows:

	Broadband [9] Monthly Credit	Voice [10] Monthly Credit
Federal and State Lifeline Credits for a One-Party Line:		
a. Federal Support Credit	$9.25	$5.25
b. State Support Credit [11]	$2.50	$2.50

All recurring and nonrecurring charges for any service ordered by the customer shall be billed at the Price Listed rates with the exception of Tribal Link Up Service as defined in *III.F.*.

[9] Broadband = service that includes qualifying broadband service.

[10] Voice = voice service with no qualifying broadband service as defined by 47 CFR § 54.403 (a)(2).

[11] State credit only applies to service that includes voice.

III. LOCAL SERVICE

When the Company receives the name and telephone number of the eligible customer and new service is established, the Telephone Assistance Program credit will begin within sixty (60) days if the customer name and telephone number match the Company's records. The credit will be prorated on the basis of a thirty (30) day month from the effective date of the customer's application.

The regular service and equipment charges and regulations applicable to the service offerings will apply. The service and equipment charges to change to or from this program due to eligibility status will be waived.

When a customer is no longer eligible for Lifeline Service, the Lifeline credit amount specified above will be discontinued and regular Price List rates and charges will apply.

4. *Funding*

The total cost of providing this Lifeline program shall be funded from a uniform monthly surcharge to each business and residential access line, excluding those residential access lines benefiting from the program.

E. Native American Lifeline

1. *General*

Residential customer who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands may qualify for an additional enhanced federal Lifeline credit of up to twenty-five dollars ($25.00) per month if the individual participates in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families (TTANF)
- Head Start (only those households meeting its income qualifying standard)
- Tribal or National School Lunch Program's (free lunch program)
- Food Distribution Program on Indian Reservations (FDPIR)
- Medicaid
- Supplemental Nutrition Assistance Program
- Supplemental Security Income
- Federal Public Housing Assistance
- Veterans Pension
- Veterans Survivors Pension

A resident of a federally recognized tribal land may also qualify if the individual is head of household and earning at or below one hundred thirty-five percent (135%) of the Federal Poverty Guidelines.

III. LOCAL SERVICE (Continued)

2. *Application*

The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchanges:

Tribe/Reservation	Exchange
Coeur d'Alene Tribe of the Coeur d'Alene Reservation	Plummer/Worley St. Maries Harrison Coeur d'Alene Kellogg/Pinehurst Potlatch Post Falls Tensed/Bluebell
Kootenai Tribe	Bonners Ferry
Nez Perce Tribe	Genesee Orofino Pierce Weippe

All recurring and nonrecurring charges for any service ordered by the customer shall be billed at the Price Listed rates with the exception of Tribal Link Up Service as defined in that section.

Customers who live on federally recognized tribal lands and meet the Lifeline eligibility criteria described above are also eligible for federal assistance of Tribal Link Up Service as defined in that section.

F. Tribal Link Up Service

1. *General*

Tribal Link Up Service helps Tribal Land low-income subscribers initiate telephone service by providing reduced service installation charges qualifying Tribal Land residential subscribers.

2. *Application*

Tribal Link Up Service is available to low income residential customers who meet the eligibility requirements of the Idaho Telephone Service Assistance Program (Lifeline).

An applicant or recipient is required to furnish his/her social security number before his/her eligibility can be determined. Failure to do so will result in denial of benefits.

Tribal Link Up Service can only be associated with the primary residential connection.

III. LOCAL SERVICE (Continued)

Funding for Tribal Link Up Service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.

3. *Rates and Charges*

Reduction of Service Charges, as specified in Section *III.* of this Price List. A one hundred percent (100%) discount, up to a maximum of one hundred dollars ($100.00), for new Service Charges shall apply.

G. Network Access Surcharge

1. *Conditions* [12]

Pursuant to Idaho Code § 56.904, the Idaho Public Utilities Commission issues orders annually, which increase of decrease the Idaho Telephone Service Assistance Program surcharge amount. Pursuant to Idaho Code § 62.610, the Idaho Public Utilities Commission issues orders annually, which increase of decrease the Idaho Universal Service Fund surcharge amount.

2. *Rates*

	Surcharge Rate
Surcharge for Idaho Telephone Service Assistance Program (Lifeline). Applicable to all business and residence subscribers except those benefiting from the program.	See footnote [13]
Surcharge for Idaho Universal Service Fund (USF)	
Business Access Line	See footnote [13]
Residence Access Line	See footnote [13]

H. Mileage Charges

1. *Conditions*

Interoffice Mileage is applicable when a customer requests a Network Access line from another central office within the exchange other than that from which he would normally be served.

[12] Information on surcharge(s) applicable to Message Toll and special calling services is located in I.P.U.C. Price List No. 3.
[13] As set by Idaho P.U.C. Order pursuant to Idaho Code § 56.901. As the Idaho P.U.C. issues orders, which increase or decrease the requirement, the surcharge amount(s) will be adjusted accordingly.

III. LOCAL SERVICE (Continued)

The mileage measurement will be the direct airline distance in miles between the serving central offices involved.

2. *Rates*

	Monthly Rate
Interoffice Mileage, per quarter mile	$1.74

I. Extension Service

1. *Conditions*

a. Extensions

Extension Service provides the capability of originating or receiving calls from locations other than the primary termination point of the Network Access line within the serving central office area. For extension service between two (2) central offices within the same exchange, refer to Section *II.* of I.P.U.C. No. 6.

The Terminal Loop charges stated above apply to extensions of Network Access lines when facilities of the Company are used in the provision of Extension Services. Terminal Loop charges do not apply when extension service wiring is placed by the customer or the customer's vendor on the customer's side of the point of demarcation on the same premises.

Extension Service may be furnished in connection with all classes and grades of Network Access service except Public Telephone Service.

Directory listings and distinctive signals are not allowed on Extension Service.

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

The Company reserves the right to remove Extension Service that interferes with the satisfactory operation of a Network Access line. The customer may be required to restrict the number of extension telephones in use when the ringer equivalencies of the telephones exceed the maximum limit and cause harm to the customer's telephone service and/or the network of the Company. Failure to comply shall be considered a violation of the General Regulations, Section *II.* of this Price List.

b. Terminal Loops

A Terminal Loop is the wire facility and/or transmission equipment used in extending a Network Access line to a different building on continuous or non-continuous property.

III. LOCAL SERVICE (Continued)

	Terminal Loop rates are applicable when facilities on the Company side of the demarcation point are used in the provision of this service. Extensions of Network Access lines may be provided by the customer when the facilities can be contained on the customer side of the demarcation point. When provided on the customer side of the demarcation point, Terminal Loop rates do not apply.	
	Terminal Loop charges, continuous or non-continuous, may apply in addition to mileage charges found elsewhere in this Price List.	
c.	Terminal Loop-Continuous Property Examples of Continuous Property Terminal Loop rate applications include, but are not limited to, the following: - One Terminal Loop applies for each termination of the extension of a Network Access line that is located outside of the building where the primary network terminates when network facilities of the Company are used in the provision of the service.	
	- Refer to Special Channel Services, Section *XII.*, for application of Local Loop charges when a station or an extension of a PBX station requires the use of Company Network facilities to extend the line to a different building on continuous property.	
d.	Terminal Loop – Noncontinuous Property Examples of Noncontinuous Property Terminal Loop rate applications include, but are not limited to, the following: - One Terminal Loop applies for each extension of a Network Access line and for each line extended to terminate on a concentrator unit. Two (2) Terminal Loops apply when the line is controlled by a key at the primary termination of the Network Access line.	
	- Refer to Special Channel Services, Section *XII.*, for application of Local Loop charges when a station or an extension of a PBX station requires the use of Company Network facilities to extend the line to an off-premises location.	
e.	Line Treatment Charge-Noncontinuous Property The rate applies when combinations of wire facilities exceed the distances where transmission of information or supervision of network signaling cannot be accomplished without amplification or signaling adapters.	
f.	Unusual or Special Construction A departure from the rates and special conditions specified in this schedule may be made on behalf of the Company when a line extension involves unusual construction or disproportionately large expenditures as compared with the usual type of plant construction.	

III. LOCAL SERVICE (Continued)

2. *Rates*

	Monthly Rate
Terminal Loop Charges	
Continuous Property	$5.00
Non-continuous Property	8.00
Line Treatment, if required	10.00

J. Service Charges

1. *Conditions*

a. Service Charges

The preceding charges are applicable to all installations and moves and changes of services and facilities of the utility.

The Nonrecurring Service Charges shown are in addition to charges shown in the applicable Price List schedules.

(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) Central Office Connection Charge

Applicable to work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.

(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.

III. LOCAL SERVICE (Continued)

(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 (2) weeks of the non-pay disconnect, the appropriate Service Charges will apply.

(6) 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:

- A former subscriber to a telephone number requests reconnection of the number in the same service name within ninety (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 Special Telephone Number is in addition to the other applicable nonrecurring charges incurred in the installation, move, or change of a service. One (1) 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.

(7) Field Visit Charge

Field Visit Charges apply to Multiline Business service whenever field personnel are dispatched to perform work on the network facilities or on leased terminal equipment. If more than one location and/or premises is visited, the appropriate number of Field Visit Charges will be billed.

III. LOCAL SERVICE (Continued)

	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. - 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 that has been disrupted by fire, accident or natural catastrophe. When service that has been disrupted by fire, accident, or natural catastrophe is reestablished for the customer at either the original location or a new location, the Service Charges and Field Visit 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). - When service has been disrupted due to unauthorized change to another telecommunications carrier (slamming), see Section *II.*, General Regulations, for billing of Nonrecurring Charges to reestablish service with the authorized carrier.	
b.	Installment Billing Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.	
c.	Time and Material Charges (non-regulated charges shown for informational purposes) Time and Material charges are applicable to each service call by the Company where a trouble report results from customer-provided equipment and/or facilities. At the request of the customer, the Company will repair, adjust, and/or perform any work on the customer-provided equipment and/or facilities at non-regulated rates and charges.	
	Time and Material Charges apply in addition to any applicable Service Charges, Premise Visit and Other Installation Charges as shown in other schedules in this Price List.	
	Total Time and Material Charges are based on the labor time and miscellaneous materials required to complete the installation on the customer's premises.	
	Time and Material charges and associated Service Charges do not apply to the following work: - To install the Standard Network Interface (SNI).	
	- To move or change a customer's telephone service or equipment if required or initiated by the Company.	
	- To install, move, or change telephone equipment located on a customer's premises but used exclusively by the Company for maintenance or training activities.	
	- The "from" portion of work involved in a transfer of service from one premises to another.	

III. LOCAL SERVICE (Continued)

- Disconnection and/or removal of main or extension line services and supplementary network services.

d. Premise Visit (trouble isolation)

A Premise Visit (trouble isolation) charge is applicable whenever the Company's repairmen are dispatched to the customer's premises, at the request of the customer, and the repair trouble is found to be the result of customer-provided equipment or facilities. If more than one (1) location and/or premises is visited, the appropriate number of Premise Visit charges will be added.

2. *Rates*

	Residence	Single Line Business	Multi-Line Business
Service Charges			
Service Order Charge – Initial, per line	$35.00	$50.00	$50.00
Service Order Charge – Subsequent, per line	20.00	35.00	35.00
Central office Connection Charge, per order	20.00	20.00	20.00
Access Line Work Charge	20.00	20.00	20.00
Reconnect Charge	30.00	45.00	45.00
Special Telephone Number	35.00	60.00	60.00
Field Visit Charges	---	---	15.00
Time and Material Charges			
Time and Material Charges are non-regulated charges, and therefore not listed in this Price List.			
Premise Visit (trouble isolation)	85.00	100.00	100.00

K. Line Extension Charges

1. *General*

Line Extension Charges are applicable in connection with all classes, types, and grades of service in any exchange area when established by means of an extension or addition to the Company's wire, cable, or service drop plant, whether aerially or sub-surface. Supporting structures, which accommodate the plant include trenches, conduit, and poles, whether solely owned, jointly owned, or contracted under a rental agreement.

All line extensions will be owned and maintained by the Company. The applicant may furnish and place the required supporting structure, for their entire service drop only, in lieu of applicable service drop charges. All supporting structures will be placed in accordance with construction specifications of the Company, however in all instances the ownership of the structures shall be entirely vested in the Company.

III. LOCAL SERVICE (Continued)

An applicant receives only a single line extension allowance regardless of the number of services ordered at the premises.

2. *Conditions*

a. Measurement of Distances

Distances referenced in this schedule are route distances. The routing of the extensions will be determined by the Company in accordance with standard engineering practices.

b. Payment of Charges

Line Extension Charges will be paid in a lump sum or, when mutually agreeable, in equal monthly installments for a term of two (2) years. The Company reserves the right to request advance payment, either in whole or in part prior to performing any work.

c. Disconnects

When a customer disconnects his service, no refund is made of the Line Extension Charges.

On disconnection of service, a customer making monthly Line Extension Charge payments is required to pay an amount equal to the total of the monthly Line Extension Charge payment for the unexpired life of the contract, except as provided under reuse of facilities.

Charges to remaining customers are not affected by disconnects.

d. Reuse of Facilities

When a customer disconnects service or moves and service is established for a new applicant at the same location, the new applicant may assume the Line Extension Charge contract provided there is no lapse in payments, as follows:

- If the original customer was on the monthly payment basis, the new applicant is charged the same monthly payment for the remaining life of the term commitment. The original customer is relieved of any further responsibility for Line Extension Charges on the project.
- If the original customer prepaid the charged the new applicant pays no charge.
- Any adjustment in prepaid Line Extension Charges is a matter for negotiation between the original customer and the new applicant.

e. Temporary or Speculative Service

Line extensions to provide service to an applicant engaged in temporary or speculative business will be made on the condition that the applicant pays to the Company, in advance, the estimated cost of construction and removal, less the salvage value, and the materials used.

III. LOCAL SERVICE (Continued)

If a customer maintains service, originally established on a temporary or speculative basis, for a period of thirty-six (36) months, and if his business or operation at the end of that time has proven its permanency to the satisfaction of the Company, the customer will be refunded an amount equal to the charge above, less the normal Line Extension Charge which would have been applicable at the time the customer's service was installed.

f. Unusual or Special Construction

A departure from the rate and special conditions specified in this schedule may be made on behalf of the Company when a line extension involves unusual or disproportionately large construction expenditures as compared with the usual types of plant construction. Such departure may require a specific ruling by the Idaho Public Utilities Commission.

For subdivisions housing projects, multifamily dwellings, and mobile home parks with five (5) or more units, see Section *II.*, General Regulations - Aid to Construction.

g. Relocation of Company Facilities

When an applicant, customer, association or other third-party requests a change in the type, location or the relocation of aerial or underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Company for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

3. *Rates*

The Company will provide line extensions up to three thousand dollars ($3,000) regardless of the length of the extension. The customer shall pay one hundred percent (100%) of all costs over three thousand dollars ($3,000).

4. *Joint Application*

The total charge for the project less the maximum free allowance of three thousand dollars ($3,000) per customer will determine the total line extension recovery for the project, which will be shared by the applicants.

An applicant's share will be determined based on his individual portion of the common line.

Under no circumstances will the Company charge an applicant more under a joint application than he would have been charged as a single applicant.

L. Construction of Outside Plant Facilities

1. *Description*

Construction of outside plant facility charges and requirements apply in connection with the placement of service drops, new facilities in subdivisions, and for relocation of existing facilities.

III. LOCAL SERVICE (Continued)

2. *Rates*

Where the Company performs work in public right-of-way areas, the actual cost of both labor and materials used, less salvage, will apply.

3. *Conditions*

a. General

The Company will furnish, install and maintain all cable/wire on the Company side of the demarcation point to serve its customers, except as otherwise provided in this Price List.

Construction, as cited in this section, consists of all outside plant facility work and materials required to provide service, with the exception of cable/wire, which is furnished and placed by the Company.

Except where required by law, the type of construction (direct burial, underground conduit, or aerial) on both public right-of-way and private property is the prerogative of the Company and will only be changed at the applicant/customer's request as provided in this section.

Where underground construction will not be within a utility strip or other designated right-of-way and where the Company requires adequate rights for the construction, operation, and maintenance of such construction, the applicant/customer, or tract owner, or developer in the case of real estate subdivisions, will provide the Company with easements, deed restrictions, or other appropriate covenants for these rights.

Refer to General Regulations, Section *II.*, General Liability Statement for Company liability statement.

b. Public Right-of-Way

(1) Normal Construction

The Company will extend cable/wire to the property line of the applicant/customer at no charge except where Line Extension Charges apply. Refer to Line Extension Charges, Section *III.K.* for line extension charges.

(2) Special Construction

If the applicant/customer requests a route or type of construction other than what the Company would ordinarily provide, the additional cost of construction will be borne by the applicant/customer or others requesting the special construction.

III. LOCAL SERVICE (Continued)

(3) Relocation of Existing Outside Plant Facilities When cable/wire is relocated or the type of construction is changed at the applicant/customer's, association or other third-party requests, the entire cost of removing the old and constructing the new will be borne by the applicant/customer or others requesting the relocation. Payment for the cost of the change or relocation must be made prior to the change or relocation.	
c. Private Property (1) Normal Construction Where the Company determines that buried wire or cable is to be used for the service connection, the applicant/customer will provide the trench to bury the network service wire.	
Where the Company determines that underground conduit is to be used for the service connection, the applicant/customer will provide the conduit and will own and maintain at his/her expense the conduit and underground supporting structure. Such conduit and structure must comply with National Electric Safety Code (NESC) and Company standards. The conduit and underground supporting structure will be the property of the applicant/customer and the cable/wire will be property of the Company.	
Where the Company determines that aerial wire is to be used for the service connection, the applicant/customer shall provide any poles or other supporting structures required to complete the connection. Such poles and supporting structures must comply with National Electric Safety Code (NESC) and Company standards. These poles and supporting structures will be property of the applicant/customer and the cable/wire will be the property of the Company.	
The applicant/customer will be responsible for providing the Company with access to any poles, structures, trench and/or conduit necessary for installation of cable/wire and service. The poles, structures, trench and/or conduit must meet the Company's established standards, which permit termination of the buried cable/wire at the premise property line. This termination point is to be designated by the Company.	
In cases where the Company is refused access to an open trench, or the Company is not notified of the availability of an open trench, it will be the responsibility of the applicant/customer to provide the necessary conduit and/or trench.	
The actual cost incurred because of the sharing of an open trench on private property with another utility will be the responsibility of the applicant/customer or others requesting the work.	
(2) Special Construction If the applicant/customer requests a different route or type of construction from what the Company has determined to be normal, the additional cost of construction will be borne by the applicant/customer or others requesting the special construction.	

III. LOCAL SERVICE (Continued)

(3) Relocation of Exisiting Outside Plant Facilities

When cable/wire is relocated or the type of construction is changed at the applicant/customer's, association or other third-party requests, the entire cost, less salvage, of removing the old and placing the new construction will be borne by the applicant/customer or others requesting the relocation. Payment for the cost of the change or relocation must be made prior to the change or relocation.

(4) Repair of Existing Outside Plant Facilities

It is the responsibility of the premises owner to provide suitable working space for repairs by the Company. This may include removing concrete or asphalt, repair or replacement of supporting structures, or digging to access the damaged areas.

M. Road Work Recovery Surcharge

1. *General*

This charge is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by a City, County, State or Federal authorities, or any other government entity of any kind. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs or Price Lists. The surcharge will be billed monthly per account and will be identified on the bill as a Road Work Recovery Surcharge.

2. *Conditions*

Surcharge will be assessed at the time of billing.

There will be no proration of charges.

There will be no discounts for vacation, seasonal or temporary suspension of service.

The surcharge will appear on the customer's bill as the "Road Work Recovery Surcharge".

3. *Rates*

	Monthly Rate Per Account
Business	$1.50
Residence	1.50

IV. OPERATOR ASSISTANCE AND DIRECTORY SERVICES

A. Call Reference Service

1. *General*

Call Referral Service is offered to customers who have moved to a new location, disconnected telephone service or requested a telephone number change. Calls to the intercepted telephone number are referred to an operator or they are routed to a pre-recorded message that informs the caller of the status of that number. At the customer's request, the new number may be included in the basic recording, and if a customized option is selected, additional information can be included. This service is available where resources permit. No charges apply when Call Referral is provided due to a Company error.

2. *Service Description*

a. Basic Call Referral

This level of service provides a pre-recorded announcement stating that the called number has been disconnected or changed. At the customer's request, the new number may be included in the recording. Basic Call Referral Service is provided free of charge for thirty (30) days to both Residence and Business customers.

b. Extended Basic Call Referral

This optional level of service includes the features of Basic Call Referral as described above and provides customers the ability to extend the Basic Referral service beyond the initial thirty (30) day period. The minimum period is an additional one month, to a maximum of eleven (11) additional months.

c. Internet Call Messenger Service/New Number Call Routing

Internet Call Messenger Service/New Number Call Routing is a customized operator intercept service available to business or residence customers who have relocated or changed telephone numbers and require more than the standard referral of calls to a new number. The customer may design an intercept message up to two hundred forty (240) characters. Typical messages include status of the new line, name(s), new telephone number(s), new address(es), zip code(s), business hours, etc.

In the case of multiple customers needing a referral from the same number, New Number Call Routing can be made. A customized recording is created giving out each party's name and associated new number as directed by the customers.

Internet Call Messenger Service/New Number Call Routing are services are offered for a minimum of one (1) month and a maximum of twelve (12) months.

3. *Conditions*

The Company reserves the right to refuse any customer's requested message that it deems to be in violation of the General Regulations section of this Price List. Messages must also be in compliance with all administrative rules, state statutes, and public policy considerations.

IV. OPERATOR ASSISTANCE AND DIRECTORY SERVICES (Continued)

Personalized recorded message services such as Extended Basic Referral, Internet Call Messenger Service/New Number Call Routing will not be provided to customers who have been disconnected for nonpayment.	
All applicable charges for Call Referral Services will be billed in advance as a one-time charge. Customers will be billed for the total requested Call Referral Service time period on their next billing statement.	
Internet Call Messenger Service/New Number Call Routing may be requested when a disconnected number has been in use by more than one customer (e.g., partnership in a firm, members of the same household, etc.), and each party wishes to receive calls at their new number. The announcement will provide the names and forwarding telephone numbers of all parties listed in the message.	
Basic Call Referral and Extended Basic Call Referral are available for Custom Line Telephone Service customers.	
Call Referral Service in this Section is not applicable for Direct Inward Dialing (DID) customers. Extended Basic Referral service for DID customers is set forth in General Services, Section *V.* of this Price List.	
4. *Application of Rates* The rates and charges following are in addition to any other applicable rates and charges.	
In addition to the monthly nonrecurring charge for Internet Call Messenger Service/New Number Call Routing, a Customized Recording Set-up Fee will apply.	
The Customized Recording Set-up Fee applies to all initial and subsequent orders Internet Call Messenger Service/New Number Call Routing.	

IV. OPERATOR ASSISTANCE AND DIRECTORY SERVICES (Continued)

5. *Rates and Charges*

	Non-Recurring Charge	
	Residential/Business	
Basic Call Referral First 30 days	No charge	
Extended Basic Call Referral		
1 month additional – minimum order	$20.00	
Each additional month or fraction thereof - Maximum order is 12 months, including the first 30 days offered under Basic Call Referral above	10.00	
	Residential	Business
Internet Call Messenger Service/New Number Call Routing		
Each month or fraction thereof (no free period) 1 month minimum/12 month maximum	$15.00	$25.00
Customized Recording Set-up Fee Initial or Subsequent order	25.00	25.00

B. Operator Assisted Calls

1. *General*

Operator Services is furnished to customers upon their request to assist in the completion of calls where facilities and operating conditions permit. This charge is in addition to all applicable measure usage charges. The discount rates for measured usage do not apply to the Operator Service Charge.

The following services are offered:

a. 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).

b. 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.

IV. OPERATOR ASSISTANCE AND DIRECTORY SERVICES (Continued)

c. 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.

d. 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.

e. 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.

f. 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.

2. *Rates*

Service Charges are assessed on a per call basis as specified below:

	Per Call
Operator Assisted Station to Station	$2.75
Collect	3.50
Operator Assisted Person to Person	4.90
Operator Time and Charges	2.00
Operator Assisted – Corrections	3.25
Billed to Third Number	3.50

C. Public Payphone Usage Surcharge

1. *Conditions*

In addition to any applicable Operator Handled Service Charge, this fee applies to all completed Local and IntraLATA long distance calls that are made from a payphone and are not paid in coins.

Surcharge does not apply to calls made to emergency numbers (911) or calls made by hearing impaired or disabled persons to a telecommunications relay service (TRS).

IV. OPERATOR ASSISTANCE AND DIRECTORY SERVICES (Continued)

2. *Rates*

	Surcharge Rate
Public Payphone Usage Surcharge – Per Call	$0.25

D. Directory Assistance

1. *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 non-published number or that the requested party has no telephone listing.

The regulations and rates set forth below apply to calls from customers who request assistance in determining telephone numbers of customers who are located in the same Local Access and Transport Area (LATA) as the customer making the request.

Directory Assistance Call Completion (DACC) allows customers the option to have their local or intraLATA calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory number.

b. Conditions

A maximum of two (2) telephone numbers will be provided on each call to Local Directory Assistance. The customer should advise the operator at the beginning of the call if two (2) listings will be requested.

The charges stated in *c.* below do not apply to calls originating from:

An exchange access line, 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 (2) 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.

Business Category Search – If the exact name of a business is not known, directory assistance operators can search the database for a "type of business" using Business Category Search to find telephone numbers under business headings provided by the customer. A maximum of two (2) headings can be searched per call and up to three (3) listings can be provided per call via a random search. Charges apply even if the numbers are non-published or no numbers are found. With a "type of business" search, the caller is billed for each category searched.

IV. OPERATOR ASSISTANCE AND DIRECTORY SERVICES

Directory Assistance Call Completion (DACC)

The calling party will incur a $.10 usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC.

IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer.

c. Rates

	Per Call [14]	Usage Charge [15]	
Each call to Directory Assistance	$3.00		(I)
Directory Assistance Call Completion (DACC)	3.00	$.10	(I)

2. *Directory Assistance*

a. General

Directory Assistance Call Completion provides an incoming Directory Assistance customer requesting an intraLATA number, a mechanized announcement offering call completion to the listed number requested. If the customer asks for two (2) listings, the second number will be automatically connected unless the customer asks the operator to be connected to the first number.

The mechanized announcement will instruct the caller that for an additional charge he may have his call automatically completed by depressing a specific digit on the touch-tone key pay.

Customers may request blocking of Directory Assistance calls originating from their telephone lines by contacting the Local Company business office.

b. Conditions

Directory Assistance will only be furnished where facilities and operating conditions permit.

This service is furnished solely for the telephone calling purposes of the caller.

Provisions concerning limitations of liability and allowance for interruption of service are as set forth in General Regulations, Section *II.*, of this Price List.

[14] A maximum of two (2) telephone numbers will be provided on each call to Local Directory Assistance.

[15] See Condition *IV.D.1.2.*

IV. OPERATOR ASSISTANCE AND DIRECTORY SERVICES

This offering provides call completion on a Local Access and Transport Area (LATA) basis for an additional flat rate charge.	
Person, collect, conference, third number or any other calls requiring operator handling, are not included.	
Directory Assistance is not subject to optional calling plan discounts. However, the usage associated with a call completed via Directory Assistance will be subject to any applicable discounts.	
Directory Assistance will not be provided to the following services: 800/866/877/888 Service, 976 Service, 900 Service, Public Access Line (PAL) Service for Customer-Provided Equipment (CPE), or Feature Group A Service.	
c. Rates Directory Assistance does not have a separate rate. This feature is included in Local Directory Assistance Service.	
3. *National Directory Assistance/Customer Name and Address Service* a. General National Directory Assistance provides customers with directory listings from the Company's directory assistance database. This database makes all Company listings available to any Company operator along with national listings from other directory assistance provider database(s). National Directory Assistance provides listings for residential, business, government, Company 1-800, and Company local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.	
b. Conditions Customers receive a maximum of two (2) listings per call, i.e., two (2) National Directory Assistance numbers, one National Directory Assistance number and one CNA listing or two (2) CNA listings.	
Customers who make operator assisted calls to Directory Assistance or to obtain Customer Name and Address Service will be charged the Directory Assistance rate plus the applicable operator surcharge as set forth in the Company's Price List.	
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.	

IV. OPERATOR ASSISTANCE AND DIRECTORY SERVICES

Customers will have access to any in- or out-of-franchise, 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.	
Charges for National Directory Assistance /Customer Name and Address Service are not applicable to calls placed on an exchange access line which the Company has determined is used on a continuing basis by a person incapable of using the Company's directory. This condition is administered the same as it is for Directory Assistance.	
National Directory Assistance /Customer Name and Address Service will be available where technology permits.	
Local Directory Assistance placed to National Directory Assistance /Customer Name and Address Service will continue to be billed according to the local Directory Assistance charge and call allowance. Local Customer Name and Address Service calls placed to National Directory Assistance /Customer Name and Address Service will be billed according to the National Directory Assistance /Customer Name and Address Service Price List.	
c. Rates and Charges Charge National Directory Assistance/Customer Name and Address Service Each call $3.00	(I)
E. Directory Service 1. *General* The following applies to light faced listings in the white pages (alphabetical section of the directory). a. Only information necessary to identify the customer is included in these listings.	
b. The Telephone Company may use abbreviations in listings when, in its judgment the clearness of the listing or the identification of the subscriber is not impaired.	
c. The Telephone Company may reject a residence listing, which is judged to be business or advertising. The Telephone Company may reject a listing, which it judges to be objectionable or fictitious and contrived.	
d. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.	
e. A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.	

IV. OPERATOR ASSISTANCE AND DIRECTORY SERVICES

f. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.

g. Incoming calls to Non-Publish service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Non-Publish service customer in the directory or disclosing a Non-Publish number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such Non-Publish listing service.

h. The Company reserves the right to forward the name, address and telephone number of Non-Publish telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.

i. Non-Publish directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

2. *Composition of Listings*

a. Business Service

(If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)

(1) The name of a subscriber
(2) The name of each business enterprise, which the subscriber conducts
(3) The name of a corporation, which is the parent of subsidiary of the subscriber

b. Residence Service

(1) The name of the subscriber
(2) Another authorized residential name
(3) Dual name listings for authorized by the subscriber, i.e., Smith, Mary and John
(4) Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

3. *Designation*

A designation can be used on a business service to assist the public in calling but not to advertise the business.

4. *Address*

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

IV. OPERATOR ASSISTANCE AND DIRECTORY SERVICES (Continued)

5. *Types of Listing*

   a. Primary Listing – One (1) listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.

   b. Additional Listing – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing, i.e., JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.

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

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

   e. Non-Listing – A listing that is available in directory assistance but not printed in the telephone directory.

   f. Non-Publish – A telephone number that is not listed in either directory assistance or in the telephone directory.

6. *Rates*

	Monthly Rates	
	Business	Residence
Primary Listing	No Charge	No Charge
Additional Listing	$6.00	$5.50
Foreign Exchange Listing	6.50	6.00
Extra Lines of Information	6.00	5.50
Non-Listing	5.50	5.50
Non-Publish	6.50	6.50

V. GENERAL SERVICES

A. Billing Services

1. *Billed Number Screening*

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. Conditions

Incoming collect and third number billed calls from most points in the United States and many foreign countries may be screened at a computerized customer data base. When the call originates from a carrier who participates in the screening, the originating operator denies the collect or third number billed call. The operator informs the calling party that a different billing method must be arranged. When the call originates from a carrier who does not participate in the screening, the call will go through to the called party and will be billed as requested, collect or third number. It is the carrier at the originating point of a call 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 location originating the call.

Customers wanting to subscribe to both Billed Number Screening (BNS) and Call Restriction Service (CRS) 2 - Maximum Restriction, may subscribe to CRS 2/BNS-Combination Service and will receive a discounted combination rate. (See Call Restriction Service in this section.)

c. Rates

	Per Line Monthly Rate [16]	Per Order Nonrecurring Charge [17]
Single Line Service	$2.00	$5.00
Multiline Service	2.00	5.00

[16] Customers will Billed Number Screening service established prior to May 14, 1996 will not be charged the monthly rate. Subsequent discontinuance and re-subscription to the service will incur the monthly charge.

[17] 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 NRC Rates will be the total labor, programming time and expense, and materials. (Must allow 2-4 weeks for processing due to special handling).

V. GENERAL SERVICES (Continued)

2. *Duplicate Billing Request*

   a. Description

   A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.

   b. Conditions

   The current month's billing, or any, or all of the previous five (5) bills, will be provided at no charge.

   A Duplicate Bill Charge will apply for providing a printed copy of a prior bill, other than what is exempt above.

   c. Rates

	Residence	Business
Duplicate Bill Charge per copy of bill requested	$5.00	$5.00

3. *Detailed Billing Service*

   a. Conditions

   Message Detail Service provides on magnetic tape, a detailed record of message toll usage only.

   Billing Detail Service provides on magnetic tape, all records of the customer's billing: message toll usage, directory assistance charges, equipment detail, and all other service charges.

   Detail Billing Services are not provided as a duplicate of regular telephone bills and are not considered a reconciliation of the Company's regular billing.

   Liability for errors on the magnetic tape is limited to the monthly rate for the service in the month the error occurred.

   The Company will establish the record descriptions and will reserve the right to change the record format.

V. GENERAL SERVICES (Continued)

b. Rates

	Monthly Rate	Nonrecurring Charge
Establish Message Detail and/or Billing Detail Service	---	$ 517.00
Change Detail Billing or Service Termination Type	---	146.00 [18]
Magnetic Tape supplied after service is established, each	---	33.00
Message Detail Service		
1 – 500 Messages	$45.95	---
501 – 3000 Messages	110.27	---
More than 3000 Messages	230.56	---
Billing Detail Service		
1 – 500 Records	96.07	---
501 – 3000 Records	160.39	---
More than 3000 Records	280.69	---

4. *Local Billing Usage Detail*

The monthly rates for Local Calling Service do not include the provision of monthly billing detail. When billing detail is furnished, the following charges will apply.

	Charge
Set-up Charge, per Order	Service Charges, Section *III.*
Recurring Charge, per month	$1.50
Detailed Usage list(s), per page	.10

5. *Special Billing Number Service*

a. Conditions

Special Billing Service is available for One-party Network Access line services for a minimum period of six (6) months.

[18] A nonrecurring charge is applied to change from one type of billing service to the other, after initial establishment of service. It also applies if the type of basic terminal equipment is charged.

V. GENERAL SERVICES (Continued)

The customer receives a monthly listing of toll messages for each special billing number used in placing calls.

b. Rates

	Monthly Rate
First 20 or less numbers	$8.35
Next 30 or less numbers	8.35
Each additional group of 50 or less numbers	16.71

6. *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

	Nonrecurring Charge
Convenience Fee, per occurrence	$10.00

B. Call Restriction Service

1. *Definition*

Call Restriction Service (CRS) provides the capability to block outgoing dialed calls to selected prefixes. The service is provided from Company central offices where facilities and operating conditions permit.

V. GENERAL SERVICES (Continued)

2. *Description* The CRS package permits calls to the following non-chargeable numbers/prefixes: 911, 1+800/866/877/888, local calls and listed toll free numbers for the Company (Repair, Billing, etc.). a. CRS 1 – Limited Restriction Subscriber dialed calls to 1+900 and 0+900, and 1+976 numbers/prefixes are blocked in the Company's central office and diverted to a Company-provided intercept announcement.	
b. CRS2 – Maximum Restriction In addition to blocking the same numbers as CRS 1, CRS 2 also blocks 0-, 0+, 011+ and 1+ dialing.	
c. CRS 2/BNS – Combination Customers wanting to subscribe to both CRS 2 - Maximum Restriction and Billed Number Screening (BNS) may subscribe to CRS 2/BNS-Combination Service and will receive a discounted combination rate. In addition to blocking the same numbers as CRS 2, CRS 2/BNS - Combination service blocks incoming collect, and/or third number billed calls. (See Billed Number Screening Service.)	
d. CRS4 – 976 Cell Restriction Blocks intrastate calls to 1+ 976-XXXX.	
3. *Conditions* Call Restriction Service is available on local exchange one-party residence and business network access lines where central office and operating conditions permit.	
Call Restriction Service shall be removed upon written request from the customer.	
Service Charges are waived in establishing Call Restriction Service in the following situations: - Ordered and installed at the same time as the basic network access service.	
- Ordered and installed at the same time as another change on the network access line. Service Charges in Section *III.* of this Price List will apply.	
- Ordered within ninety (90) days after the conversion to a new central office that makes Call Restriction Service available for the first time in a serving area.	
- Ordered within ninety (90) days upon receipt of customer notification from the Company when approval of any new call restriction Price List is received.	

V. GENERAL SERVICES (Continued)

- Service Charges for the installation of CRS 1 or CRS 4 shall be waived upon the initial request for the service. If the customer subsequently removes the CRS 1 or CRS 4 service and then orders it reinstated on the same line, service charges will apply.

Customer requests for Maximum Call Restriction (CRS 2 or CRS 2/BNS) will be denied in serving areas in which 9-1-1 is unavailable and emergency service is available only by dialing a seven (7) or ten (10) digit number or 0- to obtain an operator.

The Company shall not be liable to any person for damages of any nature arising out of, resulting from, or in connection with the provision of Call Restriction Service 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 the dialing options listed previously.

4. *Rates Per Line*

	Monthly Rate	Nonrecurring Charge
CRS 1 – Limited Restriction	$0.00	$5.00
CRS 2 – Maximum Restriction	2.00	5.00
CRS 2/BNS – Combination	2.50	5.00
CRS 4 – 976 Call Restriction	---	5.00

C. Connection With Miscellaneous Common Carriers

1. *Conditions*

This service is provided to connect the radio telephone system of a Miscellaneous Common Carrier to the exchange and toll lines of the Company.

The connection equipment will be provided by the Company.

To be eligible to interconnect, the Miscellaneous Common Carrier must have obtained proper Federal Communications Commission authority to operate within the State of Idaho and shall have met the requirements of the Idaho Public Utilities Commission.

2. *Rates*

	Monthly Rate
Access line, each	Section *III.* of this Price List

V. GENERAL SERVICES (Continued)

D. Dial-Up Service

1. *Description*

Dial-up Service is an enhancement to single line residential and single line business service to provide higher quality transmission standards than normally provided for voice transmission. It is designed for customers requesting a better grade of service for data transmission. Lines conditioned with this level of service may also be used for normal voice communications. This service is offered subject to the availability of suitable facilities.

2. *Conditions*

The parameters of Dial Up Service are designed to support transmission of data up to 4800 bits per second on the local loop from the point of demarcation to the serving central office switch.

The quality of the line is guaranteed only between the customer point of demarcation and the serving central office switch. The Company shall inform potential customers of the service that the quality of data transmission is also dependent upon the quality of the customer equipment, the quality of the switching equipment and the remainder of the telephone circuit. No guarantee is made for a transmission level impaired at these points in the circuit.

Dial-up Service may not be compatible with other services offered in the Company's Price Lists.

Prior to implementation of Dial Up Service, the Company shall evaluate if the Network Access line meets conditioning parameters. If it is found that the network access line does meet the parameters, the customer is not required to order the service and no charge will be assessed for the line evaluation.

3. *Rates*

	Monthly Rate	Installation Charge [19]
Business and Residence, per line [20]	$5.00	$25.00

E. Direct Inward Dialing Service

1. *Description*

Direct Inward Dialing (DID) Service is a central office service that provides in-dialing from the exchange and toll network directly to the station lines associated with customer premises equipment without intervention from an attendant.

[19] In addition to the Service Charges associated with individual Network Access line service as set forth in Section *III.*

[20] In addition to the applicable monthly rates for the individual Network Access line service.

V. GENERAL SERVICES (Continued)

2. *Conditions* DID Service will be provided from central offices where equipment and operating conditions and facilities permit.	
Network Access Lines used in conjunction with DID Service may be provided on a measured-rate basis in exchanges where Local Calling Plans are available; otherwise, the service will be provided on a flat-rate basis. a. DID Station Line Telephone Numbers The assignment of telephone numbers and sequence of numbers assigned to this service are made at the discretion of the Company.	
DID Service will be offered in a minimum block of ten (10) numbers where facilities and operating conditions permit. Additional numbers may be ordered on a per unit basis.	
Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.	
The Service Charges in Section *III.* shall apply when a routing selection is changed after the initial option has been selected and installed.	
b. DID Trunks DID trunks are equipped for one-way inward service only and all trunks in a trunk group serving DID station lines must be equipped for DID service.	
The customer must subscribe to a sufficient number of trunks to insure Service Standards as determined by the Company.	
When trunks other than DID trunks are furnished to a customer with DID Service, those trunks must be in a separate trunk group from the DID service trunks.	
If, at the discretion of the Company or at the request of the customer, it is necessary to provide DID service from a central office other than the office from which service would normally be provided, appropriate mileage charges apply per DID trunk.	
c. Customer-provided Premises Equipment Regulations for customer-provided facilities and equipment are as stated in the Rules and Regulations of the Federal Communications Commission (FCC).	

V. GENERAL SERVICES (Continued)

d. Directory Listings Directory listings will be furnished in accordance with the rules and regulations as found in Section *IV.* of this Price List. DID station numbers may be listed at the appropriate rates for business additional listings. Customers are responsible for timely notification of changes, additions and deletions of numbers to meet the schedule requirements of the Company's directory.	
e. Obligation of the Company [21] It is the responsibility of the Company to maintain the integrity of the network that serves the general public. In the provision of DID Service it is the responsibility of the customer to maintain sufficient DID trunks, and to intercept calls to DID station lines, to assure that degradation of network services does not occur. Failure to do so, will result in one or more of the following actions by the Company (based on the severity of the problem): - The customer will be contacted in person or by telephone at the first awareness of a negative impact on the network and will be advised of the type of harm being created and the action required to alleviate the problem. A written notice may be sent upon completion of this contact to verify customer responsibilities for the service and actions that may be taken due to failure to comply.	
- The customer will be required to correct the service problem within ten (10) days upon notification.	
- Failure to correct the problem within the specified time period will result in the customer being charged the actual costs incurred by the Company in investigating and resolving trouble reports that are directly due to the negligence of the customer.	
f. Special Conditions – DID Served from Electromechanical Central Offices The Conditions/Regulations listed previously also apply to customers of DID Service provided from electromechanical central offices with the following exceptions: - DID station line numbers provided from electromechanical central offices are sequentially numbered.	
- Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.	

[21] If the negligence of the customer causes harm to the network service of other customers, the Company reserves the right to take necessary action, including the disconnection of the service, until the problem is alleviated. Provisions for disconnection are as stated in the Idaho Public Utilities Commission Rules and Regulations, Termination of Service Rules For All Telephone Companies, and in Section *II.* of this Price List.

V. GENERAL SERVICES

3. *Rates*

	Monthly Rate	Installation Charge
For Service provided from Electromechanical Central Offices:		
First 100 DID station line numbers	$180.00	$390.00
Each additional 100 DID station line numbers	180.00	195.00
For service provided from Electronic/Digital Central Offices:		
First 10 DID station line numbers (must pay for minimum of ten (10))	18.00	39.00
Each additional station lie number per station line	1.80	3.90
Access line	See Network Access Rates and Service Charges in Section *III.*	

F. Direct Inward-Outward Dialing Service

1. *General*

Direct Inward-Outward Dialing Service (DIOD) is a Central Office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. This service is provisioned with E&M signaling and a 4-wire connection at the customer's premises. Rotary hunt does not apply.

2. *Conditions*

The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company. Telephone number rules, regulations and charges found in the DID section of this Price List apply to DIOD service.

Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.

Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide Direct Inward Dialing (DID) service. Overflow of calls between the two (2) arrangements is not permitted.

DIOD service works in conjunction with Direct Inward Dialing (DID) service. DIOD rates are in addition to applicable rates and charges for DID Service as specified in this section.

DIOD service is provided from Central Offices equipped to provide this service and subject to the availability of facilities.

V. GENERAL SERVICES

a. Foreign Central Office

If DIOD is not available from a customer's normal serving central office, the Company may choose to provide service from the nearest DIOD-capable office. If DIOD is available from a customer's normal serving central office, the customer must accept service from that office and DIOD Foreign Central Office/Foreign Exchange is not available to the customer.

At the Company's discretion, DIOD may be provided to a non-capable central office. In this instance, if the customer is served from a central office/exchange which has the same local calling scope as his normal serving central office/exchange, Foreign Central Office/Foreign Exchange charges as specified elsewhere in this Price List will not apply.

Should the customer be served from a different local calling scope from the customer's normal serving central office/ exchange, the applicable Foreign Central Office/Foreign Exchange charges as specified in Section *V.* of this Price List will apply.

b. Termination Liability

In the event DIOD is terminated by the customer prior to completion of the current term commitment period, Termination Liability charges, as outlined in General Regulations, Section *II.*, will apply.

3. *Rates*

	Monthly Rate	Nonrecurring Charge
DID Station Number Blocks	See Direct Inward Dialing Service	
DIOD Trunk Termination, per trunk		
Month-to-month	$10.00[22]	---
One (1) year term commitment	8.00[22]	---
Three (3) year term commitment	6.00[22]	---
Service Installation		
Initial order	---	$100.00 [22]

[22] Charges and rates do not include charges and rates for other services and facilities including charges and rates applicable to trunk line service as shown under Network Access Service, Section *III.*, and DID Service, Section *V.*. When this service is provided from a foreign exchange, rates and charges for Foreign Exchange Service, Section *V.* in this Price List may apply.

V. GENERAL SERVICES (Continued)

G. Emergency Alerting System 1. *Conditions* The service offered in the above Rates is designed for any emergency reporting system. A person calling the listed reporting number activates a conference circuit which rings conference telephones, enabling the caller to report the emergency to answering personnel on the system. The conference circuit can also be activated manually via a dispatcher.	
Basic Systems are required in each central office serving Network Access lines in a system.	
Remote Answering Terminals permit personnel away from home, upon hearing the siren, to call a designated telephone number that will connect them to the system. This optional feature requires a nonpublished One-party Business Network Access line. It will handle up to three (3) simultaneous calls. The Network Access rates for this line will apply.	
The Amplifier feature is an option, available to maintain a satisfactory level of transmission.	
The Manual Origination Feature permits activation of the system from one (1) or two (2) dedicated telephones or key terminations. In addition, for this optional feature, charges for One-party Business Network Access service apply for each telephone or key termination dedicated to this service.	
The Automatic Origination Feature permits activation of the system by dialing a directory number. This optional feature requires one One-party Business Network Access line.	
A non-emergency call in progress on a regular telephone may Optionally be automatically overridden or a tone may be provided, signaling the emergency personnel to terminate the conversation and take the emergency call.	
When the System is in use, subsequent callers receive a busy signal preventing Simultaneous activation.	

V. GENERAL SERVICES (Continued)

2. *Rates*

	Monthly Rate	Installation Charge
Basic System for up to ten (10) Network Access lines	$91.72	$640.00
Common Equipment for each additional ten (10) Network Access lines (maximum of two (2))	12.09	44.75
Control Circuits for Multi-office Systems	[23]	---
Station Line Circuits for each Network Access line connection to System (maximum of thirty (30))	8.53	44.00
Amplifier	8.39	42.75
Siren Control Circuit	[23]	---
Manual Origination Feature (maximum of two (2))	8.82	44.00
Automatic Origination Feature (maximum of two (2))	9.24	44.00
Remote Answering Feature (maximum of three (3))	7.25	42.00

H. Foreign Exchange Service

1. *Conditions*

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

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 conditions contained herein will apply wherever this service is provided.

For Foreign Exchange Service the customer is required to select one of the Local Calling Plans available in the exchange where their Foreign Exchange dial tone is located.

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

[23] Apply interoffice mileage charge for interoffice and interexchange connections. Apply signal relay controlled, commercial power charges for each application on control circuit.

V. GENERAL SERVICES (Continued)

Interexchange Channel Terminal is the termination of an Interexchange Channel at a rate center. The Service Function rate applies at the Company local exchange only.	
Rates for supplementary services such as extensions, key equipment, directory service, and similar services will be those applicable under the Price List of the local exchange. Directory service in the directory of the foreign exchange will be at the rates of the foreign 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. Residence Foreign Exchange Service will be furnished for the use of the customer and the members of his immediate family only.	
Foreign Exchange Service will not be provided for public or semi-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.	
Extension telephones and Private Branch Exchange stations may be installed outside the building in which the primary station is located if the station is located on the premises of the customer and is provided for the use of the customer only. Terminal Loop rates and, where applicable, mileage will apply as covered in the schedule on Mileage Charges found in Section *III.* of this Price List.	
Applicable nonrecurring Service Charges of both the serving company and local exchange company will apply to the establishment of Foreign Exchange Service or off-premises Foreign Exchange extension telephones.	
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.	
Exemption from Foreign Exchange Charges: If a customer moves from one Company exchange to another adjoining Company exchange and the following conditions apply, the customer may choose to keep existing number(s) without incurring the foreign exchange charge [24]: - the new and old customer serving locations are provisioned from common facilities serving both exchanges; - the common facilities are located near the adjoining exchange boundaries; and - the central office serving the old customer location also serves the shared common facilities within the old exchange area up to the adjoining boundaries [25].	

[24] Where facilities are available.

[25] This arrangement is limited to the life of the service and is not transferable by supersedure.

V. GENERAL SERVICES (Continued)

2. *Rates*

a. Contiguous Exchanges

	Monthly Rate
The rate of the foreign exchange (serving exchange) [26] for the class and grade of service provided, plus:	
Multi-line	$25.00
Business Single Line	20.00
Residence One-party	8.00
Foreign exchange milage in the local exchange [27] for Multi-line, Business and Residence One-Party:	
Each 1/2 mile or fraction thereof	4.00

b. Noncontiguous Exchanges

	Monthly Rate	Installation Charge
Interexchange Milage [28] each mile or fraction thereof	$6.00	---
Interexchange Channel Terminal [29, 30] Each	10.50	---
Service Function [31] each	2.00	---
Service Connection, rearrangement, or change of each Foreign Exchange Line	---	$162.00

[26] If not a Company exchange, rates and conditions of serving telephone company apply.

[27] This is the airline distance from the customer's primary station to the nearest point on the common boundary of the local and foreign exchanges.

[28] The V and H mileage between rate centers of the local and foreign exchanges, as determined for message toll telephone service.

[29] For Intercompany Services, only one Interexchange Channel Terminal charge will apply.

[30] Applies at the Rate Center of the local and the foreign exchange.

[31] Applies in the local exchange at each customer location.

V. GENERAL SERVICES (Continued)

c. Off-Premises Extension [32, 33]

	Monthly Rate
Business Service	$20.00
Residence Service	8.00
Mileage Charges	
If the primary station is not connected for Foreign Exchange Service from the exchange in which the off-premises extension terminated, the following milage charges apply:	
Airline mileage from the primary station to the nearest point on the common boundary between the local and foreign exchanges:	
Each 1/4 mile or fraction thereof,	1.39
plus	
Airline milage from the point on the common boundary, determined above, to the off-premises extension:	
Each 1/2 mile or fraction thereof	4.00
If the primary station is connected for Foreign Exchange Service, and the off-premises extension terminates in that serving foreign exchange, the following milage charges apply:	
Airline milage from the primary station to the common boundary of the local foreign exchanges:	
Each 1/4 mile or fraction thereof	1.39
plus	
Airline mileage from the point on the common boundary, determined above, to the extension:	
Each 1/4 mile or fraction thereof	2.78

[32] Between contiguous exchanges only.

[33] Not applicable when there is Extended Area Service between local and foreign exchanges.

V. GENERAL SERVICES (Continued)

d. 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:

- Extensions of plant required in the foreign exchange will be made at charges and under the conditions of the Line Extension Charge Schedule in Section *III.* of this Price List.

- 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 foot or fraction thereof	$.10
Wire and poles, or other means (see Line Extension Charges, Section *III.*)	
Each foot or fraction thereof	.25
Beyond 500 feet, route measurement	
Wire only,	
Each foot or fraction thereof	.25
Wire and poles, or other means (see Line Extension Charges, Section *III.*)	
Each foot or fraction thereof	.25

I. Miscellaneous Equipment and Service

1. *Conditions*

a. Line Hunt Service

Line Hunt is used by a customer with more than one line in order to route an incoming call to an available (non-busy) line. If a line is busy, this service will hunt for an idle line in order to complete the call. Line Hunt must be on each line arranged in a hunt group.

Line Hunting is available to customers on any local service option – Basic, Community, Community Plus or Premium Calling Service. Mixing of these local service options within a service arrangement such as Business Line, Line Hunt, or PBX Trunk is not permitted. Line Hunting is not available between measured rated and flat rated lines.

V. GENERAL SERVICES (Continued)

b. Stop Hunt Service

This service is available with rotary hunting Trunks and Network Access lines from serving central offices that are equipped to provide the service.

Stop Hunt is activated by the customer's switching key that, in turn, activates the Stop Hunt feature in the Company's central office at a prearranged line to give the busy indication. A lamp on the customer's premises lights up to indicate that the Stop Hunt feature is activated.

The Lamp and Key at the customer's premises shall be customer-provided.

Should a Control Channel be required to operate with a switching key to activate the Stop Hunt feature, the channel will be provided in accordance with the appropriate Private Line Service Price List. Channels, which are in service on or before August 12, 1988 will continue to be provided at no additional charge.

The above rate contemplates controlling Trunks of the Central Office area in which the customer is located.

2. *Rates*

	Monthly Rate	Nonrecurring Charge
Line Hunt,		
Per line in a line hunt group	$1.00	---
Stop Hunt Arrangement	6.93	$29.00

J. Personal Signaling Service

1. *Conditions*

If the customer provides his own receiver and associated equipment only the monthly rate for Signaling Service will apply.

Personal Signaling Service is the one-way transmission of a signal to activate a pocket receiver. It is subject to the availability of special facilities and equipment.

Personal Signaling Service is available to pocket receivers when within range of land radio-telephone base stations through which such service is furnished. It is subject to transmission, atmosphere, terrain, and similar limitations.

2. *Rates*

	Monthly Rate
Personal Signaling Service	One-party Business Network Access Rate, Section *III.*

V. GENERAL SERVICES (Continued)

K. Tax Adjustment

Local Taxes:

The exchange and interexchange telephone rate schedules do not include municipal occupation, business, excise, or use of street taxes.

The Company will add such taxes, where imposed, to its charges for service provided customers within the jurisdiction of the municipality imposing the tax.

L. Telecommunications Service Priority System

1. *Description*

The Telecommunications Service Priority (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 Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for NSEP service by the Company.

2. *Conditions*

a. Obtaining Telecommunication Service Priority (TSP) 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 Company to obtain TSP System Service.

The TSP authorization code, assigned on a per order basis, consists of a twelve (12) character field, a nine (9) 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 represent 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.

V. GENERAL SERVICES (Continued)

b. Provisioning Priority If the customer requires service within a shorter time interval than the 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, and 5 or 0.	
The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Company will respond accordingly. The Company will take immediate action to provide the requested service at the earliest possible date. Rates and charges associated with "E" provisioning are specified on Sheet 360, Special Construction.	
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. Rates and charges associated with invoking this priority treatment are specified under Service Charges in Section *III.*, at the applicable Time and Material Changes. The value "O" implies no provisioning priority.	
c. Restoration Priority A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications 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 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 twenty-four (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 (1) month.	
d. Obligations of the Customer In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Company.	
The TSP System service customer must also be the customer for the local service with which TSP service is associated. Only the customer or its authorized agent as indicated in a letter of agency on file with the Company is allowed to order TSP System service.	
All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.	

V. GENERAL SERVICES (Continued)

	In obtaining TSP System service, the customer consents to the release of certain information by the 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 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 Company the right to quote and bill charges after provisioning of the service.	
	During certain emergencies, the customer may request TSP assignments verbally and the Company will accept such verbal notification. The customer must submit a written order to the Company within two (2) working days following the verbal request. If written order is not received within two (2) 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 (3) 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.	
e.	Obligations of the Company The Company will allocate resources to ensure best efforts to provide NSEP services by the time required.	
	The Company will work TSP service 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 I, 2, 3, 4 or 5.	
	The Company will work cooperatively with other providers of NSEP service when only a portion is provided by the 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.	

V. GENERAL SERVICES (Continued)

3. *Application of Rates*

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.

a. Establishment of TSP System Service

The nonrecurring charge (NRC) specified 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.

b. Provisioning Priority

There are two (2) basic levels of provisioning priority, Emergency (provisioning priority "E") and Essential (provisioning priority l, 2, 3, 4, or 5).

(1) Emergency provisioning

The 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 *III.*.

(2) Essential Provisioning

The Company will adjust its available resources to meet the customer's requested due date. The Company will keep track of the additional labor hours used to meet the request of the customer and bill the customer at the applicable Time and Material Charges as set forth in Section *III.* under Service Charges.

c. 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 twelve (12) of the authorization code.

4. *Rates*

	Monthly Rate Per Circuit	Nonrecurring Charge Per Circuit
Establishment of TSP System Service	---	$14.50
Restoration Priority	$4.90	---

V. GENERAL SERVICES (Continued)

M. Telephone Answering Service 1. *Conditions* Telephone Answering Service will be furnished for incoming calls. Service under this schedule does not contemplate 1.) communication service through the connection of two (2) client lines which terminate on the answering switchboard or 2.) outgoing calls over Secretarial lines or answering lines of the clients of the Telephone Answering Service, customer (hereafter referred to as client). Outgoing calls will be permitted only over the Network Access lines in the name of the customer to the Telephone Answering Service (hereafter referred to as customer).	
Answering Line Service is a service employing a Network Access line terminating on telephone answering equipment and is designed to enable the customer to answer incoming calls of the client. Extensions will not be furnished on answering lines except to other positions in the telephone answering switchboard system.	
Secretarial Line Service is a service employing an extension of a client's Network Access line or PBX station line service or multiples of Class A trunks terminating on telephone answering equipment.	
The Customer's Network Access line is equipped for 2-way service and is furnished only in the name of the customer. The line may terminate on a jack, key, or telephone.	
An application for connection of a client's line to telephone answering equipment will be accepted from the client or from his telephone answering service. The Company will verify with the client when service is to be discontinued at one (1) Telephone Answering Service and connected at another Telephone Answering Service.	
Charges for Answering Lines, Secretarial Lines, Mileage, Terminal Loops, and Automatic Exclusion units will be billed to the clients. The other charges will be billed to the customer.	
If for any reason service to the customer is discontinued, all service associated with the telephone answering equipment will also be discontinued. If for any reason the exchange service to the client is discontinued, the line to the answering equipment will be discontinued.	
Network Access lines of the customer may be extended to additional telephone answering positions on the same premises. Network Access lines or extensions of Network Access lines shall be limited to one (1) termination per answering position.	
A mileage rate applies between central offices in multi-office exchanges. Interexchange mileage applies between rate centers of exchanges.	
The Company is not responsible for the quality of transmission or supervision which may result from the connection of a client's line to a customer's network access line made in an emergency.	

V. GENERAL SERVICES (Continued)

2. *Rates*

	Monthly Rate	Installation Charge
Lines Terminated on Answering Equipment		
Answering Line Service:		
Each One-party Network Access line terminated	Appropriate One-party Network Access Line rate and Service Charges from Section *III.*	
Secretarial Line Service:		
Each extension of a One-party Network Access Line, Class A trunk, Class B trunk, or PBX line terminated		
Business line	$2.65 [34]	[35]
Residence line	1.04 [32]	[33]

N. Touch Call Service

	Monthly Rate	Installation Charge
Network Access Service		
Business and Residence, each line	Provided at no additional charge	

O. Transfer Service

1. *Conditions*

Transfer Service provides for the automatic transfer of incoming calls from one Network Access line to another through the operation of a key at the customer's location.

Transfer 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 office of the same exchange but Interoffice Mileage, Section *III.*, will be applicable to each interoffice circuit.

[34] Appropriate Terminal Loop and Mileage Charges from Section *III.* will apply.

[35] See Service Charges, Section *III.* of this Price List.

V. GENERAL SERVICES (Continued)

2. *Rates*

	Monthly Rate	Installation Charge
Transfer Service	$6.93	$9.75

P. Vacation Service [36]

1. *Conditions*

Vacation Service is provided in all exchanges and applies to customers of:

- Business One-Party
- Non-Measured Residential class of service
- Community Calling Service
- Community Plus Calling
- Premium Calling Service
- Certain Digital Phone Packages identified in Section *VI.* of this Price List

Vacation Service is not available for Lifeline customers.

Vacation Service will not be made available for periods of less than one (1) month, and the maximum period is nine (9) months. The customer's number must be working for at least ninety (90) days in a calendar year.

During the period of Vacation Service, no installations, moves, changes or maintenance will be provided. Changes to billing address are allowed.

No outward or inward service is provided during the period of Vacation Service.

2. *Application of Rates*

The customer may request a restoration date in advance of the maximum allowable vacation period. Otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of nine (9) months.

Monthly bills for line service are rendered at the vacation service rate during the vacation service period and are to be paid in accordance with regular collection practices.

During the period the customer is furnished vacation service, vertical services or miscellaneous services associated directly with the line service will not be charged.

[36] Formerly Facility Reservation Service.

V. GENERAL SERVICES (Continued)

Any Miscellaneous Services not directly associated with the line service such as Directory Listing or Operator Services would continue at the standard Price List rates.

No service order charges apply to restore service at the completion of the vacation service period.

3. *Rates*

	Monthly Rate	Nonrecurring Charge
Vacation Service	25% of current line rate	See Service Order Charge – Subsequent in Section *III.* of this Price List [37]

Q. Business Traffic Study Service

1. *General*

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

2. *Description of Service*

Traffic studies are performed, at the customer's request, on Company access lines or hunt groups with local exchange numbers.

For customers with access lines or hunt groups at more than one location, a separate Service Establishment Charge would apply for traffic studies at each location.

[37] Service Charge for Connection of Network Access Line does not apply for establishment of Vacation Service or for reconnect of service at the end of the vacation service period.

V. GENERAL SERVICES (Continued)

Traffic study reports may be requested for more than one access line or hunt group at a single customer location. A separate traffic study report is required for each access line or hunt group. Following is a list of possible access lines or hunt groups that would constitute one traffic study report:

Individual Access Line	Features Plan - Business
Multiline Hunt Group	Flexible Telephone system group
PBX trunk group	Remote Call Forward
DID trunk group	
DOD trunk group	
ISDN BRI	
ISDN PRI trunk group	
Central Office Located Trunk/ business group or other trunk group	

Traffic study reports can be requested on a weekly, bi-weekly or monthly basis. The monthly rate is determined by the number of traffic study reports provided within a four (4) week billing cycle.

Along with the reports, the Company provides a recommendation of required lines to accommodate the studied call traffic based on industry standards for call traffic handling. Calculations for the recommendation are derived from traffic engineering tables. The recommendation is a close estimate and cannot be guaranteed.

3. *Conditions*

Business Traffic Study Service is available to business customers only.

Calls must be carried by the Company, and billed by or on behalf of the Company to the customer requesting the study.

Studies cannot be performed on toll-free or pay-per-call type telephone numbers.

A one-week traffic study may be performed per customer location, per access line or hunt group, per calendar year, at no Service Establishment Charge and no monthly charge. Any additional traffic studies requested during the calendar year will be billed at the Rates and Charges on the following page.

Traffic study report features may vary by Central Office switching system type.

4. *Application of Rates and Charges*

For the setup of each additional Traffic Study, per customer location, per calendar year, the Service Establishment Charge applies in addition to the Monthly Rate.

A Miscellaneous Change Charge, Section *III.*, will apply in addition to the Service Establishment Charge for initial setup for additional traffic study, and for any subsequent additions or changes to Traffic Study Reports in a calendar year.

V. GENERAL SERVICES (Continued)

5. *Rates*

	Nonrecurring Charge
Service Establishment Charge, per customer location, per calendar year	
Initial One-Week Traffic Study	No charge
Setup for Additional Traffic Study	$120.00 [38]

	Monthly Rate
Traffic Study Reports, per access lien or hunt group, per calendar year	
Initial one-week study report	No charge
Each additional study report, per 4-week billing cycle	
Weekly reporting (4 reports)	80.00
Bi-weekly reporting (2 reports)	60.00
Monthly reporting (1 report)	40.00

[38] A Service Order Charge – Subsequent, Section *III.*, will apply in addition to the Service Establishment Charge for initial setup for additional traffic study, and for any subsequent additions or changes to Traffic Study Reports in a calendar year.

VI. CALLING SERVICES

A. <u>Definition</u> Calling Services is a family of enhanced network services available to residence and business customers. These calling services provide customer-controlled or prearranged communications services on individual access lines.	
B. <u>Individual Services</u> 1. *Conditions* a. Individual Services These services are available where Network Access Service is provided by an electronic central office. The number of features available depends upon the central office providing this service.	
These services are offered on a subscription or pay-per-use basis to customers subscribing to residence or business individual-line service.	
Service Charges are not applicable if Calling Services are ordered at the same time as the basic network access service or within a sixty (60) day period after establishing service.	
Service Charges will not apply to new services ordered within ninety (90) days of the conversion of a central office to electronic switching equipment with the capability of offering these services.	
Service Charges may be waived at the Company's discretion during sales promotions of these services.	
Customer provided equipment may be required for some of the described services. The Company assumes no responsibility for the customer provided equipment or its compatibility to the Company's network.	
b. Call Forward and Remote Call Forward (RCF) Call Forward Services are provided where facilities permit.	
Outgoing calls can be made from a line arranged with Call Forward while forwarding incoming calls to another number.	
Message or measured charges may be incurred in addition to the Call Forward Charge as follows: - The calling party will be responsible for message toll or measured 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 or measured charges between the rate center of the called number and the rate center for the call forwarding location.	
- The message or measured charges billed to the customer will be those specified in the applicable Price Lists for the type of call involved.	

VI. CALLING SERVICES (Continued)

Remote Call Forward (RCF) is provided where required special equipment and facilities are available.	
Message toll or measured charges apply in addition to the RCF charge. If the RCF number terminates in the local exchange or EAS area, then local measured rates, Section *III.* in this Price List, will apply. If the RCF number terminates to a telephone number outside of the local or EAS area, then the appropriate message toll rates apply.	
Listings in the directory serving the exchange in which the RCF is located will be furnished by the same regulations governing the providing of business and residence listings found in Directory Services, Section *IV.* of this Price List.	
The RCF number may not terminate on: - a line equipped with any other form of call forwarding or RCF feature. - DID station numbers terminating on a private branch exchange system or Centrex. - a Public Access Line (PAL). - a number to be used in conjunction with data transmission.	
The use of RCF for toll by-pass is not allowed.	
Each RCF service allows for forwarding one call at a given time. Additional RCF service is necessary for each individual call to be forwarded simultaneously.	
The use of RCF to forward calls to international locations is not allowed.	
RCF service may not be furnished for use in the resale of telephone service.	
The telephone number to which the RCF calls are forwarded will determine whether the business or residence local service rates will be charged.	
The Company cannot provide customers who subscribe to RCF with the telephone number of the originating call.	
The Company cannot guarantee transmission of the forwarded calls because of the distance and routing necessary to complete the connection.	
The applicable Service Charges, Section *III.* in this Price List, will apply for the installation of RCF or number changes for RCF services.	
The customer must order sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. The initial RCF path and additional paths are available on a measured usage rate basis. If, in the Company's opinion, additional Remote Call Forward features are required at the call forwarding location or if facilities are needed at the terminating station, the subscriber will be required to subscribe to additional paths. Should the customer refuse to subscribe to additional paths, the customer's RCF service will be subject to termination.	

VI. CALLING SERVICES (Continued)

c. Custom Local Area Signaling Service (Class) Custom Local Area Signaling Service (CLASS) is a group of Calling Services offered to individual line residential and business customers.	
Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability, and content of that information. Note: The family of services to which *69 belong is typically referred to as “CLASS” services, but the name may vary between states, e.g., Phone Smart Service, Calling Services.	
Operator assisted calls will override these services for emergency purposes.	
Service Charges are not applicable when Custom Local Area Signaling Service is provided at the same time as the business or residence individual line service is established.	
When services are added or rearranged on an existing line, the service charge will apply unless conditions stating otherwise appear elsewhere in this Price List.	
All customer lines in Caller ID Number Only serving areas will automatically be provisioned with Selective Blocking - per call service which cancels the delivery of the caller's identity on a per call basis, unless the customer subscribes to Complete Blocking – per line service.	
The service charge will not apply to an initial order for Complete Blocking - per line. Subsequent changes to this service will incur the applicable service charge.	
Customer provided equipment may be required for some of the described services. The Company assumes no responsibility for the customer provided equipment or its compatibility to the Company's network.	
d. Satisfaction Guarantee If at any time a customer notifies the Company of dissatisfaction with the Individual Custom Calling or CLASS service, the customer will be entitled to a full refund of one (1) month's Monthly Recurring Charge (MRC). If the subscription period is less than thirty (30) days, the amount of the refund will be prorated for the appropriate portion of the Monthly Recurring Charge. 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 Company will disconnect the feature(s) that did not satisfy the customer.	

VI. CALLING SERVICES (Continued)

2. *Feature Descriptions* a. Individual Services (1) 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.	
(2) Distinctive Ring Provides two (2) 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.	
(3) Speed Call 8 [39] This provides This provides for the calling of a seven (7) or ten (10) digit telephone number by dialing an abbreviated code. This arrangement is available in an eight (8) number capacity.	
(4) Speed Call 30 This provides for the calling of a seven (7) or ten (10) digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty (30) number capacity.	
(5) 3-Way Calling Permits the customer to add a third party to an established connection. When the third party answers, a 2-way conversation can be held before adding the original party for a 3-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.	
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.	

[39] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES (Continued)

b. Call Forward and Remote Call Forward (RCF) (1) Basic Call Forward This feature 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.	
(2) 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.	
(3) 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.	
(4) 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.	
(5) Remote Call Forward (RCF) A central office provisioned call forwarding service requiring the assignment of a RCF telephone number from which calls to it are forwarded to the subscriber's designated service.	
c. Custom Local Area Signaling Service (Class) (1) Anonymous Call Block/Rejection 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. 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.	

VI. CALLING SERVICES (Continued)

(2) *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 (30) 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.	
(3) Call Trace Allows a customer to automatically activate (*57 or 1157 from a rotary phone) 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 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.	
(4) 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.	

VI. CALLING SERVICES (Continued)

(5) Caller ID Number Only [40] 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.	
(6) Enhanced Call Forward This feature 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. Enhanced 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. Enhanced 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.	
(7) 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.	
(8) 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.	

[40] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES (Continued)

(9) Selective Call Rejection

Allows a customer to reject call attempts from up to fifteen (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" form 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.

(10) Selective Call Forward

Allows a customer to program up to fifteen (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.

3. *Rates*

a. Individual Services [41]

	Monthly Rate		Pay Per
	Residence	Business	Use
Call Waiting/Cancel Call Waiting, each line	$9.75	$10.25	
Distinctive Ring, each line	6.99	7.50	
Speed Call 8 [42], each line	6.00	5.31	
Speed Call 30, each line	6.50	6.99	
3-Way Calling, per line basis	9.50	10.25	$3.00 [43]

[41] Offered where facilities are available.

[42] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

[43] The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

VI. CALLING SERVICES (Continued)

b. Call Forward and Remote Call Forward [44]

	Monthly Rate	
	Residence	Business
Call Forward – per line or telephone number		
Basic Call Forward	$9.00	$9.75
Call Forward Busy	8.50	9.00
Call Forward No Answer	8.50	8.75
Call Forward Busy/No Answer	8.50	9.75
Enhanced Call Forward		13.00
Remote Call Forward [45]		
Measured Rate [46]		
Initial Path	28.00	30.00
Additional Path, each	28.00	30.00
Remote Activated Call Forward	6.50	6.99

[44] Offered where facilities are available.

[45] Plus applicable Service Charge in Section *III.* of this Price List.

[46] Plus applicable Network Access usage charges for Basic Calling Service.

VI. CALLING SERVICES (Continued)

c. Custom Local Area Signaling Service (Class) [47]

	Monthly Rate		Pay Per Use	
	Residence	Business	Residence	Business
Anonymous Call Block/Rejection, each line	$5.50	$6.50		
*69 Call Return, per line basis	6.50	6.99	$3.00 [48]	$3.00 [48]
Call Trace			7.00 [49]	7.50 [49]
Caller ID with Name, each line	13.25	14.75		
Caller ID Number Only[50], each line	8.85	12.00		
Selective Call Rejection, each line	6.25	6.50		
Selective Call Acceptance, each line	6.00	6.00		
Selective Call Forward, each line	6.50	6.99		
Priority Call, each line	5.50	6.00		

	Residence	Business
d. Nonrecurring Charges	See Service Charges, Section *III.*	

[47] Offered where facilities are available.

[48] The maximum monthly pay per use charge is $15.00 for residence and business customers, regardless of the number of times the service is active within a month.

[49] The maximum monthly pay per use charge is $32.50 for residence and business customers, regardless of the number of times the service is active within a month.

[50] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES

C. Bundles/Packages

1. *Residential Customers*

Multi Package Residential Offers [51] – Grandfathered:

	Monthly Rate
Option A	$20.00 [52]
Anonymous Call Block/Rejection *69 Call Return Caller ID with Name Basic Call Forward Call Waiting/Cancel Call Waiting Distinctive Ring Selective Call Rejection Priority Call Selective Call Forward Speed Call 8 3-Way Calling	
Option B	$13.00 [52]
Anonymous Call Block/Rejection *69 Call Return Basic Call Forward Call Waiting/Cancel Call Waiting Speed Call 8 3-Way Calling	

[51] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

[52] The Service Charge per order does not apply to this service.

VI. CALLING SERVICES

2. *Business Customers*

a. Conditions

(1) Choice Pack

This service offers a discount of thirty percent (30%) off the rates to business customers who subscribe to individual Calling Services as specified under Rates - Individual Services and Custom Local Area Signaling Service. This discount applies only when the customer subscribes to three (3) or more of the following services:

*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Call Waiting
Call Waiting/Cancel Call Waiting
Caller ID with Name
Caller ID Number Only [53]
Distinctive Ring
Selective Call Rejection
Priority Call
Selective Call Forward
Speed Call 8 [53]
3-Way Calling

If three (3) or more eligible individual services are ordered per customer account, the discount will apply on rates of all eligible services. The threshold of three (3) eligible services is figured on a per account basis instead of per line.

If the customer removes a service(s) such that the total subscription becomes less than three (3), the discount will be discontinued.

A service may be added at a later date for the discount to apply. A service may also be substituted for another at a later date and the discount will continue to apply.

Service Charges will not apply to qualifying Choice Pack orders or to add or change the services to Choice Pack, as long as the minimum (three (3)) eligible services are retained.

[53] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES (Continued)

(2) Features Plan – Business Feature Plan A and B, Complete, and Deluxe Packages offer business customers discount rates off the individual Calling Services based on selection of one of the following term agreement periods [54]: One year commitment Two year commitment Three year commitment	
Package Features [55] Feature Plan A and B: Call Waiting/Cancel Call Waiting 3-Way Calling Caller ID with Name Selective Call Forward	
Feature Plan Complete: Call Waiting/Cancel Call Waiting 3-Way Calling Caller ID with Name Basic Call Forward	
Feature Plan Deluxe: Call Waiting/Cancel Call Waiting 3-Way Calling Caller ID with Name Basic Call Forward *69 Call Return Distinctive Ring	

[54] If service is terminated within the first sixty (60) days, the customer will be liable for the applicable monthly recurring charges, but Termination Liability will be waived. If service is terminated after sixty (60) days, but prior to completion of the initial term commitment, Termination Liability as outlined in General Regulations, Section *II.* in this Price List, will apply. If the customer terminates Feature Plan A and B to subscribe to Unlimited IntraLATA Toll Usage Plan for Business with Feature Package One, Two or Three on the same line, no termination liability charges will apply.

[55] Features within a package may not be substituted for another feature and may not be available in all serving areas.

VI. CALLING SERVICES (Continued)

b. Rates

(1) Choice Pack

	Monthly Rate [56]
3 or more eligible services	30% discount

(2) Features Plan Business

	Monthly Rate [57, 58]
Feature Plan A and B	
1 Year	$18.60
2 Years	17.06
3 Years	15.50
Feature Plan Complete	
1-year	18.00
2 Years	16.51
3 Years	15.00
Feature Plan Deluxe	
1 Year	26.10
2 Years	23.93
3 Years	21.75

[56] Eligible services are listed in *VI.C.2.a.(1)*. Rates for eligible services are listed in *VI.B.3.*

[57] Eligible services are listed in *VI.C.2.a.(2)*. Rates for eligible services are listed in *VI.B.3.*

[58] The Service Charge per order will not apply to this service.

VI. CALLING SERVICES (Continued)

c. Unlimited Toll Usage Plan for Business Feature Packages

(1) General Regulations

These features are only available to customers who subscribe to Unlimited IntraLATA Toll Usage Plan for Business described in I.U.P.C. Price List 3 IntraLATA Toll Services, Section *I.*. Unlimited IntraLATA Toll Usage Plan for Business.

(a) Feature Package One

Feature Package One is available to business customers' Basic Business One-Party Service including EAS that is subscribed to Unlimited IntraLATA Toll Usage Plan for Business. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting, and/or 3-Way Calling. The customer may choose any single feature, a combination of any two (2) of the features, or all three (3) features offered for the same rate.

(b) Feature Package Two

Feature Package Two is available to customers' Basic Business One-Party Service, such as EAS. Feature Package Two includes Caller ID with Name and Voice Messaging [59]. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.

(c) Feature Package Three

Feature Package Three is available to customers' Basic Business One-Party Service such as EAS. Feature Package Three includes Caller ID with Name and One Point Voice Messaging [60]. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.

(2) Feature Package Rates [61]

	Monthly Rate
Feature Package One	$9.00
Feature Package Two	15.00
Feature Package Three	18.00

[59] Voice Messaging is a non-regulated service.

[60] One Point voice Messaging is a non-regulated service.

[61] Service Charges, as set forth in Section *III.* of this price list, are not applicable for customers ordering these Feature Packages.

VI. CALLING SERVICES (Continued)

3. *Local Calling Plan or Local Calling Plan Plus, Regional Calling Plan, or Regional Calling Extra – Grandfathered as of October 20, 2019*

a. General

This offering is a combination of services available as a package to residential customers only.

b. Services

(1) Local Calling Plan and Local Calling Plan Plus include the following services:

(a) Flat-rated network access line (Community Plus Service)

(b) Unlimited Local Directory Assistance

(c) The following service charges for the initial order or for any subsequent change to this service are included in the package price:

Connection of Network Access line – Residence
Additions and/or Changes to Network facilities, per line
Calling Services – Service Charge, per order

(d) Local Calling Plan Plus – choice of <u>any</u> of the following Calling Services; Local Calling Plans - choice of any <u>three</u> (3) of the following Calling Services:

Anonymous Call Block/Rejection	Selective Call Rejection
*69 Call Return	Selective Call Forward
Caller ID with Name	Speed Call 8 [62]
Call Waiting/Cancel Call Waiting	Speed Call 30
Basic Call Forward	3-Way Calling
Distinctive Ring	Priority Call

(2) Regional Calling Plan include the following services:

(a) Flat-rated network access line (Community Plus Service)

(b) The following service charges for the initial order or for any subsequent change to this service are included in the package price:

Connection of Network Access line – Residence
Additions and/or Changes to Network facilities, per line
Calling Services – Service Charge, per order

[62] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES

(c) Caller ID with Name, Speed Call 8 [63] and 30, Call Waiting/Cancel Call Waiting, or 3-Way Calling	
(d) Unlimited IntraLATA Toll (only 1+ direct-dial station-to-station)	
(3) Regional Calling Extra includes the following services: (a) The services listed above under Local Calling Plan Plus	
(b) Unlimited IntraLATA Toll (only 1+ direct-dial station-to-station)	
c. Conditions Local Calling Plan, Local Calling Plan Plus, Regional Calling Plan, or Regional Calling Extra is only available on flat-rated single-line residential service.	
Choices or combinations of Calling Services are subject to availability.	
Local Calling Plan, Local Calling Plan Plus, Regional Calling Plan, or Regional Calling Extra is not available: - With any other package or bundled offering on the same line; - With ISDN service	
Regional Calling Plan or Regional Calling Extra is not available for foreign exchange customers.	
d. Rates	

	Monthly Rate [64]	
Regional Calling Extra	$60.99	(I)
Regional Calling Plan	55.99	(I)
Local Calling Plan Plus	46.99	(I)
Local Calling Plan	43.99	(I)

4. *Regional Calling Value or Local Calling Plan Plus – Grandfathered as of October 20, 2019* a. General This offering is a combination of services available as a package to residential customers only.	

[63] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[64] Rate does not include any federal, state, or local taxes or surcharges applicable to a residential network access line.

VI. CALLING SERVICES

b. Services (1) Regional Calling Value includes the following services: (a) Flat-rated network access line (Community Plus Service)	
(b) The following service charges for the initial order or for any subsequent change to this service are included in the package price: Connection of Network Access line – Residence Additions and/or Changes to Network facilities, per line	
(c) Unlimited IntraLATA Toll (only 1+ direct-dial station-to-station)	
(2) Local Calling Plan Plus includes the following services: (a) The services listed above under Regional Calling Value services and up to three (3) vertical services:	
(b) Caller ID	
(c) Call Waiting/Cancel Call Waiting	
(d) In addition to the nonrecurring charges listed above in Regional Calling Value Services, the following nonrecurring rate is in included in the package price: Calling Services – Nonrecurring Charge, per order (Section *VI.C.3.d.*)	
(e) A Feature Package that includes Basic Call Forward and 3-Way Calling when the customer also subscribes to a qualifying Unlimited LD calling plan (see Conditions).	
c. Conditions Regional Calling Value or Local Calling Plan Plus is only available on flat-rated single-line residential service.	
Regional Calling Value or Local Calling Plan Plus is not available: with any other package or bundled offering on the same line; with ISDN service; with affiliate discounts with optional toll discount calling plans	

VI. CALLING SERVICES

Feature Package [65]

The Feature Package for Local Calling Plan Plus will automatically be provided to customers newly subscribing to Local Calling Plan Plus on or after April 18, 2010. Customers subscribing to Local Calling Plan Plus prior to April 18, 2010 will be eligible to receive the Feature Package upon customer request.

If the customer removes Local Calling Plan Plus or the qualifying Unlimited LD plan associated with Local Calling Plan Plus, the customer will lose the Feature Package. Additionally, if the customer requests the removal of any of the individual features included in the Feature Package, the entire feature package will be removed.

d. Rates

	Monthly Rate [66]	
Regional Calling Value	$36.04 [67]	(I)
Local Calling Plan Plus	43.04	(I)

5. *Local Calling Plan Plus Bundle Discounts – Grandfathered as of November 1, 2008* [68]

a. General

A monthly discount may apply when Local Calling Plan Plus is bundled with an Unlimited LD plan plus the following:

Broadband (up to 3.1 Mbps package)
Broadband (up to 3.1 Mbps package)

b. Conditions

Beginning April 18, 2009, customers will continue receiving their existing discount on a month-to-month basis following the initial twelve (12) month term of their offer. Customers whose initial twelve (12) month term expired prior to April 18, 2009 will receive the monthly discount listed in Section *c.(3)*, RATES, below. Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Ziply Fiber Northwest, LLC. Bundle discounts are subject to billing system capability.

[65] Qualifying Unlimited LD plans must be consistent with the Plan O Service – Unlimited as found in the Northwest Fiber, LLC Posted Rates, Terms and Conditions.

[66] Rate does not include any federal, state, or local taxes or surcharges applicable to a residential network access line.

[67] Qualifying Unlimited LD plans must be consistent with the Plan O Service – Unlimited as found in the Northwest Fiber, LLC Posted Rates, Terms and Conditions.

[68] As of November 1, 2008, the Local Calling Plan Plus Bundle Discount will no longer be offered for purchase.

VI. CALLING SERVICES

Qualifying Limited LD plans must be consistent with the Plan O Service - Unlimited as found in Northwest Fiber, LLC Posted Rates, Terms and Conditions.

Broadband up to 3.1 Mbps package refers to a specific Northwest Fiber offering that offers a maximum speed of 3.1 Mbps, and does not refer to other products that offer lower maximum speeds.

c. Rates

	Monthly Discount
(1) Broadband (up to 3.1 Mbps package)	$3.00
(2) Broadband (up to 3.1 Mbps) package) and Broadband (up to 3.1 Mbps Package)	

Customers who subscribed to the Local Calling Plan Plus Bundle Discounts may continue receiving the monthly discount listed below upon expiration of their initial twelve (12) month discount when the expiration date of their initial twelve (12) month discount is April 17, 2009 or earlier.

(3) Broadband (up to 3.1 Mbps) Package	$3.00

6. *Unlimited Dial Tone (DTL) Package for Business and CentraPAK for Business*

a. General

Unlimited DTL and CentraPAK are optional business flat-rated usage packages with a network access line, calling features and Voice Messaging[1] offered for a one (1) year or three (3) year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

b. Services

The following two (2) options are available:

(1) Unlimited DTL Basic Package includes the following:

(a) Flat-rated network access line

(b) Extended Area Service (EAS)

(c) Unlimited IntraLATA toll calling

(d) Choice of one (1) to five (5) of the following calling features:

Call Waiting, 3-Way Calling, Basic Call Forward and Caller ID with Name.

VI. CALLING SERVICES (Continued)

(2) Unlimited DTL Expansion Lines At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available: (a) Expansion Lines with unlimited calling DTL Expansion Lines are available for a monthly rate, per line, with EAS and IntraLATA toll usage calling and a choice of one (1) to five (5) of the following calling features: Call Waiting, 3-Way Calling, Basic Call Forward and Caller ID with Name.	
(b) Expansion Lines without unlimited calling [69] DTL Expansion Lines are available for a monthly rate, per line, with EAS and a choice of one (1) to five (5) of the following calling features: Call Waiting, 3-Way Calling, Basic Call Forward and Caller ID with Name.	
(3) CentraPAK includes the following: (a) Extended Area Service (EAS)	
(b) Unlimited IntraLATA toll calling	
(c) Caller ID with Name	
(4) Unlimited Customized Multi-line Telephone Service Expansion Lines At least one (1) Customized Multi-line Telephone Service Expansion Line is required with each CentraPAK. The following two (2) options are available: (a) Expansion Lines with unlimited calling [68] Customized Multi-line Telephone Service Expansion Lines are available for a monthly rate, per line, with EAS and IntraLATA toll usage calling and Caller ID with Name.	
(b) Expansion Lines without unlimited calling Customized Multi-line Telephone Service Expansion Lines are available for a monthly rate, per line, with EAS and Caller ID with Name.	

[69] IntraLATA toll usage rates apply in addition to the monthly rate.

VI. CALLING SERVICES (Continued)

c. Conditions Unlimited DTL and CentraPAK are available only where facilities and conditions permit.	
Unlimited DTL and CentraPAK are available only on a one (1) year or three (3) year term agreement. Expansion Lines are available on a month-to-month basis only.	
Unlimited DTL and CentraPAKare only available with subscription to a business unlimited nationwide long distance calling plan through Northwest Fiber, LLC.	
Unlimited DTL and CentraPAK are available to business customers who subscribe to twenty-five (25) or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.	
Customers are allowed up to twenty-four (24) Expansion Lines per customer location. A maximum of nine (9) such lines per customer location can have Unlimited Calling either with this plan or any other unlimited toll product offered by Northwest Fiber.	
Unlimited DTL and CentraPAK are not available with the following services: - Flexible Digital Channel Service - ISDN Service - Remote Call Forward Service - Enhanced Call Forward Service – Personal Number - Auto Universal Call Distribution (ACD/UCD) - PBX Trunks - Foreign Exchange Service - Foreign Central Office Service - Customer Owned Pay Telephone (COPT) - Optional Measured Service - Premium Calling Plan - Toll Block	
Unlimited DTL and CentraPAK are not available in combination with other optional calling plans or virtual private network services.	
Unlimited DTL and CentraPAK do not apply to the following calls or services: - Operator Assist Station-to-Station Service - Operator Assist Person-to-Person Service - Operator Assist Credit Card Calls - Directory Assistance Service (Local and National) - Dial It Service - Wide Area Telecommunications and 800 Service - 3-Way Calling (per activation) - *69 Call Return (per activation)	

VI. CALLING SERVICES (Continued)

	Unlimited DTL and CentraPAK may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.	
	Details on calls made will not be available for this service.	
	Service Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or CentraPAK.	
	Applicable Service Charges as specified in *III.J.2.* will be waived for customers subscribing to a three (3) year agreement.	
d.	Termination Liability Unlimited DTL and CentraPAKare offered on a one (1) year or a three (3) year term agreement.	
	Early termination of a Unlimited DTL Basic Package or CentraPAK term agreement by the customer will result in a one-time flat Termination Charge of: (1) One (1) year term agreement $75	
	(2) Three (3) year term agreement $225 for default within the 1st year of the term $150 for default within the 2nd year of the term $75 for default within the 3rd year of the term	
	If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the price list rate associated with that component.	
	The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the Basic Package core line and one (1) Expansion Line) remain on the account. If the one (1) Expansion Line is removed, the remaining elements will revert to price list rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.	
	Customer termination of service within the first sixty (60) days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.	

VI. CALLING SERVICES

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one (1) year or three (3) year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a sixty (60) day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided thirty (30) days' notice of any change. Customers can move from a one (1) year to a three (3) year term without incurring a penalty.

e. Rates

	1-Year Term	3-Year Term	
Unlimited DTL Basic Packages [70]	$101.00	$86.00	(I)
	Monthly Rate		
Expansion Line with Unlimited Calling, per line [71]	38.00		(I)
Expansion Line without Unlimited Calling, per line [70, 72]	53.00		(I)
	1-Year Term	3-Year Term	
CentraPAK	68.00	89.00	(I)
	Monthly Rate		
Expansion Line with Unlimited Calling, per line [70]	38.00		(I)
Expansion Line without Unlimited Calling, per line [70, 71]	53.00		(I)

[70] At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or CentraPAK ordered.

[71] Customers may have any combination of Expansion Lines but the combined total number allowed is twenty-four (24) per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

[72] IntraLATA toll usage rates apply in addition to the monthly rate.

VI. CALLING SERVICES

7. *Voice Discount Plan*

a. General

Residential customers who call to disconnect their primary or additional lines; customers who change their local service from another provider to Northwest Fiber; customers who have changed their local service from another provider to Northwest Fiber within the past thirty (30) days and specifically request these rates as a response to direct mailings, advertising or other Northwest Fiber marketing activities; or customers who have Broadband service but no local service from Northwest Fiber and accept this offer in response to a direct mailing, advertising or other Northwest Fiber marketing activity; or contact Northwest Fiber citing competitor's offers or otherwise indicate potential future disconnection based on price will be eligible for the following Voice Discount Plan.

b. Conditions

After the initial twelve (12) month term, customers will automatically renew at the renewal rates specified herein on a month-to-month basis. Discontinuance of any one of the services listed below will result in immediate termination of the discount.

Qualifying Unlimited LD plans must be consistent with Plan O Service - Unlimited as found in the Northwest Fiber, LLC Posted Rates, Terms and Conditions.

c. Rates

	Monthly Discount
(1) For customers originally enrolling on or before March 5, 2010	
Regional Calling Value	$7.05
Local Calling Plan Plus [73], [74]	9.05
Regional Calling Value [75]	8.00
Local Calling Plan Plus [75]	10.00

Customers who subscribed to the Voice Discount Plan prior to April 1, 2008 may receive the month-to-month discount listed below upon expiration of their initial twelve (12) month discount.

	Renewal Discount
Regional Calling Value [75]	$5.00
Local Calling Plan Plus [75]	7.00

[73] Purchased with additional line.

[74] Effective September 19, 2008, the Local Calling Plan Plus Additional Line Discount offer will no longer be offered for purchase but will remain valid for existing customers through the end of their twelve (12) month term.

[75] Bundled with a qualifying Unlimited LD plan.

VI. CALLING SERVICES (Continued)

Customers who subscribed to the Voice Discount Plan beginning April 1, 2008 or later may receive the month-to-month discount listed below upon expiration of their initial twelve (12) month discount.

	Monthly Discount
(2) For customers originally enrolling on or before March 6, 2010	
Regional Calling Value	$7.05
Regional Calling Value [76]	13.00
Regional Calling Value [76, 77]	8.00
Regional Essentials [76]	10.00
Regional Essential [76, 77]	5.00

Customers may receive these discounted rates on a month-to-month basis after their twelve (12) month term has expired.

8. *Local Calling Plan Plus/Regional Calling Value PSTN Bundles – Grandfathered as of May 6, 2019*

a. General

Local Calling Plan Plus or Regional Calling Value customers who subscribe to an Unlimited LD plan are eligible for a twelve-month discount when they also subscribe to Broadband, Direct TV, or a combination of the two, as specified by Northwest Fiber.

b. Service

Customers will continue receiving their existing discount on a month-to-month basis following the initial twelve (12) month term of their offer. Customers are limited to one (1) discount only and cannot combine discounts. Each product must be billed by under the same billing name and address.

c. Conditions

Qualifying Unlimited LD plans must be consistent with Plan O Service - Unlimited rates, terms, and conditions, as found in the Northwest Fiber, LLC tariff.

[76] Purchased with additional line.

[77] Bundled with a qualifying Unlimited LD plan.

VI. CALLING SERVICES (Continued)

d. Rates

	Monthly Discounts	
	Local Calling Plan Plus	Regional Calling Value
Broadband	$10.00	$8.00 [78]

9. *Business Single Line Pack*

a. General

Single Line Business Pack is an optional business flat-rated usage package with a network access line, calling features and specified non-regulated services offered for a one (1) year or three (3) year term commitment:

Single Line Business Pack includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero (0) to five (5) of the following calling features:

Call Waiting, 3-Way Calling, Basic Call Forward and Caller ID with Name.

(Additional credit will apply if provisioned with Broadband Service, or Broadband Service.)

b. Regulations

(1) Single Line Business Pack is available only where facilities and conditions permit.

(2) Single Line Business Pack is available only to customers who subscribe to Northwest Fiber for their local usage and intraLATA toll calls.

(3) Single Line Business Pack is available only on a one (1) year or three (3) year term agreement.

(4) Single Line Business Pack is only available to business customers who agree to subscribe to a business unlimited nationwide long distance calling plan through Northwest Fiber, LLC, and High-Speed Internet service or Ziply Internet Service.

(5) Single Line Business Pack is available to business customers who subscribe to twenty-five (25) or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

[78] To be implemented on a full bill period basis on or after November 1, 2009.

VI. CALLING SERVICES (Continued)

(6) Customers may only have one Single Line Business Pack per account. A maximum of ten (10) lines may have Unlimited Calling either with this plan or any other Unlimited Local or Unlimited Local and Toll Usage product offered by Northwest Fiber. Customers may not combine this package with the Unlimited Dial tone Line and Unlimited Flexible Telephone System Packages.	
(7) Single Line Business Pack is not available with the following services: - Centrex or Flexible Telephone System - Flexible Digital Channel Service or Flexible Digital Channel Service - ISDN Service - Remote Call Forward Service - Enhanced Call Forward Service – Personal Number - Auto Universal Call Distribution (ACD/UCD) - PBX Trunks - Foreign Exchange Service - Foreign Central Office Service - Customer Owned Pay Telephone (COPT) - Optional Measured Service - Premium Calling Plan - Toll Block	
(8) Single Line Business Pack is not available in combination with other optional calling plans or virtual private network services.	
(9) Single Line Business Pack does not apply to the following calls or services: - Collect Calls - Time, Lottery and Weather - 555,700, 900, 976 Service - Third Number Billed - Intercept Call Completion - Mass Announcement Services - Directory Assistance - Group Bridging Service - Directory Assistance Calls/Directory Assistance Call Completion - Call Routing Deluxe - Repeat Calls, Return Calls (per activation) - Person-to-Person - All other operator Handled Calls - 3-Way Calling (per activation) - *69 Call Return (per activation) - Call Trace (per activation)	

VI. CALLING SERVICES (Continued)

(10) Single Line Business Pack may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.	
(11) Details on calls made will not be available for this service.	
(12) Service Charges will be waived in the event a class of service change is required in order to have the Single Line Business Pack.	
(13) Applicable Service Charges will be waived for customers subscribing to a three (3) year agreement.	
c. Termination Liability (1) Single Line Business Pack is offered on a one (1) year or a three (3) year term agreement.	
(2) Early termination of Single Line Business Pack term agreement by the customer will result in a one-time flat Termination Charge of: (a) One (1) year term agreement $75	
(b) Three (3) year term agreement $125 for default within the 1st year of the term $100 for default within the 2nd year of the term $75 for default within the 3rd year of the term	
(3) If the customer cancels any of the components: the business unlimited nationwide long distance calling plan through Northwest Fiber, LLC, or Internet Service or Ziply Internet Service, the remaining components will revert to the individual rate and/or the Price List rate associated with that component.	
(4) If the Dialtone Line (DTL) is removed, the applicable termination charge shown above will apply.	
(5) Customer termination of service within the first sixty (60) days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.	

VI. CALLING SERVICES

(6) At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one (1) year or three (3) year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a sixty (60) day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided thirty (30) days' notice of any change. Customers can move from a one (1) year to a three (3) year term without incurring a penalty.

(7) An early termination charge will not apply under the following circumstances:

(a) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;

(b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

(c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

d. Rates

	Monthly Rate		
	3-Year Term	1-Year Term	
(1) Single Line Business Pack	$75.00	$77.00	(I)
	Monthly Discount		
	3-Year Term	1-Year Term	
(2) Affiliate Broad Bundle Discount	19.00	11.00	

10. *Unlimited LD Price Guarantee – Grandfathered as of May 6, 2019*

a. General

The Unlimited LD Price Guarantee Offer provides a discounted offer for Regional Calling Value to qualifying residential customers.

VI. CALLING SERVICES

b. Conditions Qualifying residential customers are those customers who meet all of the following: (1) Must be a new residential customer or be an existing local customer who calls Northwest Fiber to disconnect their telephone service and agree to retain their service based on this offer; (2) Must reside in a service area not eligible for Broadband; (3) Must subscribe to Regional Calling Value service; and (4) Must subscribe to a qualifying Unlimited LD plan.	
The monthly rate is guaranteed for as long as the customer remains at the same service address.	
Discontinuance of any one of the qualifying services will result in immediate termination of this offer.	
Each service must be billed by Ziply Fiber Northwest, LLC.	
Qualifying Unlimited LD plans must be consistent with the Plan O Service – Unlimited as found in the Northwest Fiber, LLC Posted Rates, Terms and Conditions.	
c. Rates For customer meeting all of the specific criteria set forth in Conditions, above: Customers will be eligible to receive Regional Calling Value for a monthly rate of $17.04.	

VI. CALLING SERVICES

11. *Digital Phone unlimited (Challenger)*

a. 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.

(1) Basic Bundle

Local Exchange Network Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting

(2) Feature Package

*69 Call Return	Speed Call 8 [79] or 30
Anonymous Call Block/Rejection	Distinctive Ring
Basic Call Forward	3-Way Calling
Selective Call Forward	Call Forward Busy/No Answer
Distinctive Ring	Priority Call

b. 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 the Price List.

(3) When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Price Listed 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) Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

[79] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES (Continued)

(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) Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.	
(12) Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.	
(13) Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one (1) month and up to nine (9) 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 twenty-five dollar ($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 (9) 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.	
c. Rates (1) Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.	
(2) Nonrecurring Service Order Charges as specified in Section *III.* do not apply.	

VI. CALLING SERVICES

(3) Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Digital Phone Unlimited (Challenger)	$39.99	(I)
Feature Package	7.99	
Stay Connected Seasonal Offering	9.99	

12. *Digital Phone Unlimited Plus (Challenger)*

a. General

The Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two (2) flat-rate residential one (1) 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.

(1) Basic Bundle

Caller ID with Name
Call Waiting/Cancel Call Waiting

(2) Feature Package

Call Waiting	Speed Call 8 [80] or 30
*69 Call Return	Distinctive Ring
Anonymous Call Block/Rejection	3-Way Calling
Basic Call Forward	Call Forward Busy/No Answer
Selective Call Forward	Priority Call

b. Conditions

(1) The Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.

(2) 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 the 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.

[80] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES

(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 basis.	
(7) The bundle will appear as a single line item on the bill.	
c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one (1) month and up to nine (9) 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 twenty-five dollar ($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 (9) 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.	
d. Rates (1) Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.	
(2) Nonrecurring Service Order Charges as specified in Section *III.* do not apply.	

VI. CALLING SERVICES

(3) Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Digital Phone unlimited Plus (Challenger)	$42.99	(I)
Feature Package	7.99	
Stay Connected Seasonal Offering	9.99	

13. *Simply Unlimited (Challenger)* [81] *– Grandfathered as of January 20, 2018*

a. General

Simply Unlimited (Challenger) is a bundle offering available to Business customers that subscribe to a maximum of twelve (12) Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

(1) Basic Bundle

Single Party Flat Rate Business Access Line	Unlimited Extended Area Service
Caller ID with Name	Call Forward Busy

(2) Business All in Feature Package

Call Waiting/Cancel Call Waiting	Call Forward No Answer
3-Way Calling	Speed Call 8 [82] or 30
Priority Call	Distinctive Ring
Call Forward Busy	*69 Call Return
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Selective Call Forward

b. 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 schedules of this Service Catalog.

[81] This service offering is limited to existing subscribers.
[82] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES

(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 Service Catalog.

(5) Simply Unlimited (Challenger) 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.

(8) 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.

(9) The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

(10) The bundle is offered on a month-to-month basis.

(11) Bundles four (4) through twelve (12) are given an additional discount.

c. Rates

(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 bundled rate.

(2) Unless otherwise stated elsewhere in this section, Service Charges as specified in the Price List, Section *III.* apply to the installation of individual components of the bundle.

	Monthly Rate	
Simply Unlimited (Challenger)	$46.99	(I)
Additional Bundle (4 to 12 lines)	31.99	(I)
Business All In Feature Package	6.99	(I)

14. *OneVoice*

a. Applicability

Applicable to Single-party Business Flat rate service.

VI. CALLING SERVICES

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 this Price List.

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, 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.

(1) Basic Bundle

Single Party Flat Rate Access Line	Anonymous Call Block/Rejection
Call Forwarding Busy/No Answer	Call Forward
Unlimited Extended Area Service	Multi-line Hunting
Call Waiting/Cancel Call Waiting	3-Way Calling
Caller ID	

(2) Premium Feature Package

*69 Call Return	Selective Call Forward
Call Transfer	Selective Call Acceptance
Distinctive Ring	Selective Call Rejection
Priority Call	Speed Call 30

d. 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 schedules of the 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.

VI. CALLING SERVICES

(8) The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.	
(9) The bundle is offered on a month-to-month, one (1), two (2) or three (3) year term basis.	
(10) Customers is 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 (60) days in advance.	
e. Rates (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, Service Charges apply to the installation of the bundle.	

	Monthly Rate	
Basic Bundle	$52.99	(I)
Term Price with a 1, 2 or 3 year commitment	37.99	(I)
Premium Feature Package	11.99	(I)

VI. CALLING SERVICES

15. *Business Nationwide Unlimited Service III* [83] *– Grandfathered as of January 20, 2018*

a. General

Business Nationwide Unlimited Service III is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The package includes the following components: one Basic Flat Rate Access Line, 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.

(1) Basic Package

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Caller ID with Name

Four (4) features from the feature package listed below

(2) Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance
3-Way Calling	*69 Call Return
Speed Call 8 [84] or 30	Basic Call Forward
Distinctive Ring	Call Forward Busy
Multiline Hunt Service	Selective Call Rejection
Anonymous Call Block/Rejection	Selective Call Forward
Call Forward No Answer	
Priority Call	

b. Regulations

(1) The package 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 schedules of the Price List.

(3) Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

[83] This service offering is limited to existing subscribers.

[84] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES

(4) 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 package may result in disconnection of your basic local service.

(5) Customers may add or delete any features offered within the package without incurring a Service Charge.

(6) The package rate will appear as a single line item on the customer's bill.

(7) The package is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.

(8) The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

(9) The package is offered on a month-to-month basis.

(10) Up to eleven (11) additional packages can be purchased at a discount rate.

c. Rates

(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 package rate.

(2) Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the package.

	Monthly Rate	
Business Nationwide Unlimited Service III	$53.99	(I)
Additional Package	44.99	(I)
Business All In Feature Package	6.99	(I)

VI. CALLING SERVICES

16. *Business Local Unlimited III* [85] *– Grandfathered as of January 20, 2018*

a. General

Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line, Unlimited Extended Area Service, a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

(1) Basic Package

Flat Rate Business Line
Unlimited Extended Area Service
One feature from the Business All in Feature package listed below

(2) Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance
3-Way Calling	*69 Call Return
Speed Call 8 [86] or 30	Selective Call Rejection
Distinctive Ring	Selective Call Forward
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	
Priority Call	

b. Regulations

(1) The package is available only to customers who are served from a central office in which all services in the package are offered and can be provided by the Company to the customer.

(2) The package is offered on a month-to-month basis.

(3) Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

(4) All applicable surcharges and taxes will be billed separately from and in addition to the package rate.

(5) The package cannot be used in association with a Residential Line, PBX Service, or ISDN service.

[85] This service offering is limited to existing subscribers.

[86] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES

(6) Customers may select any two (2) of the features in the Business All In Feature Package for no extra charge.

(7) Customers purchasing the Business All In Feature Package may select any or all of the features listed in that package.

c. Rates

	Monthly Rate	
Business Local Unlimited III	$36.99	(I)
Business All In Feature Package	6.99	(I)

17. *Digital Phone Essential*

a. General

The Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one Residential Local Exchange Network Access Line, a combination of local features and Unlimited Usage Service Area. 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.

(1) Basic Package

Network Access Local Service Residence One-Party	Caller ID with Name
Unlimited Usage Service Area	Call Waiting/Cancel Call Waiting

(2) Business All In Feature Package

3-Way Calling	Distinctive Ring
Call Forward Busy	*69 Call Return
Anonymous Call Block/Rejection	Call Forward No Answer
Basic Call Forward	Priority Call
Selective Call Forward	Speed Call 8 [87] or 30

b. Regulations

(1) The package 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 the Price List.

[87] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES

(3) When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually Price Listed rates.	
(4) 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.	
(5) Customers may add or delete any features offered in the package 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 package is offered on a month-to-month basis.	
(8) The package will appear as a single line item on the bill.	
(9) The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.	
(10) Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.	
(11) Unlimited Usage Service Area is only available in designated exchange areas as defined in the Price List.	
(12) 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 (9) 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 twenty-five dollar ($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 package will be temporarily deactivated.	
(d) Customer will be removed from the stay-connected discount after the nine (9) 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.	

VI. CALLING SERVICES

(i) All applicable taxes and surcharges apply.

c. Rates

(1) Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.

(2) Unless otherwise stated elsewhere in this section, Service Charges as specified in Price List Section *III.* apply to the installation of individual components of the package.

(3) Digital Phone Essentials package is provided at the following rates:

	Monthly Rate	
Digital Phone Essentials	$37.99	(I)
Feature Package	7.99	
Stay Connected Seasonal Offering	9.99	

18. *Digital Phone Unlimited*

a. General

The Digital Phone Unlimited Service is a package offering available to residential customers. The package includes one Residential Local Exchange Network Access Line, Unlimited Usage Service Area and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

(1) Basic Package

Local Exchange Network Access Line	Speed Call 8 [88] or 30
Unlimited Usage Service Area	*69 Call Return
Caller ID with Name	Call Waiting/Cancel Call Waiting

(2) Feature Package

Call Waiting	3-Way Calling
Basic Call Forward	Speed Call 30
Distinctive Ring	Selective Call Rejection
Priority Call	Call Forward Busy/No Answer
Call Forward Busy	Selective Call Forward
Call Forward No Answer	

[88] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES

b. Regulations (1) The package 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 the Price List.	
(3) Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing Price List rules.	
(4) Customers may add or delete any features offered in the package 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 package is offered on a month-to-month.	
(7) The package will appear as a single line item on the bill.	
(8) The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.	
(9) Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.	
(10) Unlimited Usage Service Area is only available in designated exchange areas as defined in the Price List.	
(11) 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 (9) 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 twenty-five dollar ($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 package will be temporarily deactivated.	
(d) Customer will be removed from the stay-connected discount after the nine (9) 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.	

VI. CALLING SERVICES

(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.

c. Rates

(1) Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.

(2) Nonrecurring Service Order Charges as specified in Section *III.* do not apply.

(3) Digital Phone Unlimited package is provided at the following rates:

	Monthly Rate	
Digital Phone Unlimited	$49.99	(I)
Feature Package	7.99	
Stay Connected Season Offering	9.99	

19. *Digital Phone Unlimited Plus*

a. General

The Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two (2) Residential Local Exchange Network Access Lines, Unlimited Usage Service Area and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

(1) Basic Package

Two Local Exchange Network Access Lines	Caller ID with Name
Unlimited Usage Service Area Call Waiting ID	Speed Call 8 [89]
Call Waiting/Cancel Call Waiting	*69 Call Return

(2) Business All In Feature Package

Basic Call Forward	3-Way Calling
Anonymous Call Block/Rejection	Distinctive Ring
Call Forward Busy	Priority Call
Selective Call Forward	Call Forward No Answer

[89] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES

b. Regulations (1) The package 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 the Price List.	
(3) When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually Price Listed rates.	
(4) Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing Price List rules.	
(5) Customers may add or delete any features offered in the package 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 package is offered on a month-to-month basis.	
(8) The package will appear as a single line item on the bill.	
(9) The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.	
(10) Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.	
(11) Unlimited Usage Service Area is only available in designated exchange areas as defined in the Price List.	
(12) Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine (9) 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 twenty-five dollar ($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 package will be temporarily deactivated.	
(d) Customer will be removed from the stay-connected discount after the nine (9) month period if no date is given.	

VI. CALLING SERVICES

(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.	
c. Rates (1) Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.	
(2) Nonrecurring Service Order Charges as specified in Section *III.* do not apply.	
(3) Digital Phone Unlimited Plus package is provided at the following rates: Monthly Rate Digital Phone Unlimited Plus $52.99 Feature Package 7.99 Stay Connected Seasonal Offering 9.99	(I)
20. *Simply Unlimited Service Leader [90] – Grandfathered as of January 20, 2018* 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 Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in this Price List.	

[90] This service offering is limited to existing subscribers.

VI. CALLING SERVICES

c. General

Simply Unlimited Service-Leader is a bundle offering available to Business customers that subscribe to a maximum of ten (10) Single Party Business Lines per customer location. The bundle includes the following components: one flat rate Basic Business Line, Custom Calling features and certain designated non-regulated services and price-listed services. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

(1) Basic Package

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Caller ID with Name
Four (4) features from the feature package listed below

(2) Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance
3-Way Calling	*69 Call Return
Speed Call 8 [91] or 30	Basic Call Forward
Distinctive Ring	Call Forward Busy
Multiline Hunt Service	Selective Call Rejection
Anonymous Call Block/Rejection	Selective Call Forward
Call Forward No Answer	
Priority Call	

d. Regulations

(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 schedules of the 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.

[91] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VI. CALLING SERVICES

(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, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

(8) The bundle is offered on a month-to-month basic.

(9) Bundles four (4) through ten (10) are given an additional discount.

e. Rates

(1) The Interstate Subscriber Line charge and the Access Recovery charge are 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 Price List Section *III.* apply to the installation of individual components of the bundle.

	Monthly Rate	
Simply Unlimited Service-Leader (1-3 lines)	$56.99	(I)
Additional Bundle (4-10 lines)	41.99	(I)
Business All In Feature Package	6.99	(I)

21. *Commercial Voice Unlimited* [92] *– Grandfathered as of January 20, 2018*

a. Applicability

Applicable to Single-party Business Flat rate service.

[92] This service offering is limited to existing subscribers.

VI. CALLING SERVICES

b. 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 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 Basic Call Forward Call Forward Busy Call Forward No Answer Call Waiting/Cancel Call Waiting Caller ID 3-Way Calling Hunting	
c. Regulations (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 the Price List.	
(3) Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.	
(4) 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.	
(5) Customers may add or delete any features offered within the bundle without incurring a Service Connection 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, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.	
(9) The bundle is offered on a month-to-month, one (1) or two (2) year term basis.	

VI. CALLING SERVICES

(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) At the end of the one (1) or two (2) year term, customers will be moved to the month to month pricing.

d. Rates

(1) 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.

(2) 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	$41.00	(I)
One Year Term	36.00	(I)
Two Year Term	36.00	(I)

VII. CUSTOMER LINE TELEPHONE SERVICE

A. <u>General</u> Custom Line Telephone Service is a non-engineered service offering which utilizes the advanced capabilities of electronic central offices to incorporate individual business lines into a single communications system, with a pre-positioned switch which does not require operations provisioning at the time of the customer order and does not require the customer to use the "dial 9" access code to place calls.	
Customer Line Custom Line Telephone Service is classified as a business service, and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately.	
Custom Line Telephone Service is customized for small businesses with a minimum of two (2) lines, not to exceed a maximum of thirty (30) lines [93]. If the Custom Line Telephone Service system falls below two (2) lines it will no longer be considered a Custom Line Telephone Service system. The remaining line will be converted to an individual business line with no features. All existing price list rules, regulations, rates and charges associated with the conversion will apply.	
Custom Line Telephone Service provides an enhanced dial tone from the Central office to the customer's premises along with an attractive menu of basic services.	
Custom Line Telephone Service is furnished from compatible digital-type switching equipment located on the Company premises and includes the facilities necessary for intercommunication between Custom Line Telephone Service lines within the customer's system. Custom Line Telephone Service includes local Exchange Service (no dial "9" required), direct inward-dialing to Custom Line Telephone Service lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Company, touch-tone Calling Service and intercept to the main listed number. Central Office Located Trunks are not required for local access.	
Customer provided equipment may be required for some of the described features. The Company assumes no responsibility for the customer equipment or the compatibility to Custom Line Telephone Service.	
No other Customized Multi-line Telephone Classes of Service may be mixed with Custom Line Telephone Service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meets the communications needs of the business as well as choosing features from within the offered Custom Line Telephone Service package for each line or hunt group.	

[93] The service is limited to a maximum of six (6) lines in the DMS 10 Central Office.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

B. Service Options

1. *Basic Standard Services* [94]

Services included with a Custom Line Telephone Service line:

Assume Dial "9"
Call Hold
Consultation Hold
Direct Inward/Outward Dialing
Distinctive Ring (Inside/Outside)[95]
Intercom Dialing
3-Way Calling
Touch Tone

[94] Offered where facilities are available.

[95] This feature is specific to Custom Line Telephone Service. See Feature Descriptions.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

2. *Selectable Services* [96]

Services listed in this section are available for each Custom Line Telephone Service line at no additional charge. A customer may customize his initial service by selecting as many of the following services as desired for each individual Custom Line Telephone Service line:

- Automatic Callback (within system only)
- Call Forward Busy
- Call Forward No Answer
- Basic Call Forward
- Call Restrictions: [97]
  - Call Restriction One
  - Call Restriction Two
  - Call Restriction Three
  - Call Restriction Four
  - Call Restriction Five
  - Call Restriction Six
  - Call Restriction Seven
  - Call Restriction Eight
- Call Waiting/Cancel Call Waiting
- Call Pick-up Directed
- Call Pick-up Group
- Dial Call Waiting-Originating
- Hunting-Series
- Hunting-Multi-line
- Speed Call 6 or 8 [98]

[96] Offered where facilities are available.

[97] No call restrictions are required with Custom Line Telephone Service. Call Restrictions One through Eight are specific to Custom Line Telephone Service.

[98] This service offering is limited to call existing subscribers at their existing locations as of July 20, 2014.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

3. *Optional Services* [99]

Optional Services are also available for Custom Line Telephone Service line at an additional monthly recurring charge per feature:

*69 Call Return
Anonymous Call Block/Rejection
Call Park
Call Park Directed
Caller ID with Name
Call Trace [100]
Executive Busy Override
Selective Call Forward
Priority Call
Unlimited IntraLATA Toll Usage Plan for Business [101]
Unlimited IntraLATA Toll Usage Plan for Business Feature Package Two [102]
Unlimited IntraLATA Toll Usage Plan for Business Feature Package Three [102]
CentraPAK for Business [103]

C. Conditions

1. *Term Options*

Custom Line Telephone Service customers may select either a month–to-month option or a two (2) year term commitment period. The term commitment period becomes effective upon the installation date of the service.

Custom Line Telephone Service payment options may be selected by billing account number within a customer's system.

2. *Service Charges*

The Service Charge for Custom Line Telephone Service Network Access Line Connection and the Feature Change Charge will not apply to the initial installation of Custom Line Telephone Service lines when installed under a term commitment.

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[99] Offered where facilities are available.

[100] See Calling Services, Section *VI.*

[101] For rates see I.P.U.C. Price List No. 3 IntraLATA Toll Services, Section 1.3.5 Unlimited IntraLATA Toll Usage Plan for Business.

[102] For rates see Section *VI.* Calling Services of this price list, subsection unlimited IntraLATA Toll Usage Plan for Business Feature Packages.

[103] See Section *VI.* Of this price list for CentraPAK for Business rates.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

3. *Adding Lines Under Term Option* Additional Custom Line Telephone Service lines may be added to an existing system, up to a maximum of thirty (30), during the term commitment period. For customers subscribing to the two (2) year term commitment period, the term commitment with respect to any additional lines will be coterminous.	
4. *Termination Liability* [104] There is no termination liability for customers who have elected the Custom Line Telephone Service month-to-month payment option.	
5. *Transfer of Term Option* [104] With the permission of the Company, the obligation to pay the Custom Line Telephone Service charges for the remainder of the term commitment period may be assigned to another customer.	
6. *Custom Line Telephone Service System* Custom Line Telephone Service lines sharing a common intercom arrangement and a primary Directory listing will be considered Custom Line Telephone Service System. A system must have a minimum of two (2) lines and may not exceed a maximum of thirty (30) Custom Line Telephone Service lines. Custom Line Telephone Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and services are not offered separately.	
7. *Subscriber Line Charge* An applicable interstate Subscriber Line Charge will be applied to all Custom Line Telephone Service lines. SLC rates are listed in the Company's FCC tariff.	
8. *Incoming Toll Free Service Access Arrangement* Incoming calls on Toll Free Service access lines can be terminated on a Custom Line Telephone Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Custom Line Telephone Service System.	
9. *Off-Premise Lines* Custom Line Telephone Service lines may be provided at a separate customer premise. No mileage charges apply to lines of the same Custom Line Telephone Service system that are located at different premises but situated within the same wire center serving area.	

[104] See General Regulations, Section *II.*, for Termination Liability.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

10. *Optional Custom Line Telephone Services* Optional services are available where Company facilities permit at the rates specified in the following. Only the Customized Multi-line Telephone Service specified in this section will be available under Custom Line Telephone Service. Other Customized Multi-line Telephone Service are not available under the Custom Line Telephone Service. The Custom Calling and CLASS services that are identified elsewhere in the Local Exchange Price List are not offered.	
11. *Feature Restriction* Call Transfer, 3-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding may generate local, Regional Toll Call Plan or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer.	
12. *Customer Satisfaction Guarantee* When a customer subscribes to the month-to-month option or the twenty-four (24) month term commitment for Custom Line Telephone Service, he must request that the Company disconnect the service within thirty (30) calendar days of installation to be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service. In addition, customers who are not satisfied with their Custom Line Telephone Service within thirty (30) calendar days of installation, may have their previous Northwest Fiber service reinstalled, at no cost, in accordance with the following terms and conditions:	
- Customers will not be permitted to revert to a service that has been grandfathered.	
- Customers who had no previous Company services, and subsequently elect to have their Custom Line Telephone Service disconnected, will be converted by the Company to Business Lines or Trunks with no additional Service Charge. However, the lines cannot exceed the total number of lines in the Custom Line Telephone Service system that the customer is disconnecting.	
- The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.	
- Credit refunds will not be applied for toll charges, E911, or other like surcharges incurred.	
- Each customer will be entitled to a credit refund, one time per service.	
- The Customer Satisfaction Guarantee applies to the Custom Line Telephone Service as a whole and not to the individual services offered with Custom Line Telephone Service.	
- The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.	
- The Customer Satisfaction Guarantee does not apply to the installation of temporary service.	

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

D. Feature Descriptions

1. *Custom Line Telephone Service Basic Standard Services*

The services listed here are automatically included on every Custom Line Telephone Service line, and are the backbone of the Custom Line Telephone Service offering:

a. Assume Dial “9”

Allows the customer to place calls outside the group without having to dial the access code "9".

b. Call Hold

The ability to place an established call on hold for an extended period of time by dialing a feature code (*01). This frees the line to place or receive another call. Only one call can be put on hold at a time per line.

c. Call Transfer – (All Calls)

The ability The ability for a Custom Line Telephone Service line to transfer an established incoming call to another line. The "transfer to line" location may be inside or outside the group. Calls forwarded outside the area subject to local, Regional Toll Call Plan or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer.

d. Consultation Hold

A temporary or soft hold activated by a hook-switch flash or link button that places an existing call in progress on hold and activates dial tone. The dial tone enables the user to make another call for private consultation or to activate a 3-way call.

e. Direct Inward Dial (DID)

The ability of each member of the Custom Line Telephone Service group to receive calls from outside the group directly to their station.

f. Direct Outward Dial (DOD)

The ability of each member of the Custom Line Telephone Service group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant.

g. Distinctive Ring (Inside/Outside0

Allows the user to distinguish external calls from calls originating within the Custom Line Telephone Service group. A double ring will signify external calls and a single ring will identify calls from within the group.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

h. Intercom Dialing

Allows the user to communicate between lines within the Custom Line Telephone Service group by dialing a two (2) digit code. The intercom codes are assigned by the Company at the time of the initial service order.

i. 3-Way Calling

Allows the user to add a third party. Calls from within the group or outside the group may be added to establish a 3-way conference arrangement. This service may generate local, Regional Toll Call Plan or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer.

2. *Custom Line Telephone Service Selectable Services*

The following services may be selected with no monthly recurring charge and placed on any Custom Line Telephone Service line. These services may also be available for application to Hunt Groups with no monthly recurring charge.

a. Automatic Call Back (within system only)

Allows the user who reaches a busy line within the Custom Line Telephone Service group to dial a code (*52), and be connected when both lines are idle. This feature is for use inside the Custom Line Telephone Service group only, and only one request at a time from a line is permitted. The request will remain active for a period of time up to thirty (30) minutes unless it is deactivated, by dialing a code (#52).

b. Call Forward Busy

A fixed feature, provisioned by the telephone company using data provided by the customer, to automatically route all incoming calls to another number (either inside or outside the group) when the called line is busy. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges.

c. Call Forward No Answer

A fixed feature, provisioned by the telephone company using data provided by the customer, to automatically route all incoming calls to another number (either inside or outside the group) when the called line is not answered in a predetermined number of rings/seconds. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges.

d. Basic Call Forward

Allows the customer to route all incoming calls to a number of their choosing. The user also has the ability to modify the forward-to telephone number and turn the feature off and on as needed. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

e. Call Waiting/Cancel Call Waiting When a busy Custom Line Telephone Service line receives an incoming call, a tone announces the waiting call. The user has the option of answering or disregarding the incoming call. The user may terminate the Call Waiting feature by dialing the Cancel Call Waiting Code (*70). If the user does not wish to be interrupted by the call waiting tone, the Cancel Call Waiting code (*70) must be redialed prior to each call.	
f. Dial Call Waiting-Originating Allows members of the Custom Line Telephone Service group to signal each other with a call waiting tone by dialing the code *54 upon reaching a busy signal. The called member, upon hearing the tone, may terminate or place on hold the call in progress, or disregard the call waiting tone.	
g. Call Pick-Up Directed Allows a user to answer (pick-up) calls ringing on any other line within the Custom Line Telephone Service group by dialing a code (*18) plus the number of the ringing line. If more than one user attempts to pick-up the call, the first user will receive the call; others will receive a busy tone.	
h. Call Pick-Up Group Allows the user to answer (pick-up) a ringing line within the users Pick-Up Group by dialing a Call Pick-Up Code (*17).	
i. Hunting (Series and/or Multi-line) Allows the customer to increase accessibility by reducing busy signals for incoming callers. Hunting arrangements are predetermined upon initial order. Hunting for Custom Line Telephone Service customers will be provided in a Series or Multi-line arrangement only [105], and must be programmed by the Company from data provided by the customer. (1) Series Hunting – when a call attempts to terminate to a Custom Line Telephone Service line with Series Hunting and the line is busy, the incoming call is directed to the line designated as next in the hunting series. When the last number in the series is busy, the caller receives a busy tone. Call Forwarding-Variable and Special Call Forwarding will override series hunting.	
(2) Multi-line Hunting – enables hunting by utilizing a pilot directory number (DN). Hunting starts at the first line assigned to the hunting group and ends at the last line.	

[105] No other type hunting sequence (Rotary, Directory Number, Pilot Number or Secretarial) is available to Custom Line Telephone Service customers.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

j. Speed Call 6 or 8 [106] Allows the user to make calls to frequently dialed numbers by using an abbreviated code for each number. The short list consists of eight (8) numbers in all switch types except the 5ESS, which will only provide six (6). This is a customer programmable feature.	
k. Call Restriction Options (8 options) The customer has the option of choosing the type of call restriction desired for each individual line. The customer request for each line must be identified on the service order so the line can be provisioned with the proper line class code, and call rejection services. Types of call restrictions are: (1) No Call Restrictions – Allows the user to make and receive calls without restrictions of any kind.	
(2) Call Restriction One – Blocks all outgoing chargeable toll calls, including all operator calls. Allows outgoing local calls, 800/866/877/888 calls, local Directory Assistance (DA) calls, repair calls, and 911 calls only. Allows all incoming calls with no restrictions.	
(3) Call Restriction Two – Blocks all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for class call screening (3rd number, collect, or credit card only), local calls (outside the group), 800/866/877/888 calling, local DA calls, repair calls, and 911 calls. Allows all incoming calls with no restrictions.	
(4) Call Restriction Three – Blocks all outgoing chargeable toll calls and all local calls. Allows outgoing operator handled calls for class call screening (3rd number, collect, or credit card only), 800/866/877/888 calling, local DA calls, repair calls, and 911 calls. Allows all incoming calls with no restrictions.	
(5) Call Restriction Four – Does not allow calls to numbers outside the Custom Line Telephone Service group (toll or local, including 911). Allows all incoming calls with no restrictions.	
(6) Call Restriction Five – Does not allow calls to or from outside the Custom Line Telephone Service group (including 911). Only inside the group (intercom) calling is allowed.	
(7) Call Restriction Six – Blocks all 700-, 900- and 976- calls. This call restriction may be added to the No Call Restriction class of service as required.	
(8) Call Restriction Seven – Blocks all casual dialing (101XXXX) type calls. This call restriction may be added to the No Call Restriction class of service as required.	

[106] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

(9) Call Restriction Eight – Blocks all international calls. This call restriction may be added to the No Call Restriction class of service as required.

3. *Custom Line Telephone Service Optional Services*

The optional services listed below may be added to any line or hunt group for additional charges.

a. *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 (30) 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.

b. General Disclaimer/Conditions

Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

Note: The family of services to which *69 belong is typically referred to as “CLASS” services, but the name may vary between states, e.g., Phone Smart Service, Calling Services.

c. Rates & Charges

Per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing “1” and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back.

d. Anonymous Call Block/Rejection

Allows the user to block up to twelve (12) customer-defined telephone numbers from terminating a call to the user’s line. Operator calls cannot be blocked. Once activated, any calls from these twelve (12) numbers will be routed to an intercept message.

e. Call Park

Allows the user to “park” a call on his number, and then retrieve the call from any other station in the group. Only one call can be parked at a time per line.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

f. Call Park Directed An enhanced call park feature that enables the user to “park” a call on any other number within the Custom Line Telephone Service group. The call can then be retrieved from the parked location. Only one call can be parked at a time per line.	
g. Caller ID Allows the user to view the telephone number and listed name of the incoming call (typically by the second ring), subject to limitations such as those described below. Customer provided equipment is required. The name and telephone number of the caller may not be displayed for every incoming call. “Out of Area,” “Unavailable,” the calling party’s state name, or a similar message may appear for certain calls, including a.) calls made through certain networks, b.) operator-assisted calls, calls from toll-free numbers and international calls, c.) when phone number or caller name information is not made available to Northwest Fiber, d.) for certain telephone numbers for which Northwest Fiber does not purchase Caller ID information, and e.) for other technical reasons. In addition, “Private,” “Anonymous” or a similar message may appear when the caller has blocked caller identification information.	
h. Caller ID-Number Only Allows the user to view the telephone number of the incoming call (typically by the second ring). Customer provided equipment is required. Telephone numbers of incoming callers will be forwarded for non-blocked calls, subject to technical and other limitations including the availability of the number of forwarding.	
i. Call Trace Allows the user to trace the number of the last call received from within his defined calling area, and have the number automatically reported to the telephone company.	
j. Executive Busy Override Allows the user to dial a code (*40) to gain access to a busy line within the group, and establish a 3-Way call. The called number will receive a warning tone prior to the establishment of the 3-way conference call.	
k. Last Number Redial [107] Enables the user to redial the last called number by dialing a code (#77).	

[107] This feature is not available in the 5ESS.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

l. Select Call Forwarding [108] Allows the user to define and program up to twelve (12) numbers to be call forwarded. When any of the numbers on the user-defined list calls, the call will be forwarded to the number programmed to receive the call. Calls from all other numbers will be handled in the normal manner. Call Forwarding-All Calls will override this feature.	
m. Priority Call Allows the user to define up to twelve numbers for special notification. A unique ring will notify the user of a call from any of the defined numbers. This feature is not available for hunt group Pilot numbers.	
n. Unlimited IntraLATA Toll Usage Plan for Business Allows a customer to subscribe to unlimited intraLATA toll voice usage for a flat monthly rate within the customer's intraLATA area. See I.U.P.C. Price List 3 IntraLATA Toll Services, Section 1 Unlimited IntraLATA Toll Usage Plan for Business.	
o. Unlimited IntraLATA Toll Usage Plan for Business Feature Package Two Allows a customer that is subscribed to Unlimited IntraLATA Toll Usage Plan for Business to choose Caller ID with Name and Voice Messaging [109]. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.	
p. Unlimited IntraLATA Toll Usage Plan for Business Feature Package Three Allows a customer that is subscribed to Unlimited IntraLATA Toll Usage Plan for Business to choose Caller ID with Name and One Point Voice Messaging [110]. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.	
q. CentraPAK Optional business flat-rated usage package with a Custom Line Telephone Service line, calling features and Voice Messaging[109] offered for a one (1) year or three (3) year term commitment.	

[108] Call forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges.

[109] Voice Messaging is a non-regulated service.

[110] One Point Voice Messaging is a non-regulated service.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

E. Rates

1. *Custom Line Telephone Service Basic Service*

Basic Service, each line [111]

Exchanges	Basic Calling Plan	Community Calling Plan	Community Plus Calling Plan	Premium Calling Plan
Bonners Ferry				
Month-to-month	$33.90	$46.40	$57.90	N/A
24 Month Term	29.15	41.65	53.15	N/A
Kellogg				
Month-to-month	33.90	46.40	61.90	N/A
24 Month Term	29.15	41.65	57.15	N/A
Evergreen, Tinsed/Bluebell				
Month-to-month	33.90	36.90	57.42	N/A
24 Month Term	29.15	32.15	52.67	N/A
Orofino, Peck, Pierce, Wallace, Weippe				
Month-to-month	33.90	36.90	48.90	N/A
24 Month Term	29.15	32.15	44.15	N/A
Plummer, Worley				
Month-to-month	33.90	36.90	65.77	N/A
24 Month Term	29.15	32.15	61.02	N/A
Potlatch				
Month-to-month	33.90	36.90	58.67	N/A
24 Month Term	29.15	32.15	53.92	N/A
Rock Creek				
Month-to-month	33.90	36.90	43.90	N/A
24 Month Term	29.15	32.15	39.15	N/A

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[111] Basic Service line includes a Custom Line Telephone Service line (see Section *III.*) and basic services listed in this section.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

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Exchanges	Basic Calling Plan	Community Calling Plan	Community Plus Calling Plan	Premium Calling Plan
Cora, Genesee, Oldtown/Albeni, Priest Lake				
Month-to-month	33.90	36.90	57.90	N/A
24 Month Term	29.15	32.15	53.15	N/A
Clark Fork, Hope, Priest River, Spirit Lake				
Month-to-month	$33.90	$36.90	$57.90	N/A
24 Month Term	29.15	32.15	53.15	N/A
Rathdrum, Setters, Wellesley				
Month-to-month	33.90	36.90	61.90	N/A
24 Month Term	29.15	32.15	57.15	N/A
Bayview				
Month-to-month	33.90	36.90	61.90	N/A
24 Month Term	29.15	32.15	57.15	N/A
Sandpoint				
Month-to-month	39.40	51.40	61.90	N/A
24 Month Term	34.65	46.65	57.15	N/A
Hayden Lake, Post Falls				
Month-to-month	39.40	51.40	61.90	N/A
24 Month Term	34.65	46.65	57.15	N/A
Moscow				
Month-to-month	39.90	60.50	61.90	N/A
24 Month Term	35.15	55.75	57.15	N/A
Coeur d'Alene				
Month-to-month	39.90	53.90	61.90	85.97
24 Month Term	35.15	49.15	57.15	81.22
Mullan				
Month-to-month	33.90	47.30	48.90	N/A
24 Month Term	29.15	42.55	44.15	N/A
St. Maries				
Month-to-month	33.90	45.80	49.48	N/A
24 Month Term	29.15	41.05	44.73	N/A

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VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

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Exchanges	Basic Calling Plan	Community Calling Plan	Community Plus Calling Plan	Premium Calling Plan
Bovill, Deary				
Month-to-month	33.90	37.91	57.90	85.97
24 Month Term	29.15	33.16	53.15	81.22
Harrison				
Month-to-month	33.90	47.30	61.90	85.97
24 Month Term	29.15	42.55	57.15	81.22

Service Order Charges [112]	Nonrecurring Charge
Each Custom Line Telephone Service Network Access Line connected [113]	see Section *III.*
Time and Material Complex Service Charge	see Section *III.*
Other changes to a Custom Line Telephone Service Access Line	see Section *III.*
DataBase Changes – Minor Software Change Charge	see Section *VII.*
Feature Change Charge – per order [113]	see Section *VI.*

[112] Rates can be found in the Service Charges, Calling Services and Customized Multi-line Telephone Service sections of the Local Exchange Price List.

[113] The nonrecurring charge for Custom Line Telephone Service Network Access Line connection and the Feature Change Charge will not apply to the initial installation of Custom Line Telephone Service when installed under a term commitment.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

2. *Custom Line Telephone Service Selectable Services* [114]
(See Feature Descriptions in this section)

	Monthly Rate
Automatic Callback (within system only)	---
Call Forward Busy	---
Call Forward No Answer	---
Basic Call Forward	---
Call Restrictions: [115]	---
Call Restriction One	---
Call Restriction Two	---
Call Restriction Three	---
Call Restriction Four	---
Call Restriction Five	---
Call Restriction Six	---
Call Restriction Seven	---
Call Restriction Eight	---
Call Waiting/Cancel Call Waiting	---
Call Pick-up Directed	---
Call Pick-up Group	---
Hunting-Series	---
Hunting-Multi-line	---
Speed Call 6 or 8 [116]	---

[114] Offered where facilities are available.

[115] No call restrictions are required with Custom Line Telephone Service. Call Restrictions One through Eight are specific to Custom Line Telephone Service.

[116] This service offering is limited ot all existing subscribers at their existing locations as of July 20, 2014.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

3. *Custom Line Telephone Service Optional Services* [117]
(See Feature Descriptions in this section)

	Additional MRC Per Month[118]
*69 Call Return	---
Anonymous Call Block/Rejection	---
Call Park	---
Call Park Directed	---
Caller ID	---
Caller ID-Number Only	---
Call Trace	---
Executive Busy Override	---
Selective Call Forward	---
Priority Call	---

Unlimited IntraLATA Toll Usage Plan for Business [119]
Unlimited IntraLATA Toll Usage Plan for Business Feature Package Two [120]
Unlimited IntraLATA Toll Usage Plan for Business Feature Package Three [120]
CentraPAK for Business [121]

a. Optional Prefix Service Charges

See applicable charges as specified elsewhere in this Price List.

b. Usage charges

Usage charges apply as specified elsewhere in this Price List.

c. Service Order Activity

If a customer elects to change from a Business Line or another Customized Multi-line Telephone service to the Custom Line Telephone Service or from the Custom Line Telephone Service to another Customized Multi-line Telephone Service, a Change of Class or Grade of Service Charge applies, rather than a Line Connection charge.

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[117] Offered where facilities are available.

[118] See Calling Services, Section *VI.B.3.*

[119] For rates see I.P.U.C. Price List No. 3 IntraLATA Toll Service, Section *I.C.5.* Unlimited IntraLATA Toll Usage Plan for Business.

[120] For rates see Section *VI.* Calling Services of this price list, subsection Unlimited IntraLATA Toll Usage Plan for Business Feature Packages.

[121] See Section *VI.* of this price list for CentraPAK for Business rates.

VII. CUSTOMER LINE TELEPHONE SERVICE (Continued)

	No service charges will apply for Custom Line Telephone Service Custom Calling and CLASS Services, if installed initially with the Custom Line Telephone Service system. When services are added or rearranged on an existing line subsequent to the installation of the Custom Line Telephone Service, the appropriate service charges, as specified elsewhere in this Price List will apply.	
d.	Calling Plans Refer to the I.P.U.C. Price List No. 3 for rates and availability of IntraLATA Toll Discount Calling Plans.	

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE

A. General 9-1-1 is the three (3) digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.	
9-1-1 Service enables a caller dialing 9-1-1 with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The Service, may be provided from any one of the following three (3) categories: B9-1-1 (or Basic 9-1-1), C9-1-1 (or ANI-only 9-1-1), and E9-1-1 (or Enhanced 9-1-1).	
B. Conditions 9-1-1 Service is restricted to one-way incoming emergency service only.	
The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.	
9-1-1- is offered on a Central Office District basis only, and the area to be served is that contained within the Central Office District boundary as identified by the Company. Where the Central Office District boundary and community boundary do not coincide, applicants for this service must, at their cost and expense, arrange to answer and process all 9-1-1 calls made within the boundary of the Central Office District(s).	
9-1-1 Service is provided solely for the benefit of the local governmental unit. The provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.	
Intercept and call transferring services for any seven (7) or ten (10) digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the customer; however, in no case shall these services be provided for more than one (1) year.	
9-1-1 calls is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.	
9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company.	
Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a non-listed or non-published service upon placing a 9-1-1 call.	
The main telephone directory listing for the PSAP must be a seven (7) or ten (10) digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.	

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.	
All non-regulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Company standard format to the customer for inclusion in the E9-1-1 database. The Company, however, assumes no responsibility for collecting, gathering or formatting said lists.	
Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.	
When a 9-1-1 call is placed by the calling party via interconnection with an inter-exchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 service. 1. *Customer Obligation* Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.	
The customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.	
The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies: - The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the PSAP.	
- The primary PSAP will answer all calls on a twenty-four (24) hour, seven (7) days a week, basis.	
- Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one (1) call out of one hundred (100) encounters a busy signal. The 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or two (2) trunks, whichever is the higher standard.	
- Each primary PSAP shall and each secondary PSAP should subscribe to at least three (3) lines as follows: • At least one seven (7) or ten (10) digit non-emergency local exchange line with at least one listed directory number for administrative calls.	

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

• At least one non-listed seven (7) or ten (10) digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.	
• At least one non-listed seven (7) or ten (10) digit number to be used by other PSAP's and Emergency Response Agencies to reach the PSAP. This number must be in addition to those listed above.	
- Each primary PSAP must subscribe to at least two (2) dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.	
The customer shall promptly notify the Company in the event the system is not functioning properly.	
Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 9-1-1 service lines that originate from all points served by central offices within the 9-1-1 service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.	
9-1-1 Emergency Telephone Service information consisting of the names, addresses, and/or telephone numbers of telephone subscribers, regardless of whether or not this information is published in directories, or listed in directory assistance offices, is Company proprietary information. The customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company or agency or the customer of any connecting company or agency purchasing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to: - Maintenance of a log which will record all 9-1-1 calls placed to a customer and all manual queries for ALI. The Company retains the right to review such logs with all pertinent public agency supervising officers to detect any unauthorized retrieval of information from the 9-1-1 system database. The customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.	
- The customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.	
- All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.	
- The customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information.	

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

Equipment, used in conjunction with any 9-1-1 Emergency Telephone Service, located at the PSAP(s) must be compatible with the interface standards of the Company and provide sufficient capacity to terminate Company provided facilities. Any terminal equipment used in connection with 9-1-1 Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.	
2. *Liability* The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 service shall be limited by the terms set forth in this Section, the General Regulations Section of this Price List, and in any sections of other Price Lists which apply to the provision of 9-1-1 service by the Company. This 9-1-1 service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.	
The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the Price List rate for the service or facilities provided to the customer for the-time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.	
The customer shall indemnify and hold harmless the Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information, including non-published or unlisted information in connection with the provision of the 9-1-1 service.	
The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 9-1-1 service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services or calls originating over Customized Multi-line Telephone Service lines.	
The Company accepts no responsibility for obtaining subscriber record information from private Flexible Telephone systems, such as PBXs or shared tenant services, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.	

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.	
The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to emergency service providers responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service.	
The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a non-regulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.	
The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment.	
C. <u>Description of Services</u> 1. *B9-1-1 (or Basic 9-1-1) Service* B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.	
B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.	
Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated facilities.	
The following rate elements apply to a typical B9-1-1 arrangement: a. 9-1-1 Central Office Enabling Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.	

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

b. 9-1-1 Service Line A dedicated access line connecting the PSAP and its serving central office.	
c. Interoffice Trunk A dedicated facility between central offices (intra- or interexchange). The Interoffice Trunking Charges apply to each trunk ordered. A minimum of two (2) trunks is required on each interoffice route. - Milage – Applicable to each trunk on a per airline mile basis. - Trunk Termination – Applicable to each end of each trunk terminated.	
2. *ANI-Only 9-1-1 Service (C9-1-1)* C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.	
The following rate elements apply to a typical C9-1-1 arrangement: a. 9-1-1 Central Office Enabling Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.	
b. 9-1-1 Service Line Same as B9-1-1 Service.	
c. Interoffice Trunk (1) Mileage – Same as B9-1-1 Service (2) Trunk Termination – Same as B9-1-1 Service.	
C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.	

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. *Optional C91-1- Service*

Automatic Location Identification (ALI) Database:

An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per-record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The customer is responsible for the following:

- Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

4. *Enhanced 9-1-1 (E9-1-1)*

E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location.

5. *Enhanced 9-1-1 Service Features*

a. Selective Routing

This service provides for the routing of 9-1-1 calls to the designated PSAP based upon predetermined routing information associated with the 9-1-1 caller’s number identification. The service provides two (2) Selective Routers interconnected to each PSAP(s). Both Selective Routers are also interconnected to permit call routing to interflow between Selective Routers. This service arrangement enables calls to switch to either Selective Router if there are no circuits available to the target PSAP at the Primary Selective Router. Additionally, circuits from both Selective Routers to PSAPs based on Customer designated circuit quantities.

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

Selective Routing Service routes both Wireline calls as follows: (1) Wireline Selective Routing All participating Local Exchange Carrier Central Offices within an E9-1-1 network are connected to both Selective Routers via dedicated circuits. The Number Identification along with the voice connection is sent by the Servicing Central Office of the 9-1-1 caller to the Company Selective Router(s). The Selective Router(s) use the number identification to determine routing and sends both the number and voice call to the appropriate PSAP. This service includes all dedicated circuits needed to connect all Company Central Offices Local Exchange Switching Systems to both Selective Routers at a minimum P.01 grade of service. This service does not include other exchange carriers Central Office Local Exchange Switching Systems to Selective Routers.	
Additional Features of Selective Routing (2) Alternate Routing Automatically routes 9-1-1 calls to a predetermined alternate PSAP if all facilities connecting the Selective Routers to the primary PSAP are busy or not available. If the alternate PSAP is connected to the Selective Router(s) via dedicated circuits the number identification will also be forwarded. Additionally, the alternate location may receive rerouted calls via the public switched network under this routing arrangement however number identification will not be provided.	
(3) Customer Control of Alternate Routing This service enables a person(s), having an authorized identification code and password, to individually activate alternate routing in each Selective Router.	
(4) Default Routing This feature automatically routes 9-1-1 calls to a predestinated PSAP when the Selective Router processes a 9-1-1 call that has an incomplete or missing telephone number or ESRD. Each incoming facility group is assigned to a designated default PSAP.	
(5) Manual Transfer This feature enables a PSAP to transfer an incoming 9-1-1 call to any emergency agency (e.g. police, fire, ambulance) by dialing the telephone number of the agency or a pre-established two (2) digit speed calling code.	
(6) Fixed Transfer This feature enables a PSAP to transfer incoming 9-1-1 calls to a standard combination of emergency agencies (e.g. police, fire, ambulance). Only one combination, per PSAP, is available with this feature.	

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

(7) Selective Transfer

This feature enables a PSAP to transfer incoming 9-1-1 calls based on a unique combination of emergency agencies (e.g. police, fire, ambulance) responsible for providing emergency service to the specific location of the 9-1-1 caller. Each 9-1-1 Service area is defined by an "Emergency Service Number" (ESN). ESNs will be provided by the Company.

b. Database Administration Service

A Database Administration System capable of receiving subscriber information from Exchange Carriers and Private Branch Exchange (PBX) Owners. This service provides the following: validates subscriber address to match the Master Street Address Guide (MSAG); assigns Emergency Service Number (ESNs) to telephone numbers and ESRDs; provides addition, deletion, and change updates of subscriber names, telephone numbers, addresses to the Centralized ALI Storage/Processing System; provides addition, deletion and change updates of ESNs associated with telephone numbers and ESRDs in the Selective Router(s).

c. Centralized Automatic Location Identification (C-ALI) Storage/Processing

The C-ALI system stores subscriber information associated with the E911 service area. It is used by the PSAPs to retrieve location data of a 9-1-1 caller. This service is provided via a network based system consisting of two (2) identical components, one being the primary component responding to the PSAP, the other providing redundant capabilities. This Service includes the connections between the C-ALI Storage/Processing components to all Primary PSAP(s). This Service provides location information for both wireline callers as follows:

Wireline - Upon receipt of an ALI query, the system will respond with the subscriber's name, street address and community associated with the telephone number.

D. <u>Additional Services</u>

A package of additional central office features is available where operating conditions permit:

1. *Forced Disconnect*

Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.

2. *Called Party Hold*

Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.

3. *Emergency Ringback*

Allows a PSAP attendant to ring back the caller's line.

Additional 9-1-1 Features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability.

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

E. Rates

1. *Basic (B) & ANI Only (C) 9-1-1*

	Monthly Rate	Nonrecurring Charge
9-1-1 Central office Enabling		
- per central office	$63.63	$1,031.69
9-1-1 Service Line	22.10	203.24
Interoffice Trunking (intra- and interexchange)		
Mileage		
- per airline mile each trunk Two-wire Special Transport	[122]	
Plus		
Trunk Termination		
- per termination each trunk (2 per trunk)	16.10	173.24

Additional 9-1-1 Features, as described in this section, are available with B & C9-1-1 Service where conditions permit.

Automatic Location Identification (ALI) Database		
Database Administration – per database	429.80	0.00
Plus		
Database		
Each subscriber record	0.06	0.94
Each non-Company record for which Northwest Fiber will verify via the Master Street Address Guide (MSAG) [123]	0.06	0.43

[122] See the Company's Facilities for Intrastate Access Price List No. 2, Sec. 5.7.2(B).

[123] Includes non-regulated telephone company records provided in Company standard format.

VIII. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. *Enhanced 9-1-1 Service*

	Monthly Rate
Selective Routing:	
Subscribing to Wireline only, per 1,000 Records [124, 125]	$122.00
Selective Router to PSAP [126], per dedicated circuit	122.00
Customer Control of Alternate Routing [127]	125.00

Charges for messages transferred over exchange facilities from the Selective Router(s) are billed according to rates applicable in other Sections of this Price List from the Central Office serving the Public Safety Answering Point to the point of termination of the transfer.

Database Management Administration Service [128] per 1,000 Records	59.00

Subsequent to the installation, charges for customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.,) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.

Centralized Automatic Location Identification Storage & Retrieval Service	
Subscribing to Wireline only, per 1,000 Wireline Records [124, 125]	70.00
ALI to PSAP connections, per SPAP [129]	675.00

[124] Wireline billing is based on the number of Northwest Fiber and Non Northwest Fiber e-Records in service within the geographical boundaries of the Customer's jurisdiction.

[125] Record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed (rounding below 500 downward, 500+ upward).

[126] The Customer must subscribe to sufficient facilities to obtain a minimum of a P.01 grade of service.

[127] Fully equipped for both Selective Router.

[128] The Required when subscribing to Selective Routing and/or Centralized Automatic Location Identification Storage & Retrieval Service.

[129] Includes Network Termination Equipment located on/at Customer Premises.

IX. SWITCHED DATA SERVICE

A. <u>Description</u> Switched Data service is a network service that provides the capability for switched digital end-to-end data transport.	
The customer may subscribe to Switched Data service under one of the following service arrangements, except when conditions specified in *B.* are applicable. *1. Switched Data Individual Line Loop Extension* An extended loop capability that transports Switched Data usage between the customer premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second depending on technology.	
2. Switched Data Channel Access A 1.544 Megabit high capacity digital facility that transports Switched Data usage between the customer premises and the local serving central office on a channelized basis. Switched Data Cannel Access provides twenty-four (24) digital channels that supports data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.	
B. <u>Conditions</u> The minimum billing period for which service is provided is one (1) month.	
End User charges (Subscriber Line Charges) as specified in the End User Facilities For Interstate Access (FIA), Section *XII.*, of the Company's Interstate Access Tariff will apply to Switched Data service. For each Switched Data Channel Access, the End User FIA charge will apply twice. For each Switched Data Individual Line Loop Extension, the End User FIA charge will apply twice.	
For Presubscription of an Interexchange Carrier, the rates and regulations as set forth in the Company's Interstate Access Tariff will apply to Switched Data service.	
A directory listing for Switched Data service will be provided upon request in accordance with Section *IV.* of this Price List.	
Switched Data Individual Line Loop Extension can be provided where: - A customer's local serving central office is capable of providing Switched Data.	

IX. SWITCHED DATA SERVICE (Continued)

- A customer's local serving central office is not capable of providing Switched Data. The Company will determine the nearest designated central office capable of providing Switched Data service. Interoffice digital data service (DDS) mileage will apply from the non-capable central office to the central office capable of providing Switched Data at the rates shown in the appropriate Price List [130]. In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.	
Switched Data Channel Access can be provided where: - A customer's local serving central office is capable of providing Switched Data.	
- A customer's local serving central office is not capable of providing Switched Data. The Company will determine the nearest central office capable of proving Switched Data. Interoffice digital high capacity mileage (1.544) will apply from the non-capable central office to the central office capable of providing Switched Data at the mileage rate shown in the appropriate Price List [131]. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the digital dial tone.	
Access to Switched Data service is obtained through a dial-up connection via the public switched telephone network using the standard seven (7) through ten (10) digit methods.	
Origination of calls for 800/866/877/888, 900, 976, 0- (IntraLATA) and 0+ (IntraLATA) is restricted.	
The provision of Switched Data service is subject to the availability of certain central office and outside plant facilities.	
Switched Data requires the use of customer provided data equipment (CPE) that must be compatible with the Company's equipment and facilities.	
C. <u>Feature Descriptions</u> 1. *Standard Features* a. Data Line Security This feature prevents a call from being interrupted by override tones, such as a call waiting tone, or other tests that would interrupt the flow of data.	
b. Intercom Dialing This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a two (2) through seven (7) digit number. This feature is applicable to Customized Multi-line Telephone Service customer groups only and is <u>restricted</u> to the serving wire center only.	

[130] Use Digital Data Service interoffice milage in the Company's Access Price List, Section *IV.G.10.a.*

[131] Use High Capacity 1.544 Megabit (DS-1) mileage in the Company's Access Price List, Section *IV.G.7.a.*

IX. SWITCHED DATA SERVICE (Continued)

c. Direct Dialing

This feature allows the user to place local and long distance calls without the assistance of an attendant by using the standard seven (7) through ten (10) digit dialing methods.

2. *Optional Features*

a. Data Direct Connect

This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

b. Data Closed User Group

This feature, restricted to Customized Multi-line Telephone Service lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

3. *Optional Feature Packages*

The following feature packages are available for use with Switched Data service:

Feature Package Data 1000 includes:

a. Data Toll Restriction

This feature will restrict toll calls from being placed over Switched Data lines.

b. Data Sequential Hunt Group

This feature assigns a pilot telephone number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot telephone number and ending at the last line.

D. Definitions

1. *Bit*

A binary digit. The smallest unit of information in the binary system of notation.

2. *Bits Per Second*

The number of bits transmitted per second. A measure of the speed of transmission of digital information.

3. *Digital*

Information which is expressed in discrete or non-continuous form.

IX. SWITCHED DATA SERVICE (Continued)

4. *Hunting*

   A search through a group of telephone numbers until an idle number is found or the last number of the group is reached.

E. Application of Rates

Switched Data service is comprised of the following rate elements:

- Switched Data Customer Line
- Service Charges
- Optional Features
- Software Reconfiguration Charge
- Network Usage Charge

The appropriate regulations established in other sections of this Price List will also apply.

Rates and charges specified in other sections of the Price List for services provided in conjunction with Switched Data service (Touch-Tone, Custom Calling Service features, Customized Multi-line Telephone Service features, etc.) are in addition to the monthly rates for Switched Data service.

Customer Premises Channelization is an optional component of Switched Data channel Access. The customer may elect to support premises channelization with CPE devices. Channelization at the customer's premises when provided by the Company, is available at the rates specified in *F.*. Both the Customer Premises channelization charge, per channel and the Customer Premises Termination charge, per access arrangement (24 channels), will apply.

Switched Data lines placed in a voice Customized Multi-line Telephone Service business group do not require Central Office Located lines for outbound data traffic. However, the customer may choose to purchase additional Central Office Located lines to support all terminating traffic that may be increase by Switched Data. The customer has the option of placing the Switched Data lines in a Switched Data-only Customized Multi-line Telephone Service business group which will not require Central Office Located lines for either outbound or terminating data traffic.

IX. SWITCHED DATA SERVICE (Continued)

F. Rates

	Monthly Rates	Nonrecurring Charge[132]
Switched Data Individual Line Loop Extension		
Interoffice Mileage	[133]	
Access Loop [134]		
Single Line	$50.00	$50.00
Customized Multi-line Telephone Service	50.00	50.00
Channelization, per line		
Single Line	12.00	50.00
Customized Multi-line Telephone Service	15.00	50.00
Switched Data Channel Access (24 Channels)		
Channels Access	[135, 136]	[136]
Central office Termination, per access arrangement	150.00	125.00
Central office Channelization, per channel activated	5.00	
Optional Features		
Data Direct Connect, each line	1.00	
Data Closed User Group, each line	1.00	

Continued on next page…

[132] In addition to applicable Service Charges in Section *III.* of this Price List.

[133] Use Digital Data Service interoffice and/or interexchange mileage charges in the Company's Intrastate Access Price List.

[134] In addition to the Federal Subscriber Line Charge, as set forth in the Company's FCC tariff.

[135] The Special Access Line Rate, as set forth in the Company's Intrastate Access Price List will apply.

[136] In addition to the Federal Subscriber Line Charge, as set forth in the Company's Interstate Access tariff.

IX. SWITCHED DATA SERVICE (Continued)

Continued from previous page…

	Monthly Rates	Nonrecurring Charge [137]
Optional Features Package		
Feature Package Data 1000, per line	1.00	

Network Usage:

Switched Data Network Usage will be billed to the originating end of the Switched Data call, which terminates within the local calling area only. For Switched Data calls terminating outside the local calling area, the applicable toll charges will apply.

Software Reconfiguration Charge	Monthly Rate
Per occurrence	$12.75

The Software Reconfiguration charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Data Direct Connection Destination, etc.) or changes to Feature Packages (e.g., add, delete or change features). The Service Charges in Section *III.* are also applicable.

[137] In addition to applicable Service Charges in Section *III.* of this Price List.

X. INTEGRATED SERVICES DIGITAL NETWORK

A. Digital (ISDN) Single Line Services 1. *General* Services offered in accordance with this Price List are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Single Line services will be provided where central office capabilities and conditions permit.	
Customer-provided equipment used in conjunction with services provided in accordance with this Price List must conform with the technical specifications of the Company.	
The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or Flexible Telephone System to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.	
Customer requested temporary disconnections of Digital (ISDN) Single Line services are not permitted.	
A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of service and will cause a temporary interruption of service. However, all applicable installation and service charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply.	
All voice/circuit-switched data calls will be charged blocks of time, flat rate, or network usage rates at the charges stated elsewhere in this Price List.	
2. *Description* Digital (ISDN) Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. It is a central office based service arrangement, which consists of host central office interface equipment and software located on Company premises. Digital (ISDN) Single Line Service is a set of standards, which will enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line.	
End-to-end digital connectivity eliminates the necessity for voice-band modems that utilize analog signal processing techniques. Access integration refers to utilizing a single ISDN link, thereby, an end-user over a single line can access a wide variety of user information services, such as voice and circuit switched data. This service provides local exchange access, interexchange access, and features.	
Digital (ISDN) Single Line Access is a service, which terminates a digital local loop at the central office and permits access to the exchange network. Only one (1) Digital (ISDN) Single Line access element is required for each digital local loop.	
A customer may order multiple Single Lines.	

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

Digital (ISDN) Single Line Service is composed of the following elements: - Local Loop	
- Digital (ISDN)	
- Line Configuration: choose one or a combination of: B-Voice/CSD, per line	
- Usage Options – must choose one: Measured service (Res or Bus) 25 hours block of time (Res only) 50 hours block of time (Res or Bus) Flat rate (Res only) 100 hour block of time (Bus only) Measured for Circuit Switched Data Calls.	
Digital (ISDN) Single Line Service is digital exchange service.	
A Digital (ISDN) Single Line Access arranges a digital local loop for an individual user.	
Each Packaged Service is associated with a digital local loop, not with a channel.	
Each digital local loop is arranged with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.	
The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two (2) B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).	
Data sent to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).	
3. *Conditions* Digital (ISDN) Single Line Service is available where central office and operating facilities and conditions permit.	
Digital (ISDN) Single Line Service is not available for resale.	
One (1) bill will be rendered for each Digital (ISDN) Single Line Service.	
The Company makes no guarantee and assumes no liability for sharing by the customer of the Digital (ISDN) Single Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.	

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

Digital (ISDN) Single Line Service is offered on a term commitment basis commencing on the date the service is established.	
A minimum term commitment of three (3) months is required for each ISDN Single Line service.	
Digital (ISDN) Single Line Service Line and Feature Packages rates apply each month from the time the system is placed in service.	
Rates and charges for Digital (ISDN) Single Line Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.	
Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate Price Lists.	
Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.	
Definitions of Individual Calling Services, Packages, and CLASS Features are provided in Section *VI.* of this Price List. a. Additional Telephone Numbers Up to two (2) primary telephone numbers are provided with each activated Digital (ISDN) Single Line one for each of two (2) channels. If an additional telephone number is required an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found in Section *IV.* of this Price List.	
b. Digital (ISDN) Single Line Access Digital (ISDN) Single Line Access provides support for connecting from one (1) to eight (8) terminals belonging to the same customer on an individual digital local line.	
Only one (1) user will be connected to each B-Channel. Other users on the same digital local loop can access the D-Channel only.	
A maximum of eight (8) terminals belonging to the same customer are permitted per Digital Single line.	
c. Individual Line Loop Extension Digital (ISDN) Single Line Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Single Line loop from approximately 18,000 feet to approximately 36,000 feet (Distances are for planning purposes; actual distances are dependent on decibel (dB) loss and not just physical loop length.) This physical extension is accomplished by means of a central office installed power module and an outside plant installed regenerator or U-Repeater.	

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. The Company's engineering practice identifies a maximum loss for the Digital (ISDN) Single Line Service loop as 38dB at 40kHz. If the service distance exceeds the 38dB for standard installation, a U-Repeater may be mounted within the stated range of 34dB, thereby extending the service length another 34dB from the U-Repeater installation point. Only one (1) U-Repeater and associated power module can be used per Digital (ISDN) Single Line.	
The customer's network access line is pre-engineered to determine if a U-Repeater/power module is required. The customer will not be charged the Digital (ISDN) Single Line Individual Line Loop Extension rate unless the equipment is actually used. The charge will not be invoked based on the cable footage. The power module is designed for use only with the U-Repeater and the repeater can only be used with the power module. The appropriate Individual Line Loop Extension rate will apply in addition to rates for Digital (ISDN) Single Line Service.	
One interexchange carrier must be selected for all voice and circuit switched data telephone numbers associated with the same digital local loop.	
d. Foreign Central Office If ISDN is not available from a customer's normal serving central office, the company may choose to provide service from the nearest ISDN-capable office. If ISDN is available from a customer's normal serving central office, the customer must accept service from that office and ISDN Foreign Central Office/Foreign Exchange is not available to the customer.	
At the Company's discretion, Digital (ISDN) Single Line Service may be provided to a non-capable central office. In this instance, if the customer is served from a central office/exchange which has the same local calling scope as his normal serving central office/exchange, no Foreign Central Office/Foreign Exchange charges will apply.	
Should the customer be served from a different local calling scope from the customer's normal serving central office/exchange, Foreign Central Office/Foreign Exchange charges as specified in Section V. of this Price List will apply.	
When ISDN service becomes available from the customer's normal serving central office, the customer will accept a number change to a number associated with the ISDN serving central office. The customer will be subject to calling areas associated with the normal serving central office, as specified in Section III. of this Price List.	
If the customer does not wish to take ISDN service from the normal serving central office after the service is available from their office, but continues to utilize service from an alternate serving central office, Foreign Central Office/Foreign Exchange charges will apply.	
No charge will apply to transfer the customer back to their normal serving central office as set forth above.	
Provisioning of ISDN from non-capable ISDN offices is solely at the discretion of the Company.	

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

e. Subsequent Additions, Deletions and Charges

Subsequent line additions will be rated under a new term commitment or an addendum to an existing term commitment based upon the remaining period of the initial term.

f. Termination Liability

In the event Digital (ISDN) Single Line Service is terminated by the customer prior to completion of the initial term period, Termination Liability charges, as outlined in General Regulations, Section 3, will apply.

4. *Definitions*

a. B-Channel (Bearer Channel)

A channel used to carry digitized voice and data information at a speed of 64 kbps.

b. Clear Channel Capability

The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

c. Channel

The electrical path provided by the Company between two (2) or more terminating points for the transmission of information or intelligence.

d. D-Channel (Delta Channel)

A communications path that operates at 16 kbps in support of network control signals.

e. Digital (ISDN) Single Line

Single Line Service is based on industry Standard Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) technology where one line includes two (2) 64 kilobits (kbps) per second B-Channels and one (1) D-Channel.

f. Integrated Services Digital Network (ISDN)

A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice and circuit switched data.

g. Digital (ISDN) Single Line Access

The central office termination of a BRI Line arranged for access to the public switched network.

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

h. Kbps

Kilobits Per Second.

i. Mbps

Megabits per Second.

j. User

A member of a business system.

k. MBKS

Multibutton Key Set.

5. *Service Descriptions and Features*

a. Feature Matrices

The following feature matrices indicate the availability of each feature with Digital (ISDN) Single Line Service.

(1) Basic Operating Features

Feature Name	Digital
Direct Inward Dialing	X
Direct Outward Dialing	X
Automatic Identification of Outward Dial	X
Distinctive Ring	X
Touch Call	X
Caller ID Number Only	X

(2) Data Packages Features

Feature Name	CSD 1000	CSD 2000
Data Speed Call – Short List	X	X
Data Call Forward	X	X
Data Toll Restriction	X	X
Data Multi-Line Hunt Group	X	X
Data Circular Hunt		X
Data Speed Call – Long List		X

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

b. Data Packages (1) Circuit Switched Data (CSD) 1000 Package Data Call Forward Data Multi-Line Hunt Group Data Speed Call-Short List Data Toll Restriction	
(2) Circuit Switched Data (CSD) 2000 Package Data 1000 Package plus: Data Circular Hunting Data Speed Call-Long List	
(3) Circuit Switched Data 1000 Package (a) Data Call Forward allows a customer to forward incoming calls to another telephone number.	
(b) Data Multi-line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.	
(c) Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight (8) numbers.	
(d) Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.	
(4) Circuit Switched Data 2000 Package Includes CSD 1000 Package Plus: (a) Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.	
(b) Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.	
(5) Individual Services Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.	
(6) Usage Options Block of Time Flat-rated usage for a predefined number of hours (25, 50 or 100). May be chosen by the customer as an alternative to flat rate or measured service (including measured circuit switched data calls). All voice and circuit switched data calls apply toward the block of time.	

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

6. *Multibutton Key Set (MBKS) Basic Service*

a. Voice Packages Features

ISDN SL MBKS Feature Set:

Analog Shared Directory Number
Call Alternation
Call Forwarding
Conference Calling
Drop
Feature Function Buttons
Feature Inspect
Hold
Key System Coverage for Analog Lines
Multiple Directory Number Buttons
Shared Call Appearance of Directory Number
Speed Dialing
Time and Date Display

MBKS is 5ESS Switch terminology. A system term, Electronic Key Telephone Set (EKTS) is commonly used in DMS-100 switch terminology.

b. Service Descriptions and Features

(1) Analog Shared Directory Number (DN) allows an analog user to share an MBKS DN with ISDN MBKS users. The analog user can originate, receive, or bridge onto a call on the shared MBKS DN. If an MBKS DN is shared by an analog user and if there are multiple appearances of that shared DN on the ISDN MBKS terminals, the analog user can be associated with any one call appearance of that shared MBKS DN, with the default being the first call appearance.

(2) Call Alternation allows a station user to hold one call, make another call and then talk alternately between the two (2) parties.

(3) Call Forwarding provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Includes all calls or any calls reaching a busy or no answer conditions (Fixed Forwarding is established and changed by the Telephone Company, whereas variable forwarding is established and changed by the station user).

(4) Conference Calling allows a user to set up a conference call. Conference calls can include individual Digital ISDN-SL users and outside users. Three (3) or more parties can be connected depending on the system.

(5) Drop allows a user to disconnect the last party added to a conference call, or the other party if only two (2) parties are conferenced.

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

(6) Feature Inspect provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: a.) The Inspect Feature button is depressed, and b.) The feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.	
(7) Hold allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.	
(8) Key System Coverage for Analog Lines allows an analog station set to share calls with the ISDN station set.	
(9) Multiple DN Buttons provide access to more than one (1) Directory Number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)	
(10) Shared Call Appearances of DN allows several MBKS station sets to share one (1) or more DNs. Originating and terminating events on one station set affect all stations sharing that DN. The shared DNs can have multiple call appearances, multiple calls can exist on one DN, and more than one (1) station sharing the DN can have a call active on that shared DN.	
(11) Speed Dialing (Abbreviated Dialing) permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One (1) and two (2) digit speed dialing lists are available. The Speed Dialing Feature is available to individual lines and members (some or all) of a multi-line hunt group. Speed Dialing lists assigned to individual lines can be shared by other lines at the customer's request.	
(12) Time and Date Display is a subscription feature for ISDN attendants and ISDN station set users. The 5ESS Switch provides the time and date to the ISDN station set.	

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

7. *Rates – Residence/Business*

	Monthly Rate	Nonrecurring Charges
Home/Business Digital (ISDN) Single Line-Service Local Loop		
Month-to-Month	[138]	[139]
12-Month Term Agreement	[138]	[139]
36-Month Term Agreement	[138]	[139]
Digital (ISDN) Single-Line Access		
Month-to-Month	$30.00	$50.00
12-Month Term Agreement	25.00	[139]
36-Month Term Agreement	22.00	[139]
B-Voice/Circuit Switched Data, per line		
Residence	2.00	
Business	5.00	

Continued on next page…

[138] Pick up local Residence or Business Basic Calling Service rate.

[139] Applicable Service Charges are found in Section *III.*

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

Continued from previous page…

	Monthly Rate	Nonrecurring Charges
Usage Options[140]		
25 hour block of time [141, 142] Residence Only [143]	43.00	---
50 hour block of time Residence/Business	76.00	---
100 hour block of time Business Only [144]	140.00	---
Flat Rate Residence Only	83.00	---
Measured Residence/Business	[145]	---

Continued on next page…

[140] Use Basic Calling Service Residence one-Party or Business One-Party with all usage options.

[141] All local voice and circuit switched data calls (combined channel usage) apply toward the block of time. Overtime for all local voice and circuit switched data calls occurring beyond the subscribed block of time will be billed at a rate of five (5) cents per minute.

[142] Application of toll charges apply in addition, as required, to block of time and flat rate.

[143] Residential customers may subscribe to the flat rate option, the twenty-five (25) hour block of time, or the fifty (50) hour block of time or the Measured option on a per line basis.

[144] Business customers may subscribe to the Measured option, the fifty (50) hour block f time or the one hundred (100) hour block of time on a per line basis.

[145] The Local Measured Usage Rates as specified in Section *III.* of this Price List will apply.

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

Continued from previous page…

	Monthly Rate [146]	Nonrecurring Charges
Featured Services – Home or Business		
MBKS Basic Service Feature Packages, per line	$6.00	$25.00
Circuit Switched Data 1000 Feature Package, per line	3.00	25.00
Circuit Switched Data 2000 Feature Package, per line	5.00	25.00
Optional Services		
Data Direct Connect, per line	1.00	---
Digital (ISDN) Individual Line Loop Extension, Per line	20.00	50.00
FX Access Termination	70.00 [147]	---
Contiguous exchanges (per mile or fraction thereof), per ISDN Single Line	4.00	---
Non Contiguous exchanges (per mile or fraction thereof), per ISDN Single Line	6.00	---
Optional Features		---
Additional Directory Numbers, each	2.00	---
Data Base Changes		---
Software Changes [148]	---	25.00

[146] Rate applicable for month-to-month, 12 month, and 36 month term agreements.
[147] In addition to other applicable Foreign Exchange rates.
[148] Applies to changes to existing services per service order done on the same day.

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

B. Primary Rate Interface (PRI)

1. *Description*

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service arrangement that is an alternative for individual access services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800 (series) Services, Wide Area Telecommunications Services, and local business trunks.

ISDN-PRI is provisioned on a clear channel 1.544 megabyte per second (Mbps) facility and uses the ISDN architecture of twenty-three (23) "B" channels and one (1) "D" channel or twenty-four (24) "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport.

ISDN-PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 Kbps over any "B" channel. One "D" channel can control up to twenty (20) PRI Accesses. When the service is configured in that manner, a single "D" channel in one ISDN-PRI Access handles all signaling and control functions of the other PRI Accesses in the arrangement, which allows remaining PRI Accesses to consist of twenty-four (24) "B" channels each.

The local calling scope of ISDN PRI Flat Rate Voice Channel is that of the Community Calling Plan as described in this Price List. The ISDN PRI Access customers can choose to add the Community Plus Calling Plan as described in this Price List at rates for the Central Office Located Trunk. This calling plan can be purchased instead of the Voice Channel Activation, Flat rate.

The PRI Term & Volume Plans include the PRI Access, the DS1 Switched Facility, standard features and Channel Activations (except Tie Channels). The local calling scope of ISDN PRI channels in the Term & Volume Plans is that of the Community Plus Calling Plan as described in this Price List. The PRI Access Term & Volume Packages without the DS1Switched Facility includes the same items except the DS1 Switched Facility. The packages are offered with two (2) options: 1.) Community Plus Voice with flat rate data or 2.) measured voice and measured data. Tie Channels are in addition to the regular channels.

The PRI Term & Volume Plan is an optional plan.

2. *Conditions*

ISDN-PRI is available from serving central offices equipped with the necessary "clear channel" facilities to provide ISDN-PRI service. Feature availability and service capabilities are dependent on the facilities and the digital technology providing the service.

Customer Provided Equipment (CPE) must be NI-2 compliant. Any CPE that requires custom switch features not supported in the NI-2 specification may be supported as an exception and priced on an individual case basis. Custom ISDN features based in specific switch types may be provided on individual case basis.

The service is available from central offices that have the necessary facilities to provide ISDN-PRI service and the customers serving wire center is ISDN-PRI capable.

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

If a customer desires ISDN PRI service from an alternative central office and/or ISDN PRI service from an alternative central office is necessary because the customer's normal serving wire center is not suitably equipped, such service may be provided; however the customer will be provided with the dialing plan associated with the alternative central office. The Local PRI Access, Channel Activations and PRI Facility rates and charges will apply in addition to the Special Transport Terminations (two (2) apply) and Special Transport Mileage rates when the service is provided from an alternative central office within the local calling scope of the customer's normal central office.	
When a customer's serving office is part of a Remote Switching Cluster, additional Special Transport Termination and Special Transport (mileage) charges are not applicable. A Remote Switching Cluster exists when the remote switch is dependent on the host switch for its software processing. A remote switch can process only intra-office calls with the host switch. Customers served from a Remote Switching Cluster may subscribe to ISDN-PRI from the host switch at no additional charge, provided the customer's local calling area and telephone numbers are those provided from the remote switch.	
This Price List provides for PRI switching capabilities only and additional services must be subscribed to under separate sections of this Price List. Each ISDN-PRI trunk group is provided with one telephone number. Additional numbers may be purchased at the rates specified for Direct Inward Dialing (DID) service.	
Customers with a term commitment who disconnect ISDN-PRI services before the expiration of the term period, shall pay an early termination liability charge as outlined in General Regulations, Section *II.*. Termination Liability does not apply to optional features. The termination liability charge will not apply when a customer converts from PRI Access and Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility.	
During the initial term commitment period, the customer may add PRI services at the same monthly rate specified in the customer's original term commitment.	
If a customer discontinues other Company services and establishes ISDN-PRI that utilizes the same facilities (i.e., Digital Channel Service), the nonrecurring charge associated with the ISDN-PRI facilities (DS1 facilities) will be waived for the same quantity replaced by the ISDN-PRI facilities to which the customer currently subscribes. The nonrecurring charges associated with the ISDN-PRI access portion of the new service applies in all instances.	
The PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.	
Customers on an existing PRI contract plan may convert to a new contract plan without incurring termination liability charges provided the value of the new contract is equal to or greater than the remaining value of the existing contract plan.	

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

All of a customer's Telephone Company provided Term and Volume Plan PRIs within a state will count towards the volume contract threshold. Volume contract customers may change the number of PRIs during the volume term period. In the event customers under a volume contract make subsequent PRI increases or decreases that cause the total number of PRIs to fall within a different threshold level, all remaining PRIs will be billed at the applicable level rate for the remainder of the volume contract term period. The customer must provide the account information of the PRIs included in the volume contracts at the time of the initial installation of service and with each change to the service under the volume contract.

Two (2) year volume contract customers may subscribe to 3-year contract PRI features and facilities when two (2) year contract rates are not available.

3. *Features Descriptions*

a. Standard Features

The following B-channel features are offered to the customer at no additional charge:

(1) Calling Number Identification is a standard feature that allows the customer to have access to the directory number of the calling party.

(2) "D" Channel Back-Up automatically takes over for a failed "D" channel in case of trouble. This may be subscribed to as part of a 23B+D Channel Back-Up arrangement.

(3) Call-by-Call Service Selection provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate facilities are not required for individual services, such as DID, DOD, WATS, 800 (series) services, and local switched access lines.

(4) Clear Channel Capability allows the customer to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits using the "Bipolar with Eight Zero Substitution" method of providing bit sequence independence.

(5) Non-Facility Associated Signaling (NFAS) allows the D-channel signaling entity to assign calls to channels on more than one interface (including the one containing the D-channel). The collection of these B-channels and the controlling D-channel is called a PRI group. Multiple DS1 Facilities can be assigned to a PRI group.

(6) Two-Way Service provides an option to the dedicated channel configuration by allowing two-way calls on all channels.

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

b. Optional Features (1) Calling Line Identification (CLID with Name) allows the customer to have access to the directory number and name of the calling party. No additional service charge will apply for CLID with Name feature if installed with initial PRI order. If CLID with Name is added to an existing PRI arrangement, the Service Order Charge – Subsequent in Section *III.* of this Price List, will apply. CLID with Name is available only where facilities and conditions permit. CLID with Name is available on a one (1), three (3), five (5) year term commitment or Term and Volume plan.	
(2) PRI Station Detail Billing provides individual station call details for all stations utilizing a Customer's ISDN Primary Service at an account level on a monthly basis. These details are provided with the normal customer bill or on the Northwest Fiber, LLC website via the Internet.	
PRI Station Detail billing is only available with message/measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.	
The customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. Customers will not have the option to change the Calling Party Number and CPN may not be deleted. Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or Centrex Dialing Plan numbers defined in the screening tables. Station Call Details will only be provided for valid telephone numbers within the switch providing the customer's ISDN Primary Service.	
(3) Tie Channel Service provides intercom capability on "B" channels of ISDN-PRI arrangements and other digital Customized Multi-line Telephone Service within the same subscriber network (central office to central office). This feature provides the capability to communicate on a private facility basis, as a tie line between Customized Multi-line Telephone Service served from different central offices. Tie channels on a single ISDN-PRI arrangement can be configured for intercom calling to a Customized Multi-line Telephone Service and local exchange access for CPE. Intercom calls between an ISDN-PRI arrangement and a Customized Multi-line Telephone Service do not incur usage charges. Calls to telephone numbers outside of a Customized Multi-line Telephone Service without intercom capability may incur usage charges.	
Tie Channel Service may terminate on CPE at a customer location or at an Intermediary Customer (IC) location. Rates for Tie Channel Service to Customer Premises or Central Office to Central Office are available on a per "B" channel basis or on a per ISDN-PRI basis. Rates for Tie Channel Services to IC are available on a per "B" channel basis or on a per PRI basis when ten (10) or more channels are activated.	

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

	Tie Channel to an Intermediary Customer (IC) "B" channels may be specified as dedicated to compatible services of an interexchange carrier or other service provider. The rate for the ISDN-PRI Facility is as specified in the Rate section following. The intermediary customer will be required to order a 1.544 high capacity digital services facility to the customer's ISDN-PRI serving central office from the appropriate Northwest Fiber interstate or intrastate access services tariff.	

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

4. *Rates*

	Monthly Rate	Nonrecurring Charge [149]
ISDN-PRI Ds-1 Facility		
1-year Term Commitment	$150.00	$575.00
5-year Term Commitment	115.00	575.00
ISDN-PRI Access – Local		
1 year Term Commitment	420.00	500.00
5 year Term Commitment	340.00	500.00
PRI Special Transport Termination	30.00	
PRI Special Transport per Airline Mile	10.00	
Channel Activations, per channel [150]		
Voice Channel Activation, Flat	15.00	---
Voice/Data Channel Activation, Measured [151]	5.00	---
Channel Usage		
Voice Channel Usage	---	---
Data Channel usage	[152]	---
Subsequent Activity Charge Per occurrence	---	200.00

Continued on next page…

[149] Service charges reflected in Section *III.* of this Price List will not apply in addition to the nonrecurring charges specified here.

[150] Community Calling Plus Plan may be subscribed to in lieu of the Voice Channel activation flat rate.

[151] Measured usage applies to all out-dialed calls from the Voice/Data Channel Activation (measured) regardless of whether such calls are Voice (analog) or Data (digital) calls.

[152] Network usage will be billed to calls that terminate within the local calling area only. Measured Usage Rates and Discount Periods from Section *III.* of this Price List will apply. Applicable toll charges will apply to calls terminating outside the local calling area.

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

Continued from previous page…

	Monthly Rate	Nonrecurring Charge [153]
Optional Features		
Calling Line Identification with Name Per ISDN Access		[154]
1-year Term Commitment	$75.00	
3-year Term Commitment	70.00	
5-year Term Commitment	65.00	
Term and Volume	40.00	
PRI Station Detail Billing, Per account	100.00	0.00
Tie Channel Service to customers premises Or Central Office to Central Office, each		
Per "B" Channel [155]	5.00	
Tie Channel to an Intermediary Customer		
1 – 9 [155], Per channel	10.00	
10 or more [155]	100.00	

Continued on next page…

[153] Service charges reflected in Section *III.* of this Price List will not apply in addition to the nonrecurring charges specified here.

[154] If CLID with Name is added to an existing PRI arrangements, the Subsequent Activity Charge will apply once per service order.

[155] If Tie Channel Service is added during the initial installation of ISDN-PRI service, there is no NRC. If Tie Channel Service is added subsequent to the initial installation of ISDN-PRI service, the Subsequent Activity Charge NRC, is applicable once per order. ISDN PRI Customized Multi-line Telephone Service Access or ISDN PRI VOIP Customized Multi-line Telephone Service Access NRCs from Section *VII.* of this Price List always apply. Tie Channel Rates are in addition to the regular Channel rates.

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

Continued from previous page…

	Monthly Rate	Nonrecurring Charge
Term & Volume Rates:		
PRI Access System – Flat Rate [156]		
Ports – 23B, 23+D, Add'l, 24B each		
Package 1, 1 to 5 PRIs		
2 year Term Commitment	$750.00	
3 year Term Commitment	720.00	
Package 2, 6+ PRIs		
2 year Term Commitment	700.00	
3 year Term Commitment	685.00	
PRI Access System – Flat Rate w/o DS1 Switched Facility, each		
Package 1, 1 to 5 PRIs		
2 year Term Commitment	615.00	
3 year Term Commitment	585.00	
Package 2, 6+ PRIs		
2 year Term Commitment	590.00	
3 year Term Commitment	570.00	
PRI Access System – Measured [156]		
Ports – 23B, 23+D, Add'l, 24B each		
Package 1, 1 to 5 PRIs		
2 year Term Commitment	505.00	
3 year Term Commitment	450.00	
Package 2, 6+ PRIs		
2 year Term Commitment	470.00	
3 year Term Commitment	425.00	
PRI Access System – Flat Rate w/o DS1 Switched Facility, each		
Package 1, 1 to 5 PRIs		
2 year Term Commitment	390.00	
3 year Term Commitment	335.00	
Package 2, 6+ PRIs		
2 year Term Commitment	350.00	
3 year Term Commitment	310.00	

Continued on next page…

[156] Tie Channels are in addition to these rates.

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

Continued from previous page…

	Monthly Rate	Nonrecurring Charge
Term & Volume Rates:		
PRI Access System – Flat Rate [157]		
Ports – 23B, 23+D, Add'l, 24B each		
Package 1, 1 + PRIs		
1 year Term Commitment	$830.00	
PRI Access System – Flat Rate w/o DS1 Switched Facility, each		
Package 1, 1 + PRIs		
1 year Term Commitment	680.00	
PRI Access System – Measured [157]		
Ports – 23B, 23+D, Add'l, 24B each		
Package 1, 1 + PRIs		
1 year Term Commitment	600.00	
PRI Access System – Flat Rate w/o DS1 Switched Facility, each		
Package 1, 1 + PRIs		
1 year Term Commitment	450.00	

C. Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service

1. *General*

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with twenty-three (23) B-channels for circuit switched voice and data and one (1) D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

2. *Applicability*

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

3. *Territory*

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

[157] Tie Channels are in addition to these rates.

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

4. *Conditions* ISDN PRI Bundle Service is available where technically feasible.	
The bundles are offered for two (2), three (3) and five (5) year term commitments. A termination fee of fifty percent (50%) of the Monthly Recurring Charges will incur for the remainder of the term commitment period.	
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 as specified in *X.B.4.* of this Price List for the change and will pay the current rates in effect for the term commitment chosen.	
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).	
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.	
Ports will be provided at the T-1 level only.	
Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.	
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.	
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.	
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 following.	

X. DIGITAL (ISDN) SINGLE LINE SERVICES (Continued)

5. *Rates*

	Monthly Rate
2-Year Term [158]	
ISDN-PRI Bundle [159]	$575.00
ISDN-PRI Bundle with 20 DID Numbers [159]	590.00
ISDN-PRI Bundle with 50 DID Numbers [159]	595.00
ISDN-PRI Bundle with 100 DID Numbers [159]	600.00
3-Year Term [158]	
ISDN-PRI Bundle [159]	475.00
ISDN-PRI Bundle with 20 DID Numbers [159]	490.00
ISDN-PRI Bundle with 50 DID Numbers [159]	495.00
ISDN-PRI Bundle with 100 DID Numbers [159]	500.00
5-Year Term [158]	
ISDN-PRI Bundle [159]	425.00
ISDN-PRI Bundle with 20 DID Numbers [159]	440.00
ISDN-PRI Bundle with 50 DID Numbers [159]	445.00
ISDN-PRI Bundle with 100 DID Numbers [159]	450.00

[158] Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

[159] Channels activated for data will generate Usage Charges as set forth in ISDN-RPI Service, Section *X.B.4.* (Voice/Data Channel Usage).

XI. DS1 CYBER SERVICE

A. <u>General</u> DS1 Cyber Service provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DS0) over a single high-capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. DS1 Cyber Service is available for data dialed access use.	
DS1 Cyber Service is provided in capacity increments of twenty-four (24) digital channels within a single DS1 (1.544 Mbps) signal.	
DS1 Cyber Service provides a trunkside DS1 connection with twenty-four (24) channels. DS1 Cyber Service does not provide the function of analog to digital (or vice versa) conversions, and no service types can be specified on the DS1.	
DS1 Cyber Service is comprised of a DS1 Cyber Service Capacity component:	
The DS1 Cyber Service Capacity will be at the rates and charges as specified under *F.* of this Section.	
DS1 Cyber Service customers will have to select capacity in increments of twenty-four (24) digital channels.	
B. <u>Digital Architecture</u> DS1 Cyber Service differs in provisioning method and numbering format from end-to-end services. DS1 Cyber Service will be available from the Company on a link basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks.	
If the DS1 Cyber Service facility has been provisioned and is ready for use but the customer's related network services are not ready, then the system will not be functional.	
DS1 Cyber Service will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.	
C. <u>Definitions</u> 1. *Channel Service Unit (CSU)* The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.	

XI. DS1 CYBER SERVICE (Continued)

2. *DS1 Cyber Capacity*

A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. DS1 Cyber Service is available in increments of twenty-four (24) digital channels.

3. *DS0*

The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Company Technical Interface Reference Manual.

4. *DS1*

The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Company Technical Interface Reference Manual.

D. Regulations

DS1 Cyber Service is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company. Clear Channel Capability (B8ZS) will be provided where available.

DS1 Cyber Service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in Section *III.* of this Price List may be applicable.

All DS1 Cyber Service must be channelized in a single equipment location on a customer's premises. DS1 Cyber Service cannot be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices.

The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 7000 of the Company Technical Interface Reference Manual.

E. Application of Rates

The DS1 Cyber Service Capacity rate is applicable to each DS1 Cyber Service.

The DS1 Cyber Service Capacity element provides for the network facility to the customer premises and the central office channelization.

XI. DS1 CYBER SERVICE (Continued)

DS1 Cyber Service is available on a month-to-month basis, or on a twelve (12), twenty-four (24), or thirty-six (36) month term commitment. A change from month-to-month to a term commitment will incur a Records Only Change Charge found in Section *III.* of this Price List. In the event DS1 Cyber service is terminated by the customer prior to the completion of the current term commitment period, Termination Liability as outlined in General Regulations, Section *II.* will apply.

Supersedure (transfer) of service responsibility between customers is permitted subject to the rules and regulations as specified in Section *II.* of this Price List.

Unless specified herein, rules and regulations contained elsewhere in this Price List are also applicable to DS1 Cyber Service.

F. Rates and Charges

DS1 Cyber Service Capacity, Each increment of 24 Digital Channels [162]	Monthly Rate	Nonrecurring Charge [160, 161]
Month-to-month	$750.00	$500.00
12-Month Term Commitment	725.00	500.00
24-Month Term Commitment	675.00	500.00
36-Month Term Commitment	600.00	500.00

[160] A nonrecurring charge will be assessed for the initial establishment of service in lieu of the Service Charges in Section *III.* of this Price List.

[161] A change from month-to-month to a term commitment will incur a Records Only Change Charge found in Section *III.* of this Price List.

[162] For information purposes only, for each increment of 24 digital channels, a credit equal to 100% of the applicable interstate Subscriber Line Charge will be applied to 22 of the 24 channels.

XII. SPECIAL CHANNEL SERVICES

A. <u>General</u> Special Channel Service (Private Line) facilities provide a transmission path to connect two (2) or more points within a wire center for the purpose of providing local telecommunications. The technical parameters of these facilities are limited to standard voice grade capabilities. Customers may use the facilities for purposes such as voice, data, metering, etc., however, the Company does not guarantee transmission quality beyond the stated parameters.	
This Price List contains rates and conditions applicable to Special Channel Services within a customer's serving wire center. Any Special Channel Service requiring transmission parameters beyond voice grade, plus all interexchange and intraexchange inter wire center private line facilities, are provided under Section *IV.* of the Company's Facilities for Intrastate Access Price List.	
The transmission performance characteristics of each Special Channel offering are stated in the Company's Technical Interface Reference Manual. The Company will maintain existing transmission specifications on services installed prior to the effective date of this Price List, except that existing services with performance specifications exceeding the standards in the Company's Technical Interface Reference Manual will be maintained at the performance level specified in the manual. The Manual further defines technical parameters of channels and supplemental features found in this Price List that may be referenced when required.	
B. <u>Elements of Service</u> Special Channel Service consists of different elements which, when applied in various combinations, provide a variety of services to meet customer requirements. These elements are:	
1. *Types of Channels*	
The types of channels provided under this Price List typically have uses for: - Remote metering, supervisory control and miscellaneous signaling (formerly referred to as Series 1001)	
- Remote metering, supervisory control and miscellaneous signaling and transmission between low speed teletypewriters (formerly referred to as Series 1005)	
- Voice between telephone sets, key or PBX telephone systems or similar equipment not switched to the telecommunications network (formerly referred to as Series 2001)	
- Voice and combined voice and tone control in connection with private land radio-telephone stations (formerly referred to as Series 2002)	
- Remote metering, supervisory control and miscellaneous signaling and transmission of data signals generated by customer-premises data processing equipment (formerly referred to as Series 3003 when terminated on a 4-wire interface, and Series 3004 when terminated on a 2-wire interface)	

XII. SPECIAL CHANNEL SERVICES (Continued)

- Distribution of music or in connection with apparatus for recording of sounds (formerly referred to as Series 6003)

- Local Area Data Channels (formerly referred to as Series 11000)

The before mentioned channels may be provided by two-wire or four-wire channels, as appropriate, when they meet the parameters as follows:

a. Two-Wire Voice Grade Channel

These facilities are unconditioned and are capable of transmitting voice or data signals within the frequency spectrum of approximately 300 Hz to 3000 Hz. These facilities are furnished on a two-point or multi-point basis and may be terminated two-wire or four-wire at the point of termination. They permit the simultaneous transmission of information in both directions over a circuit, but cannot ensure independent information transmission simultaneously in both directions.

b. Four-Wire Voice Grade Channel

These facilities are unconditioned and are capable of transmitting voice or data signals within the frequency spectrum of approximately 300 Hz to 3000 Hz. The facilities are furnished on a two-point or multi-point basis and may be terminated two-wire or four-wire at the point of termination. When terminated four-wire, they permit simultaneous independent transmission of information in both directions over a circuit. However, when terminated two-wire, simultaneous independent transmission cannot be supported.

2. *Supplemental Features*

Supplemental features are items, are items, which can be added to a Special Channel Service to provide enhanced capabilities or improve its utility. Customer use of supplemental features is limited only to the extent that such use must not harm the network.

The following is a list of supplemental features that are offered under this Price List:

a. Bridging

Bridging is the function of connecting three (3) or more loops in a wire center for the multipoint arrangement. Two (2) types of bridging are offered under this Price List.

(1) Multipoint Data Bridging

This feature provides the capability to derive a multi-point data circuit from a single facility and is normally provided on Voiceband facilities provided for transmission of data signals. This function is provided on a per port basis where facilities are available.

(2) Voice Conference Bridging

Bridging arrangement to connect multiple Voiceband facilities in order that a voice frequency input signal from any location will be reproduced at the output of all other circuit locations. This function is provided on a per port basis where facilities are available.

XII. SPECIAL CHANNEL SERVICES (Continued)

b. Conditioning

Data conditioning, when used with effective four-wire voice grade transmission facilities, improves the characteristics of the channel. These improved characteristics apply only to that portion of the facility provided by the Company, and not the service provided by the customer.

Only Types C and DA Data Conditioning are provided under this Price List (and may be combined on the same circuit).

(1) Type C conditioning controls attenuation distortion and envelope delay distortion as follows:

- Attenuation distortion - with reference to the loss at 1004 Hz, will be controlled within an Acceptance Limit (AL) of -0.5 dB to +3.0 dB to Immediate Action Limit (IAL) of -1.0 dB to +3.0 dB in an approximate range of 300 - 3000 Hz.

- Envelope delay distortion must not exceed a maximum difference of AL 2,950 microseconds and IAL 3,000 microseconds in an approximate range of 500 - 3000 Hz.

(2) Type DA conditioning controls the signal to C-notched noise ratio and intermodulation distortion. Facilities will have the following characteristics:

- Signal to C-notched noise ratio with AL greater than or equal to 34 dB and IAL, 32 dB

- Nonlinear signal to second order distortion with AL greater than or equal to 40 dB and IAL, 38 dB

- Nonlinear signal to third order distortion with AL greater than or equal to 44 dB and IAL, 42 dB

c. Signaling

Signaling is the capability inherent in the facility design to accommodate the transmission of a signal from an input source to be received at the distant end.

Signaling arrangements, when furnished with Voiceband transmission facilities, enable these facilities to accommodate standard telecommunications signaling protocols. Signaling arrangements charges apply whenever Voiceband facilities terminate on Company provided wire center switching equipment or certain Terminating Options as described previously.

Signaling arrangements are available with Voiceband transmission facilities to enable transmission of requested signaling formats. Signaling charges will apply for each signaling conversion. On facilities requiring multiple signaling arrangements a corresponding signaling arrangement charge will apply for each conversion. Available signaling arrangements are as listed below:

(1) Loop Signaling Range Extension

An arrangement to extend the metallic resistance limitations of loop type signaling.

XII. SPECIAL CHANNEL SERVICES (Continued)

(2) Conversion of Loop or E&M Signaling to SF An arrangement to convert loop or E&M signaling to the single frequency signaling format.	
(3) E&M to DX Signaling Conversion Conversion of E&M signaling to the DX signaling format.	
(4) E&M to Loop Signaling Conversion Conversion of E&M signaling format to the loop type signaling.	
(5) Automatic Ringdown Signaling A signaling arrangement on a two-point Special Access which converts loop seizure at one end of the facility into ringing signal at the opposite end.	
C. <u>Conditions</u> All channels and facilities for Special Channel Service to the point of demarcation will be provided by the Company.	
Channels will be furnished by whatever means the Company may elect, whether by wire, radio, carrier, etc., or combination thereof. Where facility and operating conditions require, the Company reserves the right to reroute an existing channel over different facilities.	
The offering for DC (Metallic) and telegraph-grade facilities and services will be grandfathered as of February 19, 1992. Metallic facilities (wire pairs) are in diminishing supply, and can be expected to become less available as optical fiber is deployed and wire cables are removed.	
Following a one (1) year written notification to customers, the Company reserves the right to convert the remaining customer requested metallic facilities to other types of outside plant facilities, as may be deemed necessary.	
A four-wire channel may be provided by means of two (2), two-wire channels when requested by the customer. When this arrangement is provided, the technical parameters of two-wire circuits will be furnished by the Company.	
D. <u>Responsibilities of the Customer</u> The customer is responsible for selecting the proper type of local channel and Supplemental features to meet his service requirements.	
Additional regulations outlining customer responsibilities are found elsewhere in this Price List.	

XII. SPECIAL CHANNEL SERVICES (Continued)

E. Responsibilities of the Company

The Company undertakes to maintain and repair the network facilities which it furnishes. The customer or authorized user may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, disconnect, remove or attempt to repair any network facilities installed by the Company except upon the written consent of the Company.

Network facilities on the premises of a customer or authorized user furnished by the Company, are the property of the Company, whose agents and employees shall have the right to enter the premises at any reasonable hour for the purpose of installing, inspecting or repairing facilities or upon termination of the service or channel, for the purpose of removing such facilities.

When repair visits are incurred, and the trouble is determined to be in the customer's premises equipment, repair charges found in Section *III.* of this Price List may apply.

F. Rates [163]

	Monthly Rate	Nonrecurring Charge
Channels (Per Local Loop):		
Two-wire Voice Grade	$6.90	$30.00
Four-Wire Voice Grade	13.80	30.00
Bridging (Per Port):		
Multipoint Data Bridging	3.39	81.41
Voice Conference Bridging	7.51	59.95
Conditioning (Per Circuit):		
Type C Data Conditioning	1.09	457.47
Type DA Data Conditioning	.95	131.63
Signaling (Per Local Loop):		
Loop Signaling Range Extension	5.77	170.94
Conversion of Loop or E&M Signaling to SF	13.70	274.22
E&M to DX Signaling Conversion	7.11	170.94
E&M to Loop Signaling Conversion	4.40	191.84
Automatic Ringdown Signaling	4.77	174.69

[163] These rates apply for work performed by the Company at the customer's request in connection with the installation, addition, move, or change of channels on the premises of the customer or authorized user.

XIII. OPTIONS FOR PROVIDING ENHANCED SERVICES

A. <u>Description</u> Options for providing enhanced services are central office capabilities, which can be used by Enhanced Service Providers (ESPs) who, in turn, provide services such as voice messaging services to their clients. Options for providing enhanced services include: Call Forwarding (Busy Line, Don't Answer and Busy Line/Don't Answer), Call Screening, Customer Controllable Ringing, Data Link, Forwarded Call Information, Inter-Switch Voice Messaging (ISVM), Message Waiting Indication-Audible, Message Waiting Indication-Audible Ring Burst, Message Waiting Indication-Visual, Queuing and User Transfer. Subscribers to any of the options require multiline or Customized Multi-line Telephone Service, which are obtained from existing general Price List offerings.	
B. <u>Conditions</u> Customers are responsible for the payment of rates and charges associated with establishing, continuing, and discontinuing or disconnecting services ordered on behalf of themselves and their clients.	
The Company will not provide instructions for operating services of customers. Instructing clients is the responsibility of the customer.	
The Company is not required to notify a customer (such as an ESP) when the Company disconnects a service subscribed to by another customer who is also the customer's (ESP's) client.	
The Company will not disconnect or discontinue the Price List services subscribed to by a customer who is also a client of another customer (such as an ESP) because of nonpayment of charges billed to the other customer. The Company will discontinue or disconnect services billed directly to a customer for nonpayment in accordance with the rules of the Company's Price Lists. The Company is not responsible for harm or damages to a customer or its clients resulting from services disconnected in accordance with Price List rules, terms, and conditions.	
Each customer and each customer's client shall indemnify, defend, protect, and save harmless the Company against any and all losses, claims, suits, demands, causes of action, damages, costs, or liability in law or in equity or every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the services provided in accordance with this Price List or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patent, trademark, or copyright, or resulting from any claim of libel or slander.	
Each customer, not the Company, has the responsibility and control over the content, quality, and characteristics of the services provided and conversations conducted over its equipment. The Company is not responsible for quality of, defects in, or content of the services that a customer provides its clients. The customer is responsible for complying with law, with rules and regulations of governmental agencies, and with the terms and conditions of the Company's price lists and tariffs.	
A customer may neither use the Company's name, signs, symbols, or markings nor implicate, implicitly or explicitly, the Company in any other way as a participant, promoter, or co-promoter, in sales media or other publicity, of services provided wholly by the ESP or jointly by the ESP and the Company, unless the customer first obtains written permission from the Company for each advertisement, announcement, or other informational media to be released.	

XIII. OPTIONS FOR PROVIDING ENHANCED SERVICES (Continued)

The customer must subscribe to a number of multilines or Customized Multi-line Telephone Service lines sufficient to ensure service standards as determined by the Company.	
Each customer subscribing to User Transfer service is responsible for the payment of applicable calling charges for each completed call forwarded from its line to another line. User Transfer (Call Transfer) is part of the standard Customized Multi-line Telephone Services. Therefore, User Transfer rates from this section are not billed to Customized Multi-line Telephone Service customers.	
Customers subscribing to Forwarded Call Information shall not disclose telephone numbers identified as a result of the Forwarded Call Information Service.	
Each customer, such as an ESP, ordering services from the Company on behalf of its customers (the customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the customer's authority, the customer will be held responsible by the Company, whether or not an agency agreement (any agreement between customers and clients) exists.	
The nonrecurring charges applicable to one-party and multiline services and specified in this Price List under RATES, will be billed to the customer for each client whenever services associated with a client's line and subscribed to by the customer on behalf of the customer's client are established. One NRC will apply if one or more than one of the following services are ordered at the same time (on the same order) for the same line or telephone number: Message Waiting Indication Forward Call Information Call Forwarding Busy Line Call Forwarding Don't Answer Call Forwarding Busy Line/Don't Answer Three Service Package	
The customer is responsible for placing orders for disconnecting or discontinuing services subscribed to on behalf of clients. Should a customer's client's telephone service be discontinued or disconnected for any reason, the Company will continue billing the customer for services subscribed to on behalf of the client until the customer requests that the service be disconnected or discontinued.	
Each customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable calling charges for each completed call forwarded from each customer's and each client's line to another line.	
Services provided to Customized Multi-line Telephone Service customers or to clients who subscribe to Customized Multi-line Telephone Service will be billed in accordance with the rates, charges, and conditions included in the Customized Multi-line Telephone Service section of this Price List.	
Customized Multi-line Telephone Service customers subscribing to CENPAC-Basic Control Package are not charged for changing the number of rings before calls are forwarded.	
Each call forward service, each Message Waiting Indication service, each Forwarded Call Information service and each package containing any of these services must be identified with specific telephone numbers from which and to which calls are forwarded and to which is subscribed by a customer or a customer's client.	

XIII. OPTIONS FOR PROVIDING ENHANCED SERVICES (Continued)

A customer must specify which services are to be associated with each client's telephone service.	
Each customer providing voice message services must subscribe to either one-party business service, multiline business service or Customized Multi-line Telephone Service lines capable of supporting the services offered in this section for access to the Company's switched network. The network connection will be used to pass messages to and from the ESP's equipment, and the customer's equipment must be compatible.	
Customers may subscribe to Inter-Switch Voice Messaging (ISVM) subject to the availability of the required Data Link facilities.	
The Company will determine which central office and transmission facilities are used to provide service.	
Signaling, control and data communication protocols are defined by the Company, and the Company retains the right to change these protocols.	
C. <u>Definitions</u> 1. Call Forwarding Busy Line is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the utility's customer, if the caller encounters a normal busy-line condition.	
2. Call Forwarding Don't Answer is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the utility's customer, if the caller encounters a no answer condition after a specified number of rings.	
3. Call Forwarding Busy Line/Don't Answer is a permanently activated service which automatically redirects calls placed to a customer or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the utility's customer, if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.	
4. Call Screening service provides clients the ability to monitor and screen incoming calls that have been forwarded to voice mail and decide whether or not to accept them. Call screening is activated/deactivated by dialing an access code. A ring burst alerts the client that a call is incoming and can be monitored. A hook switch flash allows the client to intercept the call and speak to the calling party.	
5. Customer Controllable Ringing provides customers with the ability to adjust the number of ring cycles that are used prior to forwarding a call in a "No Answer" situation. To select the number of rings desired (1-9), the customer will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.	
6. Data Link service provides the capability to deliver Forwarded Call Information to an ESP. (Requires subscription to Forwarded Call Information-Intraoffice). A Data Link is required for each central office serving area per system.	

XIII. OPTIONS FOR PROVIDING ENHANCED SERVICES (Continued)

7. Enhanced Services are defined as services offered over Local Exchange Carrier, i.e., Company, exchange and transmission facilities used in intraLATA communications which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information. Enhanced Services may provide the subscriber additional, different, or restructured information or involve subscriber interaction with stored information.	
8. Enhanced Service Provider (ESP) is a customer of the company who provides Enhanced Services. A customer of an ESP is, in turn and with respect to this Price List, a client.	
9. Forwarded Call Information service provides information relating to calls incoming to an ESP client and outgoing from the client to the ESP, if the client's line is arranged for any call forwarding service, which forwards calls to an ESP. The information relating to calls includes the client's number, call-forwarded number and the reason (busy line or don't answer condition) for calls being forwarded. (Requires subscription to Data Link).	
10. Inter-Switch Voice Messaging (ISVM) service is available as an optional enhancement to Data Link service. With the combination of Data Link, which operates on an intra-switch basis only, and ISVM, voice mail and call answering capabilities can be extended to customers via intra- and inter-switch connectivity, thereby allowing the ESP to serve any client within a Local Access Transport Area (LATA). (Requires subscription to Data Link).	
11. Message Waiting Audible service sends an identifiable tone (such as a stutter dial-tone) to an ESP's client whenever messages for the client are waiting in storage. (This service must be used in conjunction with Forwarded Call Information.)	
12. Message Waiting Indication-Audible Ring Burst in addition to the stutter dial tone that lets a customer know that a message is waiting, this service provides ringing at a special cadence to signal the customer that a message is waiting. This reminder will be repeated at a specific interval programmed by the Company.	
13. Message Waiting Indication – Visual enables a signal to be sent to the customer's CPE which actives a light. This light indicates that a message is waiting.	
14. Queuing service is a supplement to rotary service, which places calls in queue while waiting to be answered when all terminals in a hunt group are busy. Queuing service is provided only in conjunction with lines arranged for rotary service.	
15. User Transfer service provides a customer subscribing to multiline or Customized Multi-line Telephone Service lines used in conjunction with an ESP's equipment with the ability to place on hold an established call, originate a second call to a third party. After a call has been transferred, the original line or trunk is cleared for further use.	

XIII. OPTIONS FOR PROVIDING ENHANCED SERVICES (Continued)

D. Rates

	Monthly Rate	Nonrecurring Charge
Call Forwarding Busy Line per client line or DID number	[164]	[165]
Call Forwarding Don't Answer per client line or DID number	[164]	[165]
Call Forwarding Busy Line/Don't Answer per client line or DID number	[164]	[165]
Call Screening per client line or DID number	$0.25	---
Customer Controllable Ringing per client line or DID number	1.00	[165]
Data Link (requires Subscription to Forwarded Call Information-Intraoffice) Per Data Link	300.00	$500.00
Forwarded Call Information-Intraoffice (requires Subscription to Data Link) per client line or DID number	1.00	[165]
Inter-Switch Voice Messaging (ISVM) (requires Subscription to Data Link) per arrangement	3,000.00 [166]	2,000.00
Message Waiting Indication: Audible per client line or DID number	0.50	[165]
Audible Ring Burst per client line or DID number	1.50	[165]

Continued on next page…

[164] See Calling Services, Section *VI.* in this Price List, for monthly rates.

[165] See Section *III.*, Service Charges, for the applicable "Central Office Connection Charge" to be applied here as the nonrecurring charge.

[166] Local usage and toll charges may apply in addition to monthly rate.

XIII. OPTIONS FOR PROVIDING ENHANCED SERVICES (Continued)

Continued from previous page…

	Monthly Rate	Nonrecurring Charge
Visual per client line or DID number	0.50	[167]
Queuing per client line or DID number	1.50	[167]
User Transfer per customer individual line or trunk line	2.25	[167]
Three-Service Package (Call Forwarding Busy Line/Don't Answer, Message Waiting Indication, and Forwarded Call Information) per line or DID number	2.00	[167]
Five-Service Package (Call Forwarding Busy Line/Don't Answer, Message Waiting Indication-Audible, Forwarded Call Information-Intraoffice, Message Waiting Indication-Audible Ring Burst, and Customer Controllable Ringing)	2.75	[167]

[167] See Section *III.*, Service Charges, for the applicable "Central Office Connection Charge" to be applied here as the nonrecurring charge.

XIV. MAPS

Exchange area maps depict the boundaries of the area which the Company serves. Due to their size, a separate binder is provided for the following maps which are an integral part of this Price List.

Exchange Area and Zoning Map

Exchange	Effective [168]
Bayview	
Bonners Ferry	
Bovill	
Clark Fork	
Coeur d'Alene	
Cora	
Deary	
Evergreen	
Genesee	
Harrison	
Hayden Lake	
Hope	
Kellogg	
Moscow	
Mullan	
Oldtown (Albeni)	
Orofino	
Peck	
Pierce	
Plummer-Worley	
Post Falls	
Potlatch	
Priest Lake	
Priest River	
Rathdrum	
Rock Creek	

Continued on next page…

[168] Unless otherwise shown, maps are effective August 5, 2010.

XIV. MAPS (Continued)

Continued from previous page…

Exchange	Effective
St. Maries	
Sandpoint	
Setters	
Spirit Lake	
Tensed (Bluebell)	
Wallace	
Weippe	
Wellesley	