

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
Sixth Revised Sheet 1
Cancels Fifth Revised Sheet 1

INDEX

BASIC LOCAL EXCHANGE SERVICE

ORIGINAL

APPROVED

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BY: Paul E. Pederson, Vice-President

ORIGINAL

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
Sixth Revised Sheet 2
Cancels Fifth Revised Sheet 2

BASIC LOCAL EXCHANGE SERVICE

APPLICABILITY

Applicable to residential and business exchange service.

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TERRITORY

The exchange rates listed below apply to Salome and Quartzsite exchanges, as said areas are defined on maps filed as part of the tariff schedule.

RATES

Class of Service

Monthly Rates

Residence:
One-Party

\$18.00

(I)

Business:
One-Party

24.90

PBX

39.25

Line Hunting

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

Monthly Rate

\$5.00

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BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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LOCAL EXCHANGE SERVICE

TOTAL TALK PACK

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ORIGINAL

A. General

1. Total Talk Pack is an optional service package. The package permits a customer to receive services and features for a flat monthly rate, for each Total Talk Pack subscriber line provided. Total Talk Pack includes the following services:¹

- a. Residential or Business One-Party Line (includes Touch Tone capability)
- b. Three-Way Calling & Call Waiting (Custom Calling Services) (T)
- c. Caller ID Deluxe, Anonymous Call Rejection, & Priority Ringing (Advanced Calling Services)
- d. Inside Wire Protection Plan

B. Conditions and Limitations

1. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this bundle.
2. Total Talk Pack customers may terminate their enrollment in the Plan at any time upon notice to the company.
3. Unless terminated by the Total Talk Pack customer or the Company, a customer will remain enrolled in the Plan, as amended from time-to-time, with any applicable changes in rate, for as long as the Plan continues to be offered by the Company.
4. Service Charges, as described in Section VI of this tariff, apply to requests for new and additional Total Talk Pack lines, and moves of existing lines. Service Charges will not apply when the Total Talk Pack replaces existing Local Exchange Service or if the customer requests a change from the Total Talk Pack back to Local Exchange Service.
5. Total Talk Pack customers are not eligible for discounts or promotional offerings (outside of this bundle) associated with the Custom Calling and Advanced Calling Services included in the Plan, unless specifically provided for in a promotional offering.

¹ Customers must also subscribe to TDS True Talk's Total Talk Pack.

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LOCAL EXCHANGE SERVICE

TOTAL TALK PACK (Continued)

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B. Conditions and Limitations (Continued)

- 6. The Plan may not be combined with any other optional toll calling plan service, except for those specified in this offering.
- 7. Customers enrolled in the Plan, who fail to pay the entire rate per month, will have all existing Total Talk Pack services converted to the applicable tariff rates. Service Charges will not apply for converting services back to tariff rates. Such customers will not be permitted to re-enroll in this Plan until such time as all associated unpaid balances are satisfactorily paid in full.

C. Rates¹

	<u>Rate Per Month</u>	
1. Residence		
Local Bundle, per line	\$35.80	(I)
2. Business		
Local Bundle, per line	\$43.05	

¹ Customers must also subscribe to TDS True Talk's Total Talk Pack to be eligible for this rate.

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
Second Revised Sheet 5
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LOCAL EXCHANGE SERVICE

**ORIGINAL
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OFF-PREMISE EXTENSION:⁽¹⁾

(C) (T)

A. General

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

B. Conditions and Limitations

1. OPX will only be provided where technically feasible and is subject to the availability of outside plant.
2. Mileage charges will be based upon the airline mileage between the locations of the primary (main station) and secondary line terminations.
3. For multi-point channels, the mileage is the shortest airline distance between each building in which the channel terminates. The charging mileage is the combination of such segments of distance which results in the lowest total mileage for the entire channel.
4. OPX is only provided to locations residing within the same exchange as the main station.
5. OPX may be located on the premises of another customer provided the other customers have a separate access line service at that location.
6. The Telephone Company may limit the number of off premise extensions connected to a line.
7. OPX is limited to voice grade service.
8. Calls made to 9-1-1 from the extension station may only list the main station in the 9-1-1 database.
9. The rates listed below are in addition to the Basic Local Exchange Service.
10. Non-recurring charges as stated in Section 6 apply.
11. If supporting structures are necessary for the purpose of furnishing OPX extensions on the customers premises or the extension involves unusual construction or disproportionately large expenditures as compared with usual types of construction, the customer may be responsible for the additional costs of construction.

(M)

(M)

(T)

⁽¹⁾ Off-Premise Extensions provisioned in or through the Central Office are grandfathered to existing customers effective September 13, 2016. This version of the service will not be available to new customers after this date.

(C)

(C)

(M)-Material now appears on Sheet 6 of this Section.

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BY: Joel Dohmeier, Vice-President

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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Second Revised Sheet 6
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LOCAL EXCHANGE SERVICE

OFF-PREMISE EXTENSION:⁽¹⁾ (Continued)

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C. Rates

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

Each extension station line or private branch exchange station line off subscriber's premises and within the exchange area:

- | | | | | |
|----|---|--------|-----|-----|
| 1. | Where the terminals are in different buildings on the same continuous property; | | (M) | (D) |
| | Each one-quarter mile or fraction thereof..... | \$2.50 | | |
| 2. | Where the terminals are on non-continuous property; | | | |
| | First one-quarter mile or fraction thereof..... | 5.00 | | |
| | Each additional one-quarter mile or fraction thereof..... | 2.50 | (M) | |

⁽¹⁾ Off-Premise Extensions provisioned in or through the Central Office are grandfathered to existing customers effective September 13, 2016. This version of the service will not be available to new customers after this date.

(M)-Material previously appeared on Sheet 5 of this Section.

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
Second Revised Sheet 7
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PAYSTATION SERVICE

APPROVED

A. GENERAL

Paystation Service provides telephone service to a customer-leased or owned paystation with or without coin collecting devices. A Paystation Access Line permits providers of such service to provide pay telephone service to the public.

B. DEFINITIONS

Coin Supervision - Provides signaling capability from the central office for paystations that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control.

Customer - For the purposes of this tariff, the customer is the Paystation Service Provider.

Network Interface Device - A company-provided jack or its equivalent. It is the point of connection between the Company owned wiring and wiring owned by the customer. For the purposes of this tariff, the network interface device will be installed at a location mutually agreed upon by the customer and the Company.

Originating Line Screening (OLS) - Enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned paystations, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available.

Paystation Access Line - A basic coin transmission dial tone line. It is a line side connection from the local exchange switch to the point of demarcation at the customer premises.

Selective Class of Call Screening - Enables the customer to restrict outgoing operator-handled calls, placed over the Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card. Selective Class of Call Screening will be provided at the customer's option, where such facilities are available.

Fraud Protection (Toll Blocking) - Provides outgoing call restriction where facilities are available. This service provides blocking of 976, 1 + DDD, 1 + IDDD, and 1 + 900 calling patterns.

Fraud Protection is offered to provide a choice of restrictions at the subscriber's option. The option will be available where Paystation service is provided on a usage rate of service basis. The option is as follows:

Two-way Service provides central office blocking of seven digit local, 976, 1 + DDD, and 1 + 900 calls. Provides screening information to the operator to prevent operator assisted send-paid calls from being billed to the line. Further, third number and collect calls to Paystations are not allowed.

(N)
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(N)

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BY: Lou E. Reilly, President

PAYSTATION SERVICE

APPROVED

C. RULES AND REGULATIONS

1. Paystation Service will be considered a business service for the purpose of applying the terms, rates and conditions found elsewhere in this tariff.
2. Only one paystation instrument may be connected to each Paystation Access Line. Off-Premise Extensions are not permitted.
3. The customer shall be responsible for the installation, operation and maintenance of any paystation instrument used in connection with this service.
4. Requests to Directory Assistance Service originated from paystations will be charged the applicable rate of the Directory Assistance Service Provider.
5. Directory listings may be provided under the regulations that govern the furnishing of listings for business customers.
6. Coin-free operator and emergency 911 access must be available from all paystations.
7. One directory will be distributed to the customer without charge for each paystation business exchange line.
8. The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.
9. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls. The Company shall not be liable for shortages of coins collected and deposited at the customer's paystation instrument.
10. The Company reserves the right to disconnect service when the customer does not comply with the F.C.C. and state rules and regulations related to paystation service and equipment.
11. The Multiline Business Subscriber Line Charge, found in the interstate access tariff, is applicable to all paystation access lines.

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BY: Michael A. LeaVesseur, President

GENERAL EXCHANGE TARIFF

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PAYSTATION SERVICE

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D. RATES AND CHARGES

	<u>Monthly Rate</u>	
1. Paystation Access Line ¹	B-1 rate	(C) (D) (D)
2. Coin Supervision	\$2.21	(T)
3. Selective Class of Call Screening	\$3.00	(I)(T) (D) (D)
4. Fraud Protection (Toll Blocking)	\$2.50	(N)

¹ Installation, move and change charges will be those applicable to business service.

LOW-INCOME ASSISTANCE PROGRAMS

APPROVED

A. **LOW-INCOME ASSISTANCE PROGRAM (LIFELINE)**

Lifeline Assistance was developed to reduce rates for low income customers. The Company participates in this assistance program to increase the availability of telecommunications services to all consumers in its serving areas. The structure of the program is outlined in the following paragraphs.

1. Lifeline Assistance

a. General

Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives credit for the Federal Subscriber Line Charge as well as a credit towards the residential access line rate.

b. Regulations

1) Lifeline Assistance is available to all residential customers who meet the following eligibility requirements: ⁽¹⁾

a) Customers must participate in one of the following programs:

Medicaid, Supplemental Nutrition Assistance Program (SNAP),
Supplemental Security Income (SSI), Federal Public Housing
Assistance, Veteran's and Survivor's Pension Benefit, or

(T)
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(T)

Have household income that is at or below 135% of the Federal
Poverty Guidelines.

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(D)
(D)

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LOW-INCOME ASSISTANCE PROGRAMSA. **LOW-INCOME ASSISTANCE PROGRAMS** (Continued)**APPROVED**1. Lifeline Assistance (Continued)

b. Regulations (Continued)

2) The customer must sign under penalty of perjury, a document certifying:

a) He/she is receiving benefits from one of the programs in 1.b.1 a) above or he/she has household income that is at or below 135% of the Federal Poverty Guidelines. (T)

b) He/she must provide the name of the program from which they are receiving benefits with supporting documents showing their program participation or provide supporting documents showing their household income is at or below 135% of Federal Poverty Guidelines. The supporting documents must be one of the following: 1) Prior year's state, federal, or tribal tax return, 2) Current income statements from an employer or paycheck stub, 3) A Social Security statement of benefits, 4) A Veterans Administration statement of benefits, 5) A retirement/pension statement of benefits, 6) An Unemployment/Workman's Compensation statement of benefits, 7) Bureau of Indian Affairs (BIA) general assistance program, 8) A divorce decree or child support document. If the customer chooses to submit anything other than the prior year's income tax return, they must then present three consecutive month's of the alternate supporting documentation selected that is within the most recent twelve consecutive months. (T)

c. That he/she will notify the company if he/she no longer participates in the program named in b. preceding or if their household income increases above 135% of the Federal Poverty Guidelines. (T)

3) A customer is not eligible for Lifeline from the Company if he/she is currently receiving Lifeline credit for service from another Eligible Telecommunications Carrier.

4) As a participant in Lifeline Assistance, customers are eligible to receive Toll Restriction Service at no charge. This service will only be provided at the customer's request.

5) Local service deposit requirements will be waived for customers who voluntarily receive Toll Restriction Service.

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BY: Joel Dohmeier, Vice-President

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LOW-INCOME ASSISTANCE PROGRAMS

A. **LOW-INCOME ASSISTANCE PROGRAMS** (Continued)



1. Lifeline Assistance (Continued)

b. Regulations (Continued)

- 6) Participants in Lifeline Assistance shall not be disconnected from Local Service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
- 7) Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
- 8) Verification of a customer's continuing eligibility shall be performed by the Company on an annual basis.
- 9) Records will be maintained by the Company in accordance with Arizona Corporation Commission Decision No. 67941 and FCC C.F.R. 54.417.
- 10) One Lifeline discount is allowed per household. The FCC defines "household" as any individual or group living together at the same address as one economic unit.

c. Credits

The following credits* will apply for each customer eligible for Lifeline Assistance:

	<u>Monthly Credit*</u>	
1) Federal Lifeline Assistance Benefit	(1)	(T)

* Credit amount will not exceed the total of the Subscriber Line Charge and the Residential Local Exchange rate.

(1) Authorized FCC rate.

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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LOW-INCOME ASSISTANCE PROGRAMS

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A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)

2. Lifeline Connection Assistance (Link-Up)

Per FCC Order 12-11 (Lifeline/Link-Up Order), Lifeline Connection Assistance (Link-Up) support is eliminated effective April 2, 2012.

3. Arizona Telephone Assistance Program

Customers of this service will receive a seventeen percent (17%) reduction on service charges. The credit is applicable only to the customer's principle residence line. State support is provided in accordance with A.R.S 46.701, et. seq. The Arizona Department of Economic Security instructs the Company on which accounts the benefits are to be applied to.

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SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
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LOW-INCOME ASSISTANCE PROGRAMS

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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GENERAL EXCHANGE TARIFF

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GENERAL EXCHANGE TARIFF

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Arizona

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GENERAL EXCHANGE TARIFF

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