

TERMS OF SERVICE

Delta County Tele-Comm, Inc.
d/b/a TDS Telecom
Colorado

Section 6
Original Sheet 1

LOCAL EXCHANGE SERVICES

A. LOCAL EXCHANGE ACCESS SERVICE

1. General Description

Local Exchange Access Service (Switching and Access Line) provides for an access line and the ability to switch or complete a call made by one end user within the Telephone Company Exchange to another end user within the Telephone Company Exchange. Local Exchange Access Service also provides for the listing of the end users telephone number in the local telephone directory.

2. Undertaking of the Telephone Company

- a. The Telephone Company will provide Local Exchange Access Service (Switching Service and Access Line) to end users residing within the exchange boundaries of the Telephone Company Exchange.
- b. Use of Local Exchange Access Service will be provided to residential and business end users only.
- c. An end user that is provided with Local Exchange Access Service (Switching) will be provided with a telephone number whose numerical values are of the Telephone Company's choosing.
- d. An end user that is provided with a telephone number will also be provided with a one line entry in the annual telephone directory listing the end user's name, and telephone number. The end users street address may be published at the option of the Telephone Company. Unpublished numbers, unlisted numbers, additional listings or any variation of the Telephone Company's directory listing may be made in accordance with the rates, rules and regulations set forth in Section 2 of this Terms of Service.
- e. Intercept arrangements as necessary will be provided with Local Exchange Access Service (Switching) with each relocation or discontinuation of service. Such intercept arrangements will be the sole responsibility of the Telephone Company.
- f. The Telephone company will administer its network to insure the provision of acceptable service levels to all end users of the Telephone Company's service. Generally service levels are considered acceptable only when end users are able to establish connections with little or no delay encountered within the Telephone Company network. The Telephone Company maintains the right to apply protective controls which selectively cancels the completion of traffic carried over its network, including that associated with the end user's Local Exchange Access Service. Generally, such protective measures would only be taken as a result of occurrences such as failure or overload of Telephone Company facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Telephone Company result in the complete loss of service by the end user, the end user will be granted a Credit Allowance for Service Interruption.

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A. **LOCAL EXCHANGE ACCESS SERVICE** (Continued)

3. Limitations

- a. The determination of the numerical value of the telephone number provided to the end user is the sole responsibility of the Telephone Company.
- b. The design of the local telephone directory and the individual listing of each end user is the sole responsibility of the Telephone Company.
- c. The design of the intercept message, its length if over 25 words and its duration if over 60 days is the sole responsibility of the Telephone Company.
- d. Local Exchange Access Service (Switching and Access Line) will not be provided to end users residing outside of the Telephone Company's Local Exchange Area (i.e. Foreign Exchange Service) except as authorized by the Commission.
- e. Local Exchange Access Service (Access Line) will not be provided for use as dedicated facilities.
- f. Local Exchange Access Service will not be provided in subdivisions and mobile home parks except as provided in Section 8 Construction Charges following.
- g. A business line shall be connected to a PBX only when the subscriber provides assurance that each station location can be identified by a public service answering point (PSAP) receiving a 911 call from that station. Identification includes physical address location as well as telephone number. Such assurance can be provided either by the subscriber providing written assurance that the PBX has the built-in capability to provide the station location identification or by use of additional business lines provided by the Company and paid for by the subscriber at normal tariffed rates. If the latter is used to provide the station location identification, it shall be the subscriber's responsibility to provide the station location identification information and any changes or updates thereto directly to the PSAP or the administrator of the master street guide address. In any event, if any station location is not equipped with direct inward dialing, the subscriber shall post that station with a notice that dialing 911 does not provide location identification to the answering party.

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A. **LOCAL EXCHANGE ACCESS SERVICE** (Continued)

4. Obligations of the End-User

The obligations of the end user are as set forth in Section 9 of this Terms of Service. In addition, the following obligations apply:

- a. The end user shall, upon application for Local Exchange Access Service provide the desired name for the directory listing and street address (optional) if different than that on the service order application.
- b. An end user discontinuing or relocating Local Exchange Access Service and requesting an intercept message for the discontinued telephone number, shall notify the Telephone Company with the requested intercept message.
- c. An end user ordering an unlisted or unpublished directory listing shall notify the Telephone Company of such order at the time of application for Local Exchange Access Service.

5. Rates

	<u>Monthly Rate</u>
a. Residential Service, per access line	\$16.20
b. Business Service, per access line (includes PABX & Key System Trunks)	\$28.70
c. Residential Vacation Service, per access line	\$8.10

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B. TELEPHONE RELAY SERVICES

The Company contributes to the Colorado Telephone Relay System as required under 4 Code of Colorado Regulations 723-2-2820. A surcharge for the Telephone Relay Services will appear as a line item on all monthly bills and is assessed on each line.

Monthly Charge Per Access Line: \$0.06 (I)

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LOCAL EXCHANGE SERVICES

C. COLORADO HIGH COST FUND

1. General Description

The Colorado High Cost Fund (CHCF), also known as Colorado Universal Service Charge, was established by the Commission in its Decision No. C90-932 in Docket 89R-608T and is available to small Local Exchange Carriers that provide service to an area that encompasses a Community of Interest. The purpose of the CHCF is to promote competition and guarantee the affordability of basic telephone service by providing assistance for three components of the cost of basic local service: 1) high loop costs, 2) high local switching costs, and 3) high exchange trunk costs. In addition, the local rates of high cost Local Exchange Carriers (LECs) are capped and the excess is included in the CHCF.

2. Undertaking of the Telephone Company

- a. The Telephone Company will, in order to promote competition and guarantee the affordability of basic local telephone service to the end users in its local serving area, make use of the CHCF if and when it qualifies for funding from the CHCF.
- b. The Telephone Company contributes to the Colorado High Cost Support Mechanism as required under 4 Code of Colorado Regulations 723-2-2840. A surcharge for the High Cost Support Mechanism will appear as a line item on all customers' monthly bills.
- c. For uniformity and clarity of understanding, the language identifying the high cost support rate element on the bill shall be called the "Colorado Universal Service Charge," or an acceptable abbreviation.

3. Rate Regulations

- a. The following services are **not subject** to the Colorado Universal Service charge: wholesale charges including access; installation of inside wire; interstate charges; voice mail, burglar alarm, CATV, or premise equipment sales.
- b. The following services **are subject** to the surcharge: all other intrastate retail revenues, including custom calling, advanced calling, inside wire, pay phone revenues, and intrastate toll.

4. CHCF Surcharge

	<u>Monthly Surcharge</u>
Colorado High Cost Fund	2.6%

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LOCAL EXCHANGE SERVICES

D. COMMUNITY OF INTEREST CALLING PLAN (CICP) SERVICE

1. General Description

Community of Interest Calling provides for placing of calls between exchanges having a community of interest as determined by the Commission on a flat rate basis.

2. Undertaking of the Telephone Company

- a. The Telephone Company provides CICP Service as a part of Basic Local Exchange Access Service to end users in the applicable exchanges.
- b. The Telephone Company will provide CICP Service to the end users in "From Exchange" to the following "To Exchanges":

<u>From Exchange</u>	<u>To Exchange</u>
Cedaredge	Crawford
Cedaredge	Eckert
Cedaredge	Hotchkiss
Cedaredge	Paonia
Cedaredge	Somerset
Cedaredge	Delta (US West)
Cedaredge	Grand Junction (US West)
Cedaredge	Clifton (US West)
Crawford	Cedaredge
Crawford	Eckert
Crawford	Hotchkiss
Crawford	Paonia
Crawford	Somerset
Crawford	Delta (US West)
Crawford	Grand Junction (US West)
Crawford	Clifton (US West)
Eckert	Cedaredge
Eckert	Crawford
Eckert	Hotchkiss
Eckert	Paonia
Eckert	Somerset
Eckert	Delta (US West)
Eckert	Grand Junction (US West)
Eckert	Clifton (US West)

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LOCAL EXCHANGE SERVICES

D. **COMMUNITY OF INTEREST CALLING PLAN (CICP) SERVICE** (Continued)

2. Undertaking of the Telephone Company (Continued)

b. (Continued)

<u>From</u> <u>Exchange</u>	<u>To</u> <u>Exchange</u>
Hotchkiss	Cedaredge
Hotchkiss	Crawford
Hotchkiss	Eckert
Hotchkiss	Paonia
Hotchkiss	Somerset
Hotchkiss	Delta (US West)
Hotchkiss	Grand Junction (US West)
Hotchkiss	Clifton (US West)
Paonia	Cedaredge
Paonia	Crawford
Paonia	Eckert
Paonia	Hotchkiss
Paonia	Somerset
Paonia	Delta (US West)
Paonia	Grand Junction (US West)
Paonia	Clifton (US West)
Somerset	Cedaredge
Somerset	Crawford
Somerset	Eckert
Somerset	Hotchkiss
Somerset	Paonia
Somerset	Delta (US West)
Somerset	Grand Junction (US West)
Somerset	Clifton (US West)

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D. COMMUNITY OF INTEREST CALLING PLAN (CICP) SERVICE (Continued)

3. Limitations

- a. A telephone number is not provided with CICP Service other than in the exchange in which Local Service is provided.
- b. Directory listings are not provided with CICP Service other than in the exchange in which Local Service is provided.
- c. Custom Calling Features are not provided with CICP Service other than in the exchange in which Local Service is provided.
- d. Calls originating or terminating in one exchange to or from an interexchange carrier in another exchange over CICP facilities not specifically included in D.2 above are considered interexchange usage and will be charged as access usage out of the Telephone Company's interstate or intrastate toll access tariff.

4. Rate Regulations

- a. The charges for CICP Service will be made on a per access line per month basis and is included in the Local Exchange Access Service rates set forth following. This service is available to those end users obtaining Local Exchange Access Service.
- b. The charges for CICP Service to the end users from the "To Exchange" to the "From Exchange" will be provided by the Local Exchange Carrier providing local exchange service to the "To Exchange". There will be no intercompany compensation passed between telephone companies for this service other than the use of the Colorado High Cost Fund.

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LOCAL EXCHANGE SERVICES

E. TELEPHONE ASSISTANCE PROGRAMS

1. Low-Income Telephone Assistance Program

The Company shall provide Lifeline service as defined in 47 C.F.R. 54.401 (a) on a non-discriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal laws, including but not limited to, 47 C.F.R. Part 54; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et. al.) and any subsequent orders.

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First Revised Sheet 10
Cancels Original Sheet 10

LOCAL EXCHANGE SERVICES

APPROVED

F. SUSPENSION OF SERVICE

1. General

Suspension of Service allows local exchange service to be temporarily suspended by request of the customer. This service is provided to customers whose requirements for telephone service is less than the normal 12-month period within a year.

2. Conditions

- a. Service can be temporarily suspended for a minimum of one (1) month. (T)
(T)
- b. Suspension of Service is available on all one-party residence lines and up to three one-party business lines subject to the availability of facilities.
- c. The suspension rate will not be applicable until after the service has been in effect at full rate for at least 1 month.
- d. Suspension of Service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made.
- e. The Company will not provide installations, moves, changes, or maintenance during the period when the customer is billed at the reduced rate. (D)
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(D)
- f. Bills are rendered at the reduced rate at regular billing dates during the period of suspension. (T)
- g. The customer's listing will be retained in the directory. (T)
- h. The Company assumes no liability for failure of a calling party to reach the customer during the period of suspension. (T)

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LOCAL EXCHANGE SERVICES

APPROVED

F. SUSPENSION OF SERVICE (Continued)

2. Conditions (Continued)

- i. The Company reserves the right to refuse suspension of service in the case of a customer whose account is delinquent. (T)
- j. Unless specifically exempted, Suspension of Service shall be subject to all general regulations applicable to the provision of service by the telephone company as stated in the Terms of Service. (T)
- (D)
- (D)
- k. Dial tone access will be limited to 911/E911 and the Company’s business office. (T)

3. Rates and Charges

- a. The monthly rate will be based upon 50% of the regular rate for basic local one-party exchange service. All other local services will be zero rated except for the following:
 - 1) 911/E911 and all other applicable taxes and surcharges will be billed at the full rate.
 - 2) The Federal Subscriber Line Charge will be discounted 50% per the National Exchange Carrier Association FCC Tariff No. 5, Section 4.5.5.
- b. Non-recurring charges do not apply for reconnection to regular full service.