

LOCAL EXCHANGE SERVICES PRICE LIST

QUINCY TELEPHONE COMPANY  
d/b/a TDS TELECOM  
Florida

Section 13

Original Contents Sheet 1

MISCELLANEOUS SERVICE ARRANGEMENTS

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MISCELLANEOUS SERVICE ARRANGEMENTS

A. **GENERAL**

1. The following monthly rates and charges with their associated regulations apply for the equipment and facilities listed below.
2. Standard telephone equipment provided by the Company is furnished to meet general and standard requirements. The rates for such telephone equipment and such general requirements are to be found In the various sections of this General Exchange Tariff.
3. When telephone equipment or other special service is requested by a subscriber to meet other than general and standard requirements, the Company will, in its discretion, endeavor to provide the service requested, and a charge will be made for the provision of the special service.

(N)

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### B. CUSTOM CALLING SERVICES

(N)

##### 1. General

Custom Calling Services are optional services offered in addition to regular exchange service to those customers served by central offices arranged to provide such services. The number of customer Calling services available depends upon the exchange central office providing the service and is subject to the availability of its facilities.

##### 2. Service Descriptions

###### a. Call Forwarding

This service redirects incoming calls to another telephone number. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. When activated, all calls that are forwarded when the line is idle cause a short ring on the forwarded line as a reminder that the service is active. To deactivate Call Forward, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

###### b. Call Forwarding-Busy (Customer Programmable)

This service routes incoming calls to another telephone number when the customer's dedicated number is busy. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward – Busy, a customer must dial a special access code. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

###### c. Call Forwarding (Programmed by Telco)

This service automatically redirects incoming calls to a predesignated telephone number of voice mail service when the customer's line is busy. The customer activates the service by contacting the telephone company and designating the number to which all calls will be forwarded when the line is busy. The telephone company then establishes the fixed forward-to telephone number; the customer must contact the telephone company. All call forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

(N)

ISSUED: July 3, 2019

EFFECTIVE: July 10, 2019

BY: Joel Dohmeier, Vice-President

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MISCELLANEOUS SERVICE ARRANGEMENTS

B. **CUSTOM CALLING SERVICES** (Continued)

(N)

2. Service Descriptions (Continued)

d. Call Forwarding-No Answer (Customer Programmable)

This service redirects incoming calls not answered after a predetermined number of rings to another telephone number. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward – No Answer, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

e. Call Forwarding-No Answer (Programmed by Telco)

This service automatically redirects incoming calls to another telephone number of voice mail service when the customer's telephone is not answered in a predetermined number of rings. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer activates the service by contacting the telephone company and designating the number to which all calls will be forwarded when the telephone company then establishes the fixed forward-to telephone number within the switch. To cancel the service or change the forward-to telephone number, the customer must contact the telephone company. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

f. Call Forward-Remote Access

This service allows the customer to activate and deactivate Call Forwarding from a telephone in another location. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

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MISCELLANEOUS SERVICE ARRANGEMENTS

B. **CUSTOM CALLING SERVICES** (Continued)

(N)

2. Service Descriptions (Continued)

g. Call Hold

This service allows a customer to place a current caller on hold, which frees the line so the customer can initiate another call. To activate Call Hold, the customer depresses the switch-hook to receive a dial tone and then dials a specific code. Only one call per access line can be placed on hold at a time. The held call cannot be added to another call, however, the customer can toggle between each call.

h. 3-Way Calling

This service allows a customer to add a third party to an existing telephone call. To add a third party, the customer depresses the switch-hook once to place the current party on hold, receives a dial tone, dials the third party's number, and then depresses the switch-hook again to establish the three-way connection. All 3-way calls are subject to transmission limitations and all applicable local and long distance charges.

i. 6-Way Calling

This service allows a customer to call up to five parties and establish a six-way conference call. To activate this service, the customer dials an access code, dials the desired telephone number (calling party must answer), depresses the switch-hook to add the calling party to the line, and then depresses the switch-hook again to receive a new dial tone. If the called party line is busy or there is no answer, the customer must dial a special access code to drop the line. This process needs to be repeated until all parties (up to five) have been connected to the customer's line. All 6-Way calls are subject to transmission limitations and all applicable local and long distance charges.

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MISCELLANEOUS SERVICE ARRANGEMENTS

B. CUSTOM CALLING SERVICES (Continued)

(N)

2. Service Descriptions (Continued)

j. Call Transfer

This service allows the customer to hold and transfer incoming, out-going and intragroup calls. If the customer has established a three way call, this service will allow the customer to hang up while the other two parties remain connected. Any applicable long distance charges will apply for the duration of the call, even if the customer drops off the call.

k. Call Waiting/Cancel Call Waiting

This service alerts a customer who is on the phone that another local or long distance caller wants to get through the line. The customer will receive a tone signal to indicate another incoming call and the caller will receive the usual ringing tone. To place the first call on hold and answer the incoming call, the customer depresses the switch-hook once. The customer can then toggle between both calls by depressing the switch-hook. If the customer hangs up when a call is still on hold, the customer's line will automatically ring back.

Cancel Call Waiting allows a Call Waiting customer to deactivate the Call Waiting service by dialing a code. When this service is activated, the customer will not be interrupted by the Call Waiting tone and the incoming caller will receive a busy signal. Call Waiting will remain disabled for the rest of the call, but will be automatically restored upon call termination.

l. Long Distance Call Waiting

This service is additive to Call Waiting and uses a special tone signal to indicate to the customer that the incoming call is long distance. The tone is different than the Call Waiting tone signal received for a local call. The long distance caller will receive the usual ringing tone.

m. Home Intercom-Basic

This service allows customers to redial their own directory number in order to talk to another party at a different extension. To activate this service, customers redial their own directory number and then hang-up. After a short interval, the phone will ring back. Once both parties pick-up the phone, they will be able to have a two-way conversation. This service is also known as Revertive Ringing.

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MISCELLANEOUS SERVICE ARRANGEMENTS

B. **CUSTOM CALLING SERVICES** (Continued)

(N)

2. Service Descriptions (Continued)

n. Home Intercom-Enhanced

This service allows customers to establish a talking path between two or more of their extensions. To activate this service, the customer dials one of the access code numbers predetermined by the Company, receives an announcement, and then hangs up the phone. The phone will ring back in one of the distinctive patterns, depending on the access code dialed. Also included in this package is dialable hold, where one extension can transfer an outside call to another extension.

o. Personal Ringing

This service allows the customer to have up to three distinct telephone numbers on a single line. The second and third number will each have a distinctive ringing pattern so the customer can identify which number has been called. If a customer also subscribes to Call Waiting, each phone number will have a distinctive Call Waiting tone. If a customer also subscribes to Call Forward, the main directory number or all three telephone numbers can be forwarded.

p. Speed Call 8

This service allows the customer to keep a list of eight specified telephone numbers which can be dialed by using a one-digit (2 through 9) access code.

q. Speed Call 30

This service allows the customer to keep a list of 30 specified telephone numbers which can be dialed by using a two-digit (20 through 49) access code.

(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS

B. **CUSTOM CALLING SERVICES** (Continued)

(N)

2. Service Descriptions (Continued)

r. Call Reminder

This service allows a customer to program a time at which a reminder call is desired. At the programmed time, the customer will receive a call placed by the Central Office Equipment. When the call is answered, the customer will hear a tone or a Company recorded announcement.

s. Toll Restriction

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. When a restricted call is attempted from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

t. Toll Restriction with PIN Override

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. In addition, customers will have the ability to override the restriction on a per call basis by using a Personal Identification Number (PIN). To activate the override, the customer dials a code, the PIN, waits for a dial tone and then dials the toll number. When a restricted call is attempted without the PIN, from a line/trunk equipped with this service, a Company recorded announcement will be heard by the caller.

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MISCELLANEOUS SERVICE ARRANGEMENTS

B. **CUSTOM CALLING SERVICES** (Continued)

(N)

3. Limitations

- a.. Custom Calling Services require special central office equipment and will be provided only where facilities are available.
- b. Custom Calling Services are only available on single-line party service.
- c. Custom Calling Services will not be provided in connection with Paystation Service (except for the business line extension), Private Branch Exchange Trunk Line Service, or Centrex Service.

4. Rotary Hunting

Call forwarding features shall not be used as a substitute for rotary line service to which the customer would otherwise subscribe. Therefore, business customers who subscribe to more than one access line on single premises may not also subscribe to Call Forwarding-Busy-Variable. However, business customers with multiple lines at the same premises may subscribe to Call Forwarding – Busy – Fixed, as long as the forward – to number is located at premises other than the provisioned premises.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**B. CUSTOM CALLING SERVICES (Continued)**

(N)

5. Rates

<u>One Service Per Line</u>	<u>Residence</u>			<u>Business</u>		
	<u>Minimum</u>	<u>Current</u>	<u>Max</u>	<u>Minimum</u>	<u>Current</u>	<u>Max</u>
a. Call Forwarding	1.00	3.25	4.00	2.00	3.25	6.00
b. Call Forward-Busy (Variable)	1.25	3.00	4.50	2.00	3.00	5.50
c. Call Forward-Busy (Fixed)	.50	2.65	2.00	1.50	2.65	3.50
d. Call Forward-No Answer (Var)	1.25	3.25	4.50	2.00	3.25	5.50
e. Call Forward-No Answer (Fixed)	.50	2.65	2.00	1.50	2.65	3.50
f. Call Forward-Remote Access <sup>1</sup> (Additive to Call Forwarding)	1.50	1.50	7.00	1.50	1.80	7.00
g. Call Hold	.50	1.50	3.50	.50	1.50	3.50
h. 3-Way Calling	1.50	3.75	4.50	3.00	3.75	5.00
i. 6-Way Calling	3.50	3.75	6.00	3.50	3.75	17.50
j. Call Transfer	.50	2.25	3.50	.50	2.25	3.50
k. Call Waiting/Cancel Call Wait	1.50	3.75	4.50	2.50	3.75	6.00
l. Long Distance Call Waiting <sup>1</sup> (Additive to Call Waiting)	.50	1.50	1.50	.75	1.50	2.00
m. Home Intercom-Basic	No Charge			No Charge		
n. Home Intercom-Enhanced	.50	2.50	2.50	2.00	2.50	5.00
o. Personal Ringing						
1. 2 <sup>nd</sup> Number	2.50	4.25	5.50	4.00	4.25	10.00
2. 3 <sup>rd</sup> Number <sup>1</sup>	1.00	1.00 <sup>2</sup>	3.50	1.00	1.00 <sup>2</sup>	7.50
p. Speed Call 8	1.00	3.25	4.00	1.50	3.25	4.00
q. Speed Call 30	1.25	4.25	4.50	3.00	4.25	6.00
r. Call Reminder	.50	2.00	3.50	.50	2.00	3.50
s. Toll Restriction	1.50	2.50	3.50	1.50	2.50	3.50
t. Toll Restriction v/PIN	2.00	3.50	6.00	2.00	3.50	6.00

<sup>1</sup> Discounts do not apply to these services.  
<sup>2</sup> Incremental

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MISCELLANEOUS SERVICE ARRANGEMENTS

B CUSTOM CALLING SERVICES(Continued)

(N)

6. Multi-Service Discount Plan, Per Line

<u>Per Service Credit</u>	<u>Credit Per Month</u>
a) Two Services	\$(0.75)
b) Three Services	(1.75)
c) Four Services	(3.00)
d) Five Services	(4.25)
e) Six Services	(5.50)
f) Seven Services	(6.75)
g) Eight Services	(8.00)
h) Nine Services	(9.25)
i) Ten Services	(10.50)

7. Pay-Per-Use Rates

	<u>Per Successful Activation</u>	<u>Monthly Cap</u>
a. Three-Way Calling	\$0.75	\$6.00

(N)

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### C. SMART PACK LITE<sup>(1)</sup>

(N)

##### 1. General

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

- a. Residential One-Party Line
- b. Caller ID Deluxe
- c. One CCS or ACS feature of the customer's choice
- d. Inside Wire Maintenance (deregulated service)

##### 2. Conditions and Limitations

- a. Rules, regulations and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this bundle.
- b. Unless terminated by the Smart Pack Lite 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.
- c. Smart Pack Lite 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.
- d. Customers enrolled in the Plan, who fail to pay the entire rate per month, will be subject to having all existing Smart Pack Lite services converted to the applicable tariff rates. Service charges will not apply for converting services back to the 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.

<sup>(1)</sup> This service is grandfathered to existing customers effective January 7, 2009. The service will not be available after this date.

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MISCELLANEOUS SERVICE ARRANGEMENTS

C. **SMART PACK LITE** <sup>(1)</sup>(Continued)

(N)

3. Rates

	<u>Rate Per Month</u>
a. Residence <sup>(2)</sup>	
Local Bundle, per line	\$21.05
b. Early Termination Fee	\$99.00

<sup>(1)</sup> This service is grandfathered to existing customers effective January 7, 2009. The service will not be available to new customers after this date.

<sup>(2)</sup> New customers subscribing to Smart Pack Lite will receive a waiver of all installation charges.

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MISCELLANEOUS SERVICE ARRANGEMENTS

D. **976/900 BLOCKING SERVICE**

(N)

1. General

- a. 976/900 Blocking Service will provide a dialing restriction for all 1+900, and/or 976 and 1+ 976 calls placed from access lines so arranged for the service.
- b. 976/900 Blocking Service is available to basic exchange customers with Residence Service, Business Service and PBX Service.
- c. Calls to 1+900, and or 976 and 1+976 from subscribers to 976/900 Blocking Service will be forwarded to a recorded announcement. It will be the responsibility of the subscriber to inform users of his/her service that 1+900, and/or 976 and 1+976 cannot be reached for any reason.
- d. 976/900 Blocking Service is furnished only from central offices which have been arranged to provide the service. 976/900 Blocking Service is subject to the availability of facilities.
- e. The Company shall not be liable to any person for damages of any kind of nature arising out of, resulting from, or in connection with the provision of 976/900 Blocking Service.

2. Rates

- a. There is no recurring or nonrecurring charge applicable for 976/900 Blocking Service.

(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS

E. RELOCATION FORWARDING SERVICE

(N)

GENERAL

Relocation Forwarding Service (RFS) is a voice only application service which allows calls sent to a telephone number programmed in the central office to automatically forward to a customer's terminating premises equipment or voice mail box. The customers premise equipment or voice mail box may be located in the same or different exchange from the call forwarding location.

CONDITIONS AND LIMITATIONS

1. RFS service is offered subject to availability of suitable facilities.
2. RFS is provided on the condition that the Telephone Company's facilities are able to adequately handle calls to the RFS customer without interfering with or impairing any services offered by the Telephone Company. If in the opinion of the Telephone Company, the facilities are inadequate to handle the calls to the RFS customer, the customer will be required to pay for the cost of additional services and facilities.
3. Only one call will be forwarded at one time. Another call will not be sent through until the previous call is completed.
4. Customers subscribing to this service are responsible for any toll call charges between the call forwarding location and the terminating point.
5. One listing in the white and yellow page directories, covering the exchange in which the call forwarding central office is located, is provided without additional charge.
6. The minimum service period is one month.
7. RFS service is not offered where the terminating station is a coin telephone.
8. Service is not available on ported numbers or to Internet Service Providers.

RATES AND CHARGES

	<u>Non-Recurring Charges</u>	<u>Per Month</u>	<u>Trans. Code</u>
Relocation Forwarding, per number	(1)	75% of B1	CCBRF

(1) Subsequent Service Order and Line Connect charges apply. The rates are listed elsewhere in this tariff.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**F. CENTREX SERVICE<sup>(1)</sup>**

(N)

1. General

- a. Centrex is a central office communications system package provided in association with individual line or trunk exchange business services furnished from digital central office equipment located in company buildings. Centrex is not provided in association with PBX trunks, or public or semi-public telephone service or COCOTS.
- b. Centrex is a premium service and may be subject to the availability of outside plant and/or central office facilities.
- c. A combination of business and residence lines or trunks in a Centrex system is not allowed. All exchange lines in a Centrex system must have the same billing arrangement, i.e., either flat rate or measured/metered service, where offered and must be billed to the same account.
- d. All Centrex features are available to lines utilizing touch call signaling.
- e. The minimum charge for services provided under this tariff shall be one month.
- f. Vacation rates for Centrex lines or features are not offered.
- g. Calls between lines within the Centrex group are not subject to local measured or metered service.
- h. The minimum requirement for Centrex service is two (2) Centrex lines and one (1) Network Access Register.
- i. All station lines and features in the same Centrex system, regardless of location, must be covered by the same term payment plan option.
- j. All station lines will be equipped with the standard features specified as set forth in K.5.c.1. Additional features may be obtained on an individual basis or through the Premium Package plan.

<sup>(1)</sup> Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### F. CENTREX SERVICE<sup>(1)</sup> (Continued)

(N)

##### 2. System Features

###### a. Features Selected Per Line

Feature capabilities may vary depending on the type of central office equipment.

###### 1. Call Forward - All Calls

Allows a station user to have all incoming calls to a station automatically forwarded to a predetermined telephone number.

###### 2. Call Forward - Busy

This feature allows incoming calls to be transferred automatically to a predetermined line within the Centrex customer group if the Centrex line is busy.

###### 3. Call Forward - No Answer

This feature allows incoming calls to be transferred automatically to a predetermined line within the Centrex customer group if the line is not answered.

###### 4. Call Hold

Allows a station user to place a call on hold by flashing the switchhook and dialing a code.

###### 5. Call Pick-up

Allows a station user to answer incoming calls to another station within a defined call pick-up group by dialing a code.

###### 6. Call Transfer

Allows a station user to hold and transfer incoming, outgoing and intragroup calls.

<sup>(1)</sup> Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

F. CENTREX SERVICE<sup>(1)</sup> (Continued)

(N)

2. System Features (Cont.)

a. Features Selected Per Line (Cont.)

7. Call Waiting

Called busy station may acknowledge the incoming caller and place the existing caller on hold, then alternate the callers or abandon one of the calls. (This feature will not function when Busy Transfer is activated).

8. Direct Connect

Provides an automatic connecting between a calling station that goes off hook and a predetermined location. This feature can be set up to connect immediately or with a time delay.

9. Deny Originating

This feature allows the line terminating calls only.

10. Three-Way Calling

This feature allows the station user to place an existing call on hold, then originate a call to another party with the party on hold being excluded from the conversation until the station user flashes the swithook and conferences all parties.

11. Deny Terminating

This feature allows the line originating calls only.

12. Directory Number Hunting

This feature allows a call to advance to another number when the original number called is in use.

13. Intercom Dialing

This feature provides intra Centrex group communications by dialing 1-to-3-digits.

<sup>(1)</sup> Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

F. CENTREX SERVICE<sup>(1)</sup> (Continued)

(N)

2. System Features (Cont.)

a. Features Selected Per Line (Cont.)

14. Speed Calling 8

Allows a user to place calls to a previously designated list of 8 frequently dialed numbers.

15. Speed Calling 30

Allows a user to place calls to a previously designated list of 30 frequently dialed numbers.

16. Station-To-Station Dialing

This feature allows Centrex to operate like a PBX with station-to-station dialing, and requires "9" access to place outside calls.

17. Toll Denied

This feature restricts the station from originating toll calls.

18. Do Not Disturb

This feature allows you to divert incoming calls to a busy tone indicating that the phone is in the Do Not Disturb status.

19. Do Not Disturb (with PIN number)

This feature allows you to divert incoming calls to a busy tone or optional announcement indicating that the phone is in the do not disturb status. Selected callers can override the do not disturb status by entering a personal identification number.

(1) Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

F. CENTREX SERVICE<sup>(1)</sup> (Continued)

(N)

2. System Features (Cont.)

a. Features Selected Per Line (Cont.)

20. Cancel Call Waiting

Allows you to deactivate call waiting for the duration of the telephone call in progress.

21. Directed Call Pickup Non Barge-In

This feature allows you to dial an access code and the telephone number of a ringing phone to answer a call directed to another call.

22. Universal Call Forwarding Deactivation

This feature is used to cancel all active customer controlled call forwarding features on a line.

23. Voice/Data Protection

This feature allows you to dial an access code to inhibit intrusions while the line is in use.

24. Stop Hunt Key

This feature forces the idle line hunting action to stop when the line associated with the stop hunt key is reached.

25. Make Busy Key

This feature causes the associated line or group of lines (maximum of 32) to appear busy to incoming calls. Incoming calls are routed to an overflow telephone number.

(1) Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

## LOCAL EXCHANGE SERVICES PRICE LIST

QUINCY TELEPHONE COMPANY  
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### MISCELLANEOUS SERVICE ARRANGEMENTS

F. CENTREX SERVICE<sup>(1)</sup> (Continued)

(N)

2. System Features (Cont.)

b. Features Selected Per Group

1. The following features are selected for use by the entire Centrex group:

a. Group Speed Calling

This feature allows the Centrex customer group to establish a 30 number speed call list. It is group-assignable and accessed by line. Group Speed Call can be accessed by anybody in the group.

b. Network Access Registers

Network Access Registers (NARs) provide outgoing access to local exchange, long distance, and private networks. The number of simultaneous exchange and toll network calls to and from Centrex lines of a Centrex business group is limited by the number of Network Access Registers ordered by the customer. Intercom calls will not be limited by the number of NARs.

c. Linear Hunting

Linear Hunting provides a sequential hunt over the stations in the Multiline Hunt Group (MHG). With this arrangement, calls to the Pilot Number (Listed Directory Number) attempt to terminate to the first equipment number (EN) in the MHG. If the first EN is busy, hunting proceeds in a sequential fashion across all members of the group until an idle station is located or the end of the list is reached. If an idle station is available, the call is terminated to it. If no idle stations are available, busy tone is returned unless the Queueing option is equipped.

Individual stations within the MHG may be provided with Directory Numbers (DNs). These DNs may be either hunting or non-hunting (often called "right") numbers. If a call is made to one of the hunting DNs within the MHG (meaning to a number other than the Pilot Number), and that station is busy, hunting takes place from the accessed DN to the final member in the MHG.

<sup>(1)</sup> Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

F. CENTREX SERVICE<sup>(1)</sup> (Continued)

(N)

2. System Features (Cont.)

b. Features Selected Per Group (Cont.)

1. The following features are selected for use by the entire Centrex group: (Cont.)

d. Circle Hunting

Circle Hunting is similar to Linear Hunting except that when calls are directed to a hunting DN, which is busy, hunting proceeds from the accessed DN to the final member of the MHG and then "wraps around" to the first member of the group. Hunting continues until all stations in the group have been scanned for the idle condition. If no idle stations are available, busy tone is returned unless the Queueing option is equipped.

e. Uniform Call Distribution

Uniform Call Distribution provides a hunting scheme which is intended to distribute calls in a uniform manner across the MHG. When an incoming call is terminated to a station within the MHG, a search is made for the next idle station in the MHG. The location of the idle station is stored and is used as the starting point for hunting when the next incoming call is received. Once begun, hunting proceeds in a circular manner through the group, assuring that all stations in the hunting sequence are checked. If no idle stations are available, busy tone is returned unless the Queueing option is equipped.

f. Preferential Hunting

Preferential Hunting provides an alternate hunting sequence for some or all of the Hunting Directory Numbers (HDNs) in an MHG. If a call is directed to the Pilot Number of the MHG rather than to an HDN associated with a Preferential Hunting List, hunting proceeds through the group in a normal fashion. However, if a call is directed to an HDN which has a Preferential Hunting list assigned, and the HDN is busy, hunting occurs in a different or shortened order through the preferential list. If all members in the Preferential Hunt Group (PHG) are busy, hunting may optionally return to the primary Hunt Group. If the PHG is not set up to return to the MHG, the calling party receives busy tone. A common arrangement would be to have a secretarial phone as the preferential termination if an individual manager's phone is busy.

(1) Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

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### MISCELLANEOUS SERVICE ARRANGEMENTS

F. CENTREX SERVICE<sup>(1)</sup> (Continued)

(N)

2. System Features (Cont.)

b. Features Selected Per Group (Cont.)

1. The following features are selected for use by the entire Centrex group: (Cont.)

g. Queueing

With the Queueing option, calls to hunt groups in which all lines are busy are queued, and ringback tone is returned to the calling party. Calls remain in the queue until a release is detected from one of the stations in the MHG. The queue length is set at the time of database generation and is in effect for all MHGs in the System. The maximum allowable queue size per MHG is 10 calls. A delay announcement may be provided with Queueing in lieu of ringback tone. Queueing cannot be provided for the members of a Preferential Hunt Group.

h. Delay Announcement for Queued Calls

The Delay Announcement for Queued Calls option allows the Telephone Company to provide a non-barge-in announcement to a calling party after a call has been queued. The announcement is repeated at regular intervals until the maximum number of announcement cycles has been exceeded.

3. Conditions

- a. The Company will furnish listings per Section A6, without charge. Additional listings are offered subject to the provisions set forth in Section A6.
- b. The rates and charges shown for Centrex service apply to Centrex service only. Other services as provided for in the tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.
- c. Each request for establishment of a Centrex service system must be placed in writing by the customer. Should the customer elect to cancel such a request after acceptance by the Company and before the start of the initial contract period described below, he may do so subject to notice in writing and payment to the Company for all resulting nonrecoverable labor and material costs.

(1) Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

## LOCAL EXCHANGE SERVICES PRICE LIST

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### MISCELLANEOUS SERVICE ARRANGEMENTS

F. CENTREX SERVICE<sup>(1)</sup> (Continued)

(N)

3. Conditions (Cont.)

d. Centrex service is offered on a contractual basis commencing on the date the service is established.

1. Centrex Line rates, Network Access Register rates, plus the selected Feature rates as set forth in K.5, apply each month for the duration of the contract.

e. A Centrex line may be extended to a location outside the same continuous property of the Centrex customer to any location within the exchange area. Standard Centrex system rates as set forth in this tariff will apply.

f. Centrex system lines are not subject to Local Exchange Service Rates as set forth in Section A3, Sheets 2-4.

g. Interstate end user access charges will apply as stated in FCC Tariff No. 5.

h. This tariff (including the rates and charges shown herein) for Centrex service is subject to such changes or modifications as the Florida Public Service Commission may from time to time direct or allow in the exercise of its jurisdiction.

i. Subsequent line additions.

Subsequent line additions will be rated under a new contract or added to an existing contract based upon the remaining period of the initial contract. If the line addition results in the customer's total Centrex line count exceeding the threshold of the line group previously contracted, all lines will be billed at the rate for the larger group.

j. Feature Package upgrades are permitted. Service charges as set forth in Section A4 will apply.

4. Liability of the Telephone Company

a. The liability of the Telephone Company for interruptions in or failure of service provided under the Centrex service tariff or for any damages arising from the provision of service is provided for in Section A2, Sheets 27-29.

(1) Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

**LOCAL EXCHANGE SERVICES PRICE LIST**

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

F. CENTREX SERVICE<sup>(1)</sup> (Continued)

(N)

5. Rates and Charges

- a. A Centrex line will include station-to-station dialing and intercom as standard features. Lines can be leased on a month-to-month, twenty-four (24) month, forty-eight (48) month, or a sixty (60) month basis.
- b. A Centrex business group includes multi-line hunt service as a standard feature. The customer will have the option of one of the following: linear hunting, circle hunting, uniform call distribution or preferential hunting.
- c. Centrex feature packages provided via Centrex service from host central office equipment and software include:
  - (1) Standard Package - Call Hold, Call Pickup, Call Transfer, Speed Calling 8, Three-Way Calling
  - (2) Premium Package - Same features as Standard Package plus: Call Forwarding (busy, all, no answer), Call Waiting, Speed Calling 30.
- d. The monthly rates for a Centrex line are:

CENTREX LINE RATE SCHEDULE FOR				
Number of Centrex Lines	Monthly	24 Months	48 Months	60 Months
2-5	27.00	25.00	23.00	21.00
6-10	26.40	24.40	22.40	20.40
11-25	25.80	23.80	21.80	19.80
26-50	25.20	23.20	21.20	19.20
51-100	24.60	22.60	20.60	18.60
101+	CSA	CSA	CSA	CSA

e. The monthly rates for Network Access Registers (NARs) are:

- (1) 1 to 5 NARs, each \$20.90
- (2) 6 to 15 NARs, each 20.55
- (3) 16 NARs and above, each 20.20

<sup>(1)</sup> Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS

F. **CENTREX SERVICE** <sup>(1)</sup>(Continued)

(N)

5. Rates and Charges (Continued)

f. Location Charge: An \$8.95 recurring charge will apply for each additional location a customer has in a Centrex group. A location is defined as a demarcation point.

g. The monthly rates per line for feature packages are:

	<u>Monthly Rate</u>
1. Standard Package	(Included with Centrex line rate)
2. Premium Package	\$4.75
3. Additional individual features, each	\$1.00

h. The Federal Communications Commission's end user charges apply in addition to the previously listed rates.

i. Group features

1. The monthly Group Speed Calling rates are:

(a) First five (5) lines	\$5.00
(b) Each additional ten (10) lines	\$2.00

2. Queueing

(a) First five (5) lines per hunt group	\$5.00
(b) Each additional ten (10) lines per hunt group	\$2.00

3. Delay Announcement for Queued Calls

(a) Per hunt group	\$25.00
--------------------	---------

j. Mileage

1. Airline mileage from the central office will have a monthly rate of:

(a) First mile	No Charge
(b) Second mile	No Charge
(c) Each additional ¼ mile	\$0.75

<sup>(1)</sup> Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS

F. CENTREX SERVICE <sup>(1)</sup> (Continued)

(N)

5. Rates and Charges (Continued)

k. Connection Charges

1. In addition to the recurring monthly charges, Service Connection Charges, as specified in Section A4, apply to the connection of one or more lines at the same time and on the same service of the customer, with the following exceptions:

a. No Service Connection charges will apply to any Feature Package changes requested for a period of ten (10) days immediately following the initial installation of Feature Packages. Following the ten (10) day period, charges for any changes or additional requests will apply as described in Section A4.

6. Term Payment Plan

a. The monthly rates for customers choosing the term payment plans are guaranteed against telephone company initiated changes during the selected service contract period.

b. Centrex station line additions under the term payment plan may be made at contracted rates for the duration of the contract period. If this election is made the additions would be subject to termination liabilities.

c. Upon expiration of the term payment plan, the customer must select a new contract period as offered in the current tariff or revert to current tariff rates for the month to month payment option.

7. Termination Liability

a. If service is terminated in whole or in part, except as otherwise provided herein, prior to the expiration of the agreed to term payment plan, the customer shall be required to pay a termination charge for the unexpired portion of the contract period determined as follows:

The number of Centrex lines multiplied by the monthly charge for Centrex lines and features terminated multiplied by the number of months remaining in the contract period times 50 percent.

<sup>(1)</sup> Effective June 20, 2006, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

## LOCAL EXCHANGE SERVICES PRICE LIST

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Original Sheet 27

### MISCELLANEOUS SERVICE ARRANGEMENTS

#### G. ADVANCED CALLING SERVICES

(N)

##### 1. General

Advanced Calling Services (ACS) are optional services, offered in addition to regular exchange service, which allows customers to efficiently manage the call flow generated over their Exchange Access Line(s). Customers will be able to screen, redirect, or return selected calls. These services offer subscribers convenience, time savings, and a greater degree of control over the use of their telephones. Advanced Calling Services are available to residence and business customers where facilities are available. Individual feature availability may differ by exchange.

##### 2. Service Descriptions

###### a. CALL RETURN

This service enables the subscriber to automatically redial the telephone number of the most recent incoming call. The Company's equipment will make repeated attempts to establish the call for approximately a thirty (30) minute period, beginning with the subscriber's activation of Call Return if the most recent incoming call is busy. If the most recent incoming call is blocked, the subscriber will get a Company recorded announcement indicating the number is a private number and the call cannot be returned. The service cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multiline hunting groups.

Call Return is available on a flat monthly rate and a pay-per-use basis. Pay-per-use Call Return will have a per activation rate and a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge. (PPU Services are not available on the SSC DCO Switch).

###### b. PRIORITY RINGING

This service allows the subscriber to provide up to a maximum of six (6) preselected incoming telephone numbers with a distinctive alerting signal or ring (or a distinctive Call Waiting tone if the subscriber has subscribed to Call Waiting), when the subscriber receives calls from them. To program a telephone number, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and provide the Priority Ringing service for the preselected telephone numbers on the subscriber's list.

(N)

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**G. ADVANCED CALLING SERVICES (Continued)**

(N)

2. Service Descriptions

**c. PREFERRED CALL FORWARDING**

This service enables the subscriber to forward up to a maximum of six (6) preselected incoming telephone numbers to another telephone number. To forward a telephone number, the subscriber dials an activation code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and forward only those telephone numbers on the list. Calls forwarded by this service are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

**d. CALL REJECTION**

This service enables a subscriber to reject up to a maximum of six (6) preselected incoming telephone numbers from which he/she does not wish to receive calls. To select a telephone number, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. To add an unknown telephone number to the list, a subscriber can activate a code immediately after receiving an unwanted incoming call. The Company's equipment will screen incoming calls against the subscriber's list and reject those on the list. Callers whose numbers are rejected are directed to a Company recorded announcement. If facilities are unavailable to provide incoming call screening via the subscriber's list, standard call completion will occur.

**e. SPECIAL CALL ACCEPTANCE**

This service enables a subscriber to allow up to a maximum of six (6) preselected incoming telephone numbers to be accepted. To select a telephone number to be accepted, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and allow only those calls to be completed. Calls from all other numbers will be routed to a Company recorded announcement.

(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS

G. ADVANCED CALLING SERVICES (Continued)

(N)

2. Service Descriptions

f. CALL TRACE

This service enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. A Call Trace is considered successful when the Company's equipment is able to record the incoming call detail (not the conversation). Incoming call detail includes: the calling number, the time the trace was activated, and in some locations, the time the traced call was received. The results of the trace are never provided to the customer directly. Call Trace information will only be given to appropriate law enforcement agencies. For further action to be taken, the customer is required to contact the Telephone Company Business Office during normal business hours, which will refer the customer to appropriate law enforcement agencies, or contact the law enforcement agency directly. Call Trace detail will be retained by the company and made available to the local law enforcement for ten business days after the trace has been initiated.

Call Trace may not capture incoming telephone numbers marked "private" or "out of area".

Only calls from locations with compatible signaling services are traceable using Call Trace.

Call Trace is available on a flat monthly rate basis.

The customer will be assessed the Call Trace fee, that will appear on the customer's next bill, upon completion of a successful trace.

g. **CALLER ID**

Caller ID - Basic (Number only) and Caller ID-Deluxe (Name and Number) are the available services.

1) **Caller ID - Basic**

This service utilizes specific network capabilities to transmit and display the number associated with an incoming call to the called party's access line. The number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID subscribers must provide, and connect, their own compatible premises equipment in order to process and display the number transmission. The Company will forward all telephone numbers where technically feasible.

(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS

G. ADVANCED CALLING SERVICES (Continued)

(N)

2. Service Descriptions

- g. **CALLER ID**– *Continued*
- 1) **Caller ID – Basic** – *Continued*

If a calling party has activated blocking, the number will not be transmitted to the display equipment of a Caller ID subscriber. Instead, the Caller ID subscriber will receive a privacy indicator. This privacy indicator notifies the Caller ID subscriber that the calling party chose to block number delivery. Anonymous Call Rejection is included with Caller ID at no charge.

2) **Caller ID - Deluxe**

This service utilizes specific network capabilities, where technically feasible, to transmit the Name and Number associated with an incoming call to the called party's access line. The name and number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID - Deluxe subscribers must provide, and connect, their own compatible premises equipment in order to process the name and number transmission. The Company will forward all telephone numbers and names where technically feasible.

If a calling party has activated blocking, the name and number will not be transmitted to the display equipment of a Caller ID - Deluxe subscriber. Instead, the Caller ID - Deluxe subscriber will receive a privacy indicator. This privacy indicator notifies the Caller ID - Deluxe subscriber that the calling party chose to block name and number delivery.

(N)

## LOCAL EXCHANGE SERVICES PRICE LIST

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### G. ADVANCED CALLING SERVICES (Continued)

(N)

##### 2. Service Descriptions

##### h. **CALLER ID BLOCKING**

Caller ID Blocking allows the caller to prevent the delivery of his/her calling data to a Caller ID subscriber on a per call basis (Caller ID Blocking - Per Call) or per line basis (Caller ID Blocking - Per Line).

##### 1) **Caller ID Blocking - Per Call**

This service will block the delivery of the caller's data to a Caller ID subscriber for one call only and may be activated from all single party access lines by dialing \*67 (1167 from a rotary phone) prior to placing the call. Caller ID Blocking - per call is provided to all customers at no charge.

Per call blocking will be provided on calls originating from public, semi-public or other paystations used by the general public and party lines.

##### 2) **Caller ID Blocking - Per Line**

This service will automatically block the delivery of the caller's data to a Caller ID subscriber on all calls and will be made available or offered, at no charge, to law enforcement agencies and domestic violence programs. Per line blocking can be deactivated by dialing \*82 (1182 from a rotary phone) prior to placing the call.

##### i. **ANONYMOUS CALL REJECTION**

This service enables a subscriber to reject incoming calls from which a privacy indicator is received. The service is activated by dialing a unique code. When the service is active, the Telephone Company ("Company") will not complete calls to its customer when the calling party has activated Caller ID blocking services. Such calls will be routed to a Company recorded announcement. Anonymous Call Rejection is included with Caller ID at no charge.

(N)

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**G. ADVANCED CALLING SERVICES (Continued)**

(N)

3. Special Conditions and Limitations

a) **Special Conditions for Caller ID:**

- 1) An originating caller's data may not be displayed to the called party under the following conditions:
  - The caller's data will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data.
  - The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
  - Caller ID services cannot be provided with any distinctive ringing lines having a maximum silent interval duration that is not long enough to allow transmission of the data message.
  - Identification of names, specific stations or extensions served by a PBX or Key System is not possible. The main directory number or name and number (if available) of the PBX or Key System will be displayed.
  - Caller ID services cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
  - The caller's data will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.
  - The calling party has activated blocking.
  - Caller ID services do to display a directory number or name and number (if available) for operator assisted calls, calls marked private by the originator or calls originating from pay and party line stations.

(N)

## LOCAL EXCHANGE SERVICES PRICE LIST

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### G. ADVANCED CALLING SERVICES (Continued)

##### 3. Special Conditions and Limitations (Continued)

b) The following special conditions apply to Caller ID services based on the FCC Caller ID Order effective 12/1/95:

- If a customer dials a "1-800" or other automatic Number Identification (ANI) Service number, the telephone number that they are calling from will be revealed to the called party through ANI technology. Even if the customer has per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information through ANI
- ANI information may not be reused or resold for other purposes without a caller's consent, even where the called party has paid for the call.
- Caller ID services are available on all long distance calls where technically feasible.
- All calling data will be displayed to E911 through ANI technology, even if the customer has per line blocking or has activated per call blocking.
- All calling data will be passed even for customers who do not subscribe to Caller ID.
- Per Call Blocking will be available to all customers.

(N)

(N)

ISSUED: July 3, 2019

EFFECTIVE: July 10, 2019

BY: Joel Dohmeier, Vice-President

LOCAL EXCHANGE SERVICES PRICE LIST

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MISCELLANEOUS SERVICE ARRANGEMENTS

G. ADVANCED CALLING SERVICES (Continued)

(N)

3. Special Conditions and Limitations (Continued)

b) Limitations of Advanced Calling Services:

The management of these services is possible only:

- Where the calling party's data can be forwarded from the central office originating the call to the terminating central office serving the called party.
- When both the originating customer and the call terminating customer are served from the same central office.
- When both the call originating customer and the call terminating customer are served from different central offices equipped for ACS and are linked by appropriate facilities.
- If offering Caller ID Deluxe, the Calling Name will be displayed only where appropriate facilities are available to provide a match of Calling Name to Calling Number.

(N)

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**G. ADVANCED CALLING SERVICES - Continued**

(N)

**4. RATES**

**RESIDENTIAL**

a.	<u>Individual Features</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
	1. Call Return	\$ 2.50	\$ 6.00	\$ 4.00
	2. Priority Ringing	2.50	6.00	4.00
	3. Preferred Call Forwarding	2.50	6.00	4.00
	4. Call Rejection	2.50	6.00	4.00
(1)	5. Call Trace (Per Call)	3.50	3.50	3.50
	(Per Month)	N/A	N/A	4.00
	6. Caller ID - Number (w/ ACR)	5.00	12.00	8.00
	7. Caller ID - Deluxe (w/ ACR)	6.00	13.50	9.50
	8. Anonymous Call Rejection	2.50	6.00	3.00
	9. Special Call Acceptance	2.50	6.00	4.00

**BUSINESS**

b.	<u>Individual Features</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
	1. Call Return	\$ 3.50	\$ 6.00	\$ 4.50
	2. Priority Ringing	3.50	6.00	4.50
	3. Preferred Call Forwarding	3.50	6.00	4.50
	4. Call Rejection	3.50	6.00	4.50
(1)	5. Call Trace (Per Call)	3.50	3.50	3.50
	(Per Month)	N/A	N/A	5.00
	6. Caller ID - Number (w/ ACR)	7.00	20.00	8.00
	7. Caller ID - Deluxe (w/ ACR)	8.00	22.50	10.00
	8. Anonymous Call Rejection	3.50	6.00	3.75
	9. Special Call Acceptance	3.50	6.00	4.50

(1) Charge is per successful trace, maximum of \$10.50 per billing cycle.

(2) Discount for second and subsequent feature listed above, \$1.00 (one dollar) per feature.

(3) Call Trace, Per Call is not offered as part of the above discount package.

(N)

ISSUED: July 3, 2019

EFFECTIVE: July 10, 2019

BY: Joel Dohmeier, Vice-President

LOCAL EXCHANGE SERVICES PRICE LIST

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MISCELLANEOUS SERVICE ARRANGEMENTS

G. ADVANCED CALLING SERVICES (Continued)

(N)

5. Pay-Per-Use Services

Call Return is available, where facilities exist, as Pay-Per-Use Services. On a Pay-Per-Use basis Call Return will have a per activation rate with a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge.

The following rates apply for Pay-Per-Use Services:

	<u>Per Successful Activation</u>	<u>Monthly Cap</u>	<u>Activation Code</u>	<u>Deactivation Code</u>
a) Call Return	\$0.75	\$8.25	*69	*89

(N)

## LOCAL EXCHANGE SERVICES PRICE LIST

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### H. DEDICATED DS1 SERVICE<sup>(1)</sup>

(N)

##### 1. General

Dedicated DS1 Service is a point-to-point intraexchange service that provides for simultaneous two-way transmission at 1.544 Megabits per second (Mbps). This service only transmits digital signals and uses only digital transmission facilities. Dedicated DS1 service and its features are offered subject to the availability of central office equipment and appropriate outside plant facilities. This service is specifically designed for customers that require dedicated DS1 facilities from a TDS TELECOM Central Office to their location.

##### 2. Definitions

Clear Channel Capability - An optional feature of DTS that allows a customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

DS1 - Digital facility that is equivalent to 24 DS0s. Total transmission speed is 1.544 Mbps.

Digital Local Channel - A transmission path for Dedicated DS1 Service furnished from the Central Office to the demarcation point on the customer's premises.

##### 3. Regulations

- a. Dedicated DS1 Service is available for a minimum service period of one month.
- b. Dedicated DS1 Service is available on a month-to month basis or under variable rate periods, with rates based on lengths of 12 months, 36 months and 60 months.
- c. Rates for Dedicated DS1 under contract will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed will be applicable until the contract expires. Upon expiration of the customer's current payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.
- d. For channelization of Dedicated DS1 Service, please see Digital Transport Service in this Section.

(1) This service will be grandfathered to existing customers effective May 1, 2018. This service will not be available to new customers after this date.

(N)

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BY: Joel Dohmeier, Vice-President

LOCAL EXCHANGE SERVICES PRICE LIST

QUINCY TELEPHONE COMPANY  
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H. **DEDICATED DS1 SERVICE**<sup>(1)</sup> (Continued)

(N)

3. Regulations (Continued)

- e. If the service is canceled by the customer prior to the completion of the service period, the customer will be obligated to pay a termination charge. The applicable termination charge will be equal to the number of months remaining in the contract times the monthly rate provided under the contract. Termination charges will not apply, however, if the customer replaces the service with comparable service and a contract length that is equal to or greater than the original contract period.
- f. The rates listed in Paragraph 4., following, assume the provision of a digital quality facility that uses existing exchange cable facilities compatible with this service. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge based on the cost incurred to make the changes will apply in addition to the rates for Dedicated DS1 Service.
- g. The two types of non-recurring charges associated with Dedicated DS1 Service include a Design Order Charge and an Installation Charge. The Design Order Charge applies once per order while the Installation Charge will apply for each Digital Local Channel installed.
- h. The Installation Charge and Design Order Charge will not apply for the establishment of Dedicated DS1 Service when the customer signs an agreement to subscribe to the service for a minimum of 3 years. If the customer discontinues service prior to the conclusion of the 3 year agreement, the customer will incur a disconnection charge equal to the Design Order Charge and applicable Installation Charges. The disconnection charge will not apply if the customer purchases other services from the Company which replace Dedicated DS1 Service.

(1) This service will be grandfathered to existing customers effective May 1, 2018. This service will not be available to new customers after this date.

(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS

H. DEDICATED DS1 SERVICE<sup>(1)</sup> (Continued)

(N)

4. Rates and Charges

The following rates apply on a per customer basis, regardless of the number of terminating locations.

a. Recurring Rates

	<u>Monthly Rate</u>
1) <u>Month to Month</u>	
1 Channel	\$230.00
2 Channels	200.00
3+ Channels	200.00
2) <u>12 Months</u>	
1 Channel	210.00
2 Channels	180.00
3+ Channels	160.00
3) <u>36 Months</u>	
1 Channel	190.00
2 Channels	160.00
3+ Channels	140.00
4) <u>60 Months</u>	
1 Channel	180.00
2 Channels	150.00
3+ Channels	130.00

b. Non-recurring Charges

	<u>Non-recurring Charge</u>
1) Design Order Charge, Per Order	\$700.00
2) Installation Charge, First Channel	650.00
3) Installation Charge, Second and Additional Channels, per common end	500.00
4) Clear Channel Capability	350.00

(1) This service will be grandfathered to existing customers effective May 1, 2018. This service will not be available to new customers after this date.

(N)

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### I. THREE DIGIT DIALING SERVICES (211 and 511)

(N)

##### 1. General

- a. 211 Dialing Service ("211") is a three digit local dialing arrangement available in specified areas, with Quincy Telephone Company for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105.

511 Dialing Service ("511") is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 91-105, the 511 code is assigned for access to travel information services.

- b. The Local Calling Area of the 211 and 511 customers shall be the basic Local Calling Area specified in Section A3 of this Tariff, as facilities permit. If local calling areas are merged, and the 211 and 511 numbers exists in all areas, the 211 and 511 subscribers who established the 211 and 511 Services first in time will be entitled to retain the 211 and 511 numbers in the merged calling area.
- c. Limitations and use of service as stated in Section A2 of this Tariff apply.
- d. Access to 211 and 511 Services are not available to the following classes of service:
- 1+
  - 0+, 0- (Credit Card, Third Party Billing, Collect Calls)
  - Inmate Service
  - Cellular - Type 2A
  - 101XXXX

In addition, operator assisted calls to the 211 and 511 numbers will not be completed.

(N)

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BY: Joel Dohmeier, Vice-President

## LOCAL EXCHANGE SERVICES PRICE LIST

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### I. THREE DIGIT DIALING SERVICES (211 and 511) (Continued)

(N)

##### 1. General (Continued)

- e. The 211 and 511 customers must comply with any orders and rules, pertaining to 211 and 511 Services, adopted by the FCC in rulemaking proceeding (CC Docket 92-105).
- f. 211 and 511 will not provide calling number information in real time to the 211 and 511 subscribers. If the 211 and 511 subscribers need this type of information, the 211 and 511 subscribers must subscribe to a compatible Calling Number Identification service in A13 preceding.

##### 2. Service Requirements and Conditions

- a. The 211 and 511 customers must (1) obtain a new 7 or 10-digit number, (2) designate an existing non-published 7 or 10-digit number, or (3) change an existing published 7 or 10-digit number to a non-published number, which will be established as the lead number in the hunt group, ACD, etc., of the customer. This 7 or 10-digit number must be non-published. When the 211 and 511 Service is disconnected or discontinued, the 211 and 511 customers must surrender this 7 or 10-digit number as part of the 211 and 511 Service. This 7 or 10-digit number can be either disconnected or a new 7 or 10-digit number can be assigned.
- b. Use of 211 and 511 Services is subject to possible recall of the 211 and 511 codes by the NANP (North American Numbering Plan) Administrator for national use. If the NANP Administrator recalls the 211 and 511 codes, the Company will work with the 211 and 511 customers to transfer their service arrangements, if technically and economically feasible at the time, to a different abbreviated dialing arrangement. If it is not feasible, the Company will transfer it to a seven-digit dialing arrangement. The 211 and 511 customers will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 and 511 customer will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- c. The 211 and 511 Service is provided where facilities permit. Only one 7 or 10-digit number may be used as the lead number per basic local calling area.
- d. Quincy Telephone only provides 211 and 511 Services for calls routed through its Central Office. Quincy Telephone is not obligated to transport any 211 or 511 calls originated in the Quincy Serving Territory over wireless or Alternative Carrier Networks unless an agreement can be reached between the customer, Quincy Telephone and the originating carrier.

(N)

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BY: Joel Dohmeier, Vice-President

## LOCAL EXCHANGE SERVICES PRICE LIST

QUINCY TELEPHONE COMPANY  
d/b/a TDS TELECOM  
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### MISCELLANEOUS SERVICE ARRANGEMENTS

I. **THREE DIGIT DIALING SERVICES (211 and 511)** (Continued)

(N)

2. Service Requirements and Conditions (Continued)

e. 211 and 511 Service will be provided under the following conditions:

1. The 211 and 511 customers shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
  2. Suspension of Service as covered in Section A2 of this Tariff.
- f. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the customer.
- g. All requests for 211 and 511 Service must be submitted in writing to the independent firm designated by the Company for assignment of 211 and 511. The independent firm will allocate 211 and 511 Dialing Service numbers in the specified Basic Local Calling Areas pursuant to non-discriminatory procedures approved by the Company.

(N)

LOCAL EXCHANGE SERVICES PRICE LIST

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MISCELLANEOUS SERVICE ARRANGEMENTS

I. THREE DIGIT DIALING SERVICES (211 and 511) (Continued)

(N)

3. Rates and Charges

a. Application of Rates

- (1) A Service Establishment charge shall apply per basic local calling area.
- (2) 211 and 511 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.) used for transporting and terminating messages at the 211 and 511 subscriber's designated premises.
- (3) Applicable service order charges as specified in Section A4 of this Tariff will apply, in addition to the following rates.
- (4) A Central Office Activation charge will apply per central office switch translated to the lead number.
- (5) A charge will apply to changes to the point-to number at the subscriber's request, per 211 and 511 Dialing Service, per central office switch within the basic calling area.

b. Charges applicable to the 211 and 511 Service Customer:

	<u>Nonrecurring Charge</u>
(1) Service Establishment Charge	\$390.00
(2) Central Office Activation	182.00
(3) Change of Point to Number by Subscriber	14.00

(N)

## LOCAL EXCHANGE SERVICES PRICE LIST

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### J. VIRTUAL TELEPHONE NETWORK

(N)

##### 1. GENERAL

Virtual Telephone Network (VTN) allows business customers to integrate multiple telephone features and functions by configuring VTN lines into a single VTN Group. The line type and quantity is determined by the customer's need. A customer may provision VTN service on VTN Standard or VTN Digital Key Lines and Channels.<sup>1</sup>

VTN is offered only as a complete, integrated service arrangement. The network access, features, and other components of the service are not provided separately or in conjunction with other exchange services. Any other arrangements are outside the scope of this offering.

##### 2. STANDARD AND OPTIONAL FEATURES

- a. All VTN systems will have the option to be equipped with the following features at no charge:
- 1) Intercom Dialing  
Allows VTN users to call other stations within their VTN Group using an abbreviated dialing pattern.
  - 2) Distinctive Ringing  
Allows VTN users to listen to the ringing pattern or Call Waiting tone to determine the type of call (intergroup, intragroup, recall, or other feature notification).
  - 3) Station Restriction
    - Unrestricted  
Allows VTN users to place all calls.
    - Toll Restricted  
Restricts VTN users from placing toll calls.
    - Fully Restricted  
Allows VTN users to only place calls within the VTN Group.
    - 900/976 Call Blocking  
Restricts VTN users from placing 900/976 calls.
    - 900/976 & International Call Blocking  
Restricts VTN users from placing 900/976 and international calls.
  - 4) Attendant Dial "0"  
Allows VTN users to reach an internal attendant by simply pressing "0".
  - 5) Direct Inward Dialing (DID)  
Allows VTN users to directly receive incoming calls without the assistance of an attendant.

<sup>1</sup> The VTN Key Line & Channel Service will be grandfathered to existing customers effective August 8, 2013. The service will not be available to new customers after this date.

(N)

## LOCAL EXCHANGE SERVICES PRICE LIST

QUINCY TELEPHONE COMPANY  
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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### J. VIRTUAL TELEPHONE NETWORK – (Continued)

(N)

##### 2. STANDARD AND OPTIONAL FEATURES (Continued)

- a. All VTN systems will have the option to be equipped with the following features at no charge: (Continued)
  - 6) Direct Outward Dialing (DOD)  
Allows VTN users to call outside the VTN Group directly without the assistance of an attendant.
  - 7) Call Forwarding of Call Waiting Calls  
Allows the VTN user to divert all Call Waiting Calls to another directory number.
  - 8) Station Usage Billing  
Provides for toll bills to be separated by each VTN station.
- b. Each VTN station will have the option to be equipped with the following features at no charge:
  - 1) Call Forwarding - Variable  
Allows a VTN user to direct all incoming calls to another directory number.
  - 2) Call Forwarding - Busy  
Allows all calls to be redirected to an alternate number when the called number is busy.
  - 3) Call Forwarding - Don't Answer  
Allows all calls to be redirected to an alternate number after a predetermined number of rings.
  - 4) Call Forwarding - Remote Activation  
Allows the VTN user to activate and deactivate Call Forwarding from any location.
  - 5) Call Hold  
Allows a VTN user to place a call on hold.
  - 6) Call Park  
Allows a VTN user to store a call against their directory number within the VTN Group and retrieve the call from any other number within the group.
  - 7) Deny Incoming Calls  
Prevents a VTN user from receiving incoming calls from outside of the VTN Group to their VTN DID station.
  - 8) Direct Call Park  
Allows a VTN user to store a call against any directory number within the VTN Group and retrieve the call from any other number within the group.
  - 9) Call Pickup - Group  
Allows a VTN user to answer a call that is ringing at another station within the group by dialing an access code.

(N)

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BY: Joel Dohmeier, Vice-President

**LOCAL EXCHANGE SERVICES PRICE LIST**

**QUINCY TELEPHONE COMPANY**  
**d/b/a TDS TELECOM**  
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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**J. VIRTUAL TELEPHONE NETWORK – (Continued)**

**2. STANDARD AND OPTIONAL FEATURES (Continued)**

**b. (Continued)**

- 10) Call Pickup - Direct  
Allows a VTN user to answer a call that is ringing at another station within the group by dialing an access code and the ringing station number.
- 11) Call Transfer - All Calls  
Allows a VTN user to hold and transfer incoming, out-going and intragroup calls outside of their VTN Group.
- 12) Call Transfer - Intragroup Only  
Allows a VTN user to transfer calls to another station within the VTN Group.
- 13) Call Waiting/Cancel Call Waiting  
Alerts the VTN user who is on the phone that another call is waiting to be answered. Cancel Call Waiting allows the VTN user to deactivate this feature for one call by dialing a special code.
- 14) Call Waiting Intragroup/Cancel Call Waiting  
Alerts the VTN user who is on the phone that another call from within the VTN Group is waiting to be answered. Cancel Call Waiting allows the VTN user to deactivate this feature for one call by dialing a special code.
- 15) Caller ID - Intragroup Number  
Allows for the display of the calling party's telephone number on calls made within the VTN Group. VTN users must provide their own compatible premises equipment in order to process and display the number transmission.
- 16) Message Waiting - Stuttered Dial Tone  
This is a message waiting indication in the form of an audible interrupted dial tone. This tone is provided by the central office to inform the VTN user that an unplayed message is waiting.
- 17) Message Waiting Visual/Lamp  
This is a message waiting indicator which illuminates a lamp at the customer's premise to inform the VTN user that an unplayed message is waiting. The customer must supply compatible customer premise equipment (CPE) capable of receiving and displaying the message waiting lamp indicator.
- 18) Speed Call Short List  
Allows the VTN user to call a short list of user programmed directory numbers by dialing one or two digits instead of the directory number.
- 19) Station Hunting  
Allows calls directed to busy VTN stations to be directed to the next available station in the hunt group.

(N)

(N)

## LOCAL EXCHANGE SERVICES PRICE LIST

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### J. VIRTUAL TELEPHONE NETWORK – (Continued)

(N)

#### 2. STANDARD AND OPTIONAL FEATURES (Continued)

##### b. (Continued)

20) 3-Way Calling

Allows a VTN user to add a third party to an existing call.

21) Last Number Redial

Allows a VTN user to automatically redial the last outgoing telephone number dialed.

22) Call Blocking (per call)

Allows a VTN user to block the delivery of their Caller ID information on a per call basis by dialing a special code prior to placing a call.

23) Consultation Hold

Allows a VTN user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

24) Make Set Busy

Allows a VTN user to make a particular station appear busy to incoming calls.

##### c. Each VTN Digital Key<sup>1</sup> Station will have the option to be equipped with the following features at no charge. VTN users must provide their own compatible premises equipment to utilize these features.

1) Expansion Modules

Provides the VTN user with a Digital Key telephone to have additional keys for features or call appearances by adding one or two Expansion Modules to their VTN Digital Key station.

2) Automatic Dial

Provides autodialing of a single directory number via a single key on a Digital Key telephone.

3) Multiple Call Appearances of a Directory Number

Allows the VTN user to have up to five (four additional) appearances of the primary directory number or secondary directory number assigned to the Digital Key telephone, providing the capability of multiple hunting incoming or outgoing calls associated with that directory number.

4) Shared Call Appearances of a Directory Number

Allows a directory number(s) from any VTN station to appear on customer-provided sets of other users.

5) Busy Lamp Field / Direct Station Selection

Allows the VTN Digital Key station to monitor the busy status of another VTN station line or to directly call another VTN station by depressing the associated BLF/DSS key.

<sup>1</sup> The VTN Key Line & Channel Service will be grandfathered to existing customers effective August 8, 2013. The service will not be available to new customers after this date.

(N)

LOCAL EXCHANGE SERVICES PRICE LIST

QUINCY TELEPHONE COMPANY  
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MISCELLANEOUS SERVICE ARRANGEMENTS

J. VIRTUAL TELEPHONE NETWORK – (Continued)

2. STANDARD AND OPTIONAL FEATURES (Continued)

d. The following are optional, chargeable individual line features:

- 1) 6-Way Calling  
Allows the VTN user to call up to five parties and establish a six-way call.
- 2) Assume Dial "9"  
Enables a VTN line to place outgoing calls without the requirement of a network access "9" digit.
- 3) Caller ID Number (Standard VTN line)  
Allows the VTN user to see, where technically feasible, the directory number associated with an intergroup incoming call. VTN users must provide their own compatible premises equipment in order to process and display the number transmission.
- 4) Caller ID Name and Number  
Allows the VTN user to see, where technically feasible, the name and directory number associated with an incoming call. VTN users must provide their own compatible premises equipment in order to process and display the number transmission.
- 5) Direct Connect  
Allows a call to be automatically placed to a designated directory number without dialing by lifting the receiver off the switchhook.
- 6) Ground Start  
A type of signaling on the VTN line in which one side of the two-wire trunk is momentarily grounded to receive dial tone.
- 7) Speed Call 30  
Allows the VTN user to call a list of 30 preselected directory numbers by dialing two or three digits instead of the directory number.
- 8) Warm Line Transfer  
Allows a call to be placed to a designated directory number without dialing. The call will be placed once the VTN user's phone has been off-hook for a predetermined amount of time.
- 9) Secondary Directory Numbers  
An arrangement that allows a Digital Key telephone to have access to an additional telephone number(s). The additional telephone number(s), or Secondary Directory Number(s), may originate or receive calls independent of the Digital Key Telephone's Primary Directory Number.

(N)

(N)

## LOCAL EXCHANGE SERVICES PRICE LIST

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### J. VIRTUAL TELEPHONE NETWORK – (Continued)

(N)

##### 3.. CONDITIONS AND LIMITATIONS

- a. A VTN customer must have a minimum of two VTN lines and all lines must be served by the same switch in the same local calling exchange.
- b. The minimum charge period for services provided under this tariff shall be for twelve months.
- c. VTN is offered subject to the availability of outside plant and/or Central Office facilities. Individual feature availability and availability of Digital Key lines may differ by customer location.
- d. Requests for special feature or service arrangements not listed in this tariff may be subject to additional charges.
- e. The Customer is responsible for the payment of any additional cost incurred when forwarding or transferring calls over the public switched network between the VTN station and the station at which the call is forwarded or transferred.
- f. VTN service does not include any terminal equipment which may be required on the customer's premises.
- g. Unless specifically exempted, VTN service shall be subject to all general regulations applicable to the provision of service by the telephone company as stated in the general tariff.
- h. Account Retention is not available with VTN Service.
- i. Each VTN Digital Key line may be provisioned with a maximum of 2 Digital Key Channels.
- j. Customers are entitled to one directory listing per VTN Group without charge. If the customer chooses not to list their main directory number, a Non-Published Number charge will apply. Additional Business Directory Listings are available. Please refer to Section A1 of this tariff.
- k. VTN lines are provided in a non-blocking arrangement without trunk equivalents or simulated facility groups.
- l. VTN Digital Key lines are provisioned for voice-only applications and may not be used for data transmission.

(N)

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**LOCAL EXCHANGE SERVICES PRICE LIST**

**QUINCY TELEPHONE COMPANY**  
**d/b/a TDS TELECOM**  
 Florida

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**J. VIRTUAL TELEPHONE NETWORK – (Continued)**

**3.. CONDITIONS AND LIMITATIONS (Continued)**

- m. The local exchange calling area of any VTN line will be determined elsewhere in the Company's tariffs.
- n. Individual Case Basis (ICB) or Special Pricing may be provided by the Company for VTN customers with 100 or more lines.
- o. When subscribing to VTN Service, customers will be required to commit to a minimum number of lines they will maintain in service throughout the length of the contract. This minimum line commitment will be used to determine the appropriate line rate. Actual lines in service may be higher than the commitment level.

**4. RATES AND CHARGES<sup>1</sup>**

a. Line and Channel Rates

VIRTUAL TELEPHONE NETWORK STANDARD LINE RATES <sup>2</sup>					
VTN TERM PERIOD					
Minimum Total VTN Lines <sup>3</sup>		12 Months	24 Months	36 Months	60 Months
	2+	29.30	22.50	20.30	16.20
	5+	25.70	19.80	17.80	14.20
	20+	21.80	16.80	15.00	12.10
	50+	20.10	15.50	13.90	11.20
	80+	18.20	14.00	12.60	10.10
	100+	ICB	ICB	ICB	ICB

<sup>1</sup> All rates in this section are exclusively offered in conjunction with VTN service.  
<sup>2</sup> The total number of VTN Standard and Digital Key lines at all locations served by the VTN Group will be used to determine the discount level. Secondary Directory Numbers, Digital Key Channels, and other features related to directory numbers are not included in determining discount levels.  
<sup>3</sup> Discount levels are based on the minimum number of lines a customer commits to for the term of the contract. The actual number of lines in service may be higher.

(N)

(N)

**LOCAL EXCHANGE SERVICES PRICE LIST**

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**J. VIRTUAL TELEPHONE NETWORK – (Continued)**

(N)

4. RATES AND CHARGES<sup>1</sup> (Continued)

a. Line and Channel Rates (Continued)

VIRTUAL TELEPHONE NETWORK DIGITAL KEY LINE RATES <sup>2,4</sup>					
VTN TERM PERIOD					
Minimum Total VTN Lines <sup>3</sup>		12 Months	24 Months	36 Months	60 Months
	2+	29.30	22.50	20.30	16.20
	5+	25.70	19.80	17.80	14.20
	20+	21.80	16.80	15.00	12.10
	50+	20.10	15.50	13.90	11.20
	80+	18.20	14.00	12.60	10.10
	100+	ICB	ICB	ICB	ICB

VIRTUAL TELEPHONE NETWORK DIGITAL KEY CHANNEL RATES <sup>2,4</sup>					
VTN TERM PERIOD					
Minimum Total VTN Lines <sup>3</sup>		12 Months	24 Months	36 Months	60 Months
	2+	10.30	7.90	7.10	5.70
	5+	9.00	6.90	6.30	5.00
	20+	7.60	5.90	5.30	4.30
	50+	7.10	5.50	4.90	3.90
	80+	6.40	4.90	4.40	3.60
	100+	ICB	ICB	ICB	ICB

b. System Charge

A \$5.00 recurring charge applies for each VTN Group established for a customer within the local company's serving territory. This charge does not apply per location when multiple locations are served by the same VTN Group.

<sup>1</sup> All rates in this section are exclusively offered in conjunction with VTN service.

<sup>2</sup> The total number of VTN Standard and Digital Key lines at all locations served by the VTN Group will be used to determine the discount level. Secondary Directory Numbers, Digital Key Channels, and other features related to directory numbers are not included in determining discount levels.

<sup>3</sup> Discount levels are based on the minimum number of lines a customer commits to for the term of the contract. The actual number of lines in service may be higher.

<sup>4</sup> This service will be grandfathered to existing customers effective August 8, 2013. The service will not be available to new customers after this date.

(N)

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J. VIRTUAL TELEPHONE NETWORK – (Continued)

(N)

4. RATES AND CHARGES<sup>1</sup> (Continued)

- c. DID Number Block  
A \$0.50 recurring charge will apply for each block of 5 DID numbers utilized by the customer. A customer may only purchase numbers in consecutive blocks of 5.
- d. Retained Number Charge  
A \$1.50 recurring charge applies for each telephone number within a VTN Group that is a non-consecutive number and independent from a VTN DID Number Block.
- e. Extra Bill  
Each VTN Group is provided a single monthly bill. Additional monthly bills for specific VTN services will be available for \$2.50 per month.
- f. Number Intercept/Telephone Number Referral Service  
When customers disconnect a number, the Company will furnish a message that provides information regarding the disconnected number. This service will be available in increments of 90 days and will be limited to 4 such increments. At the initiation of this service the customer will be required to specify the length of time for this service. They will also be obligated to pay the entire service cost in advance.

1) Primary and Additional Directory Listings	
First 90 days, per number	No Charge
Each additional 90 days, per number	\$20.00
2) All Other VTN Numbers	
Each 90 day increment, per number	\$20.00

g. Optional Individual Line Features

1) 6-Way Calling	\$8.50 per line
2) Assume Dial "9"	\$10.00 per line
3) Caller ID Number (Standard VTN Line)	\$2.50 per line
4) Caller ID Name and Number	\$3.50 per line
5) Direct Connect	\$1.00 per line
6) Ground Start	\$7.50 per line
7) Speed Call 30	\$0.30 per line
8) Warm Line Transfer	\$0.50 per line
9) Secondary Directory Numbers (Digital Channel Service Lines)	\$2.00 per number

<sup>1</sup> All rates in this section are exclusively offered in conjunction with VTN service.

(N)

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J. VIRTUAL TELEPHONE NETWORK – (Continued)

4. RATES AND CHARGES<sup>1</sup> (Continued)

h. Service Charges

- 1) Service Order Charge: A \$30.00 non-recurring charge will apply for all service order activity done with the same due date.
2) Establishment Charge: A non-recurring charge will apply for each VTN Group established.

Table with 2 columns: Length of Agreement, Establishment Charge. Rows include 12 Months (\$200.00), 24 Months (\$175.00), 36 Months (\$150.00), 60 Months (\$100.00).

- 3) Standard and Digital Key Line Connection Charge: A non-recurring charge will apply for each Standard and Digital Key Line connected.

Table with 2 columns: Lines Per VTN Group (Per Service Order), VTN Line Connection Charge (Per Line). Rows include 2-5 (\$25.00), 6-25 (\$20.00), 26-50 (\$15.00), 51+ (\$10.00).

- 4) Digital Key Channel Establishment Charge: A \$15.00 non-recurring charge will apply for each Digital Key Channel established.
5) VTN Secondary Directory Number Establishment Charge: A \$10.00 non-recurring charge will apply for each Secondary Directory Number requested.
6) VTN Feature Addition or Change: A \$5.00 non-recurring charge will apply for subsequent feature(s) additions or changes.
7) Premises Visit Charge - Normal Business Hours: A \$20.00 non-recurring charge will apply for each visit to a customer's premises required for a VTN installation during normal business hours.
8) Premises Visit Charge - After Hours: A \$30.00 non-recurring charge will apply for each visit to a customer's premises required for a VTN installation during non-business hours.

1 All rates in this section are exclusively offered in conjunction with VTN service.

(N)

(N)

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J. VIRTUAL TELEPHONE NETWORK – (Continued)

(N)

5. TERMINATION LIABILITY

If the Customer cancels VTN Service prior to the completion of the term of the Agreement, the Customer shall be obligated to pay one of the following termination liability charges. Customers who fall below their minimum line commitment will have an option of continuing to pay for the minimum number of lines committed to in the contract until the end of the contract term or terminate the contract. If the Customer terminates the contract, the applicable termination liability charge will apply.

a. 12-Month Term

If the Customer cancels service prior to 12 months of service, they will be assessed a liability charge equal to 75 percent of the remaining revenues from the minimum number of lines for the 12-month term.

*(Minimum Number of Lines) X (12 Month Line Rate) X (Months to reach 12) X 75%*

b. Multi-Term (Canceled Prior to 12 Months)

If the Customer cancels service prior to 12 months they will be assessed the 12-Month Term liability charge. In addition, the Customer will also be charged the difference between the price they paid and the price they would have paid if on a 12-month term.

*(Minimum Number of Lines) X (12 Month Line Rate) X (Months to reach 12) X 75%*

*(Number of Lines) X (Difference between billed rate and the 12-month line rate) X (Months in Service)*

c. Multi-Term (After 12 Months)

If the Customer cancels service after 12 months, but prior to the expiration of the contract, the Customer will be retroactively billed as if the Customer had initially ordered the service at the most recently expired term offered for VTN service.

*(Minimum Number of Lines) X (Difference between billed rate and most recently expired line rate) X (Months in Service)*

(N)

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### K. CUSTOMIZED 911 (C911)

(N)

##### 1. General

Customized 911 (C911) is an optional service that allows a PBX customer to provide specific information for their PBX station telephone numbers or business lines in addition to the primary number information for 911 call records. The information is sent to the Company. The Company processes the information using the standard 911 process for each county.

##### 2. Conditions

- a) The customer shall provide the Company with accurate, specific address and location information for each number enrolled in C911 in the required format that the Company uses in submitting information to the PSAP.
- b) The customer is responsible for ensuring their PBX system is able to recognize the 911 digits as a complete dialing code when the station user dials it.
- c) The customer is responsible for ensuring the ANI associated with the individual station line is passed.
- d) The customer is responsible for notifying the Company of any changes or additions made to the numbers within 48 hours of the changes being made. This includes adding new numbers. If the customer fails to provide any changes or additions to the Company within 48 hours of the change, and the Company receives a "No Record Found" report from the 911 database provider/administrator; a charge will be assessed, as listed in the Rates Section below, for the Company's time and expenses associated with correcting the information. If the Company receives 3 of these "No Record Found" reports within 1 year, the service will be terminated with the customer. At that time, the customer is responsible for providing 911 via the primary number.
- e) Except where caused by the willful misconduct or gross negligence of TDS Telecom, the customer agrees to release, indemnify, defend and save harmless the Company from claims, suits, actions, damages, costs, judgments and actions of any nature or from any person related to the C911 Service provided.
- f) The customer agrees to indemnify and hold harmless TDS Telecom for any infringement or invasion of the right to privacy of person or persons, caused or claimed to be caused by acts or omissions of the Customer and their operation or use of C911 Service.

(N)

ISSUED: July 3, 2019

EFFECTIVE: July 10, 2019

BY: Joel Dohmeier, Vice-President

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MISCELLANEOUS SERVICE ARRANGEMENTS

K. CUSTOMIZED 911 (C911) (continued)

3. Rates

	<u>Monthly Charge</u>	<u>Non-Recurring Charge</u>
a) Initial Set-Up (per number) (not to exceed \$500)	N/A	\$1.00
b) Updates, per number (not to exceed \$5.00)	\$0.05	N/A
c) No Record Found Charge (per instance)	N/A	\$50.00
d) Report Requests Charge	N/A	(1)

(1) The Report Request charge applies when a customer requests a list of their E911 record information. Rates for Report Requests will be developed on an Individual Case Basis (ICB).

(N)

(N)