

GENERAL EXCHANGE TARIFF

CAMDEN TELEPHONE COMPANY
Georgia

Section V
Third Revised Contents Sheet 1
Cancels Second Revised Contents Sheet 1

VIRTUAL TELEPHONE NETWORK (VTN)

APPROVED

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BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

CAMDEN TELEPHONE COMPANY
Georgia

Section V
Fifth Revised Sheet 1
Cancels Fourth Revised Sheet 1

VIRTUAL TELEPHONE NETWORK (VTN)

APPROVED

A. 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 Standard² or VTN Key Lines¹.

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.

B. STANDARD AND OPTIONAL FEATURES

1. All VTN systems will have the option to be equipped with the following features at no charge:

- a. Intercom Dialing
Allows VTN users to call other stations within their VTN Group using an abbreviated dialing pattern.
- b. 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).
- c. 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.
- d. Attendant Dial "0"
Allows VTN users to reach an internal attendant by simply pressing "0".
- e. Direct Inward Dialing (DID)
Allows VTN users to directly receive incoming calls without the assistance of an attendant.
- f. Direct Outward Dialing (DOD)
Allows VTN users to call outside the VTN Group directly without the assistance of an attendant.
- g. Call Forwarding of Call Waiting Calls
Allows the VTN user to divert all Call Waiting Calls to another directory number.
- h. Station Usage Billing
Provides for toll bills to be separated by each VTN Directory Number.

¹ The VTN Key Line service will be grandfathered to existing customers effective January 1, 2012. The service will not be available to new customers after this date.

² This service may only be provided based on available facilities. As the Company upgrades its network to fiber and VoIP, this service may no longer be available to new customers and is grandfathered to existing business customers served over fiber as of November 6, 2020. This service will continue to be available to all business customers who are served over other facilities such as copper.

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CAMDEN TELEPHONE COMPANY
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Second Revised Sheet 2
Cancels First Revised Sheet 2

VIRTUAL TELEPHONE NETWORK (VTN)

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B. STANDARD AND OPTIONAL FEATURES (Continued)

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2. Each VTN station will have the option to be equipped with the following features at no charge:
 - a. Call Forwarding – Variable
Allows a VTN user to direct all incoming calls to another directory number.
 - b. Call Forwarding – Busy
Allows all calls to be redirected to an alternate number when the called number is busy.
 - c. Call Forwarding – Don't Answer
Allows all calls to be redirected to an alternate number after a predetermined number of rings.
 - d. Call Forwarding – Remote Activation
Allows the VTN user to activate and deactivate Call Forwarding from any location.
 - e. Call Hold
Allows a VTN user to place a call on hold.
 - f. 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.
 - g. Deny Incoming Calls
Prevents a VTN user from receiving incoming calls from outside of the VTN Group to their VTN DID station.
 - h. Directed 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.
 - i. 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.
 - j. Call Pickup – Directed
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.
 - k. Call Transfer – All Calls
Allows a VTN user to hold and transfer incoming, out-going and intragroup calls outside of their VTN Group.
 - l. Call Transfer – Intragroup Only
Allows a VTN user to transfer calls to another station within the VTN Group.
 - m. 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 on a call-by-call basis by dialing a special code.

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CAMDEN TELEPHONE COMPANY
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Second Revised Sheet 3
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VIRTUAL TELEPHONE NETWORK (VTN)

B. STANDARD AND OPTIONAL FEATURES (Continued)

APPROVED

2. (Continued)

- n. 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 on a call-by-call basis by dialing a special code.
- o. 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.
- p. 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.
- q. Message Waiting Visual/Lamp
This is a message waiting indicator which illuminates a lamp to inform the VTN user that an unplayed message is waiting. The customer must supply compatible customer premises equipment (CPE) capable of receiving and displaying the message waiting lamp indicator.
- r. 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.
- s. Station Hunting
Allows calls directed to busy VTN stations to be directed to the next available station in the hunt group.
- t. 3-Way Calling
Allows a VTN user to add a third party to an existing call.
- u. Last Number Redial
Allows a VTN user to automatically redial the last outgoing telephone number dialed.
- v. 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.
- w. 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.
- x. Make Set Busy
Allows a VTN user to make a particular station appear busy to incoming calls.
- y. Uniform Call Distribution (UCD) Without Queuing
Provides equal distribution of incoming calls in a prearranged group. A UCD agent may login and logout of a UCD Group by dialing a feature access code or depressing a feature key on a VTN Key Telephone.

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CAMDEN TELEPHONE COMPANY
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Section V
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VIRTUAL TELEPHONE NETWORK (VTN)

APPROVED

B. STANDARD AND OPTIONAL FEATURES (Continued)

3. Each VTN Key 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.
- a. Add-On Modules
Provides the VTN user with a Key telephone to have additional keys for features or call appearances by adding one or two Add-On Modules to their VTN Key telephone.
 - b. Automatic Dial
Provides autodialing of a single directory number via a single key on a Key telephone.
 - c. Busy Lamp Field / Direct Station Selection
Allows the VTN 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.
 - d. Group Intercom
Allows a VTN Key user to be a member of an intercom group consisting of 10 (1-digit code), 100 (2-digit code), or 1000 (3-digit code) members.
 - e. Group Intercom Individual Page
A one-way page announcement may be sent to a VTN Key station having the Group Intercom feature. The paged station must be equipped with compatible customer premises equipment.
 - f. Last Number Redial – All
Allows the VTN Key station to redial the last number dialed, regardless of the Directory Number key selected.
 - g. Repeat Alert
Allows a VTN Key station to receive multiple alert tones when an incoming call rings at a station in an off-hook condition.
 - h. Secondary MADN Call Forwarding
Allows a secondary member of a MADN (Multiple Appearance of Directory Number) group to activate and deactivate Call Forwarding by use of a dial access code.
 - i. Multiple Appearances of a Directory Number (MADN)
Allows a directory number(s) from any VTN station to appear on VTN keysets of other users. A MADN Group may be configured as either a Single Call Arrangement (SCA) or a Multiple Call Arrangement (MCA).

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Cancels First Revised Sheet 5

VIRTUAL TELEPHONE NETWORK (VTN)

APPROVED

B. STANDARD AND OPTIONAL FEATURES (Continued)

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4. The following are optional, chargeable individual line features.
 - a. 6-Way Calling
Allows the VTN user to call up to five parties and establish a six-way call.
 - b. Assume Dial "9"
Enables a VTN line to place outgoing calls without the requirement of a network access "9" digit.
 - c. 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.
 - d. Caller ID Name and Number
Allows the VTN user to see, where technically feasible, the name and 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.
 - e. Call Forwarding - Per Key
Allows a VTN Key user to forward multiple directory numbers on a station to different destination forward-to numbers.
 - f. Direct Connect
Allows a call to be automatically placed to a designated directory number without dialing by lifting the receiver off the switchhook.
 - g. 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.
 - h. Secondary Directory Numbers
An arrangement that allows a 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 Key Telephone's Primary Directory Number.
 - i. 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.
 - j. UCD Queue Slot
Allows a call directed to a Uniform Call Distribution (UCD) group to be placed in queue until an agent becomes available. Ringback tone is provided while callers are in queue. Custom messages in queue are not provided.
 - k. 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.

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GENERAL EXCHANGE TARIFF

CAMDEN TELEPHONE COMPANY
Georgia

Section V
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VIRTUAL TELEPHONE NETWORK (VTN)

APPROVED

C. CONDITIONS AND LIMITATIONS

1. A VTN customer must have a minimum of two VTN lines and be served by a single central office switch within the customer's local Exchange area.
2. The minimum charge period for services provided under this tariff shall be for twelve months.
3. VTN is offered subject to the availability of outside plant and/or Central Office facilities. Individual feature availability and availability of Key lines may differ by customer location. (C)
4. Requests for special feature or service arrangements not listed in this tariff may be subject to additional charges. (C)
5. 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.
6. VTN service does not include any terminal equipment which may be required on the customer's premises.
7. 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.
8. Suspension of Service is not available with VTN Service.
9. Each VTN Key line may be provisioned with a maximum of a single Key Telephone (VTN Keysets may not be bridged).
10. 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 F of this tariff.
11. VTN lines are provided in a non-blocking arrangement without trunk equivalents or simulated facility groups.
12. The local exchange calling area of any VTN line will be determined elsewhere in the Company's tariffs.
13. Individual Case Basis (ICB) or Special Pricing may be provided by the Company for VTN customers with 100 or more lines.

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BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

CAMDEN TELEPHONE COMPANY
Georgia

Section V
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Cancels Sixteenth Revised Sheet 7

VIRTUAL TELEPHONE NETWORK (VTN)

APPROVED

D. RATES AND CHARGES ¹

1. Line and Channel Rates

VIRTUAL TELEPHONE NETWORK STANDARD LINE RATES ^{2,4}					
VTN TERM PERIOD					
Minimum Line Commitment		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

VIRTUAL TELEPHONE NETWORK KEY LINE RATES ^{2,3}					
VTN TERM PERIOD					
Minimum Line Commitment		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

2023 MAXIMUM ALLOWABLE VTN STANDARD & KEY LINE RATES					
VTN TERM PERIOD					
Minimum Line Commitment		12 Months	24 Months	36 Months	60 Months
	2+	\$39.08	\$32.28	\$30.08	\$25.98
	5+	\$35.48	\$29.58	\$27.58	\$23.98
	20+	\$31.58	\$26.58	\$24.78	\$21.88
	50+	\$29.88	\$25.28	\$23.68	\$20.98
	80+	\$27.98	\$23.78	\$22.38	\$19.88

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2. 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.

3. 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.

4. 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.

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

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

³ This service will be grandfathered to existing customers effective January 1, 2012. The service will not be available to new customers after this date.

⁴ This service may only be provided based on available facilities. As the Company upgrades its network to fiber and VoIP, this service may no longer be available to new customers and is grandfathered to existing business customers served over fiber as of November 6, 2020. This service will continue to be available to all business customers who are served over other facilities such as copper.

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GENERAL EXCHANGE TARIFF

CAMDEN TELEPHONE COMPANY
Georgia

Section V
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VIRTUAL TELEPHONE NETWORK (VTN)

D. RATES AND CHARGES ¹ (Continued)

APPROVED

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5. 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.

6. 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.

- a. Primary and Additional Directory Listings
 - First 90 days, per number
 - Each additional 90 days, per number

No Charge
\$20.00

- b. All Other VTN Numbers
 - Each 90 day increment, per number

\$20.00

7. Optional Individual Line Features

- a. 6-Way Calling \$8.50 per line
- b. Assume Dial "9" \$10.00 per line
- c. Caller ID Number (Standard VTN Line) \$2.50 per line
- d. Caller ID Name and Number \$3.50 per line
- e. Direct Connect \$1.00 per line
- f. Ground Start \$7.50 per line
- g. Speed Call 30 \$0.30 per line
- h. Warm Line Transfer \$0.50 per line
- i. Secondary Directory Number \$2.00 per number
- j. Uniform Call Distribution – Queue Slot \$2.00 per slot
- k. Call Forwarding – Per Key \$1.50 per set

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

(N)

GENERAL EXCHANGE TARIFF

CAMDEN TELEPHONE COMPANY
Georgia

Section V
Third Revised Sheet 9
Cancels Second Revised Sheet 9

VIRTUAL TELEPHONE NETWORK (VTN)

APPROVED

D. RATES AND CHARGES¹ (Continued)

8. Service Charges

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

Length of Agreement	Establishment Charge
12 Months	\$200.00
24 Months	\$175.00
36 Months	\$150.00
60 Months	\$100.00

- c. Standard and Key Line² Connection Charge: A non-recurring charge will apply for each Standard and Key Line connected. (N)

Lines Per VTN Group (Per Service Order)	VTN Line Connection Charge (Per Line)
2-5	\$25.00
6-25	\$20.00
26-50	\$15.00
51+	\$10.00

- d. VTN Key Station Establishment Charge²: A \$15.00 non-recurring charge will apply for each VTN Key Station established. (N)
- e. VTN Secondary Directory Number Establishment Charge: A \$10.00 non-recurring charge will apply for each Secondary Directory Number requested.
- f. VTN Feature Addition or Change: A \$5.00 non-recurring charge will apply for subsequent feature(s) additions or changes.
- g. 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.
- h. 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.
- i. VTN Central Office Charge: A \$10.00 non-recurring charge will apply for central office changes to an existing line; including the conversion of an exchange line or trunk to VTN.

(1) All rates in this section are exclusively offered in conjunction with VTN Service.

(2) The Key Line service will be grandfathered to existing customers effective January 1, 2012. The service will not be available to new customers after this date. (N)
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GENERAL EXCHANGE TARIFF

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Section V
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VIRTUAL TELEPHONE NETWORK (VTN)

APPROVED

E. TERMINATION LIABILITY

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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.

1. 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%

2. 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)

3. 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)

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GENERAL EXCHANGE TARIFF

CAMDEN TELEPHONE COMPANY
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Section V
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GENERAL EXCHANGE TARIFF

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