

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
Georgia

Section L
First Revised Contents Sheet 1
Cancels Original Contents Sheet 1

OTHER LOCAL BUSINESS SERVICES

APPROVED

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		(N)

ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

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CENTREX SERVICE¹

A. General

1. 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.
2. Centrex is a premium service and may be subject to the availability of outside plant and/or central office facilities.
3. A combination of business or 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.
4. All Centrex features are available to lines utilizing touch call signaling.
5. The minimum charge for services provided under this tariff shall be one month.
6. Vacation rates for Centrex lines or features are not offered.
7. Calls between lines within the Centrex group are not subject to local measured or metered service.
8. The minimum requirement for Centrex Service is two (2) Centrex lines and one (1) Network Access Register.
9. All station lines and features in the same Centrex system, regardless of location, must be covered by the same term payment plan option.
10. All station lines will be equipped with the standard features specified as set forth in E.3.a. Additional features may be obtained on an Individual basis or through the Premium Package Plan.

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¹ This service is grandfathered effective June 1, 2006. The service will not be available to new customers after this date.

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(C)

ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

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CENTREX SERVICE¹ (Continued)

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B. System Features

1. Features Selected Per Line

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

a. Call Forward – All Calls

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

b. 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.

c. 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.

d. Call Hold

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

e. 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.

f. Call Transfer

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

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CENTREX SERVICE¹ (Continued)

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B. System Features (Continued)

1. Features Selected Per Line (Continued)

g. 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.)

h. 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.

i. Deny Originating

This feature allows the line terminating calls only.

j. 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 switchhook and conferences all parties.

k. Deny Terminating

This feature allows the line originating calls only.

l. Directory Number Hunting

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

m. Intercom Dialing

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

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CENTREX SERVICE¹ (Continued)

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B. System Features (Continued)

1. Features Selected Per Line (Continued)

n. Speed Calling 8

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

o. Speed Calling 30

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

p. 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.

q. Toll Denied

This feature restricts the station from originating toll calls.

r. 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.

s. 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 No Disturb status. Selected callers can override the Do Not Disturb status by entering a personal identification number.

t. Cancel Call Waiting

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

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CENTREX SERVICE¹ (Continued)

B. System Features (Continued)

1. Features Selected Per Line (Continued)

u. 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.

v. Universal Call Forwarding Deactivation

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

w. Voice/Data Protection

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

x. Stop Hunt Key

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

y. 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.

2. Features Selected Per Group

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 anyone in the group.

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CENTREX SERVICE¹ (Continued)

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B. System Features (Continued)

2. Features Selected Per Group

The following features are selected for use by the entire Centrex group:
(Continued)

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 NARs 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 Queuing Option is equipped. Individual stations within the MHG may be provided with Directory Number (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.

¹ This service is grandfathered effective June 1, 2006. The service will not be available to new customers after this date.

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(C)

ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

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CENTREX SERVICE¹ (Continued)

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B. System Features (Continued)

2. Features Selected Per Group

The following features are selected for use by the entire Centrex group:
(Continued)

d. Circle Hunting

Circle Hunting is similar to Linear Hunting except that when call 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 Queuing 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 next idle station is stored and is used as the starting point for the 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 Queuing option is equipped.

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(C)

ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

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OTHER LOCAL BUSINESS SERVICES

CENTREX SERVICE¹ (Continued)

APPROVED

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B. System Features (Continued)

2. Features Selected Per Group

The following features are selected for use by the entire Centrex group:
(Continued)

f. Preferential Hunting

Preferential Hunting provides an alternate hunting sequence for some of 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 a busy tone. A common arrangement would be to have a secretarial phone as the preferential termination if an individual manager's phone is busy.

g. Queuing

With the Queuing option, calls to hunt group 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 station 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 Queuing in lieu of ringback tone. Queuing cannot be provided for the members of a Preferential Hunt Group.

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CENTREX SERVICE¹ (Continued)

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B. System Features (Continued)

2. Features Selected Per Group

The following features are selected for use by the entire Centrex group:
(Continued)

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.

C. Conditions

1. The Company will furnish listings per Section F, without charge. Additional listings are offered subject to the provisions set forth in Section F.
2. 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.
3. 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 non-recoverable labor and material costs.
4. Centrex service is offered on a contractual basis commencing on the date the service is established.
 - a. Centrex Line rates, Network Access Register rates, plus the selected Feature rates as set forth in E., apply each month for the duration of the contract.

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ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

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CENTREX SERVICE¹ (Continued)

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C. Conditions

5. 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 the tariff will apply.
6. Centrex system lines are not subject to Local Exchange Service Rates as set forth in Section C.
7. Reserved for future use.
8. Interstate and end user access charges will apply as stated in FCC Tariff No. 5.
9. This tariff (including the rates and charges shown herein) for Centrex service is subject to such changes or modifications as the Georgia Public Service Commission may from time to time direct or allow in the exercise of its jurisdiction.
10. Subsequent line additions.
 - a. 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.
11. Feature package upgrades are permitted. Service charges as set forth in Section D will apply.

D. Liability of the Telephone Company

1. 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 B, Sheets 13-14.

¹ This service is grandfathered effective June 1, 2006. The service will not be available to new customers after this date.

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(C)

ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

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CENTREX SERVICE¹ (Continued)

E. Rates and Charges

1. 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, or forty-eight (48) month basis.
2. A Centrex business group includes multiline 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.
3. Centrex feature packages provided via Centrex service from host central office equipment and software include:
 - a. Standard Package – Call Hold, Call Pickup, Call Transfer, Speed Calling 8, Three-Way Calling.
 - b. Premium Package – Same features as Standard Package plus: Call Forwarding (busy, all, no answer), Call Waiting, Speed Calling 30.
4. The monthly rates for a Centrex line are:

	<u>Monthly Rate</u>	<u>24 Month Rate</u>	<u>48 Month Rate</u>
a. Two (2) to five (5) lines, each	\$25.00	\$23.00	\$21.00
b. Six (6) to ten (10) lines, each	\$24.40	\$22.40	\$20.40
c. Eleven (11) to twenty-five (25) lines, each	\$23.80	\$21.80	\$19.80
d. Twenty-six (26) to Fifty (50) lines, each	\$23.20	\$21.20	\$19.20
e. Fifty-one (51) to One Hundred (100) lines, each	\$22.60	\$20.60	\$18.60
f. One Hundred and one (101) lines and above, each	\$22.00	\$20.00	\$18.00

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CENTREX SERVICE¹ (Continued)

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E. Rates and Charges (Continued)

5. The monthly rates for Network Access Registers (NARS) are:

	<u>Monthly Rate</u>
a. One (1) to five (5) NARs, each	\$15.00
b. Six (6) to fifteen (15) NARs, each	\$14.75
c. Sixteen (16) NARs and above, each	\$14.50

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

a. Standard Package	Included with Centrex line rate
b. Premium Package	\$4.75
c. Additional individual features, each	\$1.00

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

8. Group Features

a. The monthly Group Speed Calling rates are:

1. First five (5) lines	\$5.00
2. Each additional ten (10) lines	\$2.00

b. Queuing

1. First five (5) lines per hunt group	\$5.00
2. Each additional ten (10) lines per hunt group	\$2.00

c. Delay Announcement for Queued Calls

1. Per hunt group	\$25.00
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ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
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CENTREX SERVICE¹ (Continued)

E. Rates and Charges (Continued)

9. Mileage

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

1. First Mile	No Charge
2. Second Mile	No Charge
3. Each additional ¼ mile	\$0.75

10. Connection Charges

a. In addition to the recurring monthly charges, Service Connection Charges, as specified in Section D, 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:

1. 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 D.

F. Term Payment Plan

1. The monthly rate for Centrex service under the term payment plan for the periods of 24 or 48 months is not subject to Company initiated rate increases. Georgia Public Service Commission ordered rate changes supersede the rates, terms, and conditions of this tariff.
2. 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 addition would be subject to termination liabilities.
3. 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.

¹ This service is grandfathered effective June 1, 2006. The service will not be available to new customers after this date.

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CENTREX SERVICE¹ (Continued)

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G. Termination Liability

1. 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%.

¹ This service is grandfathered effective June 1, 2006. The service will not be available to new customers after this date.

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ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
Georgia

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First Revised Sheet 15
Cancels Original Sheet 15

OTHER LOCAL BUSINESS SERVICES

APPROVED

VIRTUAL TELEPHONE NETWORK (VTN)

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 Standard or VTN Digital Key Lines and Channels.⁽¹⁾

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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 station.

⁽¹⁾ The VTN Key Line & Channel Service will be grandfathered to existing customers effective March 23, 2016. The service will not be available to new customers after this date.

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ISSUED: February 24, 2016

EFFECTIVE: March 23, 2016

BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
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VIRTUAL TELEPHONE NETWORK (VTN) (Continued)

B. Standard and Optional Features (Continued)

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 for one call by dialing a special code.

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ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
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VIRTUAL TELEPHONE NETWORK (VTN) (Continued)

APPROVED

B. Standard and Optional Features (Continued)

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 for one call 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 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.
- 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.

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ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
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OTHER LOCAL BUSINESS SERVICES

VIRTUAL TELEPHONE NETWORK (VTN) (Continued)

APPROVED

B. Standard and Optional Features (Continued)

3. Each VTN Digital 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. 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.
 - b. Automatic Dial
Provides autodialing of a single directory number via a single key on a Digital Key telephone.
 - c. 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.
 - d. 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.
 - e. 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.

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 incoming call. VTN users must provide their own compatible premises equipment in order to process and display the number transmission.
 - e. Direct Connect
Allows a call to be automatically placed to a designated directory number without dialing by lifting the receiver off the switchhook.

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ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

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OTHER LOCAL BUSINESS SERVICES

VIRTUAL TELEPHONE NETWORK (VTN) (Continued)

APPROVED

B. Standard and Optional Features (Continued)

4. (Continued)

f. 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.

g. 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.

h. 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.

i. 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.

C. Conditions and Limitations

1. 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.
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 Digital Key lines may differ by exchange.
4. Requests for special feature or service arrangements not listed in this tariff may be subject to additional charges.
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.

ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

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OTHER LOCAL BUSINESS SERVICES

VIRTUAL TELEPHONE NETWORK (VTN) (Continued)

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C. Conditions and Limitations (Continued)

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. Account Retention is not available with VTN Service.
9. Each VTN Digital Key line may be provisioned with a maximum of 2 Digital Key Channels.
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. VTN Digital Key lines are provisioned for voice-only applications and may not be used for data transmission.
13. The local exchange calling area of any VTN line will be determined elsewhere in the Company's tariffs.
14. Individual Case Basis (ICB) or Special Pricing may be provided by the Company for VTN customers with 100 or more lines.
15. 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.

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ISSUED: May 2, 2006

EFFECTIVE: June 1, 2006

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

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OTHER LOCAL BUSINESS SERVICES

VIRTUAL TELEPHONE NETWORK (VTN) (Continued)

APPROVED

D. Rates and Charges ¹

1. Line and Channel Rates

VIRTUAL TELEPHONE NETWORK STANDARD LINE RATES ²					
VTN TERM PERIOD					
Minimum Total VTN Lines ³		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 DIGITAL KEY LINE RATES ^{2,4}					
(C)					
VTN TERM PERIOD					
Minimum Total VTN Lines ³		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 DIGITAL KEY CHANNEL RATES ⁴					
(C)					
VTN TERM PERIOD					
Minimum Total VTN Lines ³		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

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.

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

² 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.

³ 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.

⁴ The VTN Key Line & Channel Service will be grandfathered to existing customers effective March 23, 2016. The service will not be available to new customers after this date.

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ISSUED: February 24, 2016

EFFECTIVE: March 23, 2016

BY: Joel Dohmeier, Vice-President

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OTHER LOCAL BUSINESS SERVICES

VIRTUAL TELEPHONE NETWORK (VTN) (Continued)

APPROVED

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D. Rates and Charges¹ (Continued)

- 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.
- 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	No Charge
Each additional 90 days, per number	\$20.00
 - b. All Other VTN Numbers

Each 90 day increment, per number	\$20.00
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- 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 Numbers
(Digital Channel Service Lines) \$2.00 per number

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

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OTHER LOCAL BUSINESS SERVICES

VIRTUAL TELEPHONE NETWORK (VTN) (Continued)

APPROVED

D. Rates and Charges¹ (Continued)

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

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. Digital Key Channel Establishment Charge: A \$15.00 non-recurring charge will apply for each Digital Key Channel established.
- 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.

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

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OTHER LOCAL BUSINESS SERVICES

VIRTUAL TELEPHONE NETWORK (VTN) (Continued)

APPROVED

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E. 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.

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 to 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)

(N)