
MISCELLANEOUS SERVICES

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MISCELLANEOUS SERVICES

CONTRACT SERVICE ARRANGEMENTS

A. General

1. The Company may offer unique Contract Service Arrangements for services not available through this catalog or for deviations to the rates or conditions for services contained in the catalog.

B. Conditions and Limitations

1. Unless specified differently in the contract, the regulations listed in this catalog will apply.
2. The Company may terminate the contract upon thirty days written notice, if the services or facilities are deemed unlawful or interfere with the Company's furnishing of telephone services to its other customers.

C. Rates and Charges

Specific rates, charges, and terms may be provided at a Company standard or developed on a non-discriminatory individual case basis.

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MISCELLANEOUS SERVICES

RESERVED FOR FUTURE USE

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MISCELLANEOUS SERVICES

RESERVED FOR FUTURE USE

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MISCELLANEOUS SERVICES

RESERVED FOR FUTURE USE

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MISCELLANEOUS SERVICES

SUSPENSION OF SERVICE

A. General

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

B. Conditions

1. Service can be temporarily suspended for a minimum of one (1) month. (T)
(T)
2. Suspension of Service is available on all one-party residence lines and up to three one-party business lines subject to the availability of facilities.
3. The customer must have at least one month of regular telephone service paid prior to the establishment of Suspension of Service.
4. The Company reserves the right to bill charges for the total number of suspended months requested prior to establishment of Suspension of Service.
5. Suspension of Service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made.
6. The Company will not provide installations, moves, changes, or maintenance during the period when the customer is billed at the reduced rate.

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MISCELLANEOUS SERVICES

SUSPENSION OF SERVICE (Continued)

B. Conditions (Continued)

7. Bills are rendered at the reduced rate at regular billing dates during the period of suspension. (T)
8. The customer's listing will be retained in the directory. (T)
9. The Company assumes no liability for failure of a calling party to reach the customer during the period of suspension. (T)
10. The Company reserves the right to refuse suspension of service in the case of a customer whose account is delinquent. (T)
- (D)
- (D)
11. Dial tone access will be limited to 911/E911 and the Company's business office. (T)

C. Rates and Charges

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

This optional service is available for customers who prefer to leave a personalized greeting for incoming calls while they are on Suspension of Service.

Monthly Rate: \$3.50

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DIRECT INWARD DIALING (DID) SERVICE

A. General

The Telephone Company will provide, subject to the availability of facilities, Direct Inward Dialing (DID) Service. DID service provides for the completion of local and toll calls to associated station numbers without intermediate handling by an attendant.

B. Rates

1. The rates and charges for central office trunk associated with Direct Inward Dialing (DID) Service are as found below:

	<u>Monthly Rate</u>	<u>NRC</u>
a. DID Facility Charge, Per Trunk	(1)	(1)
b. DID Software Translation Charge, Per Trunk	N/A	\$50.00
c. DID Number Assignment Charge (Blocks of 10 numbers)	\$5.00	\$50.00 (2)

*Numbers sold in conjunction with DID Service only.

C. Conditions

1. The service is furnished subject to the availability of Central Office facilities and compatibility of customer-provided equipment.
2. The service includes central office switching equipment for in-dialing from the exchange and toll network directly to stations associated with customer premises equipment.

(1) See Section 4 for associated PBX trunk rate and Section 6 for installation charge.

(2) Not applicable if installed with initial installation. Subsequent installations are subject to non-recurring costs.

MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE (Continued)

C. Conditions (Continued)

3. The service must be provided on a minimum of 10 lines in a trunk group arranged for inward service.
4. The rates herein contemplate the use of standard Telephone Company equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished. When equipment or service of a special type is requested and provided, rates and charges are related to the costs involved to meet the individual requirements of each case.
5. Operational characteristics of interface signals between the Telephone Company-provided connecting arrangements and the customer-provided equipment must conform to the rules and regulations the Telephone Company considers necessary to maintain proper standards of service.
6. The Telephone Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any facilities provided by a customer, authorized user or joint user obsolete or require modification or alternation of such equipment or system or otherwise affect its use or performance.
7. Directory listings will be provided in accordance with the regulations of the "Directory Listings" section of this Tariff. DID numbers furnished herein are not entitled to free directory listings.
8. Customer-provided equipment must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.
9. The customer being provided DID service will be responsible for all toll calls billed to the DID numbers.
10. DID numbers will be sold in conjunction with DID service only.
11. The assignment of the telephone numbers and the sequence of numbers assigned to a DID service is determined by the Company based on the rules established in FCC order 00-104 and further clarified in FCC order 00-429. The customer may request a sequential block of numbers to be placed into service at a later date. Non-Recurring Charges for DID numbers may apply to recover the cost of reserving the numbers. Reserved numbers can only be held for a maximum of six months. After six months, the reserved numbers must be placed into service for that specific customer or the numbers will be categorized as available for use by other customers.

MISCELLANEOUS SERVICES

EMPLOYEES' TELEPHONE SERVICE

A. General

Employees' Telephone Service is offered to all permanent, full-time employees at their listed permanent residence, when such service is provided by the Company.

B. Rates

1. All craft, clerical, and management personnel who reside within an area served by the Company shall be granted a 100 percent concession on local service.
2. No concession for toll-message services is made to employees.

C. Conditions

1. Employees' Telephone Service at their residence is available to all permanent employees of the Company having at least three months' continuous service with the Company.
2. One primary listing may be provided in the name of the employee (except that the listing of a married woman may be in her or her husband's name).
3. Retired company employees who reside in exchanges operated by the Company shall receive Employee's Telephone Service at the same rate as at their time of retirement.
4. Services provided to employees other than as listed in B. Rates, above, will be provided at regularly filed tariff rates.

MISCELLANEOUS SERVICES

OFF PREMISES EXTENSION¹

A. General

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

B. Conditions and Limitations

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

¹ Off Premises Extension provisioned in or through the Central Office is grandfathered to existing customers effective September 1, 2015. This service will not be available to new customers after this date.

MISCELLANEOUS SERVICES

OFF PREMISES EXTENSION ¹ (Continued)

(C)

C. Rates

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

	<u>Trans. Code</u>	<u>Monthly Rate</u>	<u>NRC</u>
1. Off Premises Service, first 1/4 miles or fraction of facility provided.	MCXLA	\$3.60	
2. Each Additional 1/4 mile or fraction of facility provided:			
a. On contiguous property of same customer – not in same building	MCXLB	1.20	
b. Not on contiguous property of same customer – not in the same building	MCXL2	1.80	

¹ Off Premises Extension provisioned in or through the Central Office is grandfathered to existing customers effective September 1, 2015. This service will not be available to new customers after this date.

(C)

MISCELLANEOUS SERVICES

LOCAL CHANNELS

A. General

Local channels are dedicated point-to-point voice grade, analog circuits with an approximate bandwidth of 300 - 3000 Hz for voice and data transmissions. Local Channels are provisioned within the exchange of the Company. Local channels are used in the provision of local private line, lease line, tie line, radio broadcast circuits, alarm circuits, and all other low-grade services, where leased channels are provided. The channels may require signaling arrangements. Mileage applications will be measured on an air-line basis unless otherwise indicated.

B. Rates

	<u>Trans Code</u>	<u>Monthly Rate</u>	<u>NRC</u>
1. Channel Termination			
a. Different Buildings-contiguous property			
(1) Channel - First two terminations	LC32	\$3.60	(1)
(2) Each additional termination (same building)	LC32A	1.20	
b. Different Buildings-noncontiguous property			
(1) Channel - First two terminations	LC33	19.00	
(2) Each additional termination (same building)	LC33A	1.20	(1)
2. Channel Mileage (see condition 2)			
a. Different Buildings-contiguous property, per 1/4 mile	LC3C	1.20	
b. Different Buildings-noncontiguous property, per 1/4 mile	LC3N	1.80	

(1)Service Connection Charges--See Section 9.

MISCELLANEOUS SERVICES

LOCAL CHANNELS (Continued)

B. Rates (Continued)

	<u>Trans Code</u>	<u>Monthly Rate</u>	<u>NRC</u>
3. Channel Signaling			
a. Automatic 2/way signaling, ea.	LCCSA	\$3.60	(1)
b. Private Line Stations	PLTIC	1.50	(1)

C. Conditions

1. The minimum contract period for channels is one (1) month.
2. Intraexchange channel mileage will apply to local channels provided to different buildings-noncontinuous property, if the channel extends beyond one half mile from the serving central office or the primary station. Intraexchange channel mileage will apply to local channels provided to different buildings-continuous property, measured on an air-line basis between buildings.
3. See Local Channel - definitions.
4. The base rate area for the provision of intraexchange or local channels is a one half mile radius from the serving central office.
5. Intraexchange channels terminate at each end in FCC approved jacks or other connecting arrangements and service connection charges as outlined in Section 9, applies to the work performed at each end.

(1) Service Connection Charges--See Section 9.

MISCELLANEOUS SERVICES

LINE (TRUNK) HUNTING

A. General

Line or Trunk Hunting Service provides for incoming calls to be directed to the next available (sequentially numbered (2)) line or trunk, when previous line or trunk in the trunk group is busy.

B. Rates

	<u>Trans Code</u>	<u>Monthly Rate</u>	<u>NRC</u>
1. Line Charge, each trunk or line	ROTL	\$6.00	(1)

C. Conditions

1. Applicable to each line or trunk equipped in a group.
2. Sequentially numbered trunks or lines are not required when Line Hunting service is provided from digital central offices.
3. Line Hunting will be provided only when connector numbers are available.
4. Line Hunting is not applicable to PBX/PABX trunks.

- (1) Service Connection Charge--See Section 9.
(2) See Condition 2.

MISCELLANEOUS SERVICES

TELEPHONE NUMBER REFERRAL SERVICE

A. General

1. When customers move to a new location outside the Telephone Company's service territory, the Company provides, without charge, a message that informs the caller to a disconnected number that the number has been disconnected or changed, and that the caller should consult the directory or call the operator.

Telephone Number Referral Service will provide a service to customers whose telephone service is being disconnected and are moving to a new location outside the Company's service territory. Dialing the customer's former number results in a prerecorded message which announces the new number.

2. The charge applies to 90-days of service per FCC Numbering Order.
3. Customers moving to a new location outside the Company's service area will be billed in advance for this service.

B. Rates

	<u>Trans Code</u>	<u>Nonrecurring Charge</u>
1. Nonrecurring charge per telephone number, per 90 days of service	TNRS	\$20.00

C. Conditions

1. Telephone Number Referral Service will be offered where facilities and conditions permit.
2. Telephone Number Referral Service may be cancelled by the customer at any time during the 90-day period.

MISCELLANEOUS SERVICES

TOUCH TONE SERVICE

A. General

Touch Tone Service provides for the origination of telephone calls through the use of telephone instruments equipped with pushbuttons in place of the standard rotary dial.

B. Rates

1. Touch-Tone rates have been rolled into the Basic Local Exchange Rates located in Section 4 and Sheet 5.

C. Conditions

1. This service will be furnished only where the necessary facilities are available.
2. Touch Tone service may be furnished in connection with business and residence service.
3. The minimum contract period for Touch Tone Service is one (1) month.

MISCELLANEOUS SERVICES

N11 SERVICES

A. General

In compliance with FCC Order 00-256 in CC Docket 92-105 and subsequent orders, N11 Service ("N11") establishes a three-digit local dialing arrangement in the Central Office that automatically transfers "N11" calls to another pre-programmed telephone number (point-to number) determined by the N11 Subscriber.

B. Definitions

The Federal Communications Commission (FCC) administers the N11 codes, and has nationally assigned 211, 311, 511, 711, and 811 to the following special services.

"211"

211 is assigned for community information and referral services.

"311" (Not Available)

311 is assigned for non-emergency police and other governmental information.

"511" (Not Available)

511 is assigned for traffic and transportation information.

"711" (Not Available)

711 is assigned for access to Telecommunications Relay Service (TRS).

"811"

811 is assigned for state One Call Services for providing advance notice of excavation activities to underground facility operators.

C. Conditions and Limitations

1. Requests for utilization of the N11 dialing code must be submitted in writing to the state regulatory authority, consistent with applicable state law for the assignment of the N11 code.
2. N11 service is provided subject to the availability of the N11 code and where facilities permit.
3. Only one 7 digit or 10 digit or 800 toll-free number may be used as the lead number per basic local calling area.
4. Directory listings may be provided for N11 under the terms, conditions, and rates specified in section 8 of this Tariff.

MISCELLANEOUS SERVICES

N11 SERVICES (Continued)

C. Conditions and Limitations (Continued)

5. Access to N11 is not available to the following classes of service
1+
0+, 0-(credit card, third-party billing, collect calls)
101XXXX

In addition, operator assisted calls to the N11 Subscriber will not be completed.

6. Suspension of N11 Service is not allowed.
7. The N11 Subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
8. The Company will provide both oral and written notification when a N11 Subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other Subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 Subscriber make no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
9. Calls to N11 will be delivered over existing facilities. If the N11 Subscriber requires different facilities or services; the terms, conditions, and rates for those services found elsewhere in this tariff will apply.
10. N11 Service does not provide calling number information in real time to the N11 Subscriber. If the N11 Subscriber needs this type of information, the Subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
11. The Company will provision the Subscriber's order within a reasonable time, given the complexity of the order. The N11 Subscriber will be billed the charges when the service is provisioned by the Company.

If the N11 Subscriber cancels the order or decides to discontinue service, the N11 code will be recalled and the number will be considered available for reassignment. Any non-recurring charges associated with the establishment of service may not be refunded or waived.

MISCELLANEOUS SERVICES

N11 SERVICES (Continued)

C. Conditions and Limitations (Continued)

12. If the point-to number provided by the N11 Subscriber is disconnected, the Company will route the N11 call to a pre-recorded announcement for 60 days. The announcement will advise the N11 caller that the service is not available.
13. The Company only provides N11 dialing to its own customers. The N11 Subscriber should work separately with other providers of telecommunication services for the arrangement of N11 to their customers.
14. The N11 Subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
15. The N11 Subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
16. The N11 Subscriber shall abide by all terms and conditions, which may be identified by the FCC in CC Docket 92-105 or subsequent dockets regarding the use and return of the N11 dialing code. The N11 Subscriber will be required to migrate to any access arrangement offered in the Company's tariff within the required notice period. If a recall is ordered, the company will work with the N11 Subscriber affected by such recall to transfer their service arrangements within the required notice period. The N11 Subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.
17. The N11 Subscriber, will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, 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, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
18. The Company is not responsible for any and all complaints lodged with any regulatory authority against any service provided via N11.

MISCELLANEOUS SERVICES

N11 SERVICES (Continued)

C. Conditions and Limitations (Continued)

19. The Company may take all legal and practical steps to disassociate itself from N11 Subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
20. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the Subscriber.
21. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in the development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.
22. This service will also be subject to the general regulations of the Company as listed in Section 2 of this tariff.

D. Rates and Charges

N11 Subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the N11 Subscriber's designated premises.

	<u>Nonrecurring Charge</u>
1. Establishment of N11 Service, per N11 Service Number, per exchange	\$200.00
2. Change of Point to Number Per N11 Service Number, Per Central Office	\$50.00

MISCELLANEOUS SERVICES

RELOCATION FORWARDING SERVICE

A. 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.

B. Conditions and Limitations

1. RFS service is offered to residential and business customers subject to availability of suitable facilities. (T)
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. Customers subscribing to this service are responsible for any toll call charges between the call forwarding location and the terminating point.
4. 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.
5. The minimum service period is one month.
6. RFS service is not offered where the terminating station is a coin telephone.

C. Rates and Charges

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

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

MISCELLANEOUS SERVICES

CUSTOMIZED 911 (C911)

A. General

Customized 911 (C911) allows a customer to provide 911 Dispatch Centers (PSAP) with specific information for their PBX station telephone numbers or business lines.

B. Conditions

1. There is no charge for requesting updates to information at the PSAP.
2. A No Record Found (NRF) Charge applies when the Company receives an NRF report from the local authorities when a 911 call is placed and no 911 information was in the database. If a customer receives 3 of these, C911 will be terminated. The customer is required to provide 911 via one (1) ANI with one (1) address, per PRI T1; or via Analog line.
3. The Report Request charge applies when a customer requests a list of their E911 information from the E911 database.
4. 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.
5. The C911 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.

C. Rates

	<u>Monthly Charge</u>	<u>Non-Recurring Charge</u>
1. Initial Set-Up (per number) (not to exceed \$500)		\$1.00
2. Per Number Charge	\$0.05	
3. No Record Found Charge (per number)		\$50.00
4. Report Requests Charge		Variable