

ISLAND TELEPHONE COMPANY

T I T L E      P A G E

SCHEDULE OF RATES, RULES  
AND REGULATIONS GOVERNING THE  
FURNISHING OF TELEPHONE SERVICE

Applying to the following Territory:

<u>Exchange</u>	<u>Incorporated Village</u>	<u>Townships</u>	<u>County</u>
Beaver Island	None	Peaine St. James	Charlevoix
Bois Blanc	None	Bois Blanc	Mackinaw



ISSUED: 03/15/93

EFFECTIVE: 03/22/93

By: James A. Bubar, Vice President

Millington, Michigan

CONCURRENCE

A. STATEMENT

1. Island Telephone Company, hereinafter called the Concurring Company, assents to and adopts the tariff filed with the Michigan Public Service Commission by the Michigan Bell Telephone Company as such tariff now exists as authorized in the Commission Order in Case No. U-9117, as may be revised, added to or supplemented by superseding sheets or issues insofar as such tariff applies to Dual Party Relay Service, and hereby make itself a party thereto and obligates itself to observe the provisions thereof, with the provision that the Issuing Company reserves the right to cancel this Concurrence after compliance with the requirements as to tariff filings as may be necessary upon such cancellation.
2. It is the intent of the Company to use the approved regulations as filed by this Company in cases of conflict by the adoption of the Tariff of Michigan Bell Telephone Company.

B. MICHIGAN BELL TELEPHONE COMPANY TARIFF

M.P.S.C. NO. 2: Dual Party Relay Service



ISSUED: 03/15/93

EFFECTIVE: 03/22/93

Issued under authority of Michigan Public Service Commission Order dated December 22, 1992 in Case No. U-10064.

By: James A. Bubar, Vice President

Millington, Michigan

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ISSUED: August 16, 2021

EFFECTIVE: August 30, 2021

Issued under the authority of the Michigan Public Service Commission Order  
dated December 22, 1992, in Case No. U-10064

Joel Dohmeier, Vice President  
TDS Telecom, 525 Junction Road, Madison, WI 53717  
[Joeldohmeier@tdstelecom.com](mailto:Joeldohmeier@tdstelecom.com) 608.664.4186

<b>Michigan Public Service Commission</b>
<b>Sep 12, 2019</b>
<b>Received</b>

**GENERAL RULES AND REGULATIONS**

1. The General Rules and Regulations governing the furnishing of service by the company are all embodied in Michigan Public Service Commission Order No. T-576, a copy of which is on file in our office and open to public inspection.
2. Any rules and regulations relating to deposits, billing and payments, as specified elsewhere in T-576, this and other tariffs, are subject to modification by the M.P.S.C. Order No. U-4240, Consumer Standards and Billing Practices - Residential Telephone Service, a copy of which is also on file and open to public inspection.

(M)

(M)

(M) Material now shown in M.P.S.C. No. 7 – Sheet 12

ISSUED: August 27, 2018

EFFECTIVE: September 10, 2018

Issued under the authority of the Michigan Public Service Commission Order  
dated December 22, 1992, in Case No. U-10064

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Michigan Public Service  
Commission

Sep 11, 2018

Received

**GENERAL RULES AND REGULATIONS**

**OFF PREMISES EXTENSION<sup>1</sup>**

APPROVED

**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 customers 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 1 apply.
10. If supporting structures are necessary for the purpose of furnishing OPX extensions on the customers 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.

<sup>1</sup> Off Premises Extension provisioned in or through the Central Office is grandfathered to existing customers effective 4/1/16 This service will not be available to new customers after this date

ISSUED: March 18, 2016

EFFECTIVE: April 1, 2016

Issued under the authority of the Michigan Public Service Commission Order  
dated December 22, 1992, in Case No. U-10064

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Michigan Public Service  
Commission

Mar 24, 2016

Received

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(T)

**GENERAL RULES AND REGULATIONS**

**OFF PREMISES EXTENSION<sup>1</sup> - Continued**

**APPROVED**

(T)

**C. RATES**

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

	<u>Per ¼ Mile Or Fraction</u>
1. Continuous Property not more than 660 feet airline mileage from access line (per channel)	\$0.80
2. Non-Continuous Property - over 600 feet (per channel).	
First 1/4 airline mile or fraction	\$3.00
Each additional 1/4 mile or fraction	\$1.00
Within 660 Feet in the same block	\$0.80
3. Installations will be permitted only where it is technically feasible to do so.	

<sup>1</sup> Off Premises Extension provisioned in or through the Central Office is grandfathered to existing customers effective 4/1/16. This service will not be available to new customers after this date.

(T)

ISSUED: March 18, 2016

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Michigan Public Service  
Commission

Mar 24, 2016

Received

GENERAL TARIFF  
SERVICE CONNECTION CHARGES

APPROVED

A. GENERAL

1. Service Connection Charges are non-recurring charges for work performed by the Telephone Company in connection with customer-initiated requests for voice services. They apply to ordering, connecting, moving, changing, or rearranging of voice services.

B. SERVICE DESCRIPTIONS

1. Service Order Charge – Initial:  
Initial Service Order charge applies to Company representative's time required to establish a new customer into the billing system.
2. Service Order Charge – Subsequent:  
Subsequent Service Order charge applies to Company representative's time required in making changes to already established billing records due to a customer's service request.
3. Central Office Work Charge:  
Central Office Work charge applies to Company representative's time required in making changes in the switch or with central office systems and equipment at the request of the customer. Work would include, but is not limited to establishment of service, adding lines, adding features, changing a telephone number, and moves.
4. Line Connection Charge:  
A Line Connection charge would apply to Company representative's time working on the line between the central office and up to the pedestal, or the demarcation point such as the network interface device (NID) or Optical Network Terminal (ONT); or on a circuit between premises traversing company distribution plant.
5. Premise Visit Charge:  
A premise visit charge applies for a Company vehicle deployment when a company representative is required to install lines or isolate trouble at the request of the customer. Also see Conditions and Limitations number 5.
6. Reconnect for Non-Payment:  
This charge applies to work performed by the telephone company to reestablish service that has been disconnected for non-payment and where satisfactory arrangements were not made prior to the preparation of the disconnect.

ISSUED: October 31, 2017

EFFECTIVE: November 15, 2017

Issued under the authority of the Michigan Public Service Commission Order  
dated December 22, 1992, in Case No. U-10064

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Michigan Public Service  
Commission

Nov 03, 2017

Received

(T)

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**GENERAL TARIFFS**

**SERVICE CONNECTION CHARGES**

**APPROVED**

**C. CONDITIONS AND LIMITATIONS**

1. Service Connection Charges contemplate work performed by the Telephone Company during normal work hours. Additional charges may apply to work performed outside of normal work hours at the request of the customer.
2. Service Connection Charges are in addition to recurring rates and any other charges applicable for voice services subscribed to by the customer. Service Connection Charges may apply in addition to special installation charges or construction charges as set forth elsewhere in Company's tariff.
3. Service Connection Charges are non-refundable unless the order is cancelled before work is begun or unless specified elsewhere in the Company's tariff. 4. One Service Order Charge (Initial or Subsequent) applies for all services requested at the same time for the same customer at the same premises.
4. One Service Order Charge (Initial or Subsequent) applies for all services requested at the same time for the same customer at the same premises.
5. A Line Connection and a Premises Visit will apply to service trouble that is determined to be in customer-provided equipment or inside wire, and the customer does not subscribe to Inside Wire Maintenance. No other Service Connection Charges apply.
6. The charges in this tariff do not include work related to the installation or repair of customer owned equipment or inside wiring.
7. The Company may waive Service Connection Charges from time-to-time as part of a promotion for new or existing products and services. The promotion will be for a limited period of time.
8. Service Connection Charges DO NOT apply to the following customer requests:
  - a. When a change is made and initiated by the Company, for the convenience of the Company, such as a change in grade of service, change in customer's telephone number, or in changes of service and facilities for continuation of satisfactory service.
  - b. Changes stemming from Company errors or to normal repair and maintenance performed on general voice service and associated equipment.
  - c. Re-establishing voice service at a secondary location immediately following the rendering of a customer's primary location as unfit for occupancy, due fire, flood, etc. At the option of the company, a different telephone number may be used.

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Commission

Nov 03, 2017

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GENERAL TARIFFS

SERVICE CONNECTION CHARGES

APPROVED

(T)

C. CONDITIONS AND LIMITATIONS (Continued)

6. Service Connection Charges DO NOT apply to the following customer requests:  
(continued)
- d. Adding or changing custom calling services, advanced calling services, directory listings, non-published numbers and non-listed numbers.
  - e. Changing the billing person's name
  - f. Suspension of Service requested by the customer and subsequent reconnect to full service.

D. RATES

	<u>Non-Recurring Rates</u>
1. Initial Service Order	\$15.00
2. Subsequent Service Order	\$5.00
3. Central Office Work	\$5.00
4. Line Connection	\$15.00
5. Premise Visit	\$20.00
6. Reconnect for Non-Payment	\$20.00

(T)

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Michigan Public Service  
Commission

Nov 03, 2017

Received

**GENERAL TARIFF**  
**SERVICE CONNECTION CHARGES**

**APPROVED**

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(D)

**ISSUED: October 31, 2017**

**EFFECTIVE: November 15, 2017**

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Michigan Public Service  
Commission

Nov 03, 2017

Received

LOCAL TELEPHONE EXCHANGE SERVICE  
TOUCHCALL SERVICE

APPROVED

A. GENERAL

1. Touchcall Service provides for operating a telephone by means of pushbuttons in lieu of a rotary dial. (T)
2. Touchcall Service is offered for all basic classes of service. The service is available where all equipment on the customer's premises is compatible. It is not necessary that all instruments on a line be equipped for Touchcall; however, all lines on the same instrument must be similarly equipped. (T)
3. The rates for those Residential and Business customers who, as of the effective date of this tariff, do not subscribe to touchtone, will be grandfathered. After the effective date of this tariff, new Residential and Business customers will be charged for touchtone service at the tariffed rate. (N)

(D)

(D)

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**LOCAL TELEPHONE EXCHANGE SERVICE**

**RURAL LINE SERVICE**

(D)

(D)

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**ISSUED: May 25, 2018**

**EFFECTIVE: June 8, 2018**

Issued under the authority of the Michigan Public Service Commission Order  
dated December 22, 1992, in Case No. U-10064

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**LOCAL TELEPHONE EXCHANGE SERVICE**

**RURAL LINE SERVICE**

(D)

(D)

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**ISSUED: May 25, 2018**

**EFFECTIVE: June 8, 2018**

Issued under the authority of the Michigan Public Service Commission Order  
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**LOCAL TELEPHONE EXCHANGE SERVICE<sup>6</sup>**



EXCHANGE:

BEAVER ISLAND

**A. GENERAL**

1. The provision of service at the rates shown below is subject to the regulations given in the General Rules and Regulations as they now exist and are filed with and form part of this Tariff.
2. The rates shown below entitle the customer to messages without other charges to all access lines bearing the designation of the central office at the following exchanges, which comprise the Local Service Area:

**B. RATES**

1. Access Line Charges

<u>Class of Service</u>	<u>Transaction Code</u>	<u>Monthly Rate</u>	
<b>*Business:</b>			
One-Party			
Multi Line			
(6 or fewer lines)	B1	\$18.17 <sup>1</sup>	(l)
(7 or more lines)	B17	\$13.67 <sup>2</sup>	
Key and PBX Trunk			
Multi Line			
(6 or fewer lines)	TKKSB, TKCS	\$15.44 <sup>3</sup>	(l)
(7 or more lines)	TKKS7, TKCS7	\$10.94 <sup>4</sup>	
<b>*Residence:</b>			
One-Party	R1	\$17.55 <sup>5</sup>	(l)

<sup>1</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic service charge of \$10.17, (b) Touchtone charge of \$2.50, (c) End User Common Line (EUCL) Charge of \$3.50 or for Educational lines a EUCL of \$1.00, and (d) dialing parity charge of \$0.00.

<sup>2</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic service charge of \$10.17, (b) Touchtone charge of \$2.50, (c) EUCL Charge of \$1.00, and (d) dialing parity charge of \$0.00.

<sup>3</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic service charge of \$7.44, (b) Touchtone charge of \$2.50, (c) EUCL Charge of \$3.50 or for Educational lines a EUCL of \$1.00, and (d) dialing parity charge of \$0.00.

<sup>4</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic service charge of \$7.44, (b) Touchtone charge of \$2.50, (c) EUCL Charge of \$1.00, and (d) dialing parity charge of \$0.00.

<sup>5</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic service charge of \$10.55, (b) Touchtone charge of \$2.50, (c) EUCL Charge of \$3.50 and (d) dialing parity charge of \$0.00.

<sup>6</sup> Calls made to a telephone number with an NPA NXX that is associated with a rate center that is within the originating customer's local calling area are classified as local calls, pursuant to the distinction created in MCL 484.2304(9). If the Company incurs additional cost to transport a local call beyond the Company's exchange boundary, the Company, effective beginning January 1, 2008, will charge the customer, in addition to all other applicable local service charges, a \$0.03 per minute of use (MOU) surcharge for such calls and all such MOU will count toward any applicable monthly MOU allowance. Prior to the imposition of the \$0.03 per MOU local charge, the Company will provide the customer at least 30 days notice of its intention to do so, and the notice will include information enabling the customer to determine the affected telephone number(s).

\* The rates for those residential and business customers who, as of the effective date of this tariff, do not have touch tone service shall have their monthly rate reduced by \$2.50.

ISSUED: December 9, 2016

EFFECTIVE: January 1, 2017

Issued under the authority of the Michigan Public Service Commission Order dated December 22, 1992, in Case No. U-10064

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Michigan Public Service Commission

Dec 16, 2016

Received

**LOCAL TELEPHONE EXCHANGE SERVICE<sup>2</sup>**



**A. GENERAL**

1. The provision of service at the rates shown below is subject to the regulations given in the General Rules and Regulations as they now exist and are filed with and form part of this Tariff.
2. The rates shown below entitle the customer to messages without other charges to all access lines bearing the designation of the central office at the following exchanges, which comprise the Local Service Area:

**B. RATES**

**1. Access Line Charges**

<u>Class of Service</u>	<u>Transaction Code</u>	<u>Monthly Rate</u>	
<b>*Business:</b>			
One-Party			
Multi Line			
(6 or fewer lines)	B1	\$18.17 <sup>1</sup>	(l)
(7 or more lines)	B17	\$13.67 <sup>2</sup>	
Key and PBX Trunk			
Multi Line			
(6 or fewer lines)	TKKSB, TKCS	\$15.44 <sup>3</sup>	(l)
(7 or more lines)	TKKS7, TKCS7	\$10.94 <sup>4</sup>	
<b>*Residence:</b>			
One-Party	R1	\$17.55 <sup>5</sup>	(l)

<sup>1</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic service charge of \$10.17, (b) Touchtone charge of \$2.50, (c) End User Common Line (EUCL) Charge of \$3.50 or for Educational lines a EUCL of \$1.00, and (d) dialing parity charge of \$0.00.

<sup>2</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic service charge of \$10.17, (b) Touchtone charge of \$2.50, (c) EUCL Charge of \$1.00, and (d) dialing parity charge of \$0.00.

<sup>3</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic service charge of \$7.44, (b) Touchtone charge of \$2.50, (c) EUCL Charge of \$3.50 or for Educational lines a EUCL of \$1.00, and (d) dialing parity charge of \$0.00.

<sup>4</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic service charge of \$7.44, (b) Touchtone charge of \$2.50, (c) EUCL Charge of \$1.00, and (d) dialing parity charge of \$0.00.

<sup>5</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic service charge of \$10.55, (b) Touchtone charge of \$2.50, (c) EUCL Charge of \$3.50 and (d) dialing parity charge of \$0.00.

<sup>6</sup> Calls made to a telephone number with an NPA NXX that is associated with a rate center that is within the originating customer's local calling area are classified as local calls, pursuant to the distinction created in MCL 484.2304(9). If the Company incurs additional cost to transport a local call beyond the Company's exchange boundary, the Company, effective beginning January 1, 2008, will charge the customer, in addition to all other applicable local service charges, a \$0.03 per minute of use (MOU) surcharge for such calls and all such MOU will count toward any applicable monthly MOU allowance. Prior to the imposition of the \$0.03 per MOU local charge, the Company will provide the customer at least 30 days notice of its intention to do so, and the notice will include information enabling the customer to determine the affected telephone number(s).

\* The rates for those residential and business customers who, as of the effective date of this tariff, do not have touch tone service shall have their monthly rate reduced by \$2.50.

ISSUED: December 9, 2016

EFFECTIVE: January 1, 2017

Issued under the authority of the Michigan Public Service Commission Order dated December 22, 1992, in Case No. U-10064

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Michigan Public Service  
 Commission

Dec 16, 2016

Received

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**LOCAL TELEPHONE EXCHANGE SERVICE**

Material previously found on this page has been deleted.

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ISSUED: August 16, 2021

EFFECTIVE: August 30, 2021

Issued under the authority of the Michigan Public Service Commission Order  
dated December 22, 1992, in Case No. U-10064

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**LOCAL TELEPHONE EXCHANGE SERVICE**

Material previously found on this page has been deleted.

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ISSUED: August 16, 2021

EFFECTIVE: August 30, 2021

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**LOCAL TELEPHONE EXCHANGE SERVICE<sup>2</sup>**

**APPROVED**

**This service is grandfathered to existing customers effective March 1, 2012. This service will not be available to new customers after this date.**

(N)  
(N)

**PRIMARY BASIC LOCAL EXCHANGE SERVICE<sup>3</sup>**

**A. General**

Primary Basic Local Exchange Service (PBLES) provides residential customers a voice only access line with the following local calling areas and conditions:

**B. Local Calling Areas**

<u>Exchange</u>	<u>Exchanges in the Local Calling Area</u>
Beaver Island	Beaver Island
Bois Blanc	Bois Blanc

**C. Conditions**

1. PBLES includes a call allowance of 100 outgoing local calls, 12,000 outgoing local minutes and unlimited incoming calls at no additional charge.
2. For all outgoing local calls in excess of 100, an additional per call charge will apply.
3. The outgoing call allowance is applied per access line per month. Unused calls may not be carried over to another month.
4. Qualified customers with disabilities and authorized volunteers of non-profit organizations, or volunteers of chartered veterans' organizations will be exempt from the 100 call limitation and shall receive unlimited outgoing local calls.

**D. Rates**

Local Residential Access Line	\$15.93 <sup>1</sup>
Per Call (after monthly call allowance)	\$0.06

<sup>1</sup> This rate includes the End User Common Line and Touchtone charges.

<sup>2</sup> Calls made to a telephone number with an NPA NXX that is associated with a rate center that is within the originating customer's local calling area are classified as local calls, pursuant to the distinction created in MCL 484.2304(9). If the Company incurs additional cost to transport a local call beyond the Company's exchange boundary, the Company, effective January 1, 2008, will charge the customer, in addition to all other applicable local service charges, a \$0.03 per minute of use (MOU) surcharge for such calls and all such MOU will count toward any applicable monthly MOU allowance. Prior to the imposition of the \$0.03 per MOU local charge, the Company will provide the customer at least 30 days notice of its intention to do so, and the notice will include information enabling the customer to determine the affected telephone number(s).

<sup>3</sup> Calls made to a telephone number with an NPA NXX that is associated with the rate center that is within the originating customer's local calling area are classified as local calls, pursuant to the distinction created in MCL 484.2304(9).

ISSUED: February 29, 2012

EFFECTIVE: March 1, 2012

Issued under the authority of the Michigan Telecommunications Act, as amended.  
BY: Joel Dohmeier, Vice President

**RECEIVED**

**By Patti Witte at 3:38 pm, Mar 02, 2012**

**LOCAL TELEPHONE EXCHANGE SERVICE<sup>2</sup>**

RESERVED FOR FUTURE USE

APPROVED

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(D)

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ISSUED: July 1, 2009

EFFECTIVE: July 2, 2009

BY: Jeff Jung, Vice President

Millington, Michigan

**LOCAL TELEPHONE EXCHANGE SERVICE<sup>2</sup>**

RESERVED FOR FUTURE USE

APPROVED

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LOCAL TELEPHONE EXCHANGE SERVICE

PAYSTATION SERVICE

Material previously found on this page has been deleted.

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ISSUED: August 16, 2021

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LOCAL TELEPHONE EXCHANGE SERVICE

PAYSTATION SERVICE

Material previously found on this page has been deleted.

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ISSUED: August 16, 2021

EFFECTIVE: August 30, 2021

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LOCAL TELEPHONE EXCHANGE SERVICE

PAYSTATION SERVICE

Material previously found on this page has been deleted.

(D)

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LOCAL EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

A. GENERAL

1. This Tariff provides for Universal Emergency Number Service (911) as provided under the conditions set forth in the Emergency Telephone Service Act., 1986 P 32; MCL 484.1101 et seq. The provisions of PA-32, as enacted or amended, supersede this Tariff.
2. Universal Emergency Number Service (911), is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911 from service users within a 911 service district.
3. Under the provisions of PA-32, the county is the agency that is empowered to establish an emergency telephone district or a 911 service district. The county, upon adoption of the resolution, must act on behalf of the public agencies located within the 911 service district.
4. As soon as it is feasible, after receipt of a written application from a county requesting 911 service within a 911 service district described in a final 911 service plan adopted pursuant to PA-32, the service supplier will make the central facilities available to provide 911 service and options.
5. Two types of 911 service are offered: Basic 911 (B911) and Enhanced 911 Service (E911):
  - a. Basic 911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP equipped to receive those calls.
  - b. Enhanced 911 Service provides additional features: such as selective routing of 911 calls to a specific PSAP that is selected from the various PSAP's serving customers within that central office area; E911 Trunks, Automatic Number Identification and PSAP Data Base Establishment and Update Service.
6. Pursuant to PA-32, the 911 calling party waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, address, and name associated with the originating access line location are furnished to PSAP.



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By: James A. Bubar, Vice President

Millington, Michigan



LOCAL EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

B. DEFINITION OF TERMS

1. Automatic Location Identification (ALI) - an E911 feature that provides the name and address or both, associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise extensions, etc.) are identified with the address of the telephone number at the main location.
2. Automatic Number Identification (ANI) - provides for the telephone number of the calling party to be forwarded to the PSAP.
3. 911 Trunks - trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly rates do not apply to that segment of the 911 trunk.
4. Emergency Service Number (ESN) - an ESN is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g. police, fire, medical) within a particular serving area. An ESN is associated with a primary PSAP and possibly one or more secondary PSAP's.
5. Emergency Telephone Service Charge - a charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles, and network nonrecurring and recurring installation, maintenance, service and equipment network charges of a service supplier providing 911 service pursuant to PA-32.
6. 911 Service Area - the geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.
7. PSAP Data Base Establishment and Update Service - provides the PSAP with the initial list, as well as periodic updates of customer names, telephone numbers, and addresses for ALI.



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By: James A. Bubar, Vice President

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LOCAL EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

B. DEFINITION OF TERMS (Continued)

8. Public Safety Answering Point (PSAP) - a communications facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 911 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 911 calls to other public safety agencies. It is the first point of reception by a public safety agency of a 911 call, and serves the jurisdictions in which it is located and other participating jurisdictions, if any.
9. Selective Routing Service - a feature that routes an E911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.
10. Service Supplier - any provider of regulated telephone service to a service user in the state.
11. Serving Central Office - the central office from which a PSAP, either primary or secondary, is served.
12. Universal Emergency Number Service - a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. The 911 service includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling.
13. Universal Emergency Number Service Customer (Customer) - the Board of County Commissioners is designated as the customer that is legally authorized to subscribe to service and have public safety responsibility by law to respond to telephone calls from the public or emergency police, fire, or other emergency services within the telephone central office areas arranged for 911 calling. A customer or group of customers may authorize an agent to subscribe to the service, but the agent is not the customer.



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By: James A. Bubar, Vice President

Millington, Michigan

LOCAL EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

C. RATES AND CHARGES

1. Appropriate recurring and nonrecurring service charges and rates apply as set forth in the applicable MPSC tariffs of the Telephone Company or by concurrence with other Telephone Company Tariffs or by special contractual agreements between the Telephone Company and the appropriate governmental agency.

D. EMERGENCY TELEPHONE SERVICE CHARGE

1. PA-32 mandates that the Telephone Company be permitted to recover costs incurred for providing 911 service through the Emergency Telephone Service Charge.
2. For any Emergency Telephone District (911 service) wishing to recover costs pursuant to PA-32, the following shall apply:
  - a. The Emergency Telephone Service Charge shall be determined by the designated coordinator of the 911 service district based on the costs and charges submitted by the service suppliers.
    - 1) The amount of the Emergency Service Charge payable monthly by a service user for recurring costs and charges shall not exceed the amount authorized by PA-32 based on the highest monthly local service rate charged by the service suppliers for a residential 1-party unlimited calling service within the 911 service district.
    - 2) The amount of the Emergency Telephone Service Charge payable monthly by a service user for nonrecurring costs and charges shall not exceed the amount authorized by PA-32 based on the highest monthly service rate charged by the service suppliers for a residential 1-party unlimited calling service within the 911 service district. This portion of the Emergency Telephone Service Charge shall be amortized over a period authorized by PA-32, as approved by the Public Service Commission, and shall be billed and collected from all service users only until such amount are fully recovered by the service suppliers.



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By: James A. Bubar, Vice President

Millington, Michigan

LOCAL EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

D. EMERGENCY TELEPHONE SERVICE CHARGE (Continued)

2. Continued

- b. Because the service supplier serving boundaries and political subdivisions and 911 service district boundaries may not coincide, the Emergency Telephone Service Charge will be payable by all service users served by a central office providing 911 service.

E. RULES AND REGULATIONS

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number.
2. The service supplier shall not be required to provide 911 service to less than an entire central office (switching entity).
3. The service supplier will not provide both Basic 911 and Enhanced 911 service within a given central office (switching entity).
4. 911 service is furnished to the customer only for the purpose of receiving reports of emergencies from the public.
5. Intercept service for the seven-digit emergency numbers replaced by 911 will be provided, upon request, for up to one (1) year or until the next customer directory issuance, whichever is longer, at no charge.
6. 911 service lines are arranged for one-way incoming service to the appropriate PSAP. These lines cannot be used to originate calls from a PSAP.
7. 911 service lines are provided solely for the benefit of the customer operating the PSAP. The provision of 911 service by the service suppliers shall not be interpreted, construed or regarded as being for the benefit of or creating any service supplier obligation, either expressed or implied, toward any third person or legal entity other than the customer.

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By: James A. Bubar, Vice President

Millington, Michigan



LOCAL EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. RULES AND REGULATIONS (Continued)

8. The service supplier does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the service users to have the ability to access the PSAP.
9. Any terminal equipment (PSAP) used in connection with 911 service, whether such equipment is provided by the service supplier or the customer, shall not be permitted to be used to extract any information from the Data Management System, other than information relating to number identified as the source of an in-progress 911 call.
10. E911 information consisting of the names, addresses, and telephone numbers of telephone customers, whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls and is not to be used or disclosed by the customer, its agents, or employees for any other purpose.
11. ANI/ALI may not be displayed on calls placed over party lines.
12. The service supplier's entire liability to any person for interruption or failure of 911 service shall be limited to the terms specified in this and other Tariffs.
13. The rate charged for 911 service does not include the monitoring of facilities to discover errors, defects, and malfunctions in the service, nor does the service supplier undertake such responsibility. The customer shall be responsible for making such operation tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the service supplier in the event the system is not functioning properly.



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By: James A. Bubar, Vice President

Millington, Michigan

LOCAL EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. RULES AND REGULATIONS (Continued)

14. The service supplier's liability to the customer, the 911 calling party or any other party or persons for any loss or damage arising from errors, interruptions, omission, delays, defects, failures, or malfunctions of this service or any part thereof, whether caused by the negligence of the service supplier or otherwise, shall not exceed an amount equivalent to the pro-rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credits that may be given for an out-of-service condition.
15. The customer and participating governmental units and agencies each agree to release, indemnify, defend, and hold harmless the service supplier from any and all loss, claims, demands, suits or other action, or any liability whatsoever, other than the service supplier's sole negligence, arising out of the customer's use of 911 service whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others; and the customer and participating governmental units and agencies agree to purchase and maintain adequate insurance against such liability.
16. The customer also agrees to release, indemnify, defend, and hold harmless, the service supplier from any infringement or invasion of the right of privacy or confidentiality of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or by the use of 911 service features and the equipment associated therewith, or by any services furnished by the service supplier in connection therewith, including but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 service hereunder, and that arise out of the negligence or other wrongful act of the customer, its user agencies or municipalities, or the employees or agents of any one of them.



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By: James A. Bubar, Vice President

Millington, Michigan

LOCAL EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. RULES AND REGULATIONS (Continued)

17. The installation of initial or subsequent 911 exchange lines to maintain applicable service supplier service standards will be provided, at the appropriate charges, by the service supplier.
18. Because the service supplier's telephone exchange boundaries and political subdivisions and 911 service district boundaries may not coincide, as a condition of 911 service, the customer must handle or make arrangements to handle all 911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
19. Application for 911 service must be made in writing by the customer. If application for service is made by an agent, the service supplier must be provided with satisfactory written proof of authority of the agent by the customer.
20. The customer shall:
  - a. Subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, for receiving non-911 calls and for operator-forwarded calls.
  - b. Subscribe to or provide telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the service supplier.
  - c. Appoint a coordinator who will be responsible for the implementation of the final 911 service plan and the determination of the Emergency Telephone Service Charge, who will oversee the annual auditing process, and who will negotiate call handling situations where central office overlap situations exist with other agencies or counties.



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By: James A. Bubar, Vice President

Millington, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE

LIFELINE SERVICE

Effective June 19, 2019, the Company concurs in the Telecommunications Association of Michigan's (TAM) Lifeline Tariff M.P.S.C. No. 9R

(C)  
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(C)

LINK UP PROGRAM

Per FCC Order 12-11 (Lifeline/Link-Up Order), Lifeline Connection Assistance (Link-Up) support is eliminated effective April 2, 2012.

(M)  
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(M)

(M)-Material previously shown on Sheet 14.2 of this Section.

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Michigan Public Service  
Commission

Sep 12, 2019

Received



LOCAL TELEPHONE EXCHANGE SERVICE

(D)

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LOCAL TELEPHONE EXCHANGE SERVICE

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(M)

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(M)

(M) Material now shown on Sheet 14 of this Section

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Michigan Public Service  
Commission

Sep 12, 2019

Received

LOCAL TELEPHONE EXCHANGE SERVICE

FEDERAL PROGRAMS

APPROVED

1. UNIVERSAL SERVICE SUPPORT FOR LIBRARIES AND SCHOOLS

- a. In accordance with 1997 PA 95 of the Michigan Telecommunications Act, and 47 CFR 54.500 *et seq.*, eligible elementary and secondary schools shall receive intrastate services at discounts equal to the discounts applicable for eligible interstate services if the Company receives federal universal support for such telecommunications services.
- b. In accordance with 1997 PA 96 of the Michigan Telecommunications Act, and 47 CFR 54.500 *et seq.*, eligible libraries shall receive intrastate services at discounts equal to the discounts applicable for eligible interstate services if the Company receives federal universal support for such telecommunication services.
- c. Eligibility for discounts shall be determined in accordance with 47 CFR 54.500 *et seq.*

2. UNIVERSAL SERVICE SUPPORT FOR HEALTH CARE PROVIDERS

- a. In accordance with 47 CFR 54.601 *et seq.*, the Company shall offer services to eligible health care providers to the extent that facilities and services are available.
- b. Eligibility qualifications, provider selection, etc. shall be determined in accordance with 47 CFR 54.601 *et seq.*
- c. Services to eligible health care providers at reduced rates will be offered in accordance with 47 CFR 54.601 *et seq.*
- d. Reduced rates to eligible health care providers are available only to the extent that adequate funding is available from the federal universal support fund.

(N)

(N)



ISSUED: November 29, 1999

EFFECTIVE: December 1, 1999

Issued under authority of 1991 PA 179 as amended.

BY: Paul E. Pederson, Vice President

Millington, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE

CENTREX SERVICE

(N)

A. General

1. Centrex Service is a central office-based, flat rate, communication service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all customer lines into a single telecommunications system.
2. Centrex Service is a local exchange telecommunications service provided from suitably equipped Telephone Company central office with available outside plant.
3. Centrex permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through an attendant console.
4. The Centrex station line includes a local loop (which includes dial tone and a telephone number) and the unregulated basic features package. Unregulated optional features and services are available.
5. Centrex is offered only as a complete service. The local loop is not provided without unregulated basic features or vice versa.



ISSUED: February 1, 1994

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Issued under the authority of the  
Michigan Telecommunications Act, 1991, PA 179.

By: James A. Bubar, Vice President

Millington, Michigan

**LOCAL TELEPHONE EXCHANGE SERVICE**

**CENTREX SERVICE**

APPROVED

**B. RATES AND CHARGES**

1. The following per line Centrex rates and charges apply for contract periods ranging from month-to-month to 60 months.

(T)  
(T)

Centrex Rates – Month-to-Month, Per Line:

<u>Number Of Lines</u>	<u>Monthly Rate</u>
2-6	\$15.00 <sup>1</sup>
7-15	12.16 <sup>2</sup>
16-30	11.47 <sup>2</sup>
31-50	10.66 <sup>2</sup>
51-100	9.74 <sup>2</sup>
101+	9.17 <sup>2</sup>

(C)  
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(C)

Centrex Rates – Service Contract Plans, Per Line:

<u>Number Of Lines</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>48 Months</u>	<u>60 Months</u>
2-6	\$14.77 <sup>1</sup>	14.43 <sup>1</sup>	13.97 <sup>1</sup>	13.39 <sup>1</sup>	12.83 <sup>1</sup>
7-15	11.71 <sup>2</sup>	11.05 <sup>2</sup>	10.21 <sup>2</sup>	9.21 <sup>2</sup>	8.28 <sup>2</sup>
16-30	11.03 <sup>2</sup>	10.40 <sup>2</sup>	9.58 <sup>2</sup>	8.62 <sup>2</sup>	7.72 <sup>2</sup>
31-50	10.24 <sup>2</sup>	9.63 <sup>2</sup>	8.85 <sup>2</sup>	7.92 <sup>2</sup>	7.06 <sup>2</sup>
51-100	9.34 <sup>2</sup>	8.76 <sup>2</sup>	8.01 <sup>2</sup>	7.13 <sup>2</sup>	6.32 <sup>2</sup>
101+	8.78 <sup>2</sup>	8.21 <sup>2</sup>	7.49 <sup>2</sup>	6.64 <sup>2</sup>	5.85 <sup>2</sup>

(C)  
|  
(C)

Service Establishment Charges

Per System  
Per Line

Non-Recurring Charges

\$50.00  
10.00

2. The above rates and non-recurring charges are in addition to the applicable service ordering charges as provided in M.P.S.C. No. 1 of this Tariff.
3. The station line is provided as a complete service. Neither the local loop portion, nor the unregulated basic features package will be provided as a separate entity.

<sup>1</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic Centrex Line charge, (b) End User Common Line (EUCL) Charge of \$3.50 or for Educational lines a EUCL of \$1.00, (c) Touchtone charge of \$0.00, and (d) dialing parity charge of \$0.00.

<sup>2</sup> This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows (a) basic Centrex Line charge, (b) End User Common Line (EUCL) Charge of \$1.00, (c) Touchtone charge of \$0.00 and (d) dialing parity charge of \$0.00.

LOCAL TELEPHONE EXCHANGE SERVICE  
CENTREX SERVICE

B. Rates and Charges (Continued)

4. Centrex lines that terminate in key system common equipment or other CPE that performs pooling or switching functions must be provided in a "squared" arrangement in order to retain Centrex tariff rates. A "squared" arrangement is one in which the number of Centrex lines equals the number of stations/lines served by the key system common equipment or the CPE switching/pooling equipment. If the number of stations served by the key system common equipment or the CPE switching/pooling equipment exceeds the number of Centrex lines, the Centrex lines will be rated at the appropriate Key Trunk or PBX Trunk rates as found in Tariff M.P.S.C. No. 1 of this Tariff.
5. End User Common Line Charge (EUCL)

The FCC End User Common Line Charge (EUCL) will be assessed based upon the total number of Centrex lines to which the customer subscribes. This amount will be collected by the Telephone Company and forwarded to the National Exchange Carrier Association. Intrastate Subscriber Line Charges will also be assessed, based on the total number of Centrex Lines.

C. Regulations and Conditions

1. A Centrex customer must have a minimum of two (2) Centrex lines.
2. The minimum charge period for services provided under this Tariff shall be for one (1) month.
3. Centrex is offered subject to the availability of outside plant and/or central office facilities.
4. All Centrex lines shall be equipped with Touchcall service.
5. One (1) directory listing/line of information will be provided without charge for each Centrex line provided the customer. The customer will not be assessed a nonlisted/nonpublished charge if the listing is not put in the directory.
6. The Centrex customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month Centrex customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect.



(C)  
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(C)

ISSUED: August 4, 1995

EFFECTIVE: September 1, 1995

Issued under the Authority of the  
Michigan Telecommunications Act, 1991 PA 179.

BY: Michael A. Pandow, Vice President

Millington, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE  
CENTREX SERVICE



(N)

C. Regulations and Conditions (Continued)

7. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.
8. Subsequent line additions/deletions to the original service contract period are stipulated as follows:
  - a. Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. The additional lines will be billed for at the tiered rates for the service period selected, as specified in B.1. above.
  - b. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in C.9. below. The remaining lines will be billed at the tiered rates for the smaller line size group, as specified in B.1. above.
9. Termination Liabilities shall be treated as follows:
  - a. If the service is cancelled by the customer after installation of the service but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent (50%).
  - b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of contract period:
    - 1) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or;
    - 2) Pay termination charges as described in b.1) above on the number of Centrex station lines disconnected.

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By: James A. Bubar, Vice President

Millington, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE

CENTREX SERVICE

(N)

C. Regulations and Conditions (Continued)

10. Reduction/waiver of service establishment charges may be offered as follows.

At the Telephone Company's discretion, the following non-recurring service establishment charges may be reduced or waived during promotional campaigns and/or as a part of customer negotiations:

a. Non-recurring service establishment charges (per-system and per-line charges) as provided in paragraph B.1.

11. All exchange items in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).

12. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charges for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

13. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served by the same central office.

14. Terminal equipment may be offered by the Telephone Company under contract or may be provided by the customer.

15. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company in the general tariff.



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By: James A. Bubar, Vice President

Millington, Michigan



LOCAL TELEPHONE EXCHANGE SERVICE  
DIRECT INWARD DIALING (DID) SERVICE

APPROVED

1. 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.

2. Rates

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

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

\*Numbers sold in conjunction with DID Service only.

3. Conditions

a. The service is furnished subject to the availability of Central Office facilities and compatibility of customer-provided equipment.

b. 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 M.P.S.C. No. 1, Sheets 9-9.1 for associated PBX trunk rate and M.P.S.C. No. 1, Sheet 5 for the installation charge.

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



ISSUED: April 10, 1998

EFFECTIVE: April 14, 1998

BY: Michael A. Pandow, President

Millington, Michigan

**LOCAL TELEPHONE EXCHANGE SERVICE**

**DIRECT INWARD DIALING (DID) SERVICE** (Continued)

APPROVED

3. Conditions (Continued)

- c. The service must be provided on a minimum of 10 lines in a trunk group arranged for inward service.
- d. 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.
- e. 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.
- f. 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.
- g. 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.
- h. Customer-provided equipment must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.
- i. The customer being provided DID service will be responsible for all toll calls billed to the DID numbers.
- j. DID numbers will be sold in conjunction with DID service only.
- k. 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. 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.

MICHIGAN PUBLIC  
SERVICE COMMISSION

NOV 26 2002

FILED

ISSUED: October 31, 2002

EFFECTIVE: November 1, 2002

BY: Paul E. Pederson, Vice President

Millington, Michigan

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|  
(N)

**LOCAL TELEPHONE EXCHANGE SERVICE**

APPROVED

**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"

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

"511"

511 is assigned for traffic and transportation information.

"711"

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 elsewhere in this tariff.

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**LOCAL TELEPHONE EXCHANGE SERVICE**

**N11 SERVICES** (Continued)

APPROVED

(N)

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 an N11 Subscriber's service unreasonable 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.

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**LOCAL TELEPHONE EXCHANGE SERVICE**

**N11 SERVICES** (Continued)

APPROVED

(N)

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 affiliated 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.

(N)

LOCAL TELEPHONE EXCHANGE SERVICE

APPROVED

**N11 SERVICES** (Continued)

(N)

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 M.P.S.C. No. 7 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. Service Order Charge, per point-to number	(1)
2. Central Office Switch Activation Charge, Per Central Office Switch Translated or Changed	\$110.00
3. Change point-to number per Subscriber request Per central office	\$15.00

(1) Service Order Charges as specified in M.P.S.C. No. 1 will apply.

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LOCAL TELEPHONE EXCHANGE SERVICE

APPROVED

CUSTOMIZED 911 (C911)

(N)

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

(N)

ISSUED: August 4, 2008

EFFECTIVE: August 5, 2008

BY: Jeff Jung, Vice President

Millington, Michigan