

Schedule of Rates, Charges and  
Regulations Governing

LOCAL EXCHANGE SERVICE

Applying in the Exchange of this Company in  
Michigan, as designated in the Table of Contents herein



ISSUED: 03/02/93

EFFECTIVE: 03/22/93

By: James A. Bubar, Vice President

Perry, Michigan

LOCAL EXCHANGE SERVICE

APPROVED

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BY: Joel Dohmeier, Vice President

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LOCAL EXCHANGE SERVICE

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Issued under the authority of the Michigan Public Service Commission Order  
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TDS Telecom, 525 Junction Road, Madison, WI 53717  
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Michigan Public Service  
Commission

Sep 12, 2019

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LOCAL EXCHANGE SERVICE

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APPLICATION AND EXPLANATION OF SYMBOLS

A. APPLICATION

1. This tariff applies to Local Exchange Services of the Shiawassee Telephone Company, hereinafter referred to as the Telephone Company, exchanges in Michigan as designated herein.
2. Local Exchange Service is that of furnishing facilities for telephone intercommunication between customers within a Local Service Area.
3. The provision of service is subject to regulations specified in the M.P.S.C. Tariffs of the Telephone Company, which tariffs as now exist or as they may be revised, added to, or supplemented by superseding issues are hereby made a part of this Tariff.

B. EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation or change in text (C)
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies a increased rate, or new treatment resulting in increased rate.
- (M) Signifies information has moved (N)
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate, or new treatment resulting in a reduced rate.



LOCAL EXCHANGE SERVICE

TERRITORY SERVED

The following list of counties, townships, and incorporated cities or villages are wholly or partly within the assigned area of the Shiawassee Telephone Company:

<u>EXCHANGE</u>	<u>COUNTY</u>	<u>TOWNSHIPS</u>	<u>INCORPORATED CITIES AND VILLAGES</u>
Perry	Shiawassee	Antrim Bennington Perry Shiawassee Woodhull	Perry Morrice
	Ingham	Locke	
Shaftsburg	Shiawassee	Perry Woodhull	
Bell Oak	Livingston	Conway	
	Ingham	Locke	



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By: James A. Bubar, Vice President

Perry, Michigan

LOCAL EXCHANGE SERVICE<sup>2</sup>

**APPROVED**  
EXCHANGE: PERRY

The rates shown below entitle the customer to messages without toll charges to all access lines bearing the designation of a central office of the following exchanges which comprise the Local Service Area:

PERRY      BELL OAK      LANSING      SHAFTSBURG      BANCROFT  
FOWLerville      LAINGSBURG      OWOSSO      WILLIAMSTON

**RATES**

<u>Class of Service</u>	<u>Transaction Code</u>	<u>Monthly Rate</u>	
<b>*Business:</b>			
One-Party and Key			
Multiline			
(6 or fewer lines)	B1, TKKSB	\$23.38	(l)
(7 or more lines)	B17, TKKS7	18.88	
PBX Trunk			
Multiline			
(6 or fewer lines)	TKCS	23.38	
(7 or more lines)	TKCS7	20.88	
<b>*Residence</b>			
One-Party	R1	21.90	
One-Party, Metered Svc. <u>1/</u>	R1M	13.78	

- The rates for those residential and business customers who, as of September 1, 2003, do not have touch tone service shall have their monthly rate reduced by \$2.00.
- 1/ No additional charge for the first 20 completed outgoing messages within the local service area per month. For messages in excess of 20, there is an additional charge of \$.15 for each message.
- 2 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).

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LOCAL EXCHANGE SERVICE<sup>2</sup>



The rates shown below entitle the customer to messages without toll charges to all access lines bearing the designation of a central office of the following exchanges which comprise the Local Service Area:

BELL OAK      PERRY      SHAFTSBURG      WILLIAMSTON  
WEBBERVILLE      FOWLerville      BANCROFT      LANSING

**RATES**

<u>Class of Service</u>	<u>Transaction Code</u>	<u>Monthly Rate</u>	
*Business:			
One-Party and Key			
Multiline			
(6 or fewer lines)	B1, TKKSB	\$22.50	(l)
(7 or more lines)	B17, TKKS7	18.00	
PBX Trunk			
Multiline			
(6 or fewer lines)	TKCS	22.38	
(7 or more lines)	TKCS7	19.88	
*Residence			
One-Party	R1	22.43	(l)
One-Party, Metered Svc. <u>1/</u>	R1M	14.38	(l)

- The rates for those residential and business customers who, as of September 1, 2003, do not have touch tone service shall have their monthly rate reduced by \$2.00.
- 1/ No additional charge for the first 20 completed outgoing messages within the local service area per month. For messages in excess of 20, there is an additional charge of \$.15 for each message.
- 2 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).

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The rates shown below entitle the customer to messages without toll charges to all access lines bearing the designation of a central office of the following exchanges which comprise the Local Service Area:

SHAFTSBURG      PERRY      BELL OAK      LANSING      BATH  
LAINGSBURG      OWOSSO      WILLIAMSTON

**RATES**

<u>Class of Service</u>	<u>Transaction Code</u>	<u>Monthly Rate</u>	
<b>*Business:</b>			
One-Party and Key Multiline			
(6 or fewer lines)	B1, TKKSB	\$23.38	(I)
(7 or more lines)	B17, TKKS7	18.88	
<b>PBX Trunk</b>			
Multiline			
(6 or fewer lines)	TKCS	23.88	
(7 or more lines)	TKCS7	20.88	
<b>*Residence</b>			
One-Party	R1	21.90	
One-Party, Metered Svc. <u>1/</u>	R1M	13.78	

- \* The rates for those residential and business customers who, as of September 1, 2003, do not have touch tone service shall have their monthly rate reduced by \$2.00.
- 1/ No additional charge for the first 20 completed outgoing messages within the local service area per month. For messages in excess of 20, there is an additional charge of \$.15 for each message.
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LOCAL EXCHANGE SERVICE<sup>2</sup>



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

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**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>
Perry	Perry, Bell Oak, Lansing, Shaftsbury, Bancroft, Fowlerville, Laingsburg, Owosso, Williamston
Bell Oak	Bell Oak, Perry, Shaftsbury, Williamston, Webberville, Fowlerville, Bancroft, Lansing
Shaftsbury	Shaftsbury, Perry, Bell Oak, Lansing, Bath, Laingsburg, Owosso, Williamston

**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	
Bell Oak	\$16.32 <sup>1</sup>
Perry and Shaftsbury	\$16.72 <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 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).

<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).

**LOCAL EXCHANGE SERVICE**

**SERVICE 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.

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**LOCAL EXCHANGE SERVICE**

**SERVICE 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.
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  
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**LOCAL EXCHANGE SERVICE**

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**SERVICE CHARGES**

**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	\$14.00
2. Subsequent Service Order	\$7.00
3. Central Office Work	\$5.00
4. Line Connection	\$15.00
5. Premise Visit	\$20.00
7. Reconnect for Non-Payment	\$25.00

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SERVICE CHARGES

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LOCAL EXCHANGE SERVICE  
RESERVED FOR FUTURE USE

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LOCAL EXCHANGE SERVICE  
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LOCAL EXCHANGE SERVICE



CUSTOMIZED 911 (C911)

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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

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ISSUED: February 28, 1997

EFFECTIVE: April 15, 1997

BY: Louis D. Reilly, President

Perry, Michigan

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ISSUED: February 28, 1997

EFFECTIVE: April 15, 1997

BY: Louis D. Reilly, President

Perry, Michigan

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LOCAL EXCHANGE SERVICE

Material previously found on this page has been deleted.



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ISSUED: February 28, 1997

EFFECTIVE: April 15, 1997

BY: Louis D. Reilly, President

Perry, Michigan

(D)

(D)

LOCAL TELEPHONE 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 PA 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 provision 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 office 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 number 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 the PSAP.



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By: James A. Bubar, Vice President

Perry, Michigan

LOCAL TELEPHONE 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 telephone 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 office is a remote unit, nonrecurring charges and monthly rates 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 primary PSAP and possible 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 number and addresses for ALI.

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LOCAL TELEPHONE 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 services the jurisdictions in which it is located and other participation 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 an 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.



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.

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LOCAL TELEPHONE EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

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 Co-ordinator 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 supplier 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 amounts are fully recovered by the service suppliers.
  - 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.



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By: James A. Bubar, Vice President

Perry, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

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 or emergencies from the public.
5. Intercept service for the seven-digit emergency number replaced by 911 will be provided, upon request, for up to one 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 supplier 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.
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.

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By: James A. Bubar, Vice President

Perry, Michigan



LOCAL TELEPHONE EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. RULES AND REGULATIONS (Continued)

10. E911 information consisting of the names, address 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 rates charged for 911 service do 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 operational 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.
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, omissions, 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-rate 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.



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Perry, Michigan



LOCAL TELEPHONE EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. RULES AND REGULATIONS (Continued)

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, of 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 other; 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 person, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or by use of 911 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 or any one of them.
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.



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Perry, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. RULES AND REGULATIONS (Continued)

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. Subscriber 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 co-ordinator 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

Perry, Michigan

LOCAL 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. 9R

(C)

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**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)-Material previously shown on Sheet 15.2 of this Section.

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Michigan Public Service  
Commission

Sep 12, 2019

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**LOCAL EXCHANGE SERVICE**

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LOCAL EXCHANGE SERVICE

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Michigan Public Service  
Commission

Sep 12, 2019

Received

LOCAL EXCHANGE SERVICE

APPROVED

FEDERAL PROGRAMS

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)

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ISSUED: November 29, 1999

EFFECTIVE: December 1, 1999

Issued under authority of 1991 PA 179 as amended.

BY: Paul E. Pederson, Vice President

Perry, 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.



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

By: James A. Bubar, Vice President

Perry, Michigan

LOCAL EXCHANGE SERVICE  
CENTREX SERVICE

APPROVED

B. RATES AND CHARGES

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

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

<u>Number Of Lines</u>	<u>Monthly Rate</u>
2-6	\$19.00
7-15	16.04
16-30	15.13
31-50	14.06
51-100	12.84
101+	12.08

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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	\$18.70	\$18.24	\$17.63	\$16.87	\$16.12
7-15	15.45	14.58	13.46	12.14	10.90
16-30	14.55	13.71	12.63	11.35	10.16
31-50	13.50	12.70	11.66	10.43	9.29
51-100	12.31	11.54	10.55	9.38	8.30
101+	11.56	10.81	9.85	8.73	7.68

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Service Establishment Charges

Per System  
Per Line

Non-Recurring Charges

\$50.00  
10.00

- 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.
- 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.

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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 business customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month business customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect. Residential service is only offered on a month-to-month basis.



(C)  
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(C)

ISSUED: August 4, 1995

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BY: Michael A. Pandow, Vice-President

Perry, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE  
CENTREX SERVICE



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

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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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