

SECTION 4 – RATES AND CHARGES

APPROVED

4.1 Basic Local Exchange Service<sup>3,4</sup>

Service to be provided as defined in Section 3.7 of this tariff. Service charges under Section 4.3 may also apply.

4.1.1 Business Service<sup>(5)(9)</sup>

Area 'B' or 'C' One Party Business Line

Monthly Rates

Month to Month Contract		\$30.50 <sup>(6)(7)</sup>	(I)
12 Month Contract		26.25 <sup>(7)</sup>	
24 Month Contract		25.00 <sup>(7)</sup>	
36 Month Contract		23.50 <sup>(7)</sup>	
48 Month Contract		23.00 <sup>(7)</sup>	
60 Month Contract		22.00 <sup>(7)</sup>	(I)
Per Call		0.07	
PBX Trunk <sup>(8)</sup>		\$25.50	(I)
TDS Business Package - Basic <sup>(1)(8)</sup>		\$26.00	(I)
Local Calling	\$0.07/Call		
Domestic LD Option	\$0.039/Minute		
TDS Business Package <sup>(1)(8)</sup>		\$42.49	(I)
Unlimited Local Calling,			
Remote Access Call Forwarding,			
3-Way Conference Calling,			
Call Waiting, Hunting, & Call Transfer	Included		
Domestic LD	\$0.039/Minute		
Upgrade to Unlimited Domestic LD <sup>(2)</sup>	\$18.00/Month/Line		
Toll Free Option*	\$0.049/Minute		
TDS Business Package - Enhanced <sup>(1)(8)</sup>		\$49.49	(I)
Unlimited Local Calling,			
Remote Access Call Forwarding,			
3-Way Conference Calling,			
Call Waiting, Hunting, Call Transfer,			
Caller ID, Voice Mail Answer box	Included		
Domestic LD	\$0.039/Minute		
Upgrade to Unlimited Domestic LD <sup>(2)</sup>	\$18.00/Month/Line		

- \* Toll Free Number must point to a TDS Metrocom-owned number.
- (1) Customers who sign a 24 month (or longer) contract will receive discounted rates. Customers who do not renew their TDS Business Package contract for a minimum of 24 months, will default to the Month-to-Month pricing above.
- (2) This plan provides unlimited minutes of use for residential voice service only. The customer agrees that the service is being provided based on reasonable usage, and that use of the service for auto dialers, long distance dial-up access to the internet or other information services, call centers or switching applications is not permitted and will entitle TDS Metrocom to terminate the service upon written notice of the violation. TDS Metrocom reserves the right to monitor customers' usage to determine compliance with these limitations.
- (3) 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).
- (4) Beginning March 1, 2008, all basic lines will include 3-Way Calling, Consultation Hold and Call Transfer.
- (5) An administrative fee of \$1.74 will apply per Business Line
- (6) Rates will take effect on January 2018 bill cycles.
- (7) This service is grandfathered to existing customers effective October 1, 2013. The service will not be available to new customers after this date.
- (8) This service is grandfathered to existing customers effective January 7, 2018. The service will not be available to new customers after this date.
- (9) A transport circuit cost recovery fee of \$2,000 will apply per EELS account

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Joel Dohmeier, Vice President

TDS METROCOM, LLC, 525 Junction Road, Madison, WI 53717  
[Joeldohmeier@tdstelecom.com](mailto:Joeldohmeier@tdstelecom.com) 608.664.4000

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**APPROVED**

**4.1 Basic Local Exchange Service<sup>2,3</sup>**

**4.1.1 Business Service<sup>4,7</sup>(Continued)**

Business Volume Local Per Call Plan<sup>(6)</sup>

Minimum of 15,000 calls per month	<u>Per Call</u>
	\$0.06

Business Volume Local Per Minute Plans<sup>(6)</sup>

	<u>Per Minute</u>	<u>Mo. Minimum Usage Charge</u>
Minimum of 10,000 minutes per month	\$0.02	\$200.00
Minimum of 35,000 minutes per month	\$0.015	\$525.00
Minimum of 70,000 minutes per month	\$0.0075	\$525.00
Minimum of 90,000 minutes per month	\$0.006	\$540.00

PRI Customers Only<sup>(6)</sup>

	<u>Per Minute</u>	<u>Mo. Minimum Usage Charge</u>	<u>PRI Call Plan Charge</u>
Minimum of 7,500 minutes per month	\$0.009	\$67.50	\$50.00
Minimum of 12,500 minutes per month	\$0.0082	\$102.50	\$50.00

**4.1.2 Residential Service<sup>5</sup>**

Feature Rich 100 Package (Grand Rapids and Lansing Markets)<sup>1</sup>

12 Month Contract

Basic Line with 100 local calls	\$26.00	
Per Call (after allowance)	0.055	(1)
Unregulated Features	7.30	
3-Way Calling		
Callback		
Call Forwarding		
Call Waiting		

24 Month Contract

Basic Line with 100 local calls	\$25.72	
Per Call (after allowance)	0.055	(1)
Unregulated Features	7.30	
3-Way Calling		
Callback		
Call Forwarding		
Call Waiting		

<sup>1</sup> Effective January 14, 2003 these packages are grandfathered and not available to new customers.  
<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> Beginning March 1, 2008, all basic lines will include 3-Way Calling, Consultation Hold and Call Transfer.  
<sup>4</sup> An administrative fee of \$1.74 will apply per Business Line  
<sup>5</sup> An administrative fee of \$1.24 will apply per Residential Line  
<sup>6</sup> This service is grandfathered to existing customers effective January 7, 2018. The service will not be available to new customers after this date.  
<sup>7</sup> A transport circuit cost recovery fee of \$2,000 will apply per EELS account

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**4.1 Basic Local Exchange Service<sup>3,4</sup> (Continued)**  
**4.1.2 Residential Service<sup>5</sup>(Continued)**

Deluxe Package 100 (Grand Rapids and Lansing Markets)<sup>1</sup>

12 Month Contract

Basic Line with 100 local calls	\$26.00	(I)
Per Call (after allowance)	0.055	
Unregulated Services	17.30	
Voice Mail Service (as specified by the Company)		
Caller ID Name & Number		
Call Waiting		
Caller ID on Call Waiting		
Anonymous Call Rejection		
3-Way Calling		
Automatic Callback		

24 Month Contract

Basic Line with 100 local calls	\$24.36	(I)
Per Call (after allowance)	0.055	
Unregulated Services	17.30	
Voice Mail Service (as specified by the Company)		
Caller ID Name & Number		
Call Waiting		
Caller ID on Call Waiting		
Anonymous Call Rejection		
3-Way Calling		
Automatic Callback		

400 Local Call Upgrade <sup>1</sup>	\$4.00
Unlimited Local Call Upgrade <sup>1</sup>	\$25.00
Additional Line <sup>2</sup>	\$11.86
Per Call (local)	0.055
Inter/IntraLATA toll calling (per minute)	0.10
Family Line Additional Line <sup>6</sup>	\$15.85
Unlimited Local Calling	N/A
Inter/IntraLATA toll calling (per minute)	\$0.10

<sup>1</sup> Effective January 14, 2003 these packages are grandfathered and not available to new customers.  
<sup>2</sup> Effective May 3, 2004 this service offering is grandfathered and not available to new customers.  
<sup>3</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>4</sup> Beginning March 1, 2008, all basic lines will include 3-Way Calling, Consultation Hold and Call Transfer.  
<sup>5</sup> An administrative fee of \$.60 will apply per Residential Line  
<sup>6</sup> This service is grandfathered to existing customers effective January 7, 2018. The service will not be available to new customers after this date.

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**4.1 Basic Local Exchange Service<sup>4,5</sup> (Continued)**

**APPROVED**

**4.1.2 Residential Service<sup>6</sup> (Continued)**

Value 500 Package<sup>2</sup>

12 Month Contract

Basic Line with 500 local calls	\$28.00	(I)
Per Call (after allowance)	0.055	
Unregulated Features	9.30	
Caller ID Name & Number <sup>1</sup>		
Call Waiting <sup>1</sup>		

24 Month Contract

Basic Line with 500 local calls	\$26.36	(I)
Per Call (after allowance)	0.055	
Unregulated Features	9.30	
Caller ID Name & Number <sup>1</sup>		
Call Waiting <sup>1</sup>		

Clear Value Plus Package<sup>3</sup>

12 Month Contract

Basic Line with unlimited local calls	\$28.00	(I)
Unregulated Services	14.99	
Answer Box Voice Mail, Caller ID Name & Number, Call Waiting, Caller ID on Call Waiting, Anonymous Call Rejection, 3-Way Calling, Automatic Callback, Call Forwarding Variable, Speed Dial 8, Multi-Ring 2, Call Screening, and Automatic Redial		

250 minutes of Domestic long distance	Free
Domestic LD over 250 minutes (per minute)	\$0.10

24 Month Contract

Basic Line with unlimited local calls	\$26.36	(I)
Unregulated Services	14.99	
Answer Box Voice Mail, Caller ID Name & Number, Call Waiting, Caller ID on Call Waiting, Anonymous Call Rejection, 3-Way Calling, Automatic Callback, Call Forwarding Variable, Speed Dial 8, Multi-Ring 2, Call Screening, and Automatic Redial		

250 minutes of Domestic long distance	Free
Domestic LD over 250 minutes (per minute)	\$0.095

<sup>1</sup> Unregulated service.  
<sup>2</sup> Effective on June 1, 2004, this service is grandfathered and not available to new customers.  
<sup>3</sup> Effective on October 1, 2005, this service is grandfathered and not available to new customers.  
<sup>4</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>5</sup> Beginning March 1, 2008, all basic lines will include 3-Way Calling, Consultation Hold and Call Transfer.  
<sup>6</sup> Ad administrative fee of \$.60 will apply per Residential Line.

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**SECTION 4 – RATES AND CHARGES**

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**4.1 Basic Local Exchange Service<sup>3</sup> (Continued)**

**4.1.2 Residential Service<sup>5</sup>**

Metro Pack (Ann Arbor, Grand Rapids, and Lansing Markets)<sup>2, 4</sup>

12 Month Contract

Basic Line with unlimited local calls \$28.00

Unregulated Services 22.29

Unlimited IntraLATA Toll Calling<sup>1</sup>

Caller ID Name & Number<sup>1</sup>

Answerbox Voice Mail<sup>1</sup>

Call Waiting<sup>1</sup>

3-Way Calling<sup>1</sup>

Automatic Callback<sup>1</sup>

Anonymous Call Rejection<sup>1</sup>

InterLATA Calling (per minute)<sup>1</sup> \$0.07

24 Month Contract

Basic Line with unlimited local calls \$26.36

Unregulated Services 22.29

Unlimited IntraLATA Toll Calling<sup>1</sup>

Caller ID Name & Number<sup>1</sup>

Answerbox Voice Mail<sup>1</sup>

Call Waiting<sup>1</sup>

3-Way Calling<sup>1</sup>

Automatic Callback<sup>1</sup>

Anonymous Call Rejection<sup>1</sup>

InterLATA Calling (per minute)<sup>1</sup> \$0.07

(I)

(I)

<sup>1</sup> Unregulated service.

<sup>2</sup> Metro Pack customers must choose TDS Metrocom as both their IntraLATA and InterLATA PIC.

<sup>3</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>4</sup> Effective January 5, 2010 these packages are grandfathered and are not available to new customers.

<sup>5</sup> An administrative fee of \$.60 will apply per Residential Line

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**4.1 Basic Local Exchange Service<sup>1</sup> (Continued)**

**4.1.2 Residential Service<sup>3</sup> (Continued)**

Feature Rich 500 Package (Grand Rapids and Lansing Markets)<sup>2</sup>

12 Month Contract

Basic Line with 500 local calls	\$28.00	(I)
Per Call (after allowance)	0.055	
Unregulated Features	9.30	
3-Way Calling		
Callback		
Call Forwarding		
Call Waiting		

24 Month Contract

Basic Line with 500 local calls	\$26.36	(I)
Per Call (after allowance)	0.055	
Unregulated Features	9.30	
3-Way Calling		
Callback		
Call Forwarding		
Call Waiting		

<sup>1</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>2</sup> Effective April 15, 2003 these packages are grandfathered and not available to new customers.

<sup>3</sup> An administrative fee of \$.60 will apply per Residential Line

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SECTION 4 – RATES AND CHARGES

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4.1 Basic Local Exchange Service<sup>6</sup> (Continued)

4.1.2 Residential Service<sup>8</sup>(Continued)

Primary Basic Line Service (Ann Arbor, Grand Rapids, and Lansing Only)<sup>7,9</sup>

Basic Line <sup>1</sup>	\$35.45	(I)
One-Time Install Fee <sup>1</sup>	\$50.00	

Clear Value USA Package (Ann Arbor, Grand Rapids and Lansing Markets)<sup>4</sup>  
12 Month Contract

Basic Line with unlimited local calls	\$29.36	(I)
Unregulated Features	31.99	

Voice Mail Service (as specified by the Company), Caller ID Name & Number, Call Waiting, Caller ID on Call Waiting, Anonymous Call Rejection, 3-Way Calling, Automatic Callback, Call Forward Variable, Speed Dial 8, Multi-Ring 2, Call Screening, and Automatic Redial

Unlimited Domestic Long Distance <sup>5</sup>	Free	
24 Month Contract		
Basic Line with unlimited local calls	\$26.36	(I)
Unregulated Features	31.99	

Voice Mail Service (as specified by the Company), Caller ID Name & Number, Call Waiting, Caller ID on Call Waiting, Anonymous Call Rejection, 3-Way Calling, Automatic Callback, Call Forward Variable, Speed Dial 8, Multi-Ring 2, Call Screening, and Automatic Redial

Unlimited Domestic Long Distance <sup>5</sup>	Free	
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Basic DSL Service (Ann Arbor, Grand Rapids, and Lansing)<sup>3</sup>

DSL Line (384K or 768K) <sup>2</sup>	N/A
Per Call (Local)	\$0.07
Inter/IntraLATA Toll Calling (per minute)	\$0.12

<sup>1</sup> The Basic Line charge for one month and Installation charges are due prior to installation of service.  
<sup>2</sup> Unregulated service.  
<sup>3</sup> Effective on January 19, 2004, this service is grandfathered and not available to new customers.  
<sup>4</sup> Effective on October 1, 2005, this service is grandfathered and not available to new customers.  
<sup>5</sup> This plan provides unlimited minutes of use for residential voice service only. If it is determined that usage is not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, permanent call forwarding, three-way calling, resale, telemarketing, or other non-residential uses, TDS Metrocom may immediately suspend, restrict or cancel your service without prior notice.  
<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).  
<sup>7</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).  
<sup>8</sup> An administrative fee of \$.60 will apply per Residential Line.  
<sup>9</sup> This service is grandfathered to existing customers effective January 7, 2018. The service will not be available to new customers after this date.

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**4.1 Basic Local Exchange Service<sup>3</sup> (Continued)**

**4.1.2 Residential Service<sup>4</sup> (Continued)**

DSL Value Package (384K) (Ann Arbor, Grand Rapids, and Lansing) <sup>5</sup>	
DSL Line (384K) <sup>1</sup>	N/A
Per Call (Local)	Unlimited
Inter/IntraLATA Toll Calling (per minute)	\$0.07

Clear Value Package (Ann Arbor, Grand Rapids, and Lansing)<sup>2</sup>

12 Month Contract

Basic Line with unlimited local calls	\$29.33	(I)
Unregulated Features	9.99	

Caller ID Name & Number, Call Waiting, Answerbox Voicemail, 3-Way Calling, Automatic Callback, and Anonymous Call Rejection

120 Minutes of Domestic long distance	Free
Domestic LD over 120 minutes (per minute)	\$0.10

24 Month Contract

Basic Line with unlimited local calls	\$26.36	(I)
Unregulated Features	9.99	

Caller ID Name & Number, Call Waiting, Answerbox Voicemail, 3-Way Calling, Automatic Callback, and Anonymous Call Rejection

120 Minutes of Domestic long distance	Free
Domestic LD over 120 minutes (per minute)	\$0.095

<sup>1</sup> Unregulated service.

<sup>2</sup> Effective on October 1, 2005, this service is grandfathered and not available to new customers.

<sup>3</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>4</sup> An administrative fee of \$.60 will apply per Residential Line.

<sup>5</sup> This service is grandfathered to existing customers effective January 7, 2018. The service will not be available to new customers after this date.

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**4.1 Basic Local Exchange Service<sup>1</sup> (Continued)**

**4.1.2 Residential Service<sup>3</sup> (Continued)**

Clear Choice Package (Ann Arbor, Grand Rapids, and Lansing)<sup>(2)</sup>

Month to Month

Basic Line with unlimited local calls	\$28.86	
Unregulated Features	1.99	(I)
Caller ID Name & Number, Call Waiting, Caller ID on Call Waiting, 3-Way Calling		

One-Time Package Initiation Charge \$50.00

24 Month Contract

Basic Line with unlimited local calls	\$24.50	
Unregulated Features	4.99	(I)
Caller ID Name & Number, Call Waiting, Caller ID on Call Waiting, 3-Way Calling		

Clear Choice Plus Package (Ann Arbor, Grand Rapids, and Lansing)<sup>(2)</sup>

Month to Month

Basic Line with unlimited local calls	\$28.86	
Unregulated Features	4.99	(I)
Caller ID Name & Number, Call Waiting, Caller ID on Call Waiting, Answerbox Voicemail, 3-Way Calling, Speed Dial 8, Call Forwarding, and Anonymous Call Rejection		

One-Time Package Initiation Charge \$50.00

24 Month Contract

Basic Line with unlimited local calls	\$24.50	
Unregulated Features	7.99	(I)
Caller ID Name & Number, Call Waiting, Caller ID on Call Waiting, Answerbox Voicemail, 3-Way Calling, Speed Dial 8, Call Forwarding, and Anonymous Call Rejection		

<sup>1</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>2</sup> Effective January 7, 2008, the Clear Value and Clear Value Plus Packages will be grandfathered and not available to new customers.

<sup>3</sup> An administrative fee of \$.60 will apply per Residential Line.

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**SECTION 4 – RATES AND CHARGES (Continued)**

**4.2 Directory Assistance**

	<u>Residence</u>	<u>Business</u>
Direct Dial, Per Call	\$1.20	\$1.20
National Directory Assistance	1.20	1.20
Directory Assistance Call Completion	0.20/per minute	0.20/per minute

The customer may request a maximum of two telephone numbers per call to Directory Assistance service without additional charges.

**4.2 Centrex Service<sup>(2)</sup>**

(C)

Area 'B' or 'C'

CENTREX LINE RATE SCHEDULE FOR <sup>1,2</sup>						
EXCHANGE						
Number of Centrex Lines	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2-9	18.00	15.40	14.80	14.20	13.60	13.00
10-24	17.70	13.70	13.10	12.50	11.90	11.30
25-48	17.20	13.40	12.80	12.20	11.60	11.00
49-100	16.90	13.10	12.50	11.90	11.30	10.70
101-200	16.60	12.80	12.20	11.60	11.00	10.40
200+	16.30	12.50	11.90	11.30	10.70	10.10

Per Call \$0.07

**4.2.1 Non-Chargeable Features**

Monthly Rate

(N)

Hunting Options

- Per Line
- Circular
- Regular
- Denying all Collect and 3<sup>rd</sup> Party Calls
- Toll Restriction
- Intercom Only
- Unrestricted

No Charge



(N)

<sup>1</sup> An Administrative fee of \$1.24 will apply per Centrex Line

<sup>2</sup> Rates will take effect on January 2018 bill cycles.

<sup>3</sup> This service is grandfathered to existing customers effective January 7, 2018. The service will not be available to new customers after this date.

(T)

(C)

(C)

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Joel Dohmeier, Vice President

TDS METROCOM, LLC, 525 Junction Road, Madison, WI 53717

[Joeldohmeier@tdstelecom.com](mailto:Joeldohmeier@tdstelecom.com) 608.664.4000



**SECTION 4 – RATES AND CHARGES (Continued)**

APPROVED (C)

**4.3 Two-Way Trunk with DID and Answer Supervision<sup>1,4</sup>**

	<u>Rate</u>	
• Month to Month	\$25.50 <sup>3</sup>	(C) (I)
• 12 Month	23.00	
• 24 Month	22.50	
• 36 Month	22.00	
• 48 Month	21.50	
• 60 Month	21.00	(C)

**DID Service Rates**

Block of 20 DID Numbers \$5.00

**Installation Charges**

	<u>Nonrecurring Charge:</u>	
• DID equipped line or trunk installation	\$20.00 <sup>3</sup>	(R)
• Installation of first block of 20 DID Numbers	20.00 <sup>3</sup>	(I)
• Installation of additional Block of 20 Numbers	20.00 <sup>3</sup>	(I)

**4.4 Digital Data Service Rates<sup>4</sup>**

	<u>Monthly Recurring Charge:</u>	
Month to Month	\$150.00	
One Year Contract	\$140.00	
Two Year Contract	\$130.00	
Three Year Contract	\$120.00	
Four Year Contract	\$110.00	
Five Year Contract	\$100.00	
XData DS-1	\$25.00	

**DS1 Installation Charge**

DS-1 Facility Nonrecurring Charge  
\$600.00

<sup>1</sup> An administrative fee of \$3.52 will apply per DID Line (I)  
<sup>2</sup> This service is grandfathered to existing customers effective October 1, 2013. The service will not be available to new customers after this date.  
<sup>3</sup> Rates will take effect on January 2018 bill cycles. (T)  
<sup>4</sup> This service is grandfathered to existing customers effective January 7, 2018. The service will not be available to new customers after this date. (C)  
(C)

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 Joel Dohmeier, Vice President

TDS METROCOM, LLC, 525 Junction Road, Madison, WI 53717  
[Joeldohmeier@tdstelecom.com](mailto:Joeldohmeier@tdstelecom.com) 608.664.4000

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 Jan 04, 2018  
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**SECTION 4 – RATES AND CHARGES, (Continued)**

APPROVED

**4.5 Service Charges**

**4.5.1 General**

(A) Service Charges are non-recurring charges which apply to the ordering, installing, moving, changing, rearranging for furnishing telephone service, miscellaneous and supplemental equipment and other telephone facilities. Charges for service connection include:

- (1) SERVICE ORDER CHARGE
- (2) LINE CONNECTION CHARGE
- (3) MOVE CHARGE
- (4) EARLY DISCONNECT CHARGE
- (5) RECONNECT CHARGE FOR NON-PAY
- (6) NON-SUFFICIENT FUNDS (NSF) CHARGE
- (7) REPAIR CHARGES
- (8) REPORT CHARGE
- (9) CD-ROM BILLING CHARGE
- (10) CUSTOMIZED 911 (C911)

(N)

Any one or combination of all elements may apply, depending upon the work functions performed to execute a customer's particular order.

**4.5.2 Descriptions**

(A) Service Order Charge

A Service Order Charge applies per customer order, for all work or services ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording and processing a customer's request for service.

SECTION 4 – RATES AND CHARGES, (Continued)

**APPROVED**

4.5 Service Charges, (Continued)

4.5.2 Descriptions, (Continued)

(B) Line Connection Charge

A Line Connection Charge applies to arranging a line(s) to provide service between the central office and the customer's premises. Charge per line.

(C) Move Charge

A move charge applies when a customer is moving from one location to another within the same serving area. Charge per line.

(D) Early Disconnect Charge

An early disconnect fee will be charged to all customers who leave service before the term of the agreement. This will include customers who move out of our service area.

(E) Reconnect Charge for Non-Pay

This charge is applicable when service has been disconnected for non-payment and satisfactory arrangements were not made prior to the preparation of a disconnect.

(F) NSF Charge

If payment is returned due to insufficient funds, the Customer will be charged a NSF charge.

(M)

|

(M)

(M<sup>1</sup>)

|

(M<sup>1</sup>)

(M) Material shown here previously appeared on Sheet 7 of this Section.

(M<sup>1</sup>) Material shown here previously appeared on Sheet 8 of this Section.

SECTION 4 – RATES AND CHARGES, (Continued)

APPROVED

4.5 Service Charges, (Continued)

4.5.2 Descriptions, (Continued)

- (G) Repair Charges
    - 1) Residential
      - a) Trip Charge - A trip charge is applied when a repair technician goes to a customer's home and the issue is with the customer's equipment or inside wiring (TDS not at fault). (T) (M<sup>1</sup>)
      - b) Simple Repair Charge - A simple repair charge is applied when a customer chooses TDS to fix their equipment or inside wiring and the work takes between 1 to 30 minutes. (T)
      - c) Complex Repair Charge - A complex repair charge is applied when a customer chooses TDS to fix their equipment or inside wiring and the work takes more than 30 minutes. (T) (M<sup>1</sup>)
    - 2) Business
      - a) Time and Materials Charge - Charges applicable for repair work and pre-wiring installations of complex wiring. Chargeable time is labor which includes but is not limited to, work preparation, actual work and cleanup. Material charges are the items required to fulfill the job requirements. (N)
      - b) Trouble Isolation Charge - A nonrecurring charge which applies to customers for each repair visit made to a premise to test the central office line, up to the demarcation point, when the line tests clear and the trouble is not found in the Company facilities. (N)
- (M)
- (M)

(M) Material now appears on Sheet 6 of this Section.

(M<sup>1</sup>) Material shown here previously appeared on Sheet 8 of this Section.

SECTION 4 – RATES AND CHARGES, (Continued)

4.5 Service Charges, (Continued)

APPROVED

4.5.2 Descriptions, (Continued)

- (H) Report Charge  
A report charge is applied when a customer requests a report (e.g., for toll usage). The report can either be a monthly report or a one-time ad hoc report.
- (I) CD-ROM Billing Charge  
A monthly CD-ROM Billing Charge is applied when a customer is provided their bill via CD-ROM. It is only available to business customers upon request.
- (J) Customized 911 (C911)  
Customized 911 (C911) allows a customer with ISDN-PRI Service to provide 911 Dispatch Centers (PSAP) with specific information for their PBX station telephone numbers (DID's). This information includes the PBX customers' names, addresses, and other location information, which is associated with specific PBX station telephone numbers. Customer requested information is loaded and managed by TDS via TDS' existing interface to the 911 database provider.

(M)

(M)

(M) Material now appears on Sheet 6 of this Section

SECTION 4 – RATES AND CHARGES, (Continued)



4.5 Service Charges, (Continued)

4.5.3 Rates

	<u>Business Charge</u>	<u>Residence Charge</u>
(A) Service Order Charge	\$20.00	\$10.00
(B) Line Connection Charge	20.00	25.00
1) Residential Line	N/A	25.00
2) Business Line	20.00	N/A
3) DS1 Facility	600.00	N/A
4) Point to Point T1	Variable	N/A
5) Point to Point DS3	Variable	N/A
6) Point to Point T1 (for Muxed DS3)	Variable	N/A
7) Point to Point DS3 (for Muxed DS3)	Variable	N/A
8) ISDN-PRI	480.00	N/A
9) ISDN PRI over muxed DS3	240.00	N/A
10) Business Wireless	100.00	N/A
(C) Move Charge	20.00	50.00
1) Residential Line	N/A	50.00
2) Business Line	20.00	N/A
3) T1	200.00	N/A
4) DS3	600.00	N/A
5) ISDN PRI	480.00	N/A
6) ISDN PRI over muxed DS3	240.00	N/A
7) Business Wireless	100.00	N/A
(D) Early Disconnect Charge	Variable	40.00
(E) Reconnect Charge For Non-Pay	25.00	25.00
(F) NSF Charge	25.00	25.00

(M)

(M) Material now appears on Sheet 8.2 of this Section.

(M)



SECTION 4 – RATES AND CHARGES, (Continued)



4.5 Service Charges, (Continued)

4.5.3 Rates

	<u>Business Charge</u>	<u>Residence Charge</u>	(M)
(G) Repair Charge			
1) Residential			(T)
(a) Trip Charge	-	25.00	
(b) Simple Repair Charge	-	40.00	
(c) Complex Repair Charge	-	80.00	(M)
2) Business			(N)
(a) Time & Materials Charge			
(1) Regular Hours			
a) First ½ hour	\$60.00		
b) Each Additional 15 Minutes	\$25.00		
(2) Premium Hours			
a) First ½ Hour	\$74.00		
b) Each Additional 15 Minutes	\$30.00		
(b) Trouble Isolation Charge	\$100.00		(N)
(H) Report Charge (Ad Hoc is \$20.00 one time fee)	20.00	20.00	(M)
(I) CD Rom Billing Charge	20.00	N/A	
(J) Customized 911 (C911) <sup>(1)</sup>	\$0.05	N/A	
1) C911 Non-recurring charges			
Initial Set-Up <sup>(2)</sup>	\$1.00 not to exceed \$500.00		
No Record Found <sup>(3)</sup>	\$50.00		
Ad-Hoc Report Request <sup>(4)</sup>	\$20.00		

<sup>(1)</sup> No charge to request updates.

<sup>(2)</sup> Per Station or DID number.

<sup>(3)</sup> A No Record Found (NRF) charge applies when TDS receives a 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.

<sup>(4)</sup> The Ad-Hoc Report Request charge applies when a customer requests a list of their E911 information from the E911 database.

(M) Material shown here previously appeared on sheet 8.1 of this Section.

**SECTION 4 – RATES AND CHARGES, (Continued)**

**4.5 Service Charges, (Continued)**

**4.5.4 Changes In Type, Grade Or Class Of Service**

**(A) Definition**

Type of service denotes the classification of services into message rate (where available) and flat rate service.

Grade of service denotes the classification of services into individual line, and PBX service.

Class of service denotes the classification of services into residence, and business service.

**(B) Exceptions to the Charges**

1. No charge applies for a change to a service for which a lower monthly rate applies, made within 60 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
2. No charge applies for a change to a service for which a lower monthly rate applies, made within 60 days from a change to a higher rate group in the customer's exchange, if a lower grade of service is offered in the exchange involved.
3. No charge applies for a change of service of a college fraternity or sorority house, convent or monastery from business to residence service.

**(D)** No charge applies for one change in type or grade of residence service, or both, provided that the change is ordered within 60 days of the initial connection of the customer's exchange services.

**(E)** No charge applies for change to a newly offered service within 60 days of the date of its introduction in the exchange.



ISSUED UNDER AUTHORITY OF M.P.S.C. ORDER DATED November 2, 2000, in CASE No. U-12554.  
ISSUED: February 26, 2001 EFFECTIVE: March 28, 2001

**James W. Butman**  
President  
Madison, Wisconsin

**SECTION 4 – RATES AND CHARGES, (Continued)**

APPROVED

**4.6 Lifeline Program**

Lifeline Service applies discounts to monthly recurring rates for qualifying residential customers. These discounts are applied to existing tariffed rates and charges for residential telephone service.

**4.6.1 ELIGIBILITY CRITERIA AND ASSISTANCE BENEFITS**

A discount amount is available depending on the criteria a customer uses to qualify for the program. They are:

Customers who qualify for the program using one of the eligibility criteria below will receive a state-specific discount totaling \$8.25 per month (up to \$12.35 for customers age 65 or older) on voice only services.

(R)

- Medicaid
- Food stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program
- Temporary Assistance for Needy Families (TANF)
- Household income not exceeding 150% of Federal Poverty Guidelines

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Joel Dohmeier, Vice President  
TDS METROCOM, LLC, 525 Junction Road, Madison, WI 53717  
[Joeldohmeier@tdstelecom.com](mailto:Joeldohmeier@tdstelecom.com) 608.664.4000

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Oct 01, 2019

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SECTION 4 – RATES AND CHARGES, (Continued)

APPROVED

4.6 Lifeline Program - Continued

4.6.2 Regulations

(M)

- a. Regulations specified elsewhere in the Company's tariffs apply to Lifeline Service.
- b. Lifeline Service is available only with residence services, excluding foreign exchange service. Lifeline Service is limited to one line per household. The FCC defines "household" as any individual or group living together at the same address as one economic unit.
- c. Customers of Lifeline Service must notify the Company of any changes which would affect qualification. Re-verification of eligibility will take place on an ongoing basis. When the customer is no longer eligible for Lifeline Services, the Lifeline discount would be discontinued and regular tariff rates and charges would apply.
- d. The Lifeline plan will apply after receipt and processing of a completed Company or community/government provided application, including documentation indicating that the household income meets the eligibility standards established above or documentation indicating program eligibility.

4.6.3 Toll Blocking Service

Toll Blocking service, by Customer choice, will be offered free of charge to Lifeline Customers. Where a Customer voluntarily elects to receive toll blocking service, no deposit may be charged in accordance with Section 2.5.4 of this tariff.

(M)

(M) Material previously shown on Sheet 10 of this Section.

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Joel Dohmeier, Vice President  
TDS METROCOM, LLC, 525 Junction Road, Madison, WI 53717  
[Joeldohmeier@tdstelecom.com](mailto:Joeldohmeier@tdstelecom.com) 608.664.4000

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Commission  
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**SECTION 4 – RATES AND CHARGES, (Continued)**



**4.7 Emergency Services**

Allows Customers to reach appropriate emergency services including police, fire, and medical services. The 911 Service includes lines and central office features necessary to provide the capability to answer, transfer, and dispatch public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling. If 911 Service is not available in an area, the Company shall make arrangements for the Customer to reach the appropriate emergency services through dialing "0".

**4.7 Telecommunications Relay Service**

Telecommunications Relay Service enables hearing-impaired or speech-impaired persons who use a text telephone or similar devices to communicate freely with the hearing population for using the text telephone and vice versa. The Company does not impose any charge to end users for access to Telecommunications Relay Service. However, persons using this Service are liable for applicable per call/increment charges.

**4.9 Telephone Directory**

For Customers that subscribed to the Company's Basic Local Exchange Service, the Company will provide each Customer annually at no charge one copy of a printed directory listing all telephone Service subscribers, except for unlisted and unpublished numbers, within the Customer's local exchange area. The Company may, at its option, either publish its own directory or provide a copy of one published by the dominant exchange service provider.

**4.10 Call Blocking Service**

Call Blocking Service is a Service which provides Customers with the capability to block originating calls to the 1-900 calling networks or 976 services. When Call Blocking Service is requested, all originating calls to 900 numbers nationwide will be blocked. Calls to a 976 service will also be blocked. Customers with Call Blocking Service attempting to dial a 900 number from a restricted line will reach a Company-provided or DUC-provided intercept announcement. Call Blocking is provided at no charge.

**4.11 IntraLATA Presubscription**

- (A) Application of Rates:  
There will be no charge for a subscriber's initial intraLATA toll presubscription selection.
- (B) For each subsequent toll presubscription selection change, a \$5.00 fee will be assessed.

**SECTION 4 – RATES AND CHARGES, (Continued)**

**4.12 Rates by Individual Contract Basis (ICB)**

In lieu of the rates otherwise set forth in this tariff, rates and charges, including minimum usage, installation, special construction and recurring charges for the Company's services may be established at negotiated rates on an individual contract basis (ICB), taking into account the nature of the facilities and services, the costs of construction and operation, the volume of traffic, the length of service commitment by the Customer, and use of facilities by other customers. Such arrangements shall be considered Special Pricing Arrangements, the terms of which will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligation and regulations set forth in this tariff shall be incorporated into, and become a part of, said contract, and shall be binding on the Company and the Customer. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis.

The Company reserves the right to offer special incentives and arrangements when negotiating with prospective entities regarding participation in Company "beta" test scenarios. This includes, but is not limited to, the possible waiver of various initial charges or requirements included within this tariff, if necessary to ensure the participation in the full beta test offering. The aforementioned special incentives and arrangements will be suspended prior to general availability of any product or service.

In addition to any rate or charge established by the Carrier, the Customer will also be responsible for any recurring or non-recurring charges imposed by local exchange telephone companies incurred by or on behalf of the Customer in establishing and maintaining service. Such charges may be billed by the Carrier or directly by the local exchange company, at the Carrier's option.

The Company reserves the right to protection from public disclosure of proprietary information contained in such contracts as allowed under the law.

If a customer terminates an ICB prior to expiration of the contract, the customer shall pay the Company any fees as specified in the ICB and Section 2.



**SECTION 4 – RATES AND CHARGES, (Continued)**

APPROVED

**4.13 Promotional Offerings**

The Company, from time to time, may make promotional offerings of its services, which may include waiving or reducing the applicable charges for the promoted service. Promotions will be filed as separate tariff sheets under this section.

All promotions will be limited in duration, and will identify a definite, reasonable time period during which the promotion will be in effect. A promotion may also be limited as to the locations where the offerings are made. A promotion may also, if so designated, provide for its conclusion upon the occurrence of a promotion-related event that is reasonable certain to occur, although the timing may not be certain.

All promotions shall be made available to other carriers for resale, and shall be priced, in conjunction with the entire service offering as a whole, above the Company's total service long run incremental cost.

Promotions will be implemented with at least one day's notice prior to the effective date of each promotion.

The Company's residential promotion credits will not be applicable if the customer cancels service prior to the expiration of their term of service. In such and event, the Company reserves the right to bill the customer for a portion of the promotion credit previously provided to the customer.

(N)  
|  
(N)

**4.13.1 Instant Savings Promotion**

Is a sales promotion that provides prospective customers a monetary incentive to sign up for the Company's telecommunications service.

A customer, upon execution of the Company's Telecommunications Service Agreement for on-switch services, will be entitled to an agreed upon credit to its account. The credit will be the difference between what the customer is currently paying its current local telecommunications service provider and the amount the Company (TDS METROCOM) will charge for similar or comparable services. The credit is calculated on a daily saving basis between the date service is ordered and the estimated installation date and will be applied to the customer's monthly bill over a three-month period.

**SECTION 4 – RATES AND CHARGES, (Continued)**



**4.13 Promotional Offerings, (Continued)**

**4.13.1 Instant Savings Promotion, (Continued)**

**(A) Conditions of the Promotion, (Continued)**

1. The customer must produce a verifiable copy of its latest monthly telecommunications services bill.
2. The customer will order TDS METROCOM telecommunications service for at least a three-year term.
3. The services ordered by the customer from TDS METROCOM must be deemed to be comparable service in the reasonable opinion of TDS METROCOM.
4. The credit will not be applicable if the customer cancels service with TDS METROCOM prior to expiration of the initial term of service. In such event, TDS METROCOM reserves the right to bill the customer for portion of the credit previously provided to the customer.
5. TDS METROCOM may terminate the Instant Savings Promotion with or without notice at its sole and absolute discretion.
6. In no event shall the monthly promotion credit exceed the aggregate amount of \$1,000 unless an officer of TDS METROCOM has approved such credit in writing.
7. This promotion is only available in geographical areas specified by TDS METROCOM.

**(B) Comparable Services**

Comparable services may include monthly line rate, local usage, long distance usage, governmental charges, etc. The Customer and TDS METROCOM shall mutually agree upon the value of the difference between the comparable services offered by the Customer's current local telecommunications service provider and TDS METROCOM.

**(C) Postponement**

In the even installation of TDS METROCOM service is delayed due to circumstances outside of the Customer's control, TDS METROCOM will prorate, on a daily basis, the time period for which the credit is calculated until the date of installation.

**4.13.2** TDS METROCOM will waive all installation charges for **ALL** new customers. This promotion will begin the first day after tariff approval and continue for 180 days.



**SECTION 4 – RATES AND CHARGES, (Continued)**

APPROVED

**4.13 Promotional Offerings**

**4.13.3 Affinity Program Discount Promotion (Grand Rapids, Ann Arbor, and Lansing)**

The Affinity Program is a partnership between TDS Metrocom and outside groups (typically non-profit organizations). Customers who are sold via this channel and activate service with TDS Metrocom will receive a one time \$10.00 credit.

(D)

(D)

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Joel Dohmeier, Vice President

TDS METROCOM, LLC, 525 Junction Road, Madison, WI 53717

[Joeldohmeier@tdstelecom.com](mailto:Joeldohmeier@tdstelecom.com) 608.664.4000



**SECTION 4 – RATES AND CHARGES, (Continued)**

APPROVED

**4.13 Promotional Offerings (Continued)**

(D)

(D)

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Joel Dohmeler, Vice President

TDS METROCOM, LLC, 525 Junction Road, Madison, WI 53717

[Joeldohmeler@tdstelecom.com](mailto:Joeldohmeler@tdstelecom.com) 608.664.4000

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**SECTION 4 – RATES AND CHARGES, (Continued)**

**4.14 Customer Owned Coin-Operated/Coinless Telephone Service <sup>1</sup>**

(C)

Service to be provided as defined in Section 3 of this tariff. Business line surcharges, installation and service order charges apply to COCOT lines. COCOT lines are offered as both a measured (per call) service and a flat rate service.

**Flat Rate COCOT Line**

Month To Month	\$30.95 <sup>2</sup>
12 Month Contract	\$30.70 <sup>2</sup>
24 Month Contract	\$30.45 <sup>2</sup>
36 Month Contract	\$29.95 <sup>2</sup>
48 Month Contract	\$29.45 <sup>2</sup>
60 Month Contract	\$29.20 <sup>2</sup>

(I)(C)

**COCOT Line with Per Call Usage**

Month to Month	\$17.00 <sup>2</sup>
12 Month Contract	\$16.75 <sup>2</sup>
24 Month Contract	\$16.50 <sup>2</sup>
36 Month Contract	\$16.00 <sup>2</sup>
48 Month Contract	\$15.50 <sup>2</sup>
60 Month Contract	\$15.25 <sup>2</sup>

(I)(C)

**Local Call Plan, Per Call**

0-299 calls per month	\$0.05 per call
300+ calls per month	\$0.04 per call

<sup>1</sup> This service is grandfathered to existing customers effective October 1, 2013. The service will not be available to new customers after this date.

(C)

<sup>2</sup> Rates will take effect on October 2013 bill cycles.

(C)

(C)

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Joel Dohmeier, Vice President  
TDS Metrocom, LLC  
525 Junction Road, Madison, WI 53717  
[joeldohmeier@tdstelecom.com](mailto:joeldohmeier@tdstelecom.com) 608.664.4000

**RECEIVED**

By Josh McConkie at 1:07 pm, Sep 18, 2013

SECTION 4 – RATES AND CHARGES, (Continued)

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4.15 XDATA BUNDLES<sup>2</sup>

(C)

A. General Description

XData Bundles are comprised of two optional business service packages. These packages permit a customer to receive multiple services and features for a discounted flat monthly rate.

B. Bundle Descriptions

1. XData Pack includes the following services and features:

- a. Three Business One-Party Lines (includes Touch Tone capability)
- b. Unlimited local calling.
- c. Three-Way Conference Call, Call Forward Variable, Call Forward Remote Access, Call Transfer, Call Waiting<sup>1</sup> and Line Hunting
- d. Caller ID Name and Number (Advanced Calling Services)
- e. 1000 long distance minutes
- f. Internet Service @1.5 Mbps with Lite Package Web Hosting (upgrades available), 20 Email Accounts, and 1 Static IP

2. XData Pack Plus includes the following services and features:

- a. Three Business One-Party Line (includes Touch Tone capability)
- b. Unlimited local calling
- c. Three-Way Conference Call, Call Forward Variable, Call Forwarding No Answer<sup>1</sup>, Call Forwarding Busy<sup>1</sup>, Call Forward Remote Access, Call Transfer, Call Waiting<sup>1</sup> and Line Hunting (Custom Calling Services)
- d. Caller ID Deluxe (name and number) and Anonymous Call Rejection (Advanced Calling Services)

<sup>1</sup> These features are grandfathered to existing customers effective May 14, 2007. New customers will not receive these features with the bundles after this date.

<sup>2</sup> This service is grandfathered to existing customers effective June 9, 2009. The service will not be available to new customers after this date.

(C)  
(C)

**SECTION 4 – RATES AND CHARGES, (Continued)**

**4.15 XDATA BUNDLES<sup>1</sup> (Continued)**

APPROVED

(C)

**B. Bundle Descriptions (Continued)**

2. XData Pack Plus includes the following services and features: (Continued)
  - e. 1500 long distance minutes
  - f. Internet Service @3 Mbps with Silver Package Web Hosting (upgrades available), 20 Email Accounts, and 5 Static IPs.

**C. Conditions and Limitations**

1. Customers must subscribe to a minimum of 3 voice lines or a minimum of 8 lines for Enhanced Extended Loops where the Company is not co-located.
2. Customers are required to sign a 12, 24, 36, 48 or 60 month contract.
3. Non-Recurring Charges may be waived for new customers as noted in the Rates and Charges section of this tariff.
4. Voice Mail Service may be added on at a 50% reduction of rate.
5. Rules, regulations and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this bundle.
6. XData Bundle customers may terminate their enrollment in the Plan at any time upon notice to the company, however, early termination charges may apply as specified in the contract.
7. Unless terminated by the XData Bundle customer or the Company, a customer will remain enrolled in the Plan, as amended from time-to-time, with any applicable changes in rate, for as long as the Plan continues to be offered by the Company.
8. Service Charges, as specified in the Rates and Charges section in this tariff, apply to requests for new and additional XData Bundle lines, and moves of existing lines.
9. XData Bundle customers are not eligible for discounts or promotional offerings (outside of this bundle) associated with the Custom Calling and Advanced Calling Services included in the Plan, unless specifically provided for in a promotional offering.

<sup>1</sup> This service is grandfathered to existing customers effective June 9, 2009. The service will not be available to new customers after this date.

(C)

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**SECTION 4 – RATES AND CHARGES, (Continued)**

**4.15 XDATA BUNDLES<sup>5</sup> (Continued)**

APPROVED

**C. Conditions and Limitations (Continued)**

- 10. The Plan may not be combined with any other optional toll calling plan service, except for those specified in this offering.
- 11. Customers enrolled in the Plan, who fail to pay the entire rate per month, will be assessed a late payment fee as described in the contract.

**D. Rates and Charges**

**1. Non-Recurring Charges (NRC)**

	<u>NRC</u>
- Service Order Charge <sup>1</sup>	\$20.00
- Data Installation <sup>2</sup>	\$200.00
- Voice Installation <sup>2</sup>	\$20.00
- Set-up Fee	\$100.00

**2. Monthly Rates<sup>6</sup>**

	<u>Monthly</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36, 48 or 60 Month</u>		
- XData Pack	\$260.00	\$213.00	\$204.00	\$195.00	(N)	(T)
- XData Pack Plus	\$348.00	\$301.00	\$289.00	\$277.00	(N)	(I)
- Additional Lines <sup>3</sup> , per line (includes all features)	\$32.00	\$27.00 <sup>7</sup>	\$27.00 <sup>7</sup>	\$27.00 <sup>7</sup>	(N)	
- Additional Lines <sup>3</sup> , per line (no features included)	\$25.00	\$20.00 <sup>7</sup>	\$20.00 <sup>7</sup>	\$20.00 <sup>7</sup>	(N)	

**3. Enhanced Extended Loops (EELs)<sup>4</sup>**

- XData Pack	\$100.00	\$100.00	\$100.00	\$100.00	(N)
- XData Pack Plus	\$200.00	\$200.00	\$200.00	\$200.00	(N)

<sup>1</sup> Non Recurring Charges are waived for new customers.  
<sup>2</sup> Non Recurring Charges are waived for new customers signing a 36, 48 or 60 month contract.  
<sup>3</sup> The maximum number of lines for this service is limited to 24.  
<sup>4</sup> This change is only applied to customers in Enhanced Extended Loops (EELs) locations.  
<sup>5</sup> This service is grandfathered to existing customers effective June 9, 2009. The service will not be available to new customers after this date.  
<sup>6</sup> An Administrative fee of \$1.24 will apply per XData Line.  
<sup>7</sup> Rates will take effect on October 2013 bill cycles.



SECTION 4 – RATES AND CHARGES, (Continued)

APPROVED

4.16 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 Services (TRS).

"811"

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

C. Conditions and Limitations

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

**SECTION 4 – RATES AND CHARGES, (Continued)**

APPROVED

4.16 **N11 SERVICES (Continued)**

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

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

(N)



**SECTION 4 – RATES AND CHARGES, (Continued)**

4.16 **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 permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
15. The N11 Subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
16. The N11 Subscriber shall abide by all terms and conditions, which may be identified by the FCC in CC Docket 92-105 or subsequent dockets regarding the use and return of the N11 dialing code. The N11 Subscriber will be required to migrate to any access arrangement offered in the Company's tariff within the required notice period. If a recall is ordered, the company will work with the N11 Subscriber affected by such recall to transfer their service arrangements within the required notice period. The N11 Subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.
17. The N11 Subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
18. The Company is not responsible for any and all complaints lodged with any regulatory authority against any service provided via N11.

(N)

**SECTION 4 – RATES AND CHARGES, (Continued)**

APPROVED

4.16 **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 Section 2 of this Tariff.

D. Rates and Charges

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

	Nonrecurring Charge
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 elsewhere in this Section, will apply.

(N)

SECTION 4 – RATES AND CHARGES, (Continued)

APPROVED

4.17 STAR Packages<sup>3</sup>

(C)

4.17.1 Rates<sup>1</sup>

	<u>Rate Per Month</u>
1. 3-STAR Package (All exchanges)	\$15.00 <sup>2</sup>
2. 4-STAR Package (All exchanges)	\$20.00 <sup>2</sup>
3. 5-STAR Package (All exchanges)	\$25.00 <sup>2</sup>
4. 3-STAR Stand-Alone Package (All exchanges)	\$25.00
5. 4-STAR Stand-Alone Package (All exchanges)	\$30.00
6. 5-STAR Stand-Alone Package (All exchanges)	\$35.00

<sup>1</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 with 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>2</sup> Customers must also subscribe to TDS High Speed Internet to be eligible for this rate.

<sup>3</sup> Effective January 5, 2010 these packages are grandfathered and not available to new customers.

(C)  
(C)

**SECTION 4 – RATES AND CHARGES, (Continued)**

**4.17 XDATA BUNDLES<sup>2</sup>**

(C)

**A. General Description**

XDATA Bundles use a T-1's to deliver voice, features, and data over one circuit.

**B. Bundle Descriptions<sup>1</sup>**

1. XData 1.5M Bundle includes the following services and features:
  - a. Minimum of three Business One-Party Lines (includes Touch Tone capability)
  - b. T-1
  - c. Unlimited local calling
  - d. Three-Way Conference Call, Call Forward Variable, Call Forward Remote Access, Call Transfer, and Line Hunting
  - e. Caller ID Deluxe (name and number)
  - f. 1000 long distance minutes
  
2. XData 3.0M Bundle includes the following services and features:
  - a. Minimum of three Business One-Party Lines (includes Touch Tone capability)
  - b. T-1
  - c. Unlimited local calling
  - d. Three-Way Conference Call, Call Forwarding Variable, Call Forward Remote Access, Call Transfer, and Line Hunting
  - e. Caller ID Deluxe (name and number), Anonymous Call Rejection, and Automatic Call Back
  - f. 1500 Long distance minutes

<sup>1</sup> Customer must also subscribe to coordinating Internet package.

<sup>2</sup> This service is grandfathered to existing customers effective October 1, 2013. The service will not be available to new customers after this date.

(C)  
(C)

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EFFECTIVE: October 1, 2013

Issued under the authority of PA 179 of 1991, as amended, Michigan Telecommunications Act  
Joel Dohmeier, Vice President  
TDS Metrocom, LLC  
525 Junction Road, Madison, WI 53717  
[joeldohmeier@tdstelecom.com](mailto:joeldohmeier@tdstelecom.com) 608.664.4000

**RECEIVED**  
By Josh McConkie at 1:07 pm, Sep 18, 2013

**SECTION 4 – RATES AND CHARGES, (Continued)**

**4.17 XDATA BUNDLES<sup>2</sup> – (Continued)**

(C)

**B. Bundle Descriptions<sup>1</sup> (continued)**

3. XData 6.0M Bundle includes the following services and features:
  - a. Minimum of ten Business One-Party Lines (includes Touch Tone capability)
  - b. T-1
  - c. Unlimited local calling
  - d. Three-Way Conference Call, Call Forwarding Variable, Call Forward Remote Access, Call Transfer, and Line Hunting
  - e. Caller ID Deluxe (name and number), Anonymous Call Rejection, and Automatic Call Back
  - f. 2000 Long distance minutes
  
4. XData 12.0M Bundle includes the following services and features:
  - a. Minimum of ten Business One-Party Lines (includes Touch Tone capability)
  - b. T-1
  - c. Unlimited local calling
  - d. Three-Way Conference Call, Call Forwarding Variable, Call Forward Remote Access, Call Transfer, and Line Hunting
  - e. Caller ID Deluxe (name and number), Anonymous Call Rejection, and Automatic Call Back
  - f. 2500 Long distance minutes

<sup>1</sup> Customer must also subscribe to coordinating Internet package.

<sup>2</sup> This service is grandfathered to existing customers effective October 1, 2013. The service will not be available to new customers after this date.

(C)  
(C)

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Joel Dohmeier, Vice President

TDS Metrocom, LLC

525 Junction Road, Madison, WI 53717

[joeldohmeier@tdstelecom.com](mailto:joeldohmeier@tdstelecom.com) 608.664.4000

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By Josh McConkie at 1:08 pm, Sep 18, 2013

**SECTION 4 – RATES AND CHARGES, (Continued)**

**4.17 XDATA BUNDLES<sup>1</sup> (Continued)**

(C)

**C. Conditions and Limitations**

1. Customers must subscribe to a minimum number of voice lines. The maximum number of voice lines is 24.
2. Customers are required to sign a 12, 24, 36, 48, or-60 month contract.
3. Voice Mail Service may be added on at a 50% reduction of rate.
4. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this bundle.
5. XData Bundle customers may terminate their enrollment in the Plan at any time upon notice to the company, however early termination charges may apply as specified in the contract.
6. Unless terminated by the XData Bundle customer or the Company, a customer will remain enrolled in the Plan, as amended from time-to-time, with any applicable changes in rate, for as long as the Plan continues to be offered by the Company.
7. Service Charges, as specified in the Rates and Charges portion of this tariff, apply to requests for new and additional XData Bundle lines, and moves of existing lines.
8. Certain Non-Recurring Charges may be waived for new customers.
9. XDATA Bundle customers are not eligible for discounts or promotional offerings (outside of this bundle) associated with the Custom Calling and Advanced Calling Services included in the Plan, unless specifically provided for in a promotional offering.
10. The Plan may not be combined with any other optional toll calling plan service, except for those specified in this offering.
11. Customers enrolled in the Plan, who fail to pay the entire rate per month, will be assessed a late payment fee as described in the contract.

<sup>1</sup> This service is grandfathered to existing customers effective October 1, 2013. The service will not be available to new customers after this date.

(C)  
(C)

ISSUED: September 16, 2013

EFFECTIVE: October 1, 2013

**Issued under the authority of PA 179 of 1991, as amended, Michigan Telecommunications Act  
Joel Dohmeier, Vice President**

**TDS Metrocom, LLC  
525 Junction Road, Madison, WI 53717  
[joeldohmeier@tdstelecom.com](mailto:joeldohmeier@tdstelecom.com) 608.664.4000**

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**By Josh McConkie at 1:08 pm, Sep 18, 2013**

**SECTION 4 – RATES AND CHARGES, (Continued)**

**4.17 XDATA BUNDLES<sup>4</sup> (Continued)**

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**D. Rates and Charges**

**1. Non-Recurring Charges (NRC)<sup>1</sup>**

	<u>NRC</u>
a. Service Order Charge	\$20.00
b. Voice Line Installation, per line	\$20.00

**2. Bundle Options<sup>2,3</sup>**

	<u>Monthly Rate</u>	<u>LD Overage Rate</u>	
a. XData 1.5M Bundle			
- Month to Month	\$129.00	\$0.039	(N)
- 12 Month Contract	\$114.00	\$0.039	(I)
- 24 Month Contract	\$105.00	\$0.039	(I)
- 36-60 Month Contract	\$96.00	\$0.039	(I)
b. XData 3.0M Bundle			
- Month to Month	\$117.00	\$0.039	(N)
- 12 Month Contract	\$102.00	\$0.039	(I)
- 24 Month Contract	\$90.00	\$0.039	(I)
- 36-60 Month Contract	\$78.00	\$0.039	(I)
c. XData 6.0M Bundle	\$240.00	\$0.036	
d. XData 12.0M Bundle	\$240.00	\$0.036	

**3. Additional Lines, per line**

a. With Features	\$27.00 <sup>5</sup>	
b. Without Features	\$25.00 <sup>5</sup>	(I)

1 Non Recurring Charges are waived for customers who sign a 36 month or greater contract

2 Customer must also subscribe to coordinating Internet package.

3 An Administrative fee of \$1.24 will apply per XData Line.

4 This service is grandfathered to existing customers effective October 1, 2013. The service will not be available to new customers after this date.

5 Rates will take effect on January 2018 bill cycles.

(T)

ISSUED: December 21, 2017

EFFECTIVE: January 7, 2018

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

Joel Dohmeier, Vice President

TDS METROCOM, LLC, 525 Junction Road, Madison, WI 53717

[Joeldohmeier@tdstelecom.com](mailto:Joeldohmeier@tdstelecom.com) 608.664.4000

Michigan Public Service  
Commission

Jan 04, 2018

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**SECTION 4 – RATES AND CHARGES, (Continued)**

**4.18 TELECOMMUNICATIONS SERVICE PRIORITY**

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
a. Priority Installation Invocation*		\$120.00
b. Restoration Level Implementation*		\$120.00
c. Restoration Level Change		\$2.50
d. Restoration Maintenance and Administration	\$1.28	

\* When a service is ordered in both Priority Installation and Priority Restoration, only the non-recurring charge for Priority Restoration applies.

(N)  
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(N)

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Madison, Wisconsin

**RECEIVED**

*By boydj3 at 9:15 am, Dec 16, 2009*



SECTION 4 – RATES AND CHARGES, (Continued)

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4.19 INBOUND TOLL FREE NUMBER SERVICE

Calls are billed in six- (6) second increments, (fractional seconds are rounded to the next six-second increment) after a minimum call duration of thirty- (30) seconds.

Managed IP Toll Free Service

- A. Managed IP Toll Free Service is available only in conjunction with Managed IP station or Managed IP trunking services that are jointly marketed and provided by TDS Telecom companies. The calling scope includes calls originating from the 50 United States, Canada, and Extended Domestic 1+NPA locations.

	<u>Per Minute Rate</u>	<u>Code</u>	
MIP v1 and v2 <sup>1</sup>	\$0.059	EMTFC	
MIP v3 and MIP Trunking <sup>2</sup>	\$0.039	MFTFC	(C)

<sup>1</sup> This plan is grandfathered to existing Managed IP Version 1 (v1) and Version 2 (v2) customers and is not available to new Managed IP customers effective 3/16/2010.

<sup>2</sup> This plan is grandfathered to existing customers effective January 7, 2018. The plan will not be available to new customers after this date.

(C)  
(C)

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Joel Dohmeier, Vice President

TDS METROCOM, LLC, 525 Junction Road, Madison, WI 53717

[Joeldohmeier@tdstelecom.com](mailto:Joeldohmeier@tdstelecom.com) 608.664.4000

Michigan Public Service  
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Jan 04, 2018

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**SECTION 4 – RATES AND CHARGES, (Continued)**

4.20 Managed IP (MIP Station, Trunk or Feature) - *continued*

APPROVED

B. Rates<sup>(1)</sup>

Package, Per Station or Trunk	Block Of Minutes	MTM	Term Rate Per Month			
			1 Yr.	2 Yr.	3 Yr.	
MIP Basic – v1 and v2 <sup>(2)(4)</sup>	0	N/A	\$0.00	\$0.00	\$0.00	
MIP Basic – v3 <sup>(3)(7)</sup>	0	N/A	\$0.00	\$0.00	\$0.00	(C)
MIP 100 - v1 and v2 <sup>(4)</sup>	100	N/A	\$2.50	\$2.50	\$2.50	
MIP Unlimited <sup>(7)</sup>						(C)
Per Station <sup>(5)(6)</sup>	Unlimited <sup>(5)(6)</sup>	\$10.00	\$9.00	\$8.00	\$7.00	
Per Trunk <sup>(5)(6)</sup>	Unlimited <sup>(5)(6)</sup>	\$10.00	\$9.00	\$8.00	\$7.00	

  

Package, Per Station or Trunk	Term Rate Per Month		Overtime Rate Per Minute	Code	
	4 Yr.	5 Yr.			
MIP Basic – v1 and v2 <sup>(2)(4)</sup>	\$0.00	\$0.00	\$0.049	MPLDC	
MIP Basic v3 <sup>(3)(7)</sup>	\$0.00	\$0.00	\$0.035	MFLDC/SFLDC	(C)
MIP 100 – v1 and v2 <sup>(4)</sup>	\$2.50	\$2.50	\$0.049	EMLDC	
MIP Unlimited <sup>(7)</sup>					(C)
Per Station <sup>(5)(6)</sup>	\$6.00	\$5.00	N/A	MULDC	
Per Trunk <sup>(5)(6)</sup>	\$6.00	\$5.00	N/A	SULDC	

  

Feature Package <sup>(7)</sup>	Block of Minutes	Monthly Rate	Trans Code	
Per Feature <sup>(5)(6)</sup>	Unlimited <sup>(5)(6)</sup>	\$0.20	Varies by Feature Pkg	(C)

- (1) In order to receive these plans and rates, the customer must also subscribe to a corresponding Managed IP Station Trunk or Feature service package that is jointly marketed and provided by TDS Metrocom.
- (2) This plan is for non-Managed IP lines associated with a v1 or v2 Managed IP customer.
- (3) This plan is for v3 Managed IP hosted stations that do not include Unlimited Toll and POTS lines associated with v3 Managed IP or Managed IP trunk customers.
- (4) This plan is grandfathered to existing Managed IP Version 1 (v1) and Version 2 (v2) customers and is not available to new Managed IP customers effective 3/16/2010.
- (5) Unlimited toll plans cannot be purchased separately or added to services which do not specifically include unlimited toll.
- (6) Any unlimited service is being provided based on reasonable usage. Use of the service for auto dialers, long distance dialup access to the Internet or other information services, call centers, certain switching applications or other high volume calling applications is not permitted and will entitle TDS to terminate the Service upon written notice of the violation. TDS reserves the right to monitor a customer's usage to determine compliance with these limitations.
- (7) This plan is grandfathered to existing customers effective January 7, 2018. The plan will not be available to new customers after this date.

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Joel Dohmeier, Vice President

TDS METROCOM, LLC, 525 Junction Road, Madison, WI 53717

[Joeldohmeier@tdstelecom.com](mailto:Joeldohmeier@tdstelecom.com) 608.664.4000

Michigan Public Service Commission

Jan 04, 2018

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**SECTION 4 – RATES AND CHARGES, (Continued)**

APPROVED

**4.21 OPERATOR SERVICE**

(N)

**4.21.1 Types of Calls and Rates**

The rates will be assessed on a per call basis. For calls made using a commercial credit card; acceptance of the card will be dependent upon the ability to verify the card as valid.

**Operator Service:**

Per Call	\$3.00
Per Minute	\$0.20
General Assistance	\$1.00

(N)

ISSUED UNDER THE AUTHORITY OF M.P.S.C. ORDER DATED November 2, 2001, in CASE NO. U-12554

ISSUED: March 17, 2015

Joel Dohmeier, Vice President  
TDS METROCOM, LLC  
525 Junction Road, Madison, WI 53717  
[joeldohmeier@tdstelecom.com](mailto:joeldohmeier@tdstelecom.com) 608.664.4000

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