

## CUSTOMER SERVICE GUIDE

PORT BYRON TELEPHONE COMPANY  
New York

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### SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

#### A. CENTREX SERVICE

##### 1. General

- a. Centrex Service is a premium service offered only where appropriate digital office facilities exist. Port Byron Telephone Company reserves the right to refuse a request for Centrex service based on the availability of central office or outside plant facilities.
- b. Centrex is provided in association with individual line business and residence exchange services. Centrex is not provided in association with public or semi-public pay telephone service, or party-line service.
- c. Centrex offers two (2) available line designations.
  - (1) A primary line is an unrestricted service with unlimited access toll lines within the Centrex group, as well as full access to the public switched network;
  - (2) A secondary line will have access to all lines in the same Centrex group, and limited access to the public switched network by virtue of having to contend for the network access of the Centrex lines.
- d. All lines will include all Custom Calling individual station features as part of the monthly rates. Group features are offered at the rates show on page 2 following.
- e. All lines in a Centrex group must have the same billing arrangement, i.e., either flat rate or measured service (where offered).
- f. Suspension of Centrex lines is not allowed. Vacation and seasonal rates do not apply to Centrex Service.
- g. Intragroup communications within the local calling area, are not subject to local measured service.
- h. Intragroup communications over interexchange routes, which are not part of the local calling area, are charged message toll service rates, or other tariffed interexchange service rates, such as private lines.
- i. Centrex service is designed for voice transmission. Data Transmission is not guaranteed over Centrex lines without special arrangements.
- j. One directory listing is furnished for each Centrex customer at no charge. Additional directory listings may be furnished as specified in Section 2 of this CSG.

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**SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS**

**A. CENTREX SERVICE**

**2. Group Features (Selected Per Centrex Group)**

The following features are selected for use by the entire Centrex Group:

- a. **Group Speed Calling:**  
This feature offers a maximum of (30) frequently dialed numbers available for Speed Dial on a Centrex Group basis.
- b. **Special Billing Format**  
This feature allows a customer to have call detail recording ability for each line. Calls can be charged to the appropriate individual, department, or division.

**3. Rates and Charges**

a. **Service**

		<u>Monthly Rates</u>			
		<u>Residential</u>		<u>Business</u>	
		<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
Port Byron					
	Port	\$2.00	\$10.00	\$5.00	\$10.00
	Link	\$6.05	\$15.00	\$10.05	\$30.15
Savannah					
	Port	\$3.50	\$10.00	\$5.00	\$10.00
	Link	\$4.92	\$15.00	\$3.50	\$25.00

b. **Monthly Rates**

		<u>Monthly Rates</u>	
		<u>Residential</u>	<u>Business</u>
Port Byron			
	Port	\$2.60	\$6.90
	Link	\$7.85	\$22.85
Savannah			
	Port	\$4.55	\$6.60
	Link	\$6.40	\$10.00

c. **Group Rates**

		<u>Monthly Rates</u>		
		<u>Min</u>	<u>Max</u>	<u>Current</u>
(1) Group Speed Calling				
	First Six Lines	\$2.00	\$20.00	\$11.55
	Each Additional Six Lines	\$0.25	\$10.00	\$2.90

(2) Special Billing Format will be determined on an Individual Case Basis.

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A. CENTREX SERVICE (Continued)

3. Rates and Charges (Continued)

d. Contract Rates

Centrex Service may be discounted for customers who require multiple lines or who contract with the Company for 1, 2, 3, 4, or 5 years. Cumulative line count (the sum of both primary and secondary lines) and the contract length determines the applicable Centrex rates for all Centrex lines in the following tables.

(1) Monthly Centrex Line Rates: The following per line Centrex rates apply for contract periods ranging from month-to-month to 60 months. The customer is required to pay for the number of months in the service period selected.

**CENTREX LINE RATE SCHEDULE FOR  
PORT BYRON EXCHANGE**

Lines Per Location	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2-6	29.75	28.85	28.00	27.10	26.20	25.30
7-30	28.85	28.00	27.10	26.20	25.30	24.10
31-50	28.00	27.10	26.20	25.30	24.10	22.60
Over 50	27.10	26.20	25.30	24.10	22.60	20.85

**CENTREX LINE RATE SCHEDULE FOR  
SAVANNAH EXCHANGE**

Lines Per Location	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2-6	16.55	16.10	15.60	15.10	14.60	14.10
7-30	16.10	15.60	15.10	14.60	14.10	13.45
31-50	15.60	15.10	14.60	14.10	13.45	12.60
Over 50	15.10	14.60	14.10	13.45	12.60	11.60

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A. CENTREX SERVICE (Continued)

3. Rates and Charges (Continued)

d. Contract Rates (Continued)

(2) The monthly rate for secondary lines are calculated as a percentage of each exchange's respective Centrex one-party business or residential port and link rate and are as follows:

Lines Per Location	PORT BYRON EXCHANGE					
	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2-6	17.85	17.25	16.65	16.10	15.20	14.30
7-30	17.25	16.65	16.10	15.20	14.30	13.40
31-50	16.65	16.10	15.20	14.30	13.40	12.80
Over 50	16.10	15.20	14.30	13.40	12.80	11.90

Lines Per Location	SAVANNAH EXCHANGE					
	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2-6	9.95	9.60	9.30	8.95	8.45	7.95
7-30	9.60	9.30	8.95	8.45	7.95	7.45
31-50	9.30	8.95	8.45	7.95	7.45	7.15
Over 50	8.95	8.45	7.95	7.45	7.15	6.65

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### SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. CENTREX SERVICE (Continued)

3. Rates and Charges (Continued)

e. Connection Charges

- (1) A nonrecurring system set-up Charge of \$224.60 will be charged at the time of installation. The Service Connection Charge(s), as specified in Section 4 of the Company's P.S.C. No 17 – Telephone Tariff, will also be charged for each line at the time of installation.
- (2) In addition to the recurring monthly charges, Service Connection Charges, as specified in Section 4 of the Company's P.S.C. No. 17 – Telephone Tariff, apply to the connection, change, or relocation of one or more lines at the same time and on the same service of the customer following initial installation.
- (3) No Service Connection Charges will apply to any changes requested to feature package(s) for a period of thirty (30) days immediately following the initial installation of feature package installation. Following the thirty day period, a Central Office Work Charge as described in Section 4 of the Company's P.S.C. No. 17 – Telephone tariff, will apply for any changes or additional service requests.

f. Voice Mail Service

- (1) Centrex Standard Mail (4 min greeting, 4 min message length, 100 min of messages, 30 days of storage)
  - (a) 1-19 Mailboxes \$3.30 per box
  - (b) 100+ Mailboxes ICB
- (2) Centrex Mail Elite (5 min greeting, 50 messages, 28 day storage) \$8.95 per box

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### SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

#### B. DEDICATED DS1 SERVICE

##### 1. General

Dedicated DS1 Service is a point-to-point intraexchange service that provides for simultaneous two-way transmission at 1.544 Megabits per second (Mbps). This service only transmits digital signals and uses only digital transmission facilities. Dedicated DS1 service and its features are offered subject to the availability of central office equipment and appropriate outside plant facilities. This service is specifically designed for customers that require dedicated DS1 facilities from a TDS TELECOM Central Office to their location.

##### 2. Definitions

Clear Channel Capability - An optional feature of DTS that allows a customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

DS1 - Digital facility that is equivalent to 24 DS0s. Total transmission speed is 1.544 Mbps.

Digital Local Channel - A transmission path for Dedicated DS1 Service furnished from the Central Office to the demarcation point on the customer's premises.

##### 3. Regulations

- a. Dedicated DS1 Service is available for a minimum service period of one month.
- b. Dedicated DS1 Service is available on a month-to month basis or under variable rate periods, with rates based on lengths of 12 months, 36 months and 60 months.
- c. Rates for Dedicated DS1 under contract will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed will be applicable until the contract expires. Upon expiration of the customer's current payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.
- d. For channelization of Dedicated DS1 Service, please see Digital Transport Service in this Section.

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### SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

#### B. DEDICATED DS1 SERVICE (Continued)

##### 3. Regulations (Continued)

- e. If the service is canceled by the customer prior to the completion of the service period, the customer will be obligated to pay a termination charge. The applicable termination charge will be equal to the number of months remaining in the contract times the monthly rate provided under the contract. Termination charges will not apply, however, if the customer replaces the service with comparable service and a contract length that is equal to or greater than the original contract period.
- f. The rates listed in each Company's specific Section of this tariff, following, assume the provision of a digital quality facility that uses existing exchange cable facilities compatible with this service. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge based on the cost incurred to make the changes will apply in addition to the rates for Dedicated DS1 Service.
- g. The two types of non-recurring charges associated with Dedicated DS1 Service include a Design Order Charge and an Installation Charge. The Design Order Charge applies once per order while the Installation Charge will apply for each Digital Local Channel installed.
- h. The Installation Charge and Design Order Charge will not apply for the establishment of Dedicated DS1 Service when the customer signs an agreement to subscribe to the service for a minimum of 3 years. If the customer discontinues service prior to the conclusion of the 3 year agreement, the customer will incur a disconnection charge equal to the Design Order Charge and applicable Installation Charges. The disconnection charge will not apply if the customer purchases other services from the Company which replace Dedicated DS1 Service.

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**SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS**

**B. DEDICATED DS1 SERVICE** (Continued)

4. Rates and Charges

The following rates apply on a per customer basis, regardless of the number of terminating locations.

a. Recurring Rates

	<u>Monthly Rate</u>	<u>Trans Code</u>
1) <u>Month to Month</u>		
1 Channel	\$276.00	T1MM1
2+ Channels	240.00	T1MM2
2) <u>12 Months</u>		
1 Channel	252.00	T1L11
2 Channels	216.00	T1L12
3+ Channels	192.00	T1L13
3) <u>36 Months</u>		
1 Channel	228.00	T1L31
2 Channels	192.00	T1L32
3+ Channels	168.00	T1L33
4) <u>60 Months</u>		
1 Channel	216.00	T1L51
2 Channels	180.00	T1L52
3+ Channels	156.00	T1L53

b. Non-recurring Charges

	<u>Non-recurring Charge</u>	<u>Trans Code</u>
1) Design Order Charge, Per Order	\$944.25	T1DOC
2) Installation Charge, First Channel	876.80	T1C1
3) Installation Charge, Second and Additional Channels, per common end	674.45	T1C2A
4) Clear Channel Capability	472.10	T1CCC



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SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

C. DIGITAL TRANSPORT SERVICE

1. General

Digital Transport Service (DTS) provides customers with a more cost effective option to deliver voice grade service from the serving Central Office to a customer's premises. DTS is only provided with a DS1 Channel (1.544 Mbps) as provisioned in the Local Private Line tariff. DTS supports Direct Inward Dialing (DID) Service, Dedicated 800 Service, and Local Exchange Business Trunks. The primary users of this service include Internet Service Providers and owners of PBX Systems.

2. Definitions

DS0 - One voice grade circuit. This circuit generally has a 64 Kbps transmission speed.

DS1 - Digital facility that is equivalent to 24 DS0s. Total transmission speed is 1.544 Mbps.

3. Regulations

- a. DTS is subject to the availability of central office equipment and appropriate outside plant facilities.
- b. The rate structure for DTS requires charges for Trunk Terminations, DS1 facility, Digital Interface Termination and Subscriber Line Charges (SLC).
- c. The total number of Trunk Terminations activated by the customer may not exceed the capacity of each DS1 facility.
- d. Additional charges for Central Office services and features, such as telephone numbers associated with Direct Inward Dialing (DID) Service, are applicable when appropriate, as specified elsewhere in this tariff.

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### SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

#### C. DIGITAL TRANSPORT SERVICE (Continued)

##### 3. Regulations (Continued)

- e. Calls will be subject to any applicable usage charges for services provisioned on the DTS channels. Message Telecommunications charges will apply to calls outside the Local Service Area.
- f. Touch-tone signaling is required for DTS.
- g. Unless specifically exempted, DTS is subject to all general regulations applicable to the provision of service by the Company as stated in the general tariff.
- h. As a result of any interface or technical changes required of the Company due to the possible future adoption of FCC rules under Part 68, the Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provision of DTS render any customer premises equipment provided by a customer obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.

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**SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS**

**C. DIGITAL TRANSPORT SERVICES (Continued)**

**4. Rates and Charges**

**a. Recurring Rates**

	<u>Monthly Rate</u>	<u>Trans Code</u>
1) DS1 Facility <sup>1</sup>		
2) Digital Interface Termination		
a) Month-to-Month		
1 Termination	\$468.00	DTSM1
2 Terminations	\$444.00	DTSM2
3+ Terminations	\$420.00	DTSM3
b) 12 Months		
1 Termination	\$444.00	DTS11
2 Terminations	\$420.00	DTS12
3+ Terminations	\$396.00	DTS13
c) 36 Months		
1 Termination	\$420.00	DTS31
2 Terminations	\$396.00	DTS32
3+ Terminations	\$372.00	DTS33
d) 60 Months		
1 Termination	\$354.00	DTS51
2 Terminations	\$330.00	DTS52
3+ Terminations	\$306.00	DTS53
3) Per Trunk Termination (Includes PBX, DID, Toll Terminal and Dedicated 800 Trunks)	5.40	T1TT

**b. Non-recurring Charges**

	<u>Non-recurring Charge</u>	<u>Trans Code</u>
1) Subsequent Addition/Rearrangement Charge per trunk termination	13.30	T1ARC