

CUSTOMER SERVICE GUIDE

EDWARDS TELEPHONE COMPANY
New York

Section 2
First Revised Sheet 1
Cancels Original Sheet 1

PACKAGE SERVICES

APPROVED

A. TOTAL TALK PACK⁽²⁾

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1. General

- a. Total Talk Pack is an optional service package. The package permits a customer to receive services and features for a flat monthly rate, for each Total Talk Pack subscriber line provided. Total Talk Pack includes the following services:⁽¹⁾
 1. One-Party Line (includes Touch Tone capability)
 2. Three-Way Calling & Call Waiting (Custom Calling Services)
 3. Caller ID Deluxe, Anonymous Call Rejection, & Priority Ringing (Advanced Calling Services)
 4. Inside Wire Protection Plan

2. Conditions and Limitations

- a. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs/catalog for each individual service will apply as part of this bundle.
- b. Total Talk Pack customers may terminate their enrollment in the Plan at any time upon notice to the company.
- c. Unless terminated by the Total Talk Pack 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.
- d. Service Charges, as described in Section 4 of the Company's Basic Local Tariff No. 6-Telephone, apply to requests for new and additional Total Talk Pack lines, and moves of existing lines. Service Charges will not apply when the Total Talk Pack replaces existing Local Exchange Service or if the customer requests a change from the Total Talk Pack back to Local Exchange Service.
- e. Total Talk Pack 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.

⁽¹⁾ Customers must also subscribe to TDS Long Distance's Total Talk Pack.

⁽²⁾ This service is grandfathered to existing Residential customers effective January 7, 2009. The service will not be available to new Residential customers after this date.

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PACKAGE SERVICES

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A. **TOTAL TALK PACK**⁽²⁾ (Continued)

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2. Conditions and Limitations (Continued)

- f. The Plan may not be combined with any other optional toll calling plan service, except for those specified in this offering.
- g. Customers enrolled in the Plan, who fail to pay the entire rate per month, will have all existing Total Talk Pack services converted to the applicable tariff and/or Customer Service Guide rates. Service Charges will not apply for converting services back to tariff and/or Customer Service Guide rates. Such customers will not be permitted to re-enroll in this Plan until such time as all associated unpaid balances are satisfactorily paid in full.

3. Rates¹

	<u>Rate Per Month</u>	
	<u>Residential</u> ⁽²⁾	(T) (D)
All Exchanges, Per Line	\$36.01	(D)

⁽¹⁾ Customers must also subscribe to TDS Long Distance's Total Talk Pack to be eligible for this rate.

⁽²⁾ This service is grandfathered to existing Residential customers effective January 7, 2009. The service will not be available to new Residential customers after this date.

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PACKAGE SERVICES

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B. STAR PACKAGES⁽³⁾

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1. General

a. The STAR Packages are optional service bundles. Each package permits a customer to receive services and features for a flat monthly rate, for each STAR Package subscriber line provided. The STAR Package options include the following services:

- 1) 3 STAR Standard Package
Includes: Residential One-Party Line, any applicable locality charges, Caller ID Deluxe, Call Waiting/Cancel Call Waiting, Call Forwarding, and Preferred Call Forwarding⁽²⁾

The 3 STAR Package can be upgraded to include Anonymous Call Rejection, Three-Way Calling, Priority Ringing, Special Call Acceptance, and Personal Voicemail. The charge for this upgrade is set forth in B.3 following.

- 2) 4 STAR Standard Package
Includes: Residential One-Party Line, any applicable locality charges, Caller ID Deluxe, Call Waiting/Cancel Call Waiting, Call Forwarding, Preferred Call Forwarding, Anonymous Call Rejection, and 300 Minutes of TDS Long Distance⁽¹⁾ calling

The 4 STAR Package can be upgraded to include Three-Way Calling, Priority Ringing, Special Call Acceptance and Personal Voicemail. The charge for this upgrade is set forth in B.3 following.

- 3) 5 STAR Standard Package
Includes: Residential One-Party Line, any applicable locality charges, Caller ID Deluxe, Call Waiting/Cancel Call Waiting, Call Forwarding, 3-Way Calling, Anonymous Call Rejection, Priority Ringing, Special Call Acceptance, Preferred Call Forwarding, Personal Voice Mail, and Unlimited TDS Long Distance⁽¹⁾ calling

(1) Customers must also subscribe to the corresponding TDS Long Distance STAR Plan.
 (2) Customers subscribing to the TDS Long Distance 3 STAR Plan will receive 30 minutes of Long Distance calling at no charge.
 (3) This service is grandfathered to existing customers effective March 1, 2023. The service will not be available to new customers after this date.

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PACKAGE SERVICES

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B. **STAR PACKAGES**⁽¹⁾ (Continued)

2. Conditions and Limitations

- a. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs/catalog for each individual service will apply as part of this Package.
- b. STAR Package customers may terminate their Package at any time upon notice to the company.
- c. Unless terminated by the STAR Package customer or the Company, a customer will remain enrolled in the Package, 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.
- d. New customers that subscribe to one of the STAR Packages will receive a waiver of all installation charges.

Service Charges will not apply when the STAR Package replaces existing Local Exchange Service or if the customer requests a change from the STAR Package back to Local Exchange Service.

- e. STAR Package customers are not eligible for discounts or promotional offerings outside of this Package, unless specifically provided for in a promotional offering.
- f. The Package may not be combined with any other optional toll calling plan service, except for those specified in this offering.
- g. Customers may upgrade their Voice Mail Service package for an additional fee.
- h. Customers who fail to pay the entire Package rate per month will have all STAR Package optional features removed. The customer will then be converted to the tariffed Basic Local service rate. Service Charges will not apply for converting services back to tariff and/or Customer Service Guide rates. Such customers will not be permitted to re-enroll in this any of the Packages until such time as all associated unpaid balances are satisfactorily paid in full.
- i. Suspended Service is not available. Only Seasonal Service is available. The reconnect fee will be waived for Seasonal STAR package customers returning to full service.

3. Rates

Rate Per Month

a. Residence		
1) 3 STAR Standard Package, per line	\$30.49 ⁽²⁾	(I)
2) 4 STAR Standard Package, per line	\$40.49 ⁽²⁾	
3) 5 STAR Standard Package, per line	\$50.49 ⁽²⁾	(I)
b. Package Upgrade (for 3 & 4 STAR Packages)	\$5.00	

⁽¹⁾ This service is grandfathered to existing customers effective March 1, 2023. The service will not be available to new customers after this date.

⁽²⁾ The rate increase is effective on the Company's May bill cycle date. (T)

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PACKAGE SERVICES

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C. STAR BUSINESS BUNDLES⁽³⁾

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1. General

a) The STAR Business Bundles are optional offerings that package services and features together for a flat monthly rate that is applicable to each STAR Business Bundle subscriber line provided. There are 2 STAR Business Bundle options.

1) STAR Business Bundle – Standard⁽¹⁾
Includes: Business One-Party Line, the following list of features: Caller ID Deluxe, Call Forwarding, Call Forward Remote Access, Call Waiting/Cancel Call Waiting, 3-Way Calling, & Voice Mail, and 200 Minutes of TDS Long Distance⁽²⁾ calling.

2) STAR Business Bundle Unlimited – Standard⁽¹⁾
Includes: Business One-Party Line, the following list of features: Caller ID Deluxe, Call Forwarding, Call Forward Remote Access, Call Waiting/Cancel Call Waiting, 3-Way Calling, & Voice Mail, and Unlimited TDS Long Distance⁽²⁾ calling.

2. Conditions and Limitations

a) Rules, regulations, and limitations as specified elsewhere in the Company’s tariffs/Customer Service Guide for each individual service will apply.

b) The Bundle may not be combined with any other optional toll calling plan service, except for those specified in this offering.

c) Discounts or promotions outside of this Bundle are not available, unless specifically provided for in the discount or promotional offering.

d) Service Charges, as described in Section 4 of the Company’s Basic Local Tariff No. 6-Telephone, apply to requests for new and additional lines or moves of existing lines except in the following situation.

New customers that subscribe to one of the STAR Business Bundles under a 1, 2 or 3 Year Contract will receive a waiver of all installation charges.

⁽¹⁾ Customers must also subscribe to TDS Telecom’s high speed data.

⁽²⁾ Customers must also subscribe to the corresponding TDS Long Distance STAR Plan.

⁽³⁾ This service is grandfathered to existing customers effective May 1, 2023. The service will not be available to new customers after this date.

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PACKAGE SERVICES

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C. STAR BUSINESS BUNDLES⁽¹⁾ (Continued)

2. Conditions and Limitations (Continued)

- e) The Service Order Charge listed under the “Rates” section below will apply if the customer requests a change to their STAR Business Bundle offering (i.e. a request to change features or downgrade) or requests to change from the STAR Business Bundle back to Local Exchange Service. The charge will not apply when the STAR Business Bundle replaces existing Local Exchange Service or the customer would like to upgrade their STAR Business Bundle.
- f) STAR Business Bundle customers may terminate their package at any time upon notice to the company. Early Termination Fees may apply for those customers under a 1, 2, or 3 Year Contract if they terminate before the end of their contract period.

If a customer terminates their bundle prior to the expiration of the subscribed term period (1, 2, or 3 year), the customer may pay an early termination fee equal to the difference between the subscribed term rate and the shorter term rate (MTM, 1 Year, or 2 Year). That difference would apply to each month that the customer received the service prior to the termination.

- g) Customers who fail to pay the entire package rate per month will have all STAR Business Bundle optional features removed. The customer will then be converted to the tariffed Basic Local service rate. Service Charges will not apply for converting services back to a la carte tariff and/or Customer Service Guide rates. Such customers will not be permitted to re-enroll in any of the packages until such time as all associated unpaid balances are satisfactorily paid in full.

3. Rates

	<u>Term Rate Per Month</u>			
	<u>MTM</u>	<u>1 Yr.</u>	<u>2/3 Yr.</u>	
a) Business, Per Line				
1) STAR Business Bundle-Standard	\$42.99 ⁽²⁾	\$37.99 ⁽²⁾	\$32.99 ⁽²⁾	(I)
2) STAR Business Bundle Unlimited-Standard	\$62.99 ⁽²⁾	\$52.99 ⁽²⁾	\$42.99 ⁽²⁾	(I)
		<u>Non-Recurring Charge</u>		
b) Service Order Charge		\$10.00		

(1) This service is grandfathered to existing customers effective May 1, 2023. The service will not be available to new customers after this date.

(2) The rate increase is effective on the Company’s May bill cycle date.

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PACKAGE SERVICES

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D. SAFETY LINE SERVICE⁽¹⁾

The Company no longer offer the following Local Service package. Customers currently receiving these services will be allowed to keep the service until the date of disconnection. If the service is disconnected, the grandfathered status is eliminated. Customers cannot transfer the grandfathered service to a new customer.

1. General

Safety Line Service is a bundle for residential customers who have their main telecommunications service with a wireless provider but require a basic access line for back-up and high speed data.

The bundle includes a Residential One-Party Line and 1.5 Mbps high speed data.

2. Terms and Conditions

- a. Safety Line Service will be provisioned where facilities are available.
- b. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs/catalog will apply to this bundle.
- c. No other optional services or features are allowed with this bundle, except Toll Restriction and Non-Published Numbers.
- d. Customers must subscribe to this service for 1 year. Cancellation of the bundle prior to the one year timeframe will cause an early termination fee of \$99 to apply.
- e. Customers must subscribe to TDS Long Distance Corporation as their long distance provider.
- f. Any toll calls will be billed at TDS Long Distance toll rates.
- g. Service Charges, as described in Section 4 of the Company's Basic Local Tariff No. 6-Telephone will not apply.
- h. Optional Call plans are not available with this bundle.
- i. Seasonal Service is not available with this bundle.

3. Rates and Charges

	<u>Monthly Rate</u>	
Bundle Base Rate – DSL Market A	\$61.20 ⁽²⁾⁽³⁾	(I)
Bundle Base Rate – DSL Market B	\$61.20 ⁽²⁾⁽³⁾	(I)

⁽¹⁾ This service is grandfathered to existing customers effective August 1, 2012. The service will not be available to new customers after this date.

⁽²⁾ Other data speeds may be available for an additional charge.

⁽³⁾ The rate increase is on the data portion of the bundle.

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PACKAGE SERVICES

E. BUSINESS SAFETY LINE SERVICE

1. General

Business Safety Line Service is a bundle for business customers who have their main telecommunications service with a wireless provider, but require a basic access line for back-up and emergency service along with high speed data.

The bundle includes a Basic Access Line and 1.5 Mbps high speed data.

2. Terms and Conditions

- a) Safety Line Service will be provisioned where facilities are available.
- b) Rules, regulations, and limitations as specified elsewhere in the Company's tariffs/catalog will apply to this bundle.
- c) No other optional services or features are allowed with this bundle, except Toll Restriction, Toll Restriction PIN Override, Non-Published Numbers, and Non-Listed Numbers. These four services will be allowed at the rate listed elsewhere in the Customer Service Guide.
- d) Customers must subscribe to TDS Long Distance Corporation as their long distance provider.
- e) Any toll calls will be billed at TDS Long Distance default toll rates.
- f) Service Connection Charges will be waived if a customer signs a one year or greater contract.
- g) Optional Call plans are not available with this bundle.
- h) Seasonal Service/Suspension of Service is not available with this bundle.

3. Rates and Charges

Monthly Rate

Bundle Base Rate
Business

\$59.00¹

¹ Other data speeds may be available for an additional charge.

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PACKAGE SERVICES

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F. SECURITY LINE SERVICE

1. General

Security Line Service is a bundle for residential customers who have their main telecommunications service with a wireless provider, but require a basic access line for back-up and emergency service along with their high speed data.

The bundle includes a Residential One-Party Line, and up to 1 Mbps high speed data.

2. Terms and Conditions

- a. Security Line Service will be provisioned where facilities are available.
- b. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs and/or Customer Service Guide will apply to this bundle.
- c. No other optional services or features are allowed with this bundle, except Toll Restriction, Toll Restriction PIN Override, Non-Published Numbers, and Non-Listed Numbers. These four services will be allowed at the rate listed elsewhere in the catalog.
- d. Customers must subscribe to this service for 1 year. Cancellation of the bundle prior to the one year timeframe will cause an early termination fee of \$99 to apply.
- e. Customers must subscribe to TDS Long Distance Corporation as their long distance provider.
- f. Any toll calls will be billed at TDS Long Distance toll rates.
- g. Service Charges, as described in Section 4 of the Company's Basic Local Tariff No. 6-Telephone will not apply.
- h. Optional Call plans are not available with this bundle.
- i. Seasonal Service is not available with this bundle.

3. Rates and Charges

	<u>Monthly Rate</u>	
Bundle Base Rate – DSL Market A	\$53.20 ⁽¹⁾⁽²⁾	(I)
Bundle Base Rate – DSL Market B	\$53.20 ⁽¹⁾⁽²⁾	(I)

⁽¹⁾ Other data speeds may be available for an additional charge.

⁽²⁾ The rate increase is on the data portion of the bundle.

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PACKAGE SERVICES

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G. BASIC & UNLIMITED PHONE BUNDLES⁽²⁾

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1. General

The Basic and Unlimited Phone Bundles are optional service bundles. Each package permits a customer to receive services and features for a flat monthly rate, for each Basic or Unlimited Phone Bundle subscriber line provided. The Bundles include the following services:

a. Basic Phone Bundle⁽¹⁾

Includes: Residential One-Party Line, Caller ID Deluxe, 3-Way Calling, Call Forwarding, and Basic Voice Mail

B. Unlimited Phone Bundle⁽¹⁾

Includes: Residential One-Party Line, Caller ID Deluxe, 3-Way Calling, Call Forwarding, Call Return, Repeat Dialing, Speed Call 8, Anonymous Call Rejection, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forward-Busy (Variable), Call Forward-No Answer (Variable), Call Hold, Call Waiting/Cancel Call Waiting, and Basic Voice Mail

2. Conditions and Limitations

- a. Basic and Unlimited Phone Bundles will be provisioned where facilities are available.
- b. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this Bundle.
- c. Feature availability is dependent on Central Office Facilities.
- d. Basic & Unlimited Phone Bundle customers may terminate their Bundle at any time upon notice to the company without incurring a charge.
- e. Service charges as described in Section 4 of the Company's Basic Local Tariff No. 6 - Telephone will not apply.
- f. Customers may change their bundle without incurring a charge.
- g. Suspended Service is not available. Only Seasonal Service is available. The reconnect fee will be waived for Seasonal Basic & Unlimited Phone Bundle customers returning to full service.

⁽¹⁾ Customers must also subscribe to the corresponding TDS Long Distance Basic or Unlimited Plans.

⁽²⁾ This service is grandfathered to existing customers effective May 1, 2024. The service will not be available to new customers after this date.

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PACKAGE SERVICES

APPROVED

G. **BASIC & UNLIMITED PHONE BUNDLES**⁽²⁾ (Continued)

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

- h. Basic or Unlimited Phone Bundle customers are not eligible for discounts or promotional offerings outside of this Bundle, unless specifically provided for in a promotional offering.
- i. The Basic or Unlimited Phone Bundle may not be combined with any other optional toll calling plan service, except for those specified in this offering.
- j. Customers who fail to pay the entire Bundle rate per month will have all Basic or Unlimited optional features removed. The customer will then be converted to the tariffed basic local exchange service rate. Service charges will not apply for converting services back to tariff rates. Such customers will not be permitted to re-enroll in these bundles until such time as all associated unpaid balances are satisfactorily paid in full.

3. **Rates**

	<u>Rate Per Month</u> ⁽¹⁾	
a. Residence		
1) Basic Phone Bundle, per line	\$22.99 ⁽³⁾	(I)(T)
2) Unlimited Phone Bundle, per line	\$27.99 ⁽³⁾	(I)(T)

(1) Rate includes the Subscriber Line Charge.

(2) This service is grandfathered to existing customers effective May 1, 2024. The service will not be available to new customers after this date.

(3) The rate increase is effective on the Company's May bill cycle date.

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PACKAGE SERVICES

H. TDS BUSINESS VOICE BUNDLE

(N)

1. General

a) The TDS Business Voice Bundle is an optional offering that packages services and features together for a flat monthly rate that is applicable to each TDS Business Voice subscriber line provided.

1) TDS Business Voice Bundle⁽¹⁾

Includes: Business One-Party Line and the following features: Caller ID Deluxe, Call Forwarding, Call Forward Remote Access, Call Waiting/Cancel Call Waiting, 3-Way Calling, Hunting, Selective Call Acceptance, Voice Mail, and Unlimited Minutes of TDS Long Distance⁽²⁾ calling.

2. Conditions and Limitations

a) Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply.

b) The Bundle may not be combined with any other optional toll calling plan service, except for those specified in this offering.

c) Discounts or promotions outside of this Bundle are not available, unless specifically provided for in the discount or promotional offering.

d) Service Connection Charges, as described in Section 4 of the Company's Basic Local Tariff No. 6 – Telephone, apply to requests for new and additional TDS Business Voice Bundle lines, and moves of existing lines.

e) The Service Order Charge listed under the "Rates" section below will apply if the customer requests a change to their TDS Business Voice Bundle offering (i.e. a request to change features or downgrade) or requests to change from the TDS Business Voice Bundle back to Local Exchange Service. The charge will not apply when the TDS Business Voice Bundle replaces existing Local Exchange Service or the customer would like to upgrade their TDS Business Voice Bundle.

¹ Customers must also subscribe to TDS Telecom's high speed data.

² Customers must also subscribe to the corresponding TDS Long Distance Business Voice Plan.

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H. TDS BUSINESS VOICE BUNDLE (Continued)

(N)

2. Conditions and Limitations (Continued)

- f) TDS Business Voice Bundle customers may terminate their package at any time upon notice to the company.
- g) Customers who fail to pay the entire package rate per month will have all TDS Business Voice Bundle optional features removed. The customer will then be converted to the tariffed Basic Local service rate. Service Charges will not apply for converting services back to a la carte tariff rates. Such customers will not be permitted to re-enroll in any of the packages until such time as all associated unpaid balances are satisfactorily paid in full.

3. Rates

		<u>Term Rate Per Month⁽¹⁾</u>		
		<u>MTM</u>	<u>1 Yr.</u>	<u>2/3 Yr.</u>
a)	Business, Per Line			
	1) TDS Business Voice Bundle	\$59.99	\$49.99	\$39.99
		<u>Non-Recurring Charge</u>		
b)	Service Order Charge		\$10.00	

⁽¹⁾ Rate includes the Subscriber Line Charge.

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PACKAGE SERVICES

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I. **BASIC 24 & UNLIMITED 24 PHONE BUNDLES**

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1. **General**

The Basic 24 and Unlimited 24 Phone Bundles are optional service bundles. Each package permits a customer to receive services and features for a flat monthly rate, for each Basic 24 or Unlimited 24 Phone Bundle subscriber line provided. The Bundles include the following services:

a. **Basic 24 Phone Bundle⁽¹⁾**

Includes: Residential One-Party Line, Caller ID Deluxe, 3-Way Calling, Call Forwarding, Call Waiting/Cancel Call Waiting, Speed Call 8, and Basic Voice Mail

b. **Unlimited 24 Phone Bundle⁽¹⁾**

Includes: Residential One-Party Line, Caller ID Deluxe, 3-Way Calling, Call Forwarding, Repeat Dialing, Speed Call 8, Anonymous Call Rejection, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forward-Busy (Variable), Call Forward-No Answer (Variable), Call Hold, Call Waiting/Cancel Call Waiting, and Basic Voice Mail

2. **Conditions and Limitations**

- a. Basic 24 and Unlimited 24 Phone Bundles will be provisioned where facilities are available.
- b. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this Bundle.
- c. Feature availability is dependent on Central Office Facilities.
- d. Basic 24 & Unlimited 24 Phone Bundle customers may terminate their Bundle at any time upon notice to the company without incurring a charge.
- e. Service charges as described in Section 4 of the Company's Basic Local Tariff No. 6-Telephone will not apply.
- f. Customers may change their bundle without incurring a charge.
- g. Suspended Service is not available. Only Seasonal Service is available. The reconnect fee will be waived for Seasonal Basic & Unlimited Phone Bundle customers returning to full service.

⁽¹⁾Customers must also subscribe to the TDS Long Distance Basic or Unlimited Phone Plans.

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PACKAGE SERVICES

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I. **BASIC 24 & UNLIMITED 24 PHONE BUNDLES** (Continued)

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

- h. Basic 24 or Unlimited 24 Phone Bundle customers are not eligible for discounts or promotional offerings outside of this Bundle, unless specifically provided for in a promotional offering.
- i. The Basic 24 or Unlimited 24 Phone Bundle may not be combined with any other optional toll calling plan service, except for those specified in this offering.
- j. Customers who fail to pay the entire Bundle rate per month will have all Basic or Unlimited optional features removed. The customer will then be converted to the tariffed basic local exchange service rate. Service charges will not apply for converting services back to tariff rates. Such customers will not be permitted to re-enroll in these bundles until such time as all associated unpaid balances are satisfactorily paid in full.

3. **Rates**

	<u>Rate Per Month</u> ⁽¹⁾
a. Residence	
1) Basic 24 Phone Bundle, per line	\$19.99
2) Unlimited 24 Phone Bundle, per line	\$24.99

(N)

⁽¹⁾ Rate includes the Subscriber Line Charge.