

CUSTOMER SERVICE GUIDE

VERNON TELEPHONE COMPANY, INC.  
New York

Section 6  
Original Sheet 1

MISCELLANEOUS SERVICE ARRANGEMENTS

A. DIRECT INWARD DIALING (DID) SERVICE

1. General

The Telephone Company will provide, subject to the availability of facilities, Direct Inward Dialing (DID) Service. DID service provides for the completion of local and toll calls to associated station numbers without intermediate handling by an attendant.

2. Rates

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

	<u>Monthly Rate</u>	<u>NRC</u>
1) DID Facility Charge, Per Trunk	(1)	(1)
2) DID Software Translation Charge, Per Trunk	N/A	\$50.00
3) DID Number Assignment Charge Block of 10	\$5.00	\$50.00 (2)

\*Numbers sold in conjunction with DID Service only.

(1) See Section 3, Page 6 and 9 of P.S.C. Tariff No. 18-Telephone for the associated PBX Trunk Rate and Section 4, Page 81 for the Service Order Charge.

(2) No applicable if installed with initial installation. Subsequent installations are subject to non-recurring costs.

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MISCELLANEOUS SERVICE ARRANGEMENTS

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

3. Conditions

- a. The service is furnished subject to the availability of Central Office facilities and compatibility of customer-provided equipment.
- b. The service includes central office switching equipment for in-dialing from the exchange and toll network directly to stations associated with customer premises equipment.
- c. The service must be provided on a minimum of 10 lines in a trunk group arranged for inward service.
- d. The rates herein contemplate the use of standard Telephone Company equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished. When equipment or service of a special type is requested and provided, rates and charges are related to the costs involved to meet the individual requirements of each case.
- e. Operational characteristics of interface signals between the Telephone Company-provided connecting arrangements and the customer-provided equipment must conform to the rules and regulations the Telephone Company considers necessary to maintain proper standards of service.
- f. The Telephone Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any facilities provided by a customer, authorized user or joint user obsolete or require modification or alternation of such equipment or system or otherwise affect its use or performance.
- g. Directory listings will be provided in accordance with the regulations of the "Directory Listings" section of this Customer Service Guide. DID numbers furnished herein are not entitled to free directory listings.
- h. Customer-provided equipment must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.
- i. The customer being provided DID service will be responsible for all toll calls billed to the DID numbers.
- j. DID numbers will be sold in conjunction with DID service only.

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MISCELLANEOUS SERVICE ARRANGEMENTS

B. CUSTOMIZED 911 (C911)

1. General

Customized 911 (C911) allows a customer to provide 911 Dispatch Centers (PSAP) with specific information for their PBX station telephone numbers or business lines.

2. Conditions

- a. There is no charge for requesting updates to information at the PSAP.
- b. A No Record Found (NRF) Charge applies when the Company receives an NRF report from the local authorities when a 911 call is placed and no 911 information was in the database. If a customer receives 3 of these, C911 will be terminated. The customer is required to provide 911 via one (1) ANI with one (1) address, per PRI T1; or via Analog line.
- c. The Report Request charge applies when a customer requests a list of their E911 information from the E911 database.
- d. Except where caused by the willful misconduct or gross negligence of TDS Telecom, the customer agrees to release, indemnify, defend and save harmless the Company from claims, suits, actions, damages, costs, judgements and actions of any nature or from any person related to the C911 Service provided
- e. The C911 customer agrees to indemnify and hold harmless TDS Telecom for any infringement or invasion of the right to privacy of person or persons, caused or claimed to be caused by acts or omissions of the Customer and their operation or use of C911 Service.

3. Rates

	<u>Monthly Charge</u>	<u>Non-Recurring Charge</u>
a. Initial Set-Up (per number) (not to exceed \$500)		\$1.00
b. Per Number Charge	\$0.05	
c. No Record Found Charge (per number)		\$50.00
d. Report Requests Charge		Variable

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MISCELLANEOUS SERVICE ARRANGEMENTS

C. OFF-PREMISES EXTENSION SERVICE

1. General

Off-Premises Extension Service is an extension line from the primary location of an individual line customer's service to a secondary location where the same access line service is terminated. The extension may utilize the Company's general or non-general distribution plant and is billed from the primary location to the secondary location.

2. Regulations

- a. The Company will determine the type(s) of facilities to be used.
- b. The Company is not required to provide extension service, but will do so where facilities are available. If the Company determines that Extension Service can be provided by the Company constructing additional facilities, the extension will be provided if the customer agrees to pay the construction costs.
- c. Extension Service circuits utilizing four wires are considered to be two (2) two-wire circuits for the application of rates and charges.
- d. Normal connection charges, as specified in Section 4 of the Basic Local Exchange Tariff No. 18 are applicable at each location visited.
- e. Extension Service is only provided on an intra-company basis.
- f. The use of Company facilities to provide extensions is subject to transmission limitations. This limitation may result in the need for additional facilities in order to provide the service at an acceptable transmission level. An extra charge will apply to cover the cost of these additional facilities.

3. Rates

	Per ¼ Mile <u>Rate</u>	Minimum <u>Rate</u>
a. General Distribution	\$1.80	\$3.60
b. Non-General Distribution	\$1.80	\$3.60
c. Interexchange	\$1.80	\$3.60

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MISCELLANEOUS SERVICE ARRANGEMENTS

D. **FOREIGN EXCHANGE SERVICE**

1. General

Foreign Exchange Service is telephone service, which is extended beyond the normal boundaries of the exchange where the customer is physically located. Foreign Exchange Service can be provided on an intracompany (within this company) or intercompany (between this company and another) basis.

Foreign Exchange Service is not a general service offering, but may be provided where facilities are available to furnish satisfactory telephone transmission, as determined by the Company.

If, in the judgment of the Company, satisfactory transmission could be provided by use of additional facilities, and the customer is willing to pay the cost of having the additional facilities furnished, service may be provided.

2. Regulations

- a. Foreign Exchange Service is provided only on individual lines.
- b. Public Access Line Service is not furnished on a Foreign Exchange Service basis.
- c. A foreign exchange customer will be listed in the alphabetical directory for the territory in which the serving central office is located.
- d. A customer to exchange service furnished from a foreign central office is required to subscribe to exchange service in the normal central office when the foreign central office is neither adjacent to the normal central office nor within the primary calling area of the normal central office.
- e. The minimum service period for Foreign Exchange Service is six months. A Foreign Exchange Service customer who disconnects service before the end of the minimum service period will be required to pay an amount equal to the monthly charge for Foreign Exchange Service times the number of months left in the minimum service period.
- f. All other regulations for local exchange service, as stated in this Customer Service Guide, apply to Foreign Exchange Service.

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MISCELLANEOUS SERVICE ARRANGEMENTS

D. **FOREIGN EXCHANGE SERVICE** (Continued)

3. Application of Rates and Charges

There are several combinations of service conditions, which determine how charges for Foreign Exchange Service will be computed and billed. The methods for determining the appropriate rates and charges for each of these conditions are as follows:

- a. Intercompany Non-adjacent Exchange-Toll Charges or No Toll Charges Between the Exchanges-Normal Company
  1. The customer will be billed 50% of the monthly exchange access line rate applicable in the normal exchange.
  2. Foreign exchange mileage is measured airline from the central office of the exchange in which the customer is located (normal exchange) to the central office where dialtone is provided (serving exchange). The mileage rate for Foreign Exchange Service will be the rate specified in the Company's Intrastate Access Service Tariff. The Company will bill for its portion of the circuit based on the meet-point.
  3. Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.
- b. Intercompany - Non-adjacent Exchange - Toll Charges or No Toll Charges Between the Exchanges-Serving Company
  1. The customer will be billed 50% of the monthly exchange access line rate applicable in the serving exchange.
  2. Foreign exchange mileage is measured airline from the central office of the exchange in which the customer is located (normal exchange) to the central office where dial-tone is provided (serving exchange). The mileage rate for Foreign Exchange Service will be the rate specified in the Company's Intrastate Access Service Tariff. The Company will bill for its portion of the circuit based on the meet-point.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**D. FOREIGN EXCHANGE SERVICE** (Continued)

3. Application of Rates and Charges (Continued)

There are several combinations of service conditions, which determine how charges for Foreign Exchange Service will be computed and billed. The methods for determining the appropriate rates and charges for each of these conditions are as follows: (Continued)

- c. Intercompany -- Adjacent Exchange-Toll Charges Between the Exchanges-Serving Company
  - 1. The customer will be billed 50% of the monthly exchange access line rate applicable in the serving exchange.
  - 2. Foreign exchange mileage measured airline from the point of connection with the facilities provided by the connecting company to the nearest point on the base rate area boundary of the serving exchange. The customer will be billed in 1/4 mile increments for mileage.
  
- d. Intercompany-Adjacent Exchange-Toll Charges Between Exchanges-Normal Company
  - 1. The customer will be billed 50% of the monthly exchange access line rate applicable in the normal exchange.
  - 2. Foreign exchange mileage measured route distance from the customer's premises to the point of connection with the lines of the connecting company. The customer will be billed in 1/4 mile increments for mileage.
  
- e. Intercompany-Adjacent Exchange-No Toll Between the Exchanges-Serving Company
  - 1. The customer will be billed 50% of the monthly exchange access line rate applicable in the serving exchange.
  - 2. Foreign exchange mileage measured airline from the point where a line connecting the central offices crosses the boundary between the two exchanges, to the central office of the serving exchange. The customer will be billed in 1/4mile increments for mileage.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**D. FOREIGN EXCHANGE SERVICE (Continued)**

**3. Application of Rates and Charges (Continued)**

There are several combinations of service conditions, which determine how charges for Foreign Exchange Service will be computed and billed. The methods for determining the appropriate rates and charges for each of these conditions are as follows: (Continued)

- f. Intercompany-Adjacent Exchange-No Toll Between the Exchanges-Normal Company
  - 1. The customer will be billed 50% of the monthly exchange access line rate applicable in the normal exchange.
  - 2. Foreign exchange mileage measured airline from the central office of the normal exchange to the point where a line connecting the central offices crosses the boundary between the two exchanges. The customer will be billed in 1/4-mile increments for mileage.
  - 3. Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.
  
- g. Intracompany-Adjacent Exchange-Toll Charges Between the Exchanges
  - 1. The customer will be billed the monthly exchange access line rate applicable in the serving exchange (dial-tone).
  - 2. Foreign exchange mileage measured route distance from the customer's premises to the base rate area boundary of the foreign exchange (serving office). The customer will be billed in 1/4-mile increments for mileage.
  
- h. Intracompany Adjacent Exchange No Toll Charges Between the Exchanges
  - 1. The customer will be billed the monthly exchange access line rate applicable in the serving exchange (dial-tone).
  - 2. Foreign exchange mileage measured airline from the central office of the exchange in which the customer is physically located (normal office) to the central office where dial-tone is provided (serving office). The customer will be billed in 1/4-mile increments for mileage.
  - 3. Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.



**MISCELLANEOUS SERVICE ARRANGEMENTS**

**D. FOREIGN EXCHANGE SERVICE** (Continued)

3. Application of Rates and Charges (Continued)

There are several combinations of service conditions, which determine how charges for Foreign Exchange Service will be computed and billed. The methods for determining the appropriate rates and charges for each of these conditions are as follows: (Continued)

- i. Intracompany-Non-adjacent Exchange-Toll Charges or No Toll Charges-Between the Exchanges
  - 1. The customer will be billed the monthly exchange access line rate applicable in the serving exchange (dial-tone).
  - 2. Foreign exchange mileage measured airline from the central office of the exchange in which the customer is located (normal exchange) to the central office where dial-tone is provided (serving exchange). The customer will be billed in 1/4-mile increments for mileage.
  - 3. Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.
- j. An Administrative Charge applies to each foreign exchange circuit.
- k. When the foreign exchange circuit is to a non-adjacent exchange with toll charges between the exchanges, a Toll Substitute Charge applies for each circuit where the Company is the serving office.

4. Rates and Charges

Mileage Rates	Per ¼ Mile <u>Rate</u>	Minimum <u>Rate</u>
<b>Intracompany Circuits</b>		
Adjacent Exchanges with Toll	\$N/A	\$N/A
Adjacent Exchanges w/o Toll	\$N/A	\$N/A
Non-Adjacent Exchanges with Toll	\$1.30	\$1.30
Non-Adjacent Exchanges w/o Toll	\$N/A	\$N/A
<b>Intercompany Circuits</b>		
Adjacent Exchanges with Toll	\$3.20	\$4.20
Adjacent Exchanges w/o Toll	\$N/A	\$N/A

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

D. **FOREIGN EXCHANGE SERVICE** (Continued)

4. **Rates and Charges** (Continued)

	<u>Per ¼ Mile Rate</u>	<u>Minimum Rate</u>
<b>Toll Substitute Charge</b>	\$N/A	
<b>Administrative Charge</b>	\$3.20	

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MISCELLANEOUS SERVICE ARRANGEMENTS

E. EXTENDED NUMBER REFERRAL SERVICE

1. General

Extended Number Referral (ENR) Service allows a customer to continue the number referral service on disconnected numbers past the free period, as defined in 2.c below.

2. Regulations

- a. ENR is provided to residential and business customers where facilities permit.
- b. ENR is available, at the customer's discretion, for a period, including the free period, for up to 365 days from the date of disconnect for business customers and for a period, including the free period up to 90 days from the date of disconnect for residential customers. During this time, the company will not re-assign and will keep the customers' telephone number idle.
- c. The normal period for a business or residential customer to receive number referral service, or intercept service, at no cost is 60 days or the remaining life of the normal alphabetical directory (including local directories) published by the serving service provider or on its behalf, in which the old number appears plus 30 days, whichever is shorter.

3. Rates

	<u>Res/Bus</u>
Service, Per 90 days	\$20.00