

Catalog of Local Services, Bundles, and Toll Services
Effective: February 27, 2017

TABLE OF CONTENTS

	<u>Page</u>	
Advanced Calling Services	3-8	
Centrex Features	9-26	
Custom Calling Services.....	27-31	
Direct Inward Dialing (DID) Service	32-33	
Directory Listings	34-35.3	(D)
Enterprise Service (Special Reverse-Toll-Charge Service).....	36	
Local Exchange Access Lines (4 or more)	38	
900 Services Call Blocking	40	
Operator Services.....	67	
Private Line Service (Interexchange).....	41-41.1	
Reselling and Sharing	42-43	
Rotary (Line Hunting) Service.....	44	
Service Connection Charges	45	
Special Service and Facilities	46	
Suspension of Service	47-48	
Telephone Number Referral Service	49	
Total Talk Package.....	50-51	
Smart Pack Lite	53	
Safety Line Service	54	
STAR Packages	55-56	
Mileage Charges (Off-Premises Extension)	57	

Catalog of Local Services, Bundles, and Toll Services
Effective: May 1, 2024

TABLE OF CONTENTS

	<u>Page</u>	
STAR Business Bundles.....	58-60	
Business Safety Line Service	61	
NSF Check Charge.....	62	
Per Line Blocking	63-64	
Security Line Service	65	
Relocation Forwarding Service	66	
Operator Services	67	
Directory Assistance Service	68	
Promotions.....	69	
Basic & Unlimited Phone Bundles	71-72	
TDS Business Voice Bundle	73-74	
Basic 24 & Unlimited 24 Phone Bundles	75-76	(A)

EXPLANATION OF SYMBOLS

1. (A) - Add new information
2. (D) - Delete information
3. (R) - Revise information

Catalog of Local Services, Bundles, and Toll Services

Effective: May 20, 2011

(R)

ADVANCED CALLING SERVICES

(R)

General Description

Advanced Calling Services (ACS) allows customers to efficiently manage the call flow generated over their Exchange Access Line(s). This management is possible only where the calling party's telephone number can be forwarded from the central office serving the called party. ACS features are optional services offered in addition to regular exchange service. These features are widely known as Custom Local Area Signaling Service (CLASS).

Conditions and Limitations

1. ACS features will be functional under the following conditions:
 - a. When both the originating customer and the call terminating customer are served by the same central office.
 - b. When both the call originating customer and the call terminating customer are served from different central offices equipped for ACS and are linked by appropriate facilities.
 - c. Where the calling party's data can be forwarded from the central office originating the call to the terminating central office serving the called party.
 - d. If offering Caller ID - Deluxe, the Calling Name will be displayed only where the appropriate facilities are available to provide a match of Calling Name to Calling Number.
2. The provision of ACS by the Telephone Company is subject to the availability of facilities and the requirements of the local network. Individual feature availability may differ by exchange. In no event will the Telephone Company be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities unless caused by the gross negligence or willful misconduct of the Company. Nor will the Company be liable for losses or damages arising out of any act, omission or failure to perform by the Telephone Company, its employees or agents in connection with this service, unless caused by the gross negligence or willful misconduct of the Company, its employees or agents. The Telephone Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on the Telephone Company facilities and equipment, nor on equipment provided by the customer.
3. Service Connection Charges do not apply to ACS features.

Catalog of Local Services, Bundles, and Toll Services

Effective: May 20, 2011

(R)

ADVANCED CALLING SERVICES

(R)

Conditions and Limitations (Continued)

4. Special Conditions for Caller ID (Continued)

- a) An originating caller's data may not be displayed at the called party under the following conditions:
- When the called party answers the incoming call during the first ring interval.
 - When the called party is already using the telephone. The called party must not be using the telephone unless the called party has subscribed to both Call Waiting and Caller ID. If the customer subscribes to both Call Waiting and Caller ID, the second incoming call information will not be displayed. Instead, the called party will receive the usual Call Waiting tone.
 - If the called party has distinctive ringing lines with a maximum silent interval duration that is not long enough to allow transmission of the data message.
 - When a calling party is served by a PBX or Key System only the main directory number of the PBX or Key System will be displayed. The identification of names, specific stations or extensions served by a PBX or Key System is not possible.
 - When the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
 - When the Caller's data is from another office that is not linked by appropriate facilities with the called party's office.
 - When the calling party has activated blocking.
 - On operator assisted calls that are marked private by the originator or calls originating from Paystation and party line stations.
- b) The following special conditions apply to Caller ID services based on the FCC Caller ID Order effective 12/1/95:
- If a customer dials a "1-800" or other Automatic Number Identification (ANI) Service number, the calling data will be revealed to the called party. Even if the customer has per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information.
 - Caller ID data may not be reused or resold for other purposes without a caller's consent, even where the called party has paid for the call.
 - Caller ID services are available on all long distance calls where technically feasible.
 - All calling data will be displayed to E911 even if the customer has per line blocking or has activated per call blocking.
 - All calling data will be passed, even for customer who does not subscribe to Caller ID.
 - Per call blocking will be available to all customers. (The FCC Order overrules all state PUC/PSC decisions on Per call blocking.)

ADVANCED CALLING SERVICES

Service Descriptions

1. Anonymous Call Rejection

This service enables a subscriber to reject incoming calls from which a privacy indicator is received. The service is activated by dialing a unique code. When the service is active, the Telephone Company ("Company") will not complete calls to its customer when the calling party has activated Caller ID blocking services. Such calls will be routed to a Company recorded announcement.

2. Call Rejection

This service enables a subscriber to reject up to a maximum of six (6) preselected incoming telephone numbers from which he/she does not wish to receive calls. To select a telephone number, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. To add an unknown telephone number to the list, a subscriber can activate a code immediately after receiving an unwanted incoming call. The Company's equipment will screen incoming calls against the subscriber's list and reject those on the list. Callers whose numbers are rejected are directed to a Company recorded announcement. If facilities are unavailable to provide incoming call screening via the subscriber's list, standard call completion will occur.

3. Call Return

This service enables the customer to automatically redial the telephone number of the most recent incoming call only, whether or not the call was answered. The Telephone Company's equipment will make repeated attempts to establish the call, for a thirty (30) minute period beginning with the customer's activation of Call Return, if the most recent incoming called telephone number is busy. After activation, the originating and terminating customers may place other calls without affecting the Call Return service status. The feature cannot be activated for calls originating from a line that is forwarded or from a line not associated with the telephone number, e.g., multiline hunting groups. The callbacks may be to areas where a toll charge would be applicable. If the most recent incoming call is blocked, the subscriber will get a Company recorded announcement indicating the number is a private number and the call cannot be returned. (Activation by *69 from a touchtone phone or 1169 from a rotary phone. Deactivation by *89 from a touchtone phone or 1189 from a rotary phone.)

Call Return is available on a per usage or flat rate basis. This service will have a per activation rate and a specified number of chargeable activations. After the specified number of chargeable activations, each activation thereafter will be at no charge. A pay-per-use activation is considered successful when the customer dials "1", after the announcement, to activate the service.

ADVANCED CALLING SERVICES

Service Descriptions (Continued)

4. Caller ID - Deluxe (Name and Number)

This service utilizes specific network capabilities, where technically feasible, to transmit the Name and Number associated with an incoming call to the called party's access line. The name and number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID - Deluxe subscribers must provide, and connect, their own compatible premises equipment in order to process the name and number transmission. The Company will forward all telephone numbers where technically feasible.

If a calling party has activated blocking or subscribes to per line blocking, the name and number will not be transmitted to the display equipment of a Caller ID - Deluxe subscriber. Instead, the Caller ID - Deluxe subscriber will receive a privacy indicator. This privacy indicator notifies the Caller ID - Deluxe subscriber that the calling party chose to block name and number delivery.

5. Preferred Call Forwarding

This service enables the subscriber to forward up to a maximum of six (6) preselected incoming telephone numbers to another telephone number. To forward a telephone number, the subscriber dials an activation code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and forward only those telephone numbers on the list. Calls forwarded by this service are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

6. Priority Ringing

This service allows the subscriber to provide up to a maximum of six (6) preselected incoming telephone numbers with a distinctive alerting signal or ring (or a distinctive Call Waiting tone if the subscriber has subscribed to Call Waiting), when the subscriber receives calls from them. To program a telephone number, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and provide the Priority Ringing service for the preselected telephone numbers on the subscriber's list.

Catalog of Local Services, Bundles, and Toll Services

(R)

Effective: May 20, 2011

ADVANCED CALLING SERVICES

(R)

Service Descriptions (Continued)

7. Repeat Dialing

This service enables the customer to automatically redial the last outgoing telephone number dialed. When the re-called telephone number is busy, the Telephone Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation. (Activation by *66 from a touchtone phone or 1166 from a rotary phone. Deactivation by *86 from a touchtone phone or 1186 from a rotary phone.) After activation, the originating and terminating customers may place other calls without affecting the Repeat Dialing service status.

Repeat Dialing is available on a per usage or flat rate basis. This service will have a per activation rate and a specified number of chargeable activations. After the specified number of chargeable activations, each activation thereafter will be at no charge. A pay-per-use activation is considered successful when the customer chooses to dial "1", after the announcement, to activate the service.

8. Special Call Acceptance

This service enables a customer to designate a maximum of six (6) telephone numbers from which calls will be accepted. The customer can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company equipment will screen incoming calls against the customer's list and complete calls from numbers on the customer's list. Calls from all other numbers will be routed to a recorded announcement. (Activation by *64 from a touchtone phone or 1164 from a rotary phone. Deactivation by *84 from a touchtone phone or 1184 from a rotary phone.)

Catalog of Local Services, Bundles, and Toll Services
 Effective: July 7, 2016

ADVANCED CALLING SERVICES

RATES

2. Features rates:

a. Monthly rates, per feature, per line:

		Residence Monthly <u>Rate</u>	Business Monthly <u>Rate</u>
1)	Anonymous Call Rejection	\$2.75	\$3.25
2)	Call Rejection	2.75	3.25
3)	Call Return	3.50	4.00
4)	Preferred Call Forwarding	2.75	2.75
5)	Priority Ringing	2.75	3.25
6)	Repeat Dialing	3.50	4.00
7)	Special Call Acceptance	2.75	2.75
8)	Caller ID-Deluxe (Name and Number) Includes Anonymous Call Rejection)	9.00	9.00
9)	Caller ID-Basic (Number only) (Includes Anonymous Call Rejection)	7.50	7.50

b. Pay-Per-Use Services

		Per Successful <u>Activation</u>	Monthly <u>Cap</u>	Activation <u>Code</u>	Deactivation <u>Code</u>
1)	Call Return ¹	\$0.50	\$7.00	*69	*89
2)	Call Trace ⁽³⁾	\$4.00	\$12.00	*57	N/A

(D)
(R)

3. Discounts, Per Line: ⁽¹⁾

(Caller ID Blocking and Pay-Per-Use Services are not offered as part of the discounts below.)

		Monthly <u>Discount</u>
a.	<u>Individual Features</u>	
1)	Two Services	(1.00)
2)	Three Services	(2.00)
3)	Four Services	(3.00)
4)	Five Services	(4.00)
5)	Six Services	(5.00)
6)	Seven Services	(6.00)
7)	Eight Services	(7.00)

b. Bundle:

Privacy Pack ⁽²⁾ Includes the following services: Caller-ID Deluxe, Call Rejection, Anonymous Call Rejection, Preferred Call Forwarding, and Priority Ringing. This service is grandfathered to existing customers effective February 15, 2007. The service will not be available to new customers after this date.

Monthly Rate
\$9.95

⁽¹⁾ The multi-service plan discount applies to Caller ID Number as found in the Company's Local Tariff.

⁽²⁾ At the request of a customer that does not subscribe to the service on a monthly basis, access to this service on a Pay-Per-Use basis may be blocked. Such blocking will be provided at no charge to the customer.

⁽³⁾ Call Trace will be offered on a subscription basis to all customers within the local service area. The customer will incur a usage charge each time Call Trace is successfully activated.

CENTREX SERVICE (Business)

General Description

1. Centrex is a central office-based business communications service that provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business customer's lines into a single telecommunications system.
2. All Centrex station lines will be equipped with standard features. Additional optional features may also be selected and generally result in additional charges.

Conditions and limitations

1. The Company will furnish one (1) alphabetical directory listing for each Centrex summary account, without charge. Additional listing(s) are offered to the provisions set forth under Directory Listings found elsewhere in this Catalog.
2. A Centrex customer must have a minimum of two Centrex lines terminating to a primary customer site.
3. The minimum charge period for services provided under this tariff shall be for one month except when the provision of the service requires the construction of additional facilities and/or equipment. The customer will be required to pay all or a portion of the construction and installation charges and/or contract for service beyond the minimum service period in an arrangement agreeable to both the Telephone Company and the customer.
4. Centrex is offered subject to the availability of outside plant and/or Central Office facilities. Individual feature availability may differ by exchange.
5. The customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect.
6. The monthly rate for customers choosing the service period plan is guaranteed against the telephone company's initiated changes during the selected service contract period.

CENTREX SERVICE (Business)

Conditions and limitations (Continued)

7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:
 - a. Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count at the primary customer location to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.
 - b. Subsequent line deletions, resulting in reductions equal to or exceeding 30% of the initial quantity of lines under contract, will be considered a termination liability and treated. If the reduction is less than 30% and causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.
8. Termination Liabilities shall be treated as follows:
 - a. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.

Commission approval of the termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result regarding termination liability and that should a dispute arise over the issue, the parties may pursue whatever legal remedies they deem appropriate.
 - b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:
 1. Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or
 2. Pay termination charges as described in a. above on the number of Centrex station lines disconnected.
9. Exchange lines within a Centrex Group may have different billing arrangement, either of flat-rate and measured service (where offered).
10. This tariffed Centrex service does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate tariff, contract, or may be provided by the customer.
11. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the telephone company as stated in the general tariff.
12. It is at the Company's discretion to offer temporary suspension of Centrex Service.

CENTREX SERVICE (Business)

Standard Features Provided Per Line:

All Centrex lines will be equipped with the following standard features:

1. **Business Group Automatic Identified Outward Dialing**
Business Group Automatic Identified Outward Dialing provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public network.
2. **Call Park - Directed**
Call Park – Directed allows a Centrex user to park (or store) a call against any directory number within the business group and unpark (or retrieve) the call from any other directory number within the business group.
3. **Call park - Local**
Call Park – Local allows a Centrex user to park (or store) a call against his/her directory number within the business group and unpark (or retrieve) the call from any other directory number within the business group.
4. **Call Pick-Up**
Call Pick-Up enables a station user to answer a call that is ringing at another station within the Centrex Group by dialing an access code.
5. **Call Pick-Up - Directed**
Call Pick-Up – Directed enables a station user to answer a call that is ringing at another station within the Centrex Group by dialing an access code and the ringing station number.
6. **Call Transfer – Internal Only**
Call Transfer – Internal Only allows a station user to transfer calls to another station within the Centrex Group by flashing the switchhook and dialing the transfer-to-number.
7. **Centrex Repeat Dialing – Internal Only**
Centrex Repeat Dialing – Internal Only allows the customer to automatically redial the last intercom number dialed. When the recalled telephone number is busy, the Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation.
8. **Direct Inward Dialing**
Direct Inward Dialing allows Centrex station user to directly receive incoming calls without the assistance of an attendant.

CENTREX SERVICE (Business)

9. **Direct Outward Dialing**
Direct Outward Dialing enables Centrex station user to call outside the Centrex Group directly without the assistance of an attendant.
10. **Distinctive Ringing/Call Waiting Indication**
Distinctive Ringing/Call Waiting Indication allows a Centrex station user to listen to the cadence of the ringing pattern or Call Waiting tone to determine whether a call is coming from within the business or from outside the business. Distinctive Ringing and Call Waiting tones are applied under the following conditions: 1) Pattern A: (normal ringing and Call Waiting tones) is used with intercom calls. These are internal calls that originate within the business; 2) Pattern B: (two short rings or Call Waiting tones) is used with Direct Inward Dialing calls. These are incoming calls that originate outside the business. Pattern B is also used for calls completed by way of the attendant and calls incoming from a tie facility; 3) Pattern C: (short-short-long ringing or three short Call Waiting tones) is used with Dial Call Waiting, Call Waiting-Originating, and Night Service calls.
11. **Do Not Disturb**
Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.
12. **Intercom Dialing**
Intercom Dialing allows Centrex station users to call other stations within their Centrex Groups by dialing abbreviated codes.
13. **3-Way Calling**
3-Way Calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.
14. **Touchtone**
Where Central Office facilities are available, a type of high-speed address signaling (dialing) in which buttons in a bank of twelve can be depressed to give one of a group of audio tone pairs for signaling directly over the circuit.
15. **Voice/Data Protection**
Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

CENTREX SERVICE (Business)

Optional, Non-Chargeable Individual Station Features:

1. **Call Forwarding - All Calls (Variable)**
Call Forwarding - All Calls (Variable) enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.
2. **Call Forwarding - Busy**
Call Forwarding - Busy causes all calls to be redirected to an alternate station when the called station is busy.
3. **Call Forwarding - Don't Answer**
Call Forward - Don't Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.
4. **Call Forwarding - Incoming Only (Add-on to Call Forwarding)**
Call Forwarding - Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding - All Calls (Variable), Busy, and Don't Answer) and allows only incoming calls (calls that originate outside the Centrex Group) to be forwarded. Calls from within the group or a private facility are not forwarded.
5. **Call Forwarding - Within Group Only (Add-on to Call Forwarding)**
Call Forwarding - Within Group Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.
6. **Call Hold**
Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.
7. **Caller Identification-Number - Internal Only**
Caller Identification-Number - Internal Only allows for the display of the calling party's telephone number (intercom number) on calls made within the Centrex Group. This feature requires a special customer-provided display device which may be either attached to the telephone or built into the telephone. Caller Identification-Basic - External (calls from outside the Centrex Group) can be subscribed to at rates established in this tariff.
8. **Call Transfer - Attendant**
Call Transfer - Attendant allows members of a customer group, who do not have station-controlled call transfer capability, to transfer calls with the aid of the attendant. During a call incoming to the customer group via direct distance dialing, the called party can reach the attendant to request the transfer by flashing and dialing the access code to the attendant. The attendant can only transfer the incoming call to another station within the customer group.

CENTREX SERVICE (Business)

Optional, Non-Chargeable Individual Station Features: (continued)

9. **Call Waiting (Terminating)**
Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook. This feature may include Cancel Call Waiting.
10. **Call Waiting - Incoming Only**
Call Waiting - Incoming Only gives the Centrex user a call waiting tone only for calls incoming to his/her group from outside the business. All other calls receive busy tone, and no call waiting tone is provided to the called party. This feature may include Cancel Call Waiting.
11. **Fully-Restricted Line**
A Fully-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex Group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex Group. Blocked calls may be routed to reorder tone or a recorded announcement.
12. **Semi-Restricted Line**
A Semi-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex Group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features. Blocked calls may be routed to reorder tone or a recorded announcement.
13. **Off-Premises Stations**
Off-Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location. Appropriate Centrex line rates will be applied to Off-Premises Stations.
14. **Single-Digit Dialing**
Single-Digit Dialing permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit Dialing codes are shared by all users in a Centrex Group and are preprogrammed by the Telephone Company.
15. **Speed Calling 8-Code (Customer Changeable)**
Speed Calling 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers. This list may be programmed from the Centrex user's telephone set.

CENTREX SERVICE (Business)

Optional, Chargeable Individual Station Features:

The following features are available for purchase on per line basis.

1. **Advanced Calling Services**
Advanced Calling Services are offered as optional, chargeable features and are listed under Advanced Calling Services found elsewhere in this catalog, except Caller ID-Basic, which is listed in the Company's local tariff. Advanced Calling Services are a group of features which allow customers to efficiently manage the call flow generated over exchange access lines. The rates for Advanced Calling Services for Centrex users are defined in this Centrex tariff.
2. **Attendant Camp-On**
Attendant Camp-On allows an attendant attempting to transfer a call to a busy station within the Centrex Group to place the call in waiting until the station becomes available. The busy station receives a special call waiting indication and may either flash the switchhook or hang up to answer the camped-on call.
3. **Call Forwarding - Remote Activation**
Call Forwarding - Remote Activation allows the Centrex user to activate and deactivate Call Forwarding from any location.
4. **Call Transfer - Individual - All Calls**
Call Transfer - Individual - All Calls allows the Centrex user to transfer any established call to another person. Calls may be transferred to other parties both within and outside the business. The Centrex user may transfer a call by flashing the switchhook and dialing the station to which the call is to be transferred. When the Centrex user hangs up, the call will be transferred. In addition, this feature may be used to transfer calls to Tie Facilities.
5. **Call Waiting - Dial**
Call Waiting - Dial allows the Centrex user to dial a special code prior to calling another station in the Centrex Group and cause a Call Waiting tone to be applied to the station if it is busy (regardless of whether it has Call Waiting). Once alerted, the station called can either flash the switchhook or hang up to answer the waiting call.
6. **Call Waiting - Originating**
Call Waiting - Originating allows the Centrex user to automatically apply Call Waiting tones whenever he/she calls another station in the Centrex Group and the line is busy, even if the station called does not have the Call Waiting feature. Once alerted, the station called can either flash the switchhook or hang up to answer the waiting call. In contrast to Dial Call Waiting, this feature does not require the Centrex user to dial an access code prior to making the call.
7. **Code Restriction & Diversion**
Code Restriction blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). Blocked calls may be routed to reorder tone, a recorded announcement or to a designated station (e.g. the attendant).

CENTREX SERVICE (Business)

Optional, Chargeable Individual Station Features: (continued)

8. **Conference - Attendant**
Conference - Attendant allows an attendant to initiate a conference call of up to six parties (including the attendant). The selection of a special Conference Attendant can be done from any subscribing station within the same customer group by dialing a specific access code.
9. **Direct Connect Service (a/k/a Hot Line)**
Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.
10. **Manual Line Service**
Manual Line Service automatically places a call to the operator when the station user lifts the receiver off the switchhook.
11. **Night Service**
Night Service allows calls directed to the attendant to be re-routed to predesignated station lines within the same Centrex Group when the attendant position is not staffed (i.e., evening hours, weekends).
12. **Outgoing Call Screening**
Outgoing Call Screening blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). Blocked calls may be routed to reorder tone, a recorded announcement or to a designated station (e.g. the attendant).
13. **6-Way Calling**
6-Way Calling allows the Centrex user to sequentially call up to five other people and add them together to make up a six-way call. The Centrex user must first dial an access code to implement this feature.
14. **Speed Calling 30-Code (Customer Changeable)**
Speed Calling 30-Code enables a station user to call a list of up to 30 preselected directory numbers by dialing one or two digit codes instead of the directory numbers. This list may be programmed from the Centrex user's telephone set. In addition, Speed Calling 30 lists may be shared by multiple users within a Centrex Group. When the list is shared, only one user is allowed to change the list.
15. **Toll Restriction**
Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. Blocked calls may be routed to reorder tone, a recorded announcement or to a designated station (e.g. the attendant).
16. **Warm Line**
Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

CENTREX SERVICE (Business)

Optional, Chargeable Features/Services

These features may be provisioned on Centrex Groups of lines or Centrex Systems at established tariff rates:

1. Account Codes
Account Codes allow the Centrex user to add an account code for allocating charges. These charges can be printed out on a report or made part of the monthly phone bill.
2. Authorization Codes
Authorization Codes allow the Centrex user to dial a special code prior to making a call and override the dialing restrictions at a particular station.
3. Automatic Route Selection
Automatic Route Selection provides a list of route choices (OutWATS, tie facilities, public carriers, direct distance dialing and foreign exchange) for each outgoing call. The routes on the list are searched sequentially and automatically for idle facilities until an idle facility is found or all route selections are determined unavailable.
4. Business Group Dialing Plan
A Business Group Dialing Plan enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex Group may use either a standardized or a customized Business Group Dialing Plan.
5. Centralized Attendant Service
Centralized Attendant Service provides a centralized attendant group for the business which is distributed over geographically separate switching systems. Attendants are normally located at one location and all calls requiring attendant assistance (for all locations) are routed to the attendant location.
6. Centrex Complex
Centrex Complex allows the association of multiple Centrex Groups in a single system. All Centrex Groups within the Complex share intercom calling privileges, but may have separate private facility groups or separate dialing plans.
7. Customer Control
Customer Control allows for the ability to change the operation of certain features via the attendant console. The features which may be changed are Time-of-Day/Day-of-Week Routing Control, Outgoing Queuing and Authorization Codes.
8. Expensive Route Warning Tone
Expensive Route Warning Tone provides a per-call method of cost control by giving the Centrex user a tone when a call is being routed over the most expensive facility in the group.

CENTREX SERVICE (Business)

Optional, Chargeable Features/Services: (continued)

9. **INWATS**
INWATS service provides the ability to receive calls which would be dialed as 800-type numbers. This allows individuals calling a business to do so without incurring toll charges. Simulated Facility Groups may be used to control the number of simultaneous INWATS calls that can be made to the business.
10. **Main Satellite Service**
Main Satellite Service allows the Centrex user to tie together several business locations which may be serviced from different central office switches. All attendant services are normally provided from the "main" location, and this location is the only one with a listed directory number. Tie trunks connect all locations for intercom calling.
11. **Music/Message on Hold**
Music/Message on Hold provides music/message for calls put on call hold (or parked) by Centrex subscribers. The music/message and audio source may be telephone company provided or customer provided.
 - a. **Standard Music Audio** - Standard Music and audio source is provided by the telephone company-Music is only available for Standard.
 - b. **Custom Music/Message Audio (audio source resides at telco)** - The production of the Custom Music/Message is provided by the customer. The telephone company reserves the right to refuse any audio source equipment in or on the telephone company's premises due to physical size, electronic emissions, safety concerns, etc.
 - c. **Custom Music/Message Audio (audio source resides at customer)** - The production of the Custom Music/Message is provided by the customer. The audio is located at the customer's premises and a line/trunk tariff will apply and be necessary to supply the Music/Message to the telephone company.
12. **Outgoing Queuing**
Outgoing Queuing allows outgoing calls to be placed into a queue and wait for an available facility when all allowed/available facilities are in use. When a facility becomes idle, the call can be made. This feature allows callers to automatically be placed in waiting for an outgoing facility on either an on-hook or off-hook basis.
13. **OutWATS**
OutWATS is a form of Direct Distance Dialing service that allows a station user to place long distance calls to specified geographical areas at reduced rates. Each OutWATS call is screened to ensure that the call destination is within the band limits of the OutWATS station user. Simulated Facility Groups may be used to control the number of simultaneous OutWATS calls that can be made from a business.

CENTREX SERVICE (Business)

Optional, Chargeable Features/Services: (continued)

14. **Special Customer Premise Equipment (CPE) Interface Circuits:**
Special CPE Interface Circuits provide access to special customer-owned equipment, such as paging equipment, code calling equipment, dictation and radio paging equipment by dialing an intercom or access code. Depending upon the customer-owned equipment used, either line circuits or trunk circuits will be required:
 - a. **Code Calling**
Code Calling allows for dial access via an access code to connect to a customer-provided signaling device using a bell or some other audible signal. During the time that the user is on the line to the device, the person called can pick up any line within the Centrex Group and dial a code to automatically connect to the user.
 - b. **Improved Radio Paging**
Improved Radio Paging allows attendants and other users to page other people in the business using radio paging equipment. Anyone receiving a page can establish a connection by dialing a code from a Centrex phone.
 - c. **Loudspeaker Paging**
Loudspeaker Paging allows dial access via an access code to page someone on the business' premises. The user can use this feature when someone is on hold, but the person on hold cannot be transferred to the paging device.
 - d. **Paging Access**
Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.
 - e. **Recorded Telephone Dictation**
Recorded Telephone Dictation allows the Centrex user to connect a telephone dictation machine so that users can dial an access code and dictate information.
15. **Special Intercept Announcement**
A Special Intercept Announcement may optionally be used to address the following conditions: a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).
16. **Station Message Detail Recording (SMDR)**
SMDR provides detailed call information on billable and non-billable calls made from the Centrex Group. This feature requires special equipment which must be located on the customer's premises.

CENTREX SERVICE (Business)

Optional, Chargeable Features/Services: (continued)

17. **Tie Facilities**
Tie Facility Access allows the Centrex user to make and receive calls to other switches via Tie Facilities. For outgoing Tie Facilities, stations in the business dial a special access code. Access to Tie Facilities can be controlled or restricted by Simulated Facility Groups.
18. **Time-of-Day/Day-of-Week Routing Control**
Time-of-Day/Day-of-Week Routing Control allows the list of facility groups over which the Automatic Route Selection feature hunts to complete a given call to be manually altered based on Time-of-Day and/or Day-of-Week considerations.

Optional, Chargeable Hunting Features

These features may be provisioned with Centrex Service at established tariff rates:

1. **Circle Hunting**
Circle Hunting allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.
2. **Preferential Hunting**
Preferential Hunting allows any station in a Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.
3. **Regular Hunting**
Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.
4. **Series Completion**
Series Completion is a hunting arrangement in which individual stations always have their own directory numbers and classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.
5. **Uniform Call Distribution**
Uniform Call Distribution is intended to distribute calls evenly among the stations in a Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

CENTREX SERVICE (Business)

Optional, Chargeable Group Hunting Features:

1. **Delay Announcements for Queued Calls**
Delay Announcements can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.
2. **Make Busy**
Make Busy can be used to temporarily make a particular station in a Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.
3. **Group Make Busy**
Make Busy can be used to temporarily make a group of stations or an entire Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.
4. **Queuing for Hunt Groups**
Queuing may optionally be used when all stations in a Hunt Group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt Groups or Series Completion Groups.
5. **Stop Hunt**
Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Hunt Group will cause the search for an idle line to stop there.

Catalog of Local Services, Bundles, and Toll Services
 Effective: May 20, 2011

(R)

CENTREX SERVICE (Business)

Rates

1. Centrex Line Rates

- a. 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:

CURRENT CENTREX LINE RATE SCHEDULE FOR VANLUE EXCHANGE						
Number of Centrex Lines	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2*	44.40	43.30	42.20	41.20	40.10	39.10
3-5	33.70	32.70	31.60	30.50	29.50	28.40
6-15	23.10	22.00	20.90	19.90	18.80	17.80
16-25	16.00	14.90	13.80	12.80	11.70	10.70
26-50	14.20	13.10	12.10	11.00	9.90	8.90
51-100	13.10	12.10	11.00	9.90	8.90	7.80
100+	11.70	10.70	9.60	8.50	7.50	6.40

* Rate also applies to single-line off-premise extensions to primary-site Centrex group.

- b. Service Establishment Charge Per Line: A non-recurring service Establishment charge will apply per each Centrex line established: \$10.00 non-recurring.
- c. Additions/Changes to individual Station Features: A non-recurring additions/changes charge will apply to each Centrex line arranged: \$5.00 non-recurring.

Catalog of Local Services, Bundles, and Toll Services
 Effective: May 20, 2011

(R)

CENTREX SERVICE (Business)

Rates

1. Optional, Chargeable Individual Station Features

The following are optional, chargeable individual station features which may be provisioned on any Centrex line at the established monthly tariff rates:

- | | | |
|----|--|-------------------------|
| a. | Advanced Calling Services: | |
| | (1) Caller ID Basic - External | 25% of Tariff rate |
| | (2) Caller ID Deluxe | See ACS in this Catalog |
| | (3) Call Trace | See ACS in this Catalog |
| | (4) Other Advanced Calling Services | 25% of Catalog rate |
| b. | Attendant Camp-On | \$1.00 per line |
| c. | Call Forwarding - Remote Activation
(Add-on to Call Forwarding) | \$1.00 per line |
| d. | Call Transfer - Individual - All Calls | \$.30 per line |
| e. | Call Waiting Features: | |
| | (1) Call Waiting - Dial | \$1.00 per line |
| | (2) Call Waiting - Originating | \$1.00 per line |
| f. | Direct Connect Service (a/k/a Hot Line) | \$.30 per line |
| g. | Manual Line Service | \$.30 per line |
| h. | Night Service | \$.30 per line |
| i. | Service Restrictions: | |
| | (1) Toll Restriction | \$.30 per line |
| | (2) Code Restriction & Diversion | \$.30 per line |
| | (3) Outgoing Call Screening | \$.30 per line |
| j. | 6-Way Calling or Conference-Attendant | \$3.00 per line |
| j. | Speed Calling 30-Code (customer changeable) | \$1.00 per line |
| k. | Warm Line | \$.30 per line |

2. **Discount Package Plan:** A Centrex customer subscribing to multiple optional, chargeable individual station features is eligible to participate in the Discount Package Plan. The Discount Package Plan applies to those optional line features described in Sections 3 and 5:

*Number of Features Subscribed
to Per Centrex Line*

*Number of Features Included When Purchasing
Multiple Individual Station Line Features*

Greater than or equal to 3 features 1 feature of same or lesser value included
 Greater than or equal to 6 features 2 features of same or lesser value included
 Greater than or equal to 9 features 3 features of same or lesser value included
 Greater than or equal to 12 features 4 features of same or lesser value included

Catalog of Local Services, Bundles, and Toll Services
Effective: May 20, 2011

(R)

CENTREX SERVICE (Business)

Rates (continued)

3. Optional, Chargeable Features Associated with Groups of Lines or Centrex Systems:

The following are optional, chargeable features/services which may be provisioned on Centrex Groups of Lines or Centrex Systems at the established tariff rates:

- | | | |
|----|--|---|
| a. | Account Codes | * |
| b. | Authorization Codes | * |
| c. | Automatic Route Selection Features: | |
| | (1) Automatic Route Selection | * |
| | (2) Time-of-Day/Day-of-Week Routing Control | * |
| | (3) Expensive Route Warning Tone | * |
| | (4) Outgoing Queuing | * |
| d. | Business Group Dialing Plan: | |
| | (1) Standard Dialing Plan | No Charge |
| | (2) Customized Dialing Plan | \$80.00 non-recurring |
| e. | Centralized Attendant Service | * |
| f. | Centrex Complex | * |
| g. | Customer Control | * |
| h. | Main Satellite Service | * |
| i. | Music/Message on Hold: | |
| | (1) Standard Music Audio (audio source resides at telco) | \$25.00 per month |
| | (2) Custom Music/Message Audio
(audio source resides at telco) | \$50.00 per month |
| | (3) Custom Music/Message Audio
(audio source resides at customer) | \$25.00 per month
+ line/trunk circuit tariff rate |
| j. | Special Customer Provided Equipment
(CPE) Interface Circuits: | |
| | (1) Code Calling | \$5.00 + Centrex line rate |
| | (2) Improved Radio Paging | \$5.00 + Centrex line rate |
| | (3) Loudspeaker Paging | \$5.00 + Centrex line rate |
| | (4) Paging Access | \$5.00 + Centrex line rate |
| | (5) Recorded Telephone Dictation | \$5.00 + Centrex line rate |
| k. | Special Intercept Announcement: | |
| | (1) Standard Announcement (audio source resides at telco) | \$25.00 per month |
| | (2) Customer Worded Announcement
(audio source resides at telco) | \$50.00 per month |
| | (3) Customer Worded Announcement
(audio source resides at customer) | \$25.00 per month
+ line/trunk circuit tariff rate |
| | (4) Changes to Customer Worded Announcement | \$30.00 non-recurring |
| l. | Station Message Detail Recording | * |
- [Rate will be derived from actual cost and filed with the Commission for approval when the Telephone Company receives a request.]

Catalog of Local Services, Bundles, and Toll Services
Effective: May 20, 2011

(R)

CENTREX SERVICE (Business)

Rates (continued)

4. Optional, Chargeable Hunting Arrangements:

The following are optional, chargeable hunting arrangement features/services which may be provisioned with Centrex Service at the established rates:

	Per Line in Hunt <u>Group</u>	Non-Recurring <u>Charges</u>
a. Circle Hunting **	\$0.50	\$10.00 per hunt group
b. Regular Hunting **	\$0.50	\$10.00 per hunt group
c. Preferential Hunting **	\$1.00	\$10.00 per hunt group
d. Series Completion **	\$0.50	\$10.00 per hunt group
e. Uniform Call Distribution **	\$1.00	\$10.00 per hunt group
5.. <u>Changes to Hunting Group Arrangements/patterns</u> (Additional Lines/Change Hunting Order)		\$10.00 non-recurring
6. <u>Hunt Group Options:</u>		
a. Delay Announcements for Queued Calls:		
(1) Standard Announcement (audio source resides at telco)		\$25.00 per month
(2) Customer Worded Announcement *** (audio source resides at telco)		\$50.00 per month
(3) Customer Worded Announcement *** (audio source resides at customer)		\$25.00 per month + line/trunk circuit tariff rate
(3) Changes to Customer Worded Announcement		\$30.00 non-recurring
b. Queuing for Hunt Group		\$5.00 each queue/monthly
c. Stop Hunt/Make Busy		
(1) Access Code Activation		\$0.70 per line per month
(2) Key/Switch Activation		\$6.50 per circuit per month

** Features are included in the Discount Package Plan.

*** More than one announcement per UCD group will be charged on an individual case basis.

Catalog of Local Services, Bundles, and Toll Services
Effective: May 20, 2011

(R)

CENTREX SERVICE (Business)

7. OUTWATS Arrangements:

a. Simulated Facility Group Arrangements:

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
(1) Each Simulated Facility (OutWATS, INWATS)	Business One-Party*	N/A
(2) Rearrangements and changes to Simulated Facilities and routing patterns	N/A	\$15.00

b. Normal OutWATS rates (measured time or full business day) will be charged for OutWATS calls.

c. Normal INWATS rates will be charged for INWATS calls.

d. Normal Tie Facility rates will be charged for the use of tie facilities.

* Rates for Business One Party 1-3 lines are located in the Company's local tariff. Rates for Business One Party 4 or more lines are located elsewhere in this catalog.

CUSTOM CALLING SERVICE

(R)

General Description

Custom Calling Service is a group of special services available in the central office switch that allows a customer to efficiently manage incoming and outgoing calls.

Service Descriptions

1. Call Forwarding

This service redirects incoming calls to another telephone number. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. When activated, all calls that are forwarded when the line is idle cause a short ring on the forwarded line as a reminder that the service is active. To deactivate Call Forward, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

2. Call Forwarding-Busy (Customer Programmable)

This service routes incoming calls to another telephone number when the customer's dedicated number is busy. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward - Busy, a customer must dial a special access code. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

3. Call Forward-No Answer (Customer Programmable)

This service redirects incoming calls not answered after a predetermined number of rings to another telephone number. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward - No Answer, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

4. Call Forwarding-Remote Access

This service is an additive to the Call Forwarding service and allows the customer to activate and deactivate Call Forwarding from a telephone in another location. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

5. Call Hold

This service allows a customer to place a current caller on hold, which frees the line so the customer can initiate another call. To activate Call Hold, the customer depresses the switchhook to receive a dial tone and then dials a specific code. Only one call per access line can be placed on hold at a time. The held call cannot be added to another call, however, the customer can toggle between each call.

CUSTOM CALLING SERVICE

Service Descriptions (Continued)

6. Call Transfer¹

This service allows the customer to hold and transfer incoming, out-going and intragroup calls. If the customer has established a three way call, this service will allow the customer to hang up while the other two parties remain connected. Any applicable long distance charges will apply for the duration of the call, even if the customer drops off the call.

¹ As of January 23, 2004, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

7. Call Transfer Enhanced

This service enables a customer to transfer multiple incoming or outbound calls to a third party with either a Screened Transfer or a Blind Transfer. A Screened Transfer enables the transferring party to announce a call to the third party prior to completing the transfer. If the third party chooses not to take the call, the transferring party may disconnect the third party and return to the caller. Otherwise, the transferring party may disconnect, completing the transfer and returning the line to an idle state. A Blind Transfer enables the transferring party to immediately disconnect after dialing the third party, prior to the third party answering the call. After disconnecting, the transferring party may either originate or receive a new call, even though the transferred call is still in progress. In addition, this feature enables a customer to establish a 3-way conference call while enabling any party (including the originator of the call) to drop out of the conference while leaving the other two parties connected. The customer is responsible for all applicable long distance charges for originating or terminating calls that will apply for the duration of the call, even if the customer drops off the call.

8. Do-Not-Disturb

This service prevents incoming calls from ringing at the customer's premises. Callers will reach a recording which states that the number they have dialed is not accepting calls at this time and to try again later. A personal identification number (PIN) is available to allow selected callers the ability to override this service in order to reach the customer.

9. Home Intercom - Basic

This service allows customers to redial their own directory number in order to talk to another party at a different extension. To activate this service, customers redial their own directory number and then hang-up. After a short interval, the phone will ring back. Once both parties pick-up the phone, they will be able to have a two-way conversation. This service is also known as Revertive Ringing.

Catalog of Local Services, Bundles, and Toll Services
Effective: July 7, 2016

CUSTOM CALLING SERVICE

Service Descriptions (Continued)

10. Personal Ringing

This service allows the customer to have up to two distinct telephone numbers on a single line. The second number will have a distinctive ringing pattern so the customer can identify which number has been called. If a customer also subscribes to Call Waiting, each phone number will have a distinctive Call Waiting tone. If a customer also subscribes to Call Forward, the main and second directory telephone numbers can be forwarded.

11. Speed Call 8

This service allows the customer to keep a list of eight specified telephone numbers which can be dialed by using a one-digit (2 through 9) access code.

12. Speed Call 30

This service allows the customer to keep a list of 30 specified telephone numbers which can be dialed by using a two-digit (20 through 49) access code.

13. 3-Way Calling

This service allows a customer to add a third party to an existing telephone call. To add a third party, the customer depresses the switchhook once to place the current party on hold, receives a dial tone, dials the third party's number, and then depresses the switchhook again to establish the three-way connection. All 3-way calls are subject to transmission limitations and all applicable local and long distance charges.

14. Toll Restriction

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. When a restricted call is attempted from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

(D)

(D)

(R)

(R)

(R)

(R)

(R)

(D)

(D)

VANLUE TELEPHONE COMPANY

State of Ohio

Catalog of Local Services, Bundles, and Toll Services

Effective: July 7, 2016

CUSTOM CALLING SERVICE

Conditions and Limitations

1. Custom Calling Features are offered where facilities permit and capacity is available in the serving central office.
2. The service is available on individual line(s), excluding Paystation Service (except for the business line extension), PBX Service, or Centrex Service.

Rates

1. Individual Services

The following monthly rates are in addition to basic local exchange service* and any other service, equipment or facilities subscribed to by the customer.

	Residence Monthly Rate	Business Monthly Rate	
a. Call Forwarding	\$3.00	\$2.75	
b. Call Forwarding-Busy	\$3.00	\$2.75	
c. Call Forward-No Answer	\$3.00	\$2.75	
d. Call Forwarding-Remote Access ¹ (additive to Call Forwarding)	\$1.50	\$2.00	
e. Call Hold	\$1.50	\$1.50	
f. Call Transfer ²	\$1.75	\$1.75	
g. Call Transfer – Enhanced	\$5.00	\$5.00	
h. Call Waiting/Cancel Call Waiting	\$2.75	\$2.75	
i. Do-Not-Disturb	\$1.50	\$1.50	
j. Home Intercom-Basic	\$1.50	\$1.50	
k. Personal Ringing			(D)
1) Second Directory Number	\$2.75	\$2.75	(R)
l. Speed Call 8	\$2.25	\$2.25	(R)
m. Speed Call 30	\$2.75	\$2.75	
n. 3-Way Calling	\$3.00	\$2.75	(R)
o. Toll Restriction	\$2.00	\$2.00	(D)

¹ Discounts do not apply to these services.

² As of January 23, 2004, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

* The rates, terms, and conditions for basic local exchange service can be found elsewhere in this catalog (4 or more lines) or in the Company's local tariff (1-3 lines).

Catalog of Local Services, Bundles, and Toll Services

Effective: May 20, 2011

(R)

CUSTOM CALLING SERVICE

(R)

Rates (continued)

2. Multi-Service Plan Discount, Per Line⁽¹⁾

<u>Per Service Credit</u>	<u>Monthly Discount</u>
a) Two Services	(\$0.50)
b) Three Services	(\$1.00)
c) Four Services	(\$1.50)
d) Five Services	(\$2.00)
e) Six Services	(\$2.50)
f) Seven Services	(\$3.00)
g) Eight Services	(\$3.50)
h) Nine Services	(\$4.00)
i) Ten Services and up	(\$4.50)

(1) The multi-service plan discount also applies to Call Waiting as found in the Company's Local Tariff.

Catalog of Local Services, Bundles, and Toll Services

(R)

Effective: May 20, 2011

DIRECT INWARD DIALING (DID) SERVICE (Business)

General Description

DID service provides for the completion of local and toll calls to associated station numbers without intermediate handling by an attendant.

Rates

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

* Numbers sold in conjunction with DID Service only.

Conditions and Limitations

1. The service is furnished subject to the availability of Central Office facilities and compatibility of customer-provided equipment.
2. The service includes central office switching equipment for in-dialing from the exchange and toll network directly to stations associated with customer premises equipment.
3. The service must be provided on a minimum of 10 lines in a trunk group arranged for inward service.
4. 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.
5. 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.

- (1) The PBX trunk rate is located in the Company's local tariff.
- (2) See the Company's Local Tariff for associated PBX installation charges for 1-3 trunks. Service Connection Charges for 4 or more trunks are listed under "Service Connection Charges" in this Catalog
- (3) Not applicable if installed with initial installation of local service.

DIRECT INWARD DIALING (DID) SERVICE (Business)

Conditions and Limitations (continued)

6. 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.
7. Directory listings will be provided in accordance with the regulations of the "Directory Listings" section of this Catalog. DID numbers furnished herein are not entitled to free directory listings.
8. Customer-provided equipment must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.
9. The customer being provided DID service will be responsible for all toll calls billed to the DID numbers.
10. DID numbers will be sold in conjunction with DID service only.
11. The assignment of the telephone numbers and the sequence of numbers assigned to a DID service is determined by the Company based on the rules established in FCC order 00-104. The customer may request a sequential block of numbers to be placed into service at a later date. Service Connection Charges for DID numbers may apply to recover the cost of reserving the numbers. Reserved numbers can only be held for a maximum of six months. After six months, the reserved numbers must be placed into service for that specific customer or the numbers will be categorized as available for use by other customers.

VANLUE TELEPHONE COMPANY

State of Ohio

Catalog of Local Services, Bundles, and Toll Services

Effective: February 27, 2017

DIRECTORY LISTINGS

(R)

General

The alphabetical section of the telephone directory consists of a list of names of end users in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of end users and those entitled to use the end user's service as an aid to the use of the telephone service. Any restrictions, changes or additions are provided for in this section.

Conditions and Limitations

1. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory.
2. The company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.
3. A listing must conform to the Company's specifications with respect to its directories.
4. Listings are regularly provided in connection with all classes of exchange service except public telephone service.
5. The length of the contract period for directory listings where the listing actually appears in the directory is the directory period. The directory period is from the day that the directory is distributed to the customers to the day the succeeding directory is distributed to the customers, unless the listing no longer services the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days. When the listing appears on information records only, the minimum contract period will be for at least 30 days.
6. The Telephone Company shall not be liable for damage claimed on account of errors in or omissions from its directories; nor for the result of the publications of such errors in the directory; nor will the Telephone Company be a party to controversies arising between end users or others as a result of listing published in its directories.
7. In cases of extra listing in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to cancellation of the charges and refunding of any charges to the customer in question.
8. Listings are furnished only as specified for the various services mentioned in this section. Listings which, in the opinion of the company, are not necessary in connection with any services or facilities not specifically mentioned in this section are not furnished either with or without charge.

(R)

VANLUE TELEPHONE COMPANY

State of Ohio

Catalog of Local Services, Bundles, and Toll Services

Effective: February 27, 2017

DIRECTORY LISTINGS

(R)

Primary Listings

A Primary Listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted will be furnished at no charge.

1. Listings will be limited to such information as is necessary for the proper identification for the customer.
2. The length of a listing may be limited to the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing, which in its judgment does not facilitate the use of the directory.
4. Primary business listings must be the name under which the subscriber is conducting business.
5. Business listings may include a designation descriptive of the business or profession if the name does not indicate the nature of the business.
6. Titles are permitted in business or residence primary service listings where required for the purpose of identification.

When two or more main station lines or private branch exchange trunk lines are consecutively operated, the first number of the group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are consecutively operated, a primary listing may be made for each line. DID trunk numbers and trunk hunting lines listed will be charged the applicable listing charges for regular or additional listings.

Additional Listings

1. General
 - a. Additional listings for which a charge is made, are available to business and residence customers and are subject to the same regulations as Primary listings.
 - b. Additional listings must bear the same address and telephone number as the primary or regular listing. An exception to this may be made in the case of off-premises access lines that are located in other premises solely occupied by the customer, in which case, a different address may be listed. This exception is not permitted when the off-premise access line is located in the residence of an employee of the customer.

(R)

VANLUE TELEPHONE COMPANY

State of Ohio

Catalog of Local Services, Bundles, and Toll Services

Effective: February 27, 2017

DIRECTORY LISTINGS

Additional Listings (Continued)

1. General (Continued)

- c. Additional listings must be contracted for by the customer who is responsible for the charges.
- d. Residence additional listings are available for other persons who are members of the customer's domestic establishment and occupy the same premises.
- e. After insertion of an additional listing in the directory, such listing shall not be discontinued during the life of the directory unless the telephone is also discontinued or the party having the additional listing moves from the premises in which the telephone service is located.
- f. Additional listings may come in various forms. Below are a few examples:
 - Reverse order of the individual names
Primary Listing: Jones, John & Mary 123 Main St.-----123-4567
Additional Listing: Jones, Mary & John 123 Main St.-----123-4567
 - Reference to certain other telephone numbers
Primary Listing: Joe's Garage 12 West Main St.-----555-1212
Additional Listing: After five and weekends-----555-1243
 - Reference to another listing
Primary Listing: Housing, City
Additional Listing: See Government-Planning and Development
 - Other information possibly listed on a separate line
 - Email address
 - Office Hours
 - Fax Number
 - Former name of a company
 - Residence number for a doctor, dentist, attorney, etc.

(R)

(R)

Catalog of Local Services, Bundles, and Toll Services
Effective: February 27, 2017

DIRECTORY LISTINGS

Non-Published and Non-Listed Numbers

1. General

At the request of the customer, a listing or listings (including name, address and telephone number) may be omitted or deleted from the telephone directory. The divulgence of the customer's telephone number to the public is dependent upon the type of service provided.

a. Non-Published Numbers

The customer listing is omitted or deleted from the telephone directory. Only the name and address of the customer will be carried in the telephone company records, and the number will not be given to any calling party.

b. Non-Listed Numbers

The customer listing is omitted or deleted from the telephone directory, but such listings will be carried in the telephone company information records and the number will be given to any calling party upon request.

2. Regulations

a. The Company shall not be liable should a non-listed or non-published telephone number be divulged inadvertently. When a non-published or a non-listed number is inadvertently published in a directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges that the customer has incurred for such service.

(R)

(R)

Catalog of Local Services, Bundles, and Toll Services
Effective: February 7, 2018

DIRECTORY LISTINGS

Rates

1. Listing charges date from the day information records are posted and are payable in the same manner as are charges for exchange service.
2. All listing charges are automatically discontinued upon the termination of the main service. Charges for additional listings are also discontinued when, (a) the listed party dies, (b) when the listed party subscribes for similar exchange service, and/or (c) when the listed party moves from the premises at which the exchange service is furnished. The minimum charge for additional listings is the amount of such charges for one full directory period.
3. The following monthly charges may apply:

	<u>Monthly Rate</u>	
a. Additional Listing, per listing ⁽¹⁾	\$1.00	
b. Non-Published Number, per listing	\$1.50	(R)
c. Non-Listed Number, per listing	\$1.00	

⁽¹⁾ Includes Alternate listings and Additional Line of Information.

ENTERPRISE SERVICE (SPECIAL REVERSE-TOLL CHARGE) SERVICE
(Business and Residence)

General Description

Enterprise Service is an arrangement where a customer may offer his patrons in another exchange the privilege of calling him without charge or without requesting the reversal of toll charges.

Concurrence Statement

Vanlue Telephone Company, hereinafter called the concurring company, except as otherwise specifically stated herein, assents to, adopts and concurs in the Enterprise Service Tariff filed with the Public Utilities Commission of Ohio by Ohio Bell Telephone Company, hereinafter called the issuing company, as such tariff now exists or as it may be revised, added to or supplemented by superseding sheets or issues (including such service as is also participated in by one or more other companies) and hereby makes itself a part thereto and obligates itself to observe each and every provision thereof.

Catalog of Local Services, Bundles, and Toll Services
Effective: September 30, 2015

RESERVED FOR FUTURE USE

(T) (D)

(D)

LOCAL EXCHANGE ACCESS LINE SERVICE
(Business – 4 ore more lines)

General Description

Local Exchange Access Line Service* is a telephone line that extends from the telephone company's central office to the customer premises. The line gives the customer access to the public switch telephone network and associated features.

Rates

	<u>Monthly Rate</u>
Single Party Access Lines - 4 or more, each	
Within the Base Rate Area	\$37.40
Within Zone 1	\$41.90
Private Branch Exchange (PBX), each	
Within the Base Rate Area	\$61.90
Within Zone 1	\$61.90

Service Connection Charges apply as found elsewhere in this catalog.

* Rates, terms, and conditions for 1-3 Single Party access lines can be found in the Company's local tariff.

Catalog of Local Services, Bundles, and Toll Services
Effective: August 2, 2016

(D)

(D)

900 SERVICES CALL BLOCKING
(Business and Residence)

General Description

900 Services Call Blocking is an optional service providing customers with the capability to block the origination of direct dialed calls to all 900 services.

Conditions and Limitations

1. Call blocking of 900 services is provided where Telephone Company facilities permit.
2. 900 services blocking is provided to business customers at the Service Connection Charges listed in the tariff.
3. 900 services blocking is provided to residential customers at no charge for the initial requests.
4. Charges associated with residential customers' subsequent requests for 900 services blocking will not exceed the company's service order charge.
5. Business customers obtaining service at a new location shall be afforded blocking of 900 services at no charge during a 60-day period after the inception of service, even if they exercised an option to block 900 services at a previous location at no charge.
6. Residential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge, even if they exercised an option to block 900 services at a previous location at no charge.
7. Customers may elect to remove 900 services blocking free of charge. Requests by customers to remove 900 services blocking must be in writing.

Catalog of Local Services, Bundles, and Toll Services
Effective: April 8, 2016

PRIVATE LINE SERVICES (Interexchange)
(Business)

(R)

General Description

Interexchange Private Line Services (PLS) is telecommunications service between two or more termination points within the LATA where one termination point is located within the Company's local exchange area and the other termination point is located in another local exchange area. PLS is not connected to, or otherwise made available to, any local exchange switching facility.

Interexchange Services

1. Concurrence Statement

The Company concurs in its interstate special access service tariff for terms and conditions, together with any amendments and successive issues, for the purpose of providing interexchange private line services and channels.

This concurrence is limited to services that are at or below a speed of 44.736 Mbps. Any service requiring speeds above 44.736 Mbps will be provided on an ICB basis.

The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the company.

Requests for Private Line Services will be furnished subject to the availability of central office equipment and appropriate outside plant facilities.

2. Rates and Charges

a. Voice Grade Service	Non-Recurring <u>Charge</u>	Monthly <u>Rate</u>
Channel Termination, per termination		
-Two-Wire	\$450.00	\$98.31
-Four-Wire	450.00	157.31
Channel Mileage Facility, per mile		7.02
Channel Mileage Termination, per termination		70.39

(R)

Catalog of Local Services, Bundles, and Toll Services
Effective: April 8, 2016

PRIVATE LINE SERVICES (Interexchange) (Continued)
(Business)

(R)

Interexchange Services (cont.'d)

2. Rates and Charges (cont'd)

b. Digital Data Circuits	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
Channel Termination, per termination		
-2.4, 4.8, 9.6, 19.2, 56.0, & 64.0 Kbps	\$390.00	\$181.45
Channel Mile. Facility, per mile		
-2.4 Kbps		6.68
-4.8 Kbps		6.68
-9.6 Kbps;		6.68
-19.2 Kbps;		6.68
-56.0 Kbps		9.44
-64.0 Kbps		9.44
Channel Mileage Termination, per termination		
-2.4 Kbps		66.86
-4.8 Kbps		66.86
-9.6 Kbps;		66.86
-19.2 Kbps;		66.86
-56.0 Kbps		94.74
-64.0 Kbps		94.74
- All other transmission rates	ICB	ICB
Channel Mile. Facility, per mile		
- 1.544 Mbps	\$330.00	\$452.43
- 44.736 Mbps	445.00	3,729.95
- All other transmission rates	ICB	ICB
Channel Mileage Termination, per termination		
-1.544 Mbps		145.22
- 44.736 Mbps		932.48
- All other transmission rates		ICB

(R)

RESALE AND SHARING (Business)

General

1. Except where specifically noted herein, this arrangement is not intended to apply to the resale of local exchange service by a Facilities-Based Local Exchange Carrier.
2. This arrangement does not permit, by a Facilities-Based Local Exchange Carrier or any other entity, the purchase of local residential service for resale as business service. Such resale is prohibited.
3. The Telephone Company will permit the resale or sharing of local exchange service. Resale or sharing of local exchange service is provided on a non-residence individual lines or trunks. The customer's service may be extended to:
 - a. Tenants and guests of nursing homes, retirement homes or villages, apartments and/or apartment complex and other developments for residential use (i.e. Mobile Home Parks),
 - b. Persons temporarily subleasing a customer's residential premises,
 - c. Patrons of non-residence customer's who resell or share their service or equipment.

For the purpose of this catalog "resale and sharing of local exchange service" shall be interpreted in the following manner:

- a. RESALE - The reselling by a customer of the customer's service to others for profit.
 - b. SHARING - The shared use by a customer with others on a shared cost basis of the customer's service.
 - c. LOCAL EXCHANGE SERVICE - Telecommunications service provided within local exchange service areas in accordance with the catalogs. It includes the use of exchange facilities required to establish connections between stations within the exchange and between stations and the toll facilities serving the exchange.
 - d. Other applicable interpretations are those set forth under title "Definitions" Chapter 4901:1-5 of the Code of Rules and Regulations.
4. The Telephone Company will continue to offer Local Exchange Service to subscribers of the reseller/sharer customer at applicable rates and charges as filed under the General Exchange Catalog then on file with the Public Utilities Commission of Ohio.
 5. The Telephone Company will not be responsible for the manner in which the use of service or charges are allocated to others by a customer who resells or shares service. All applicable rates and charges for such service will be billed to the customer.
 6. Service orders will be accepted by the Telephone Company only from the customer; provided, however, that the Telephone Company will respond to repair and maintenance requests from others and, in such circumstances, the customer is responsible for any maintenance of service charge that may be billed by the Telephone Company.

RESALE AND SHARING (Business)

General (continued)

7. Resale or STS access line service will be provided on a measured rate basis pursuant to rates set forth in the local exchange catalog. Where measured (or message) service is not available, the reseller or STS provider shall pay the appropriate flat business individual or trunk rate. Should the Company acquire the capability to offer measured (or message) rate service, it will file an application pursuant to Section 4909.18 Revised Code, to institute measured (or message) service charges for resellers and STS providers.

Conditions and Limitations

1. Resale and Sharing of local exchange service shall be provided on a Non-Residence Access Line or trunks basis only.
2. Interconnection of the resale/sharing facilities with the Telephone Company network shall be in accordance of FCC's Part 68 Standards for interconnection.
3. CPE and intrasystem wiring used in the reseller/sharing operation shall meet FCC Part 68 Standards.
4. A reseller/sharer may provide service only within a single building, or a contiguous complex of buildings under common ownership or management (such complex may be intersected by public thoroughfares provided that the property segments created would be continuous in the absence of the thoroughfares);
5. Where separate buildings are involved, they must have a related business purpose (e.g., industrial park, shopping center, university, etc.).

ROTARY SERVICE (Business)

General Description

Rotary Service provides for incoming calls to be directed to the next available line, when previous line(s) in the line group are busy.

Rates

	<u>Monthly Rate</u>
Each Line	\$2.40

Service Connection Charges apply as found in the Company's local tariff for 1-3 lines or elsewhere in this catalog for 4 or more lines.

Conditions and Limitations

1. Rotary Service applies to each line equipped in the rotary group.
2. Rotary Service is not available on PBX.

Catalog of Local Services, Bundles, and Toll Services
Effective: August 8, 2018

SERVICE CONNECTION CHARGES
(Business – 4 or more lines)

General Description

Service Connection Charges* are non-recurring charges (NCR) for work performed by the Telephone Company due to a customer's request. These charges apply unless otherwise stated or the service has its own set-up charges.

Definitions

"Service Order Charge" applies to work performed on billing records.

"Central Office Work Charge" applies to work performed in the central office.

"Line Connection Charge" applies to work performed on the line between the central office up to and including the protector on the customer's premises or on an outside circuit between the premises or between locations on the same premises.

"Restoration of Service" applies to work performed in restoring a customer's service due to temporary suspension of service.

Rates

	Non-Recurring <u>Rate</u>	
1. Service Order Charge, per order		(R)
a. Initial Request:		
(4 or more Access Lines)	15.00	
b. Subsequent Requests:		
(4 or more Access Lines)	10.00	
2. Central Office Work Charge, per line		(R)
(4 or more Access Lines)	15.00	
3. Line Connection Charge, per line		(R)
(4 or more Access Lines)	20.00	
4. Telephone Number Change		
(4 or more Access Lines)	21.00	
5. Premise Visit Charge		(A)
(4 or more Access Lines)	20.00	
6. Reconnect for Non-Payment		(A)
(4 or more Access Lines)	20.00	

* Rates, terms, and conditions for NRC applicable to 1-3 Single Party access lines can be found in the Company's local tariff.

SPECIAL SERVICE AND FACILITIES (Business)

General Description

Special service and facilities, not ordinarily used in furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the catalog schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed one year, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company. In the event of any such special service or facility or the use made thereof interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special service or facility after thirty days written notice to the subscriber, and provided further that the Commission may terminate such contract wherever, in its opinion, public interest requires such termination.

Catalog of Local Services, Bundles, and Toll Services

Effective: January 15, 2024

SUSPENSION OF SERVICE

General

Suspension of Service allows local exchange service to be temporarily suspended by request of the customer. This service is provided to customers whose requirements for telephone service is less than the normal 12-month period within a year.

Rates

1. The monthly rate will be based upon 50% of the regular rate for basic local single-party exchange service. All other local services will be zero rated except for the following:
 - a) 911/E911 applicable surcharges will be billed at the full rate.
 - b) The Federal Subscriber Line Charge will be discounted 50% per the National Exchange Carrier Association FCC Tariff No. 5.
2. Service Connection Charges do not apply for reconnection to regular full service.
3. Personal Greeting Service

This optional service is available for customers who prefer to leave a personalized greeting for incoming calls while they are on Suspension of Service.

Monthly Rate: \$3.50

Conditions and Limitations

1. Service can be temporarily suspended for a minimum of one (1) month. (T)
2. Suspension of Service is available on Residence One-Party lines and all one to three single-party Business lines subject to the availability of facilities. (T)
3. The customer must have at least one month of regular telephone service paid prior to the establishment of Suspension of Service.
4. The Company reserves the right to bill charges for the total number of suspended months requested prior to establishment of Suspension of Service.
5. Suspension of Service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made.
6. The Company will not provide installations, moves, changes, or maintenance during the period when the customer is billed at the reduced rate.

Catalog of Local Services, Bundles, and Toll Services

Effective: January 15, 2024

SUSPENSION OF SERVICE

Conditions and Limitations (continued)

-
-
-
-
-
-
- 7. Bills are rendered at the reduced rate at regular billing dates during the period of suspension. (T)
- 8. The customer's listing will be retained in the directory. (T)
- 9. The Company assumes no liability for failure of a calling party to reach the customer during the period of suspension. (T)
- 10. The Company reserves the right to refuse suspension of service in the case of a customer whose account is delinquent. (T)
- 11. Unless specifically exempted, Suspension of Service shall be subject to all general regulations applicable to the provision of service by the telephone company as stated in this catalog and in the Company's local tariff. (T)
-
-

Catalog of Local Services, Bundles, and Toll Services

(R)

Effective: May 20, 2011

TELEPHONE NUMBER REFERRAL SERVICE

(R)

General Description

When customers move to a new location outside the Telephone Company's service territory, the Company provides, without charge, a message that informs the caller to a disconnected number that the number has been disconnected or changed, and that the caller should consult the directory or call the operator.

Telephone Number Referral Service will provide a service to customers whose telephone service is being disconnected and are moving to a new location outside the Company's service territory. Dialing the customer's former number results in a prerecorded message which announces the new number.

Rates

1. The charge applies to each 90-day increment of service that is requested by the customer.
2. Customers will be billed in advance for this service.

	<u>Set-up Charge</u>
Each 90-day increment of service	\$20.00

Conditions and Limitations

1. Telephone Number Referral Service will be offered where facilities and conditions permit.
2. Telephone number Referral Service may be cancelled by the customer at any time during the 90-day period.

Catalog of Local Services, Bundles, and Toll Services
Effective: November 11, 2016

TOTAL TALK PACK (Residence²)

(D)

General Description

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:

- a. Single-Party Line (includes Touch Tone capability)
- b. Three-Way Calling & Call Waiting (Custom Calling Services)
- c. Caller ID Deluxe, Anonymous Call Rejection, & Priority Ringing (Advanced Calling Services)
- d. Inside Wire Protection Plan
- e. TDS Long Distance Total Talk Plan

Rates

	<u>Monthly Rate</u>	
1. Total Talk Smart Pack (residence only) ²		(D)
a. Smart Pack 200, per line (rate includes TDS Long Distance 200 Minute plan),	26.65 ¹	(D)
b. Smart Pack Unlimited, per line (rate includes TDS Long Distance Unlimited Minute plan),	45.95 ¹	(T)

Conditions and Limitations

1. Rules, regulations, and limitations as specified elsewhere in the Company's catalogs for each individual service will apply as part of this bundle.
2. Total Talk Pack customers may terminate their enrollment in the Plan at any time upon notice to the company.
3. 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.

¹ Customers must agree to keep this bundle for one-year to receive this discounted rate. If the customer terminates the bundle prior to 1 year, a \$99.00 termination fee applies.

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.

(D)
(D)

Catalog of Local Services, Bundles, and Toll Services
Effective: November 11, 2016

TOTAL TALK PACK (and Residence¹)

(D)

Conditions and Limitations (Continued)

4. Service Charges 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.
5. 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.
6. The Plan may not be combined with any other optional toll calling plan service, except for those specified in this offering.
7. If a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled packaged rate, the Company may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service. The rate for basic local exchange service shall be the cataloged rate for stand-alone basic local exchange service.

¹ 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.

(D)
(D)

Catalog of Local Services, Bundles, and Toll Services
Effective: August 2, 2016

(D)

(D)

Catalog of Local Services, Bundles, and Toll Services

Effective: May 20, 2011

(R)

SMART PACK LITE (Residence)²

General Description

Smart Pack Lite is an optional service package. The package permits a customer to receive services and features for a flat monthly rate, for each Smart Pack Lite subscriber line provided. Smart Pack Lite includes the following services:

- a. Residential One-Party Line
- b. Caller ID Deluxe
- c. One CCS or ACS feature of the customer's choice
- d. Inside Wire Maintenance (deregulated service)

Conditions and Limitations

1. Rules, regulations and limitations, as specified elsewhere in the Company's tariffs for each individual service, will apply as part of this bundle.
2. Customers must sign a one-year contract in order to subscribe to Smart Pack Lite.
3. Customers will incur an early termination fee if they disconnect Smart Pack Lite prior to the end of their one-year commitment.
4. Unless terminated by the Smart Pack Lite 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.
5. Smart Pack Lite 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.
6. Customers enrolled in the Plan, who fail to pay the entire rate per month, will be subject to having all existing Smart Pack Lite services converted to the applicable tariff rates. Service Charges will not apply for converting services back to the tariff 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.

Rates¹

	<u>Rate Per Month</u>
1. Residence Local bundle, per line	\$25.15

¹ Customers are required to subscribe to TDS Telecom's DSL Service to be eligible for this rate. If the customer terminates the bundle prior to 1 year, a \$99.00 termination fee applies.

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

Catalog of Local Services, Bundles, and Toll Services

Effective: January 7, 2024

SAFETY LINE SERVICE ² (Residence)

A. 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, any applicable zone charges, and 1.5 Mbps high speed data.

B. TERMS AND CONDITIONS

1. Safety Line Service will be provisioned where facilities are available.
2. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs will apply to this bundle.
3. 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 tariff.
4. 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.
5. Customers must subscribe to TDS Long Distance Corporation as their long distance provider.
6. Any toll calls will be billed at TDS Long Distance toll rates.
7. Service Connection Charges will not apply.
8. Optional Call plans are not available with this bundle.
9. Seasonal Service is not available with this bundle.

C. RATES AND CHARGES

	<u>Monthly Rate</u>	
Bundle Base Rate – DSL Market A	\$63.20 ¹	(R)
Bundle Base Rate – DSL Market B	\$68.20 ¹	(R)

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

² This service is grandfathered to existing customers effective August 1, 2012. This service will not be available to new customers as of this date.

(D)

Catalog of Local Services, Bundles, and Toll Services

Effective: March 1, 2023

STAR PACKAGES³ (Residence)

(R)

A. GENERAL

1. 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:

a) 3 STAR Standard Package

Includes: Residential One-Party Line, any applicable zone charges, Caller ID Deluxe, Call Waiting/Cancel Call Waiting, Call Forwarding, and Preferred Call Forwarding²

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 C.2 following.

b) 4 STAR Standard Package

Includes: Residential One-Party Line, any applicable zone charges, Caller ID Deluxe, Call Waiting/Cancel Call Waiting, Call Forwarding, Preferred Call Forwarding, Anonymous Call Rejection, and 300 Minutes of TDS Long Distance¹ 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 C.2 following.

c) 5 STAR Standard Package

Includes: Residential One-Party Line, any applicable zone 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 Voicemail, and Unlimited TDS Long Distance¹ 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. This service will not be available to new customers after this date.

(R)
(R)

Catalog of Local Services, Bundles, and Toll Services

Effective: May 1, 2024

STAR PACKAGES ¹ (Residence)

B. CONDITIONS AND LIMITATIONS

1. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this Package.
2. STAR Package customers may terminate their Package at any time upon notice to the company.
3. 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.
4. 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.

5. STAR Package customers are not eligible for discounts or promotional offerings outside of this Package, unless specifically provided for in a promotional offering.
6. The Package may not be combined with any other optional toll calling plan service, except for those specified in this offering.
7. Customers may upgrade their Voice Mail Service package for an additional fee.
8. 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 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.

C. RATES

	<u>Rate Per Month</u>	
1. Residence		
a) 3 STAR Standard Package, per line	\$30.49 ²	(R)
b) 4 STAR Standard Package, per line	\$40.49 ²	
c) 5 STAR Standard Package, per line	\$50.49 ²	(R)
2. Package Upgrade	\$5.00	

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

² These increases are effective on the Company's May bill cycle date. (R)

Catalog of Local Services, Bundles, and Toll Services
Effective: July 7, 2016

MILEAGE: OFF-PREMISES EXTENSION SERVICE ⁽¹⁾
(Business)

(R)

General Description

Mileage for Off-Premises Extension Service allows a customer to extend service from the primary station or PBX to another location either on the same premises (continuous property) or on other premises (non-continuous property).

Rates

	<u>Monthly Rate</u>
Off-Premises Access Line Service, first ¼ mile or fraction of facility provided	\$3.60
On Continuous Property of same customer - not in the same building,	
Per ¼ mile or fraction	1.20
Not on continuous property of same customer – not in same building	
Per ¼ mile or fraction	1.80

Conditions and Limitations

1. Mileage for off-premise station line service as set forth above is applicable to all classes and grades of service provided in the exchange, except public and coin-box type telephone service.
2. Mileage Charges are based upon the air-line mileage between the locations of the of the main and the off-premise line, or from the central office to the off-premise line, whichever is the least distance.
3. Tie lines are provided to connect two PBX/PABX systems for intercommunication. When PBX/PABX systems are not provided to the same customer, firm or corporation, both systems must be additionally connected to central office facilities by exchange trunks. (See Channels)

⁽¹⁾ Off Premises Extension provisioned in or through the Central Office is grandfathered to existing customers effective July 7, 2016. This service will not be available to new customers after this date.

(R)
|
(R)

Catalog of Local Services, Bundles, and Toll Services

Effective: May 1, 2023

STAR BUSINESS BUNDLES³ (Business)

(C)

A. GENERAL

1. 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.
 - a) STAR Business Bundle – Standard¹
Includes: Business One-Party Line, any applicable zone charges, the following features: Caller ID Deluxe, Call Forwarding, Call Forward Remote Access, Call Waiting/Cancel Call Waiting, 3-Way Calling, or Voice Mail, and 200 Minutes of TDS Long Distance² calling.
 - b) STAR Business Bundle Unlimited – Standard¹
Includes: Business One-Party Line, any applicable zone charges, the following features: Caller ID Deluxe, Call Forwarding, Call Forward Remote Access, Call Waiting/Cancel Call Waiting, 3-Way Calling, or Voice Mail, and Unlimited TDS Long Distance² calling.

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

² Customers must also subscribe to the corresponding TDS Long Distance STAR Business Bundle.

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

(C)
(C)

Catalog of Local Services, Bundles, and Toll Services
Effective: May 1, 2023

STAR BUSINESS BUNDLES ¹ (Business)

(C)

B. CONDITIONS AND LIMITATIONS

1. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply.
2. The Bundle may not be combined with any other optional toll calling plan service, except for those specified in this offering.
3. Discounts or promotions outside of this Bundle are not available, unless specifically provided for in the discount or promotional offering.
4. Service Connection Charges, as described in Section 2 of the regulated tariff, 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.

5. 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.
6. 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.
7. 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. (T)
8. 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 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. (T)

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

Catalog of Local Services, Bundles, and Toll Services

Effective: May 1, 2024

STAR BUSINESS BUNDLES ¹ (Business)

C. RATES

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

Catalog of Local Services, Bundles, and Toll Services
Effective: May 20, 2011

(R)

BUSINESS SAFETY LINE SERVICE (Business)

A. **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, any applicable zone charges, and 1.5 Mbps high speed data.

B. **TERMS AND CONDITIONS**

1. Safety Line Service will be provisioned where facilities are available.
2. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs will apply to this bundle.
3. 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 tariff.
4. Customers must subscribe to TDS Long Distance Corporation as their long distance provider.
5. Any toll calls will be billed at TDS Long Distance default toll rates.
6. Service Connection Charges will be waived if a customer signs a one year or greater contract.
7. Optional Call plans are not available with this bundle.
8. Seasonal Service/Suspension of Service is not available with this bundle.

C. **RATES AND CHARGES**

Monthly Rate

Bundle Base Rate Business	\$59.00 ¹
------------------------------	----------------------

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

Catalog of Local Services, Bundles, and Toll Services

Effective: May 20, 2011

NSF CHECK CHARGE

A. **GENERAL**

There will be a non-recurring charge for each check received in payment for Local Exchange billing, Toll Service billing and Charges for other service, when returned to the Company by the Banking Institution marked "Insufficient Funds".

If restitution in the amount of the returned check is not made by the fourteenth day from the date of the postmark on the subscriber's bill, the subscriber's bill becomes past due. As a past due bill, it is subject to disconnection procedures for non-payment.

B. **RATE**

Non-Recurring Charge, each check returned	\$20.00
---	---------

Catalog of Local Services, Bundles, and Toll Services

Effective: May 20, 2011

PER LINE BLOCKING

A. **GENERAL**

1. Customers may prevent the disclosure of their telephone number or directory name and number when placing calls to a party with service that reveals the calling party's number or name and number, by subscribing to Per Line Blocking.
2. Per Line Blocking is provided according to the availability of facilities, features and central office equipment in locations determined by the Company. The features described will only operate on calls originating and terminating within suitably-equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies.

B. **DESCRIPTION**

Per Line Blocking

Enables customers to prevent the disclosure of their telephone number or name and number to the called party. Per Line Blocking is applicable on all outgoing calls placed from the customer's line. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number or name and number.

Per Line Blocking will be provided at no monthly charge on an optional basis to customers of non-published service.

Per Line Blocking will be available for subscription to all eligible customers at the rates in D following.

Law enforcement, domestic shelters and other special agencies will be offered free per line blocking.

Per Line Blocking can be deactivate by dialing *82 (1182 from a rotary phone prior to placing the call. This will unblock number delivery for one call only.

C. **REGULATIONS**

1. Per Line Blocking will not be available to paystations and multi-party service customers.
2. Per Line Blocking will be provided when requested by the customer to all non-published service customers at no monthly charge. The customer must specify each line to be equipped with the specific blocking service desired. Customers subscribing to non-published service will be advised by Company personnel of the availability of Per Line Blocking.
3. Telemarketers are prohibited from blocking the disclosure of their telephone number when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number, the Company will investigate the complaints and terminate the number privacy service where appropriate.

Catalog of Local Services, Bundles, and Toll Services

Effective: May 20, 2011

PER LINE BLOCKING

D. RATES AND CHARGES

1. Per Line Blocking will be provided at the applicable as shown below.
2. Non-published customers may subscribe to Per Line Blocking without a monthly or non-recurring charge. All other customers may subscriber to Per Line Blocking at a monthly rate.

	Monthly Rate		Trans	
	<u>Current</u>	<u>Maximum</u>	<u>Code</u>	<u>(NRC)</u>
b) Per Line Blocking <u>2/</u>				
1) Each line associated with non-published service (customer must request service)	N/C	NC	ACSBL	N/C
2) Each line associated with other than non-published service, i.e., non-listed service	\$1.00	\$2.00	ACSBL	N/C

1/ Provided automatically to each line free-of-charge.

2/ Not eligible for discount.

Catalog of Local Services, Bundles, and Toll Services

Effective: January 7, 2024

SECURITY LINE SERVICE (Residential)

A. **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.

B. **TERMS AND CONDITIONS**

1. Security Line Service will be provisioned where facilities are available.
2. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs will apply to this bundle.
3. 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 tariff.
4. 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.
5. Customers must subscribe to TDS Long Distance Corporation as their long distance provider.
6. Any toll calls will be billed at TDS Long Distance toll rates.
7. Service Connection Charges will not apply.
8. Optional Call plans are not available with this bundle.
9. Seasonal Service is not available with this bundle.

C. **RATES AND CHARGES**

	<u>Monthly Rate</u>	
Bundle Base Rate – DSL Market A	\$49.95 ¹	(R)
Bundle Base Rate – DSL Market B	\$55.20 ¹	(R)

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

Catalog of Local Services, Bundles, and Toll Services
 Effective: December 15, 2014

RELOCATION FORWARDING SERVICE (Residential and Business)

(A)

A. GENERAL

Relocation Forwarding Service (RFS) is a voice only application service which allows calls sent to a telephone number programmed in the central office to automatically forward to a customer's terminating premises equipment or voice mail box. The customers premise equipment or voice mail box may be located in the same or different exchange from the call forwarding location.

B. CONDITIONS AND LIMITATIONS

1. RFS service is offered subject to availability of suitable facilities.
2. RFS is provided on the condition that the Telephone Company's facilities are able to adequately handle calls to the RFS customer without interfering with or impairing any services offered by the Telephone Company. If in the opinion of the Telephone Company, the facilities are inadequate to handle the calls to the RFS customer, the customer will be required to pay for the cost of additional services and facilities.
3. Only one call will be forwarded at one time. Another call will not be sent through until the previous call is completed.
4. Customers subscribing to this service are responsible for any toll call charges between the call forwarding location and the terminating point.
5. One listing in the white and yellow page directories, covering the exchange in which the call forwarding central office is located, is provided without additional charge.
6. The minimum service period is one month.
7. RFS service is not offered where the terminating station is a coin telephone.
8. Service is not available on ported numbers or to Internet Service Providers.

C. RATES AND CHARGES

	<u>Non-Recurring Charges</u>	<u>Per Month</u>	<u>Trans. Code</u>
Relocation Forwarding, per number	(1)	75% of Bus Basic Rate	CCBRF

(1) Subsequent Service Order and Central Office Connect charges apply. The rates are listed elsewhere in this tariff.

(A)

Catalog of Local Services, Bundles, and Toll Services
Effective: March 1, 2015

OPERATOR SERVICES

(A)

A. GENERAL DESCRIPTION

Operator Services allow customers to complete calls within the local calling area with the assistance of an operator. The Customer dials "0" or "0+ NXX LINE" to get the operator. Charges include a per-call rate as well as a per-minute rate.

B. DEFINITION OF CALLS

1. Billed to Third Number
When the Customer dialing the Operator requests the call to be billed to a third-party. The third party will need to accept the charges before the caller and the called party can be connected.
2. Collect Calls
When the Customer dialing the Operator requests the call to be billed to the called number.
3. Person-to-Person
When the Customer requests the Operator to complete the call to a specific telephone number and in addition requests to speak to a specific person, department, extension of an office, etc. Once the requested person, department, extension, etc. joins the call, the Operator will connect the call.
4. Station-to-Station
When the Customer requests the Operator to complete the call to a specific telephone number and is willing to speak to whoever answers the called number.
5. Call Completion
When the Customer requests the Operator to complete the call to a called number. This charge is in addition to other charges that may be assessed.

C. TERMS AND CONDITIONS

1. Operator Services are available 24 hours, 7 days a week. Rates apply to any time of the day and any day of the week
2. Qualified customers with disabilities will not be assessed the charges.
3. This service is not available on payphones.

D. RATES

1. The rates will be assessed on a per call basis.

	<u>Rate</u>
a) Operator Assisted Call, per call	\$1.20
b) Call Completion, per minute	\$0.20

(A)

Catalog of Local Services, Bundles, and Toll Services
Effective: May 1, 2015

DIRECTORY ASSISTANCE SERVICE

(A)

A. GENERAL

1. Directory Assistance Service gives customers access to telephone numbers of individuals or businesses by dialing 555-1212, 4-1-1 or 1-4-1-1.

B. DEFINITIONS

1. Local numbers are any NPA/NXXs within the customer's local calling area or home NPA.
2. National numbers are any NPA/NXXs within the United States, Canada, Puerto Rico and the U.S. Virgin Islands, but outside the customer's local calling area or home NPA.
3. Call Completion is when a customer requests that a call be completed to the number that was provided during the directory assistance call.

C. REGULATIONS

1. A maximum of two requested telephone numbers is allowed per call.
2. Rates will apply based on the NPA/NXX requested.
3. Charges for Directory Assistance Service for requests of a local or national number are not applicable to calls placed from customers whose physical, visual, or reading handicaps prevent them from using the telephone directory.

D. RATES

The following rates apply for Directory Assistance Service.

	<u>Rate</u>
1. Local Direct Dialed, per call	\$1.20
2. National Direct Dialed, per call	\$1.20
3. Call Completion, per minute	\$0.20

(A)

Catalog of Local Services, Bundles, and Toll Services

Effective: March 1, 2024

PROMOTIONS

STAR BUSINESS UNLIMITED BUNDLE PROMOTION

- A. Beginning November 15, 2022 through April 30, 2023, qualifying business customers who subscribe to the STAR Business Unlimited Bundle for 24 months will receive 6-Way Calling and the bundle for \$19.99 per month. Qualifying business customers are defined as customers who are new or returning to the Company (establishes a new account) or customers who have existing internet service and want to add a voice line to their service. New or returning customers must also agree to subscribe to the Company's Internet Service. The qualifying business customer must not have an outstanding debt with the Company. A contract will not be required and there will be no Early Termination Fee.

TDS BUSINESS VOICE BUNDLE PROMOTION

- A. Beginning March 1, 2024 through August 31, 2024, qualifying business customers who subscribe to the TDS Business Voice Bundle for 24 months will receive the bundle and 6-Way Calling for \$17.99 per month. Qualifying business customers are defined as customers who are new or returning to the Company (establishes a new account) or customers who want to add a voice line to their service. The qualifying business customer must not have an outstanding debt with the Company. A contract will not be required and there will be no Early Termination Fee.

(N)
|
(N)

Catalog of Local Services, Bundles, and Toll Services

Effective: March 1, 2023

PROMOTIONS

RESERVED FOR FUTURE USE

(T) (D)



(D)

Catalog of Local Services, Bundles, and Toll Services

Effective: May 1, 2024

BASIC & UNLIMITED PHONE BUNDLES ⁽²⁾ (Residence)

(R)

A. 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:

1. Basic Phone Bundle⁽¹⁾

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

2. 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

B. Conditions and Limitations

1. Basic and Unlimited Phone Bundles will be provisioned where facilities are available.
2. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this Bundle.
3. Feature availability is dependent on Central Office Facilities.
4. Basic & Unlimited Phone Bundle customers may terminate their Bundle at any time upon notice to the company without incurring a charge.
5. Service charges as described in Section 4 will not apply.
6. Customers may change their bundle without incurring a charge.
7. Seasonal Service is available with these bundles.

⁽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.

(R)

(R)

Catalog of Local Services, Bundles, and Toll Services

Effective: May 1, 2024

BASIC & UNLIMITED PHONE BUNDLES ⁽²⁾ (Continued) (Residence)

(R)

B. Conditions and Limitations (Continued)

8. 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.
9. 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.
10. 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.

C. Rates

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

⁽¹⁾ Rate includes 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.

(R)

|

(R)

Catalog of Local Services, Bundles, and Toll Services

Effective: March 1, 2023

TDS BUSINESS VOICE BUNDLE

(A)

A. General

1. 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.

- a) 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.

B. Conditions and Limitations

1. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply.
2. The Bundle may not be combined with any other optional toll calling plan service, except for those specified in this offering.
3. Discounts or promotions outside of this Bundle are not available, unless specifically provided for in the discount or promotional offering.
4. Service Connection Charges, as described in Section 6 of this tariff, apply to requests for new and additional TDS Business Voice Bundle lines, and moves of existing lines.
5. 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.

(A)

Catalog of Local Services, Bundles, and Toll Services

Effective: March 1, 2023

TDS BUSINESS VOICE BUNDLE (Continued)

(A)

B. Conditions and Limitations (Continued)

6. TDS Business Voice Bundle customers may terminate their package at any time upon notice to the company.
7. 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.

C. Rates

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

⁽¹⁾ One, Two, and Three-Year contract rates are also available.

⁽²⁾ Rate includes the Subscriber Line Charge.

(A)

Catalog of Local Services, Bundles, and Toll Services

Effective: May 1, 2024

BASIC 24 & UNLIMITED 24 PHONE BUNDLES

(A)

A. 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:

1. Basic 24 Phone Bundle⁽¹⁾

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

2. 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

B. Conditions and Limitations

1. Basic 24 and Unlimited 24 Phone Bundles will be provisioned where facilities are available.
2. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this Bundle.
3. Feature availability is dependent on Central Office Facilities.
4. Basic 24 & Unlimited 24 Phone Bundle customers may terminate their Bundle at any time upon notice to the company without incurring a charge.
5. Service charges as described in the Company's Tariff Section 2 will not apply.
6. Customers may change their bundle without incurring a charge.
7. Suspension of Service is available with these bundles.

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

(A)

Catalog of Local Services, Bundles, and Toll Services

Effective: May 1, 2024

BASIC 24 & UNLIMITED 24 PHONE BUNDLES (Continued)

(A)

B. Conditions and Limitations (Continued)

8. 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.
9. 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.
10. 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.

C. Rates

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

⁽¹⁾ Rate includes the Subscriber Line Charge.

(A)