

WN U-3
ASOTIN TELEPHONE COMPANY
 Washington

Section I
 Fifth Revised Sheet 1
 Cancels Fourth Revised Sheet 1

GENERAL RULES AND REGULATIONS

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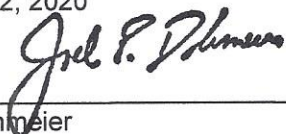
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BY AUTH. OR ORDER OF WASH. UTILITIES & TRANSPORTATION COMM. DOCKET NO. UT-200145

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BY:



 Joel Dohmeier

TITLE: Vice President

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WASH. UT. & TRANSPORTATION COMMISSION

ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

A. APPLICATION OF REGULATIONS

1. The regulations set forth herein apply to intrastate services and facilities furnished within the state of Washington by Asotin Telephone Company, hereinafter referred to as the Company, subject to the jurisdiction of the Washington Utilities and Transportation Commission.
2. No officer, employee or agent of the Company has authority to change, amend or waive any rate or regulation approved or prescribed by the Commission. Rates and regulations may be changed or cancelled only with the consent or approval of the Commission.
3. The Company furnishes exchange, toll, and private line service throughout the territory it serves, as shown by its filed rates, regulations and maps. The Company also furnishes interexchange toll service to the territory served by connecting companies, subject to their rates and regulations.

B. APPLICATION FOR SERVICE

1. Anyone desiring service may be required to make application in writing on forms prescribed by Asotin Telephone Company and in accordance with this filed tariff. An application shall be deemed to be a notice to Asotin Telephone Company that the applicant desires service and an expression of this willingness to conform to such rules and regulations as are in effect and on file with the Washington Utilities and Transportation Commission. Such application shall clearly state the character of service for which applied.
2. Shared use of service is generally prohibited.
3. The Company shall be the sole provider of public and semi-public service.

C. ESTABLISHMENT AND FURNISHING OF SERVICES

1. Provision of Equipment
 - a. All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this tariff. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards.

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Advice No. 43

By Charles W. Ricker, Jr.
Charles W. Ricker, Jr.

Title President

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ASOTIN TELEPHONE COMPANY
Washington

GENERAL RULES AND REGULATIONS

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C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

2.g. Customer Billing - Late Payment Charges - Continued

- 6) The Company will waive late payment charges for customers who establish a preferred payment date, and whose payment is made by the scheduled date, as provided by WAC 480-120-161. If payments not made by the scheduled date, late payment charges shall apply.
- 7) The Company will accommodate customers who have a medical emergency as provided for by WAC 480-120-172. In the case of certified medical emergency under these rules, the Company will waive the late payment charges for the length of time provided for in WAC 480-120-172(6)(c).
- 8) When the customer contacts the Company to question certain charges made to the customer's billing and the customer and the Company work together to resolve the concern, if the Company agrees to credit the customer's account, the Company will also credit the customer's account for any late payment charges associated with the credited amount.
- 9) When a complaint involving disputed charges is referred to the Commission for resolution, the Company will waive the late payment charges associated with the disputed amount for the period of time the complaint is open with the Commission, provided that charges not in dispute are paid when due. Late payment charges associated with disputed charges will be treated the same as the disputed charges under WAC 480-120-172.
- 10) Nonpayment of late payment charges associated with billing made by the Company on behalf of information providers shall not be grounds for discontinuance of service in whole or in part. Late payment charges associated with information provider services shall be treated the same as information providers service charges under WAC 480-120-172.
- 11) Nonpayment of late payment charges associated with interexchange carrier charges shall not be grounds for disconnection of local service. Late payment charges associated with interexchange carrier charges shall be treated the same as interexchange carrier charges under WAC 480-120-172.

(N)

(N)

3. Minimum Contract Period

- a. Except as specified elsewhere in this tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the established rate for one month.
- b. The company may require a contract period longer than one month at the same location in connection with unusual construction necessary to meet specific demands for services.

(M)

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(M) Text shown here previously appeared on Sheet 3 of this Section

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Joel Dohmeier



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ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

4. Abuse or Fraudulent Use of Service

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- a. The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for service.
- b. The obtaining, or attempting to obtain, or assisting another to obtain service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
- c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, in a manner which could reasonably be considered frightening, abusive, tormenting or harassing to others.
- d. The use of profane or obscene language.
- e. The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers.
- f. The impersonation of another with fraudulent intent.

5. Use of Service for Unlawful Purposes

The service is furnished, subject to Commission approval, that it shall not be used for the purpose of making or accepting bets, furnishing information or for any other purposes in connection with any gambling scheme, business or device, or for any similar unlawful purpose. Any customer whose service is to be discontinued or any applicant to whom service is to be denied under this regulation will be notified by the Company of his right to a hearing by the Commission to determine whether or not such service is being used or will be used in violation of this rule. Upon complaint to the Commission by any applicant or customer who is affected by the refusal or discontinuance of service in accordance with this rule, such service shall be provided, continued or restored if the Commission shall determine that the service has not been used or is not intended to be used in violation of this rule.

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Title President

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COMM. DIV. & TEL. DIV.

ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

6. Termination of Service

a. By the Customer

- 1) Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.
- 2) Where a contract for service with a one-month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified is applied if all or a portion of the facilities have been installed.
- 3) No minimum or termination charge will apply (unless otherwise stated specifically in this Tariff) where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- 4) No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction or damage to property by fire or other causes beyond the control of the customer.

b. By the Company

- 1) For the non-payment of bills. The Company requires that bills for service be paid within fifteen days after issuance. Upon the expiration of said specified time without payment, the bill may be considered delinquent.
- 2) For tampering with the Company's property.
- 3) In case of vacation of the premises by subscriber.
- 4) For non-payment of any proper charges including deposit, as specified elsewhere in this tariff.
- 5) For violation of Rules, Service Agreements, or this filed tariff.

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Advice No. 43

By Charles W. Ricker, Jr.
Charles W. Ricker, Jr. *ml*

Title President

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GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

6. Termination of Service (Continued)

b. By the Company (Continued)

- 6) For use of subscriber equipment which adversely affects the utility's service to its other subscribers.
- 7) For fraudulent obtaining or use of service. Whenever fraudulent obtaining or use of service is detected, the Company may discontinue service without notice: provided, however, that if the subscriber shall make immediate payment for such estimated amount of service as had been fraudulently taken and all costs resulting from such service and fraudulent use, the Company shall continue such service, subject to any applicable deposit requirements. If a second offense as to fraudulent obtaining or use is detected, the Company may refuse to reestablish service, subject to appeal to the Commission. The burden of proof of such fraudulent obtaining or use will be upon the Company in case of an appeal to the Commission. This rule shall not be interpreted as relieving the subscriber or other person of civil or criminal responsibility.
- 8) For unlawful use of service for unlawful purposes.
- c. A subscriber's service shall be treated as continuing through a change in location from one premises to another within the same service area if a request for service at the new premises is made prior to disconnection of service at the old premises and service is not subject to termination for cause. A subscriber shall be entitled to the same type of service at the new premises unless precluded by the tariff of this Company.
- d. Except in case of danger to life or property, fraudulent use, impairment of service, or violation of law, the Company will not discontinue service unless the following conditions are met:

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Charles W. Ricker, Jr.Title President

ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

6. Termination of Service (Continued)

d. (Continued)

- 1) Before effecting disconnection of service, the Company shall make a good faith, bona fide effort to reach the subscriber in person or by telephone to advise the subscriber of the pending disconnection and the reasons therefore. Where telephone contact is elected, at least two attempts to reach the subscriber by telephone during reasonable hours shall be made. If a business or message telephone is provided by the subscriber, the utility shall endeavor by the means to reach the subscriber if unable to make contact through the subscriber's home telephone. A log or record of the attempts shall be maintained by the Company showing the telephone number called and the time of the call. Telephone or personal contact shall not be a substitute for written notice of disconnection as specified below. Telephone or personal contact need not be attempted when:
 - (A) The Company has had cause in any two previous billing periods during a consecutive twelve-month period to attempt such contact.
 - (B) The Company has notified the subscriber in writing that such telephone or personal contact will not be attempted in the future before effecting disconnection of services.
- 2) The Company shall provide, subsequent to a subscriber's account becoming delinquent, written notice of disconnection served on the subscriber either by mail or at its option, by personal delivery of the notice to the subscriber's address. If a mailed notice is elected, service shall not be disconnected prior to the eighth business day following mailing of the notice. If personal delivery is elected, disconnection shall not be permitted prior to 5 p.m. of the first business day following delivery. Delivered notice shall be deemed effective if handed to a person of apparent competence in the residence or, if a business account, a person employed at the place of business of the subscriber. If no person is available to receive notice, notice shall be deemed served if attached to the primary door of the residence unit or business office at which service is provided. If service is not discontinued within ten working days of the first day on which disconnection may be effected, unless other mutually acceptable arrangements have been made, that disconnect notice shall become void and a new notice shall be required before the service can be discontinued. All notices of delinquency or pending disconnection shall detail procedures pertinent to the situation and provide notice of means by which the subscriber can make contact with the Company to resolve any differences.

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ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

6. Termination of Service (Continued)

d. (Continued)

- 3) Except in case of danger to life or property, no disconnection shall be accomplished on Saturdays, Sundays, legal holidays, or on any other day in which the utility cannot reestablish service on the same or following day.
- 4) When a Company employee is dispatched to disconnect service, that person shall be required to accept payment of a delinquent account at the service address if tendered in cash, but shall not be required to dispense change for cash tendered in excess of the amount due and owing. Any excess payment shall be credited to the subscriber's account. When disconnection is not effected due to such payment the Company shall be permitted to assess a reasonable fee as provided for in this tariff for the disconnection visit to the service address. Notice of the amount of such fee, if any, shall be provided within the notice of disconnection.
- 5) Where the Company has reasonable grounds to believe service is to other than the subscriber of record, the utility shall undertake reasonable efforts to inform occupants of the service address of the impending disconnection. Upon request of one or more service users, where service is to other than the subscriber of record, a minimum period of five business days shall be allowed to permit the service users to arrange for continued service.
- 6) Where service is provided to a hospital, medical clinic with resident patients, or nursing home, notice of pending disconnection shall be provided to the Secretary, Washington state department of social and health services as well as to the subscriber. Upon request from the secretary or designee, a delay in disconnection of no less than five business days from the date of notice shall be allowed so that the department may take whatever steps are necessary in its view to protect the interests of patients resident therein who are responsibilities of the department.
- 7) Service may not be totally disconnected while a subscriber is pursuing any remedy or appeal provided for by these rules, provided any amounts not in dispute are paid when due. The subscriber shall be so informed by the Company upon referral of a complaint to a Company supervisor on the Commission.

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Title President

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GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

6. Termination of Service (Continued)

d. (Continued)

8) Where a subscriber's toll charges substantially exceed the amount of any deposit or customary utilization, and where it appears that the subscriber will incur excessive, uncollectible toll charges while an appeal is being pursued, the Company may, upon authorization from the Commission, disconnect service. A subscriber whose service is so eligible for disconnection may maintain service pending resolution of any dispute upon payment of outstanding toll charges subject to refund if the dispute is resolved in the subscriber's favor.

e. Payment of any delinquent amount to a designated payment agency of the Company shall constitute payment to the Company, if the subscriber informs the Company of such payment and the Company verifies such payment.

f. Service shall be restored when the causes of discontinuance have been removed and when payment of all proper charges due from the applicant, including any proper deposit, has been made as provided for in this tariff; or as the Commission may order pending resolution of any bona fide dispute between the Company and the subscriber per WAC 480-120-081 paragraph 6.

g. The Company may make a charge for restoring service when service has been discontinued for non-payment of bills. The amount of such charge is specified in this tariff. When service is discontinued for non-payment of a bill it may be either completely or partially disconnected. Partial disconnection means telephone service will be restricted to either incoming or outgoing service. In case of a partial disconnection, the subscriber shall be notified of the restricted usage. Upon any complete disconnection of telephone service to a subscriber, charges for service will be discontinued as of the date of the disconnection.

h. In all cases, discontinuance by the Company must be in compliance with WAC 480-120-081.

7. Resale of Service

The resale of any local service provided by the Company is not permitted except as provided elsewhere in this tariff or as specifically authorized by the Company.

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By Charles W. Ricker, Jr.
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ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

8. Telephone Numbers

- a. The customer has no property right to the telephone number nor any right to continuance of service through any particular central office.
- b. The Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

9. Application of Business and Residence Rates

a. Business rates apply if any one or more of the following criteria are met:

- 1) In all locations of a business nature including clubs or lodges; public, private or parochial schools and colleges, hospitals, libraries, churches, government building and other similar institutions.
- 2) Any location where the directory listing denotes association or affiliation with an enterprise of a commercial, social or religious nature.
- 3) When the telephone number is regularly advertised for business purposes.
- 4) When the place of business and residence of the customer occupy the same premises and the business use of the service is more than incidental.
- 5) In any residence location where the principal use is of a business, professional or occupational nature.
- 6) When the service is provided by the customer primarily for the use of patrons, patients, or the general public.

b. Residence Rates apply if any one or more of the following criteria are met:

- 1) In private residences, including the individual apartments of hotels, apartment buildings, boarding houses, and dormitory rooms where the service would not be classified as a business service by the regulations.

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GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

9. Application of Business and Residence Rates

b. (Continued)

2) In a residence of a person conducting business in the residence, providing the customer has other service at business rates. Where it is determined that a customer with residence service is using the service in a manner that should be classified as business service, the Company may discontinue service if the customer refuses to pay the applicable business rates.

10. Directories

- a. A telephone directory shall be regularly published for each exchange, listing the name, address (unless omission requested), and telephone number of the subscribers who can be called in that exchange except those subscribers who have a non-listed or non-published number. A copy of that directory shall be furnished each subscriber in that exchange. If the directory does not also contain such listings for all subscribers who can be called toll free from that exchange (excluding WATS), a copy of the directory or directories required for that coverage shall be furnished each subscriber upon request and without charge.
- b. If anyone requests a directory other than the one(s) provided for above, the Company may apply a charge equal to and not to exceed its actual cost of the directory plus freight, postage and \$.50.
- c. Normally telephone directories shall be revised annually, otherwise they shall be revised at least once each 15 months, except when it is known that impending service changes require re-scheduling of directory revision dates. Exemptions from these requirements may be allowed by the Commission upon application if it can be shown that it is unnecessary to revise the directory within time limit for good cause and/or due to a relatively small number of changes resulting from new listings or changed numbers and further, provided that the exchange is equipped for adequate intercept in the case of dial exchanges. The revision of directories may at times be required more often than specified to keep the directory correct and up to date.

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By Charles W. Ricker, Jr.
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Title President

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ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

10. Directories (Continued)

- d. In the event of an error in the listed number of any subscriber, and until a new directory is published, the Company shall intercept, if existing central office equipment will permit, and it is not a number presently assigned to another subscriber, all calls to the listed number and give the calling party the correct number of the called party. In the event of an error or omission in the name listing of a subscriber, such subscriber's correct name, and telephone number shall be in the files of the directory assistance operator and the correct number furnished the calling party upon request.
- e. Whenever a subscriber's telephone number is changed for any reason after a directory is published and until a new directory is issued, the Company shall intercept all calls to the former number if existing office equipment will permit, for a minimum period of 30 days, and give the calling party the new number for that subscriber, unless the subscriber requests that such referral not be made.
- f. When additions or changes to plant or records are scheduled, which will necessitate a large group of number changes, a minimum of six months' notice shall be given to all subscribers then of record and so affected even though the additions or changes may be coincident with a directory issue.

11. Alterations

The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him/her necessitate changes in the Company's facilities, and the customer agrees to pay the Company's current charges for such changes.

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Section I

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ASOTIN TELEPHONE COMPANY

Washington

GENERAL RULES AND REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

13. Customer Service – Use of

Customer telephone service, as distinguished from public and semi-public telephone service is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a public or semi-public character when the station is so located that the public-in-general or patrons of the customer may make use of the service. At such locations, however, customer service may be installed provided the instrument is so located that it is not accessible for public use.

D. DEPOSITS

The Company does not take deposits or advanced payments unless stated elsewhere in this tariff.

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Joel P. Dohmeier
Joel Dohmeier

TITLE: Vice President

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GENERAL RULES AND REGULATIONS

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Joel Dohmeier

TITLE: Vice President

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ASOTIN TELEPHONE COMPANY

Washington

GENERAL RULES AND REGULATIONS

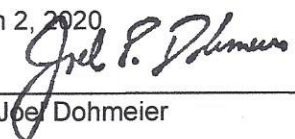
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Joe Dohmeier

EFFECTIVE: April 3, 2020

TITLE: Vice President

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Joel Dohmejer



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TITLE: Vice President

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GENERAL RULES AND REGULATIONS

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Joel Dohmeier

TITLE: Vice President

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Section I

Second Revised Sheet 18

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ASOTIN TELEPHONE COMPANY

Washington

GENERAL RULES AND REGULATIONS

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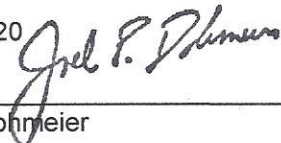
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TITLE: Vice President

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UTIL. DIV. & TEL. CO. DIV.

ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

E. OBLIGATION OF COMPANY (Continued)

1. Furnishing of Service (Continued)

- c. When a customer orders installations, move or changes which cannot be completed during scheduled working hours, he may be required to pay overtime charges. Such overtime charges will be the difference between straight time and overtime, and will be in addition to the normal installation, move or change charge. The customer must agree to this provision before such overtime work will be performed.
- d. When the construction of certain facilities is necessary for the furnishing of a service, the ownership of such facilities will be vested in the Company, even though all or part of the cost of construction is borne by the customer.
- e. The Company will determine the type of outside plant facilities to be provided for the furnishing of a service.
- f. The Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities.

2. Maintenance and Repair

- a. All costs associated with the maintenance and repair of services furnished by the Company will be borne by the Company except as specified elsewhere in this tariff.
- b. The Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or any other cause except from fire or unavoidable accidents.
- c. Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

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By Charles W. Ricker, Jr.
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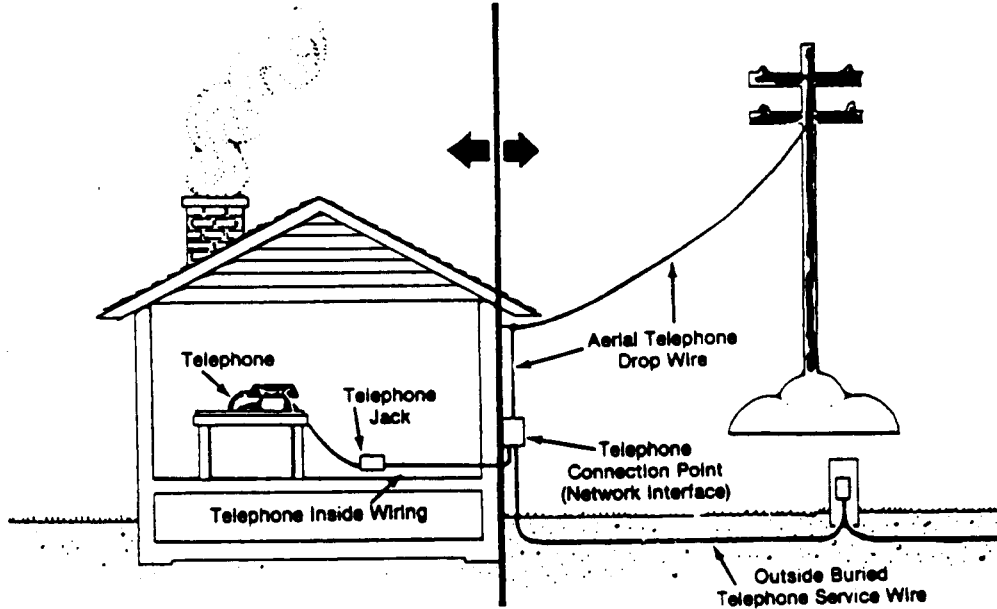
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GENERAL RULES AND REGULATIONS

E. OBLIGATION OF COMPANY (Continued)

Customer's Responsibility

Telephone Company's Responsibility



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Title President

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ASOTIN TELEPHONE COMPANY
Washington

GENERAL RULES AND REGULATIONS

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E. OBLIGATION OF COMPANY - Continued

3. Allowance for Interruptions

The Telephone Company cannot guarantee the uninterrupted working of its services and facilities. In the event of an interruption, which is not due to the negligence or willful act of the customer or force majeure, a credit in accordance with state rules will be provided at a minimum from the time the interruption is reported or detected by the company, whichever comes first.

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4. Relocation or Rearrangement of Facilities

The Company will be reimbursed for the actual costs associated with customer requests for relocation or rearrangement of facilities.

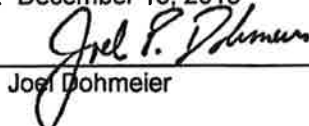
5. Liability

- a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmissions occurring in the course of furnishing a service and not caused by the negligence of the customer, shall, in no event, exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs.
- b. When the facilities of other companies are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of the other company or companies.
- c. The Company is not liable for any unavoidable damage to the customer's premises resulting from the attachment of its equipment and associated wiring on such premises, or from the installation or removal thereof.
- d. Overcharges by the Company shall be refunded to the customer in compliance with WAC 480-120-116.
- e. The Company is not liable for any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Company.

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EFFECTIVE: January 15, 2014

BY:


Joel Dohmeier

TITLE: Vice President

Sub

ASOTIN TELEPHONE COMPANY

Washington

GENERAL RULES AND REGULATIONS

APPROVED

5. Liability (Continued)

f. The Company is not liable for any of the following:

- 1) Claims for libel, slander or infringement of copyright from the material transmitted or recorded over its facilities;
- 2) Claims for infringement of patents arising from combining with or using in connection with facilities of the Company;
- 3) Apparatus and systems owned by the customer; or
- 4) All other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- 5) The Company will make best efforts unless commercially impracticable to cure any material failure to provide service caused solely by year 2000 defects in the Company hardware, software or systems. Due to the interdependence among telecommunications providers and the interrelationship with non-Company processes, equipment and systems, the Company is not responsible for failures caused by circumstances beyond its control, including, but not limited to, failures caused by: 1) the Customer; 2) other telecommunications providers; or 3) customer premises equipment. In addition, the Company does not ensure compatibility between the Company and non-Company services used by the Customer.

g. To the extent required by law or judicial precedent, this tariff shall not be construed to limit the Company's liability, if any, for its gross negligence or willful misconduct

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(N)
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(N)

F. OBLIGATION OF CUSTOMER

The customer agrees not to move, alter or molest the wiring, protection or any Company owned telephone equipment on the customers premises in any manner whatsoever, and agrees to pay all charges arising from such molestation or alterations or schedule charges of the Company for changing the location of the telephone apparatus under contract.

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(M)

(M) Text now appears on Sheet 22.1, Section I.

ISSUED: September 30, 1999
ISSUE: Asotin Telephone Company
BY: Paul Pederson
Paul Pederson

EFFECTIVE: October 30, 1999
TITLE: Vice President

ASOTIN TELEPHONE COMPANY
Washington

GENERAL RULES AND REGULATIONS

APPROVED

G. SPECIAL ASSEMBLIES OF EQUIPMENT OR SPECULATIVE PROJECTS

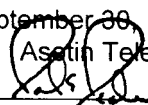
(M)

Special assemblies of equipment or speculative projects for which provision is not otherwise made in this tariff may be provided where practicable, if not detrimental to any of the services furnished by the Company.

1. The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special equipment or service provided:
 - a. Maintenance expense
 - b. Depreciation expense - including reusable and non-recoverable items
 - c. Administration expense
 - d. Taxes - including Federal Income Tax
 - e. Any other specific items of expense that may be associated with the facility provided.
 - f. A reasonable return on investment.

(M)

(M) Text previously appeared on Sheet 22, Section I.

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ISSUED BY: Asotin Telephone Company
BY: 
Paul Pederson

EFFECTIVE: October 30, 1999

TITLE: Vice President

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ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

G. SPECIAL ASSEMBLIES OF EQUIPMENT OR SPECULATIVE PROJECTS (Continued)

- 2. The estimated installation cost used in the derivation of the various expense items shall include the following:
 - a. Material
 - b. Material overhead
 - c. Installation labor
 - d. Installation labor overhead

H. COMPLAINTS AND DISPUTES

Any complaint or dispute involving the Company and a subscriber shall be treated in the following manner.

- 1. Each complaint or dispute received by the Company shall be investigated promptly as required by the particular case, and the result reported to the applicant or subscriber. When circumstances indicate the need for corrective action, such action shall be taken as soon as possible.
- 2. The Company shall ensure that personnel engaged in initial contact with a dissatisfied or complaining applicant or subscriber shall inform the applicant or subscriber that is dissatisfied with the decision or the explanation that is provided, the applicant or subscriber has the right to have that problem considered and acted upon by supervisory personnel. The applicant or subscriber shall be provided with the name or department of such supervisory personnel and a telephone number by which they may be reached.
- 3. The Company shall ensure that supervisory personnel contacted by a dissatisfied applicant or subscriber shall inform the Washington Utilities and Transportation Commission for further review of any complaint or dispute. The telephone number and address of the Commission shall also be provided.
- 4. All parties to a dispute between an applicant or subscriber and the Company shall have the right to bring before the Commission an informal complaint pursuant to the provisions of WAC 480-08-040 and/or a formal complaint pursuant to the provisions of WAC 480-08-050.
- 5. When a complaint is referred to the Company by the Commission, the Company shall, within two working days, report results of any investigation made regarding the complaint to the Commission and shall keep the Commission currently informed as to the progress made with respect to the solution of, and final disposition of, the complaint. If warranted in a particular case, the Company may request an extension of time.

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Issued By: Asotin Telephone Company

Advice No. 43

By Charles W. Ricker, Jr.
Charles W. Ricker, Jr. *CR*

Title President

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WASH. UT. & TRANS. COMM.

ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

H. COMPLAINTS AND DISPUTES (Continued)

- 6. Records - The Company shall keep a record of all complaints concerning the Company's service or rates. The record shall show at least the name and address of the complainant, the nature and date of the complaint, action taken, and the final disposition of the complaint. Such records shall be maintained in a suitable place readily available for Commission review.
- 7. All written complaints made to the Company shall be acknowledged. Correspondence and records of complaints shall be retained by the Company for a minimum period of one year.

I. NOTICES

Notices the Company may give to a customer supplied with telephone service by the Company, may be given to the customer or his authorized representative orally unless otherwise provided by these Rules and Regulations and the rules of the Washington Utilities and Transportation Commission, or by written notice, either delivered at the customer's address hereinafter described or properly deposited in any United States Post Office, postage prepaid, addressed to the customer at the address specified on the customer's application for telephone service or at such address as may subsequently be given by the customer to the Company at its local business office.

Any notice from any customer to the Company may be given orally to the Company by the customer or his authorized representative at the Company's local business office where service is rendered to the customer unless otherwise provided by these Rules and Regulations, or by written notice properly addressed and mailed to the Company.

J. ADJUSTMENT TO RATES AND CHARGES FOR RECOVERY OF EXCISE TAXES

1. General

- a. The rates and charges applicable under other schedules of this tariff do not include any portion of business, occupation, use of streets or other excise taxes levied by any municipality or other governmental body.
- b. In order for the Company to recover its costs of the above-referenced taxes without imposing the burden of that tax upon its customers outside the territorial limits of the taxing jurisdiction, amounts equivalent to such taxes where now imposed, or which may hereafter be imposed, shall be billed by the Company to its exchange customers within the territorial jurisdiction on a pro rata basis as hereinafter set forth.

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Issued By: Asotin Telephone Company

Advice No. 43

By Charles W. Ricker, Jr.
Charles W. Ricker, Jr. *MR*

Title President

ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

J. ADJUSTMENT TO RATES AND CHARGES FOR RECOVERY OF EXCISE TAXES

2. Applicability

The adjustment set forth in this Schedule shall apply to all rates and charges for exchange services and intrastate message toll telephone services applicable under other schedules of this tariff within the territorial limits of any taxing jurisdiction which has imposed or hereafter imposes any business, occupation, use of streets or other excise tax or license fee upon the right of the Company to operate or do business within the jurisdiction of the taxing entity.

3. Tax Adjustment

The rates and charges applicable under other schedules of this tariff for each customer within the territorial limits of each of the following taxing jurisdictions shall be increased on a pro rata basis by a sum equivalent to the amount of the following described taxes which the Company is required to pay for exchange services and intrastate message toll telephone services to that taxing jurisdiction, subject to the conditions set forth herein below:

(a) Taxing Jurisdiction	(b) Type of Tax	(c) Rate
Town of Asotin	Gross Receipts Tax #	6.0%

4. Conditions

- a. In taxing jurisdictions where the ordinance or similar edict creating one of the above-referenced taxes does not provide for a tax on the amounts collected for the applicable tax, the tax rate for billings will be applied in accordance with the ordinance to the rates and charges applicable under other schedules of this tariff for exchange services and intrastate message toll telephone services, as applicable, on each customers bill.
- b. In taxing jurisdiction where the ordinance or similar edict creating one of the above-referenced taxes provides for a tax on the amounts collected for the applicable tax, an effective tax rate for billing will be determined by relating the amount of tax imposed by the ordinance to revenues. The effective rate so determined will be applied to the rates and charges applicable under other schedules of this tariff for exchange services and intrastate message toll telephone service, as applicable on each customers bill.

Issued September 24, 1990

Effective November 1, 1990

Issued By: Asotin Telephone Company

Advice No. 43

By Charles W. Ricker, Jr.
Charles W. Ricker, Jr.

Title President

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COMM. UT. S. TEL. CO. 11

ASOTIN TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS

J. ADJUSTMENT TO RATES AND CHARGES FOR RECOVERY OF EXCISE TAXES
(Continued)

4. Conditions (Continued)

- c. Deductions authorized by the ordinance or similar edict creating one of the above-referenced taxes which reduce the total amount of taxes paid to the taxing jurisdiction will be made before determining the effective tax rate to be applied to each customer as set forth in Conditions a and b above.
- d. In taxing jurisdictions where the ordinance or similar edict creating one of the above-referenced taxes provides for a tax on intrastate message toll telephone services, the effective rate of tax shall apply to twenty percent (20%) of charges for sent/paid and received/collect intrastate toll messages billed to customers within such taxing jurisdiction.
- e. Where more than one tax is applicable in any one taxing jurisdiction, the pro rata percentage applicable to the rates and charges for exchange services and intrastate message toll services on each customer bill will be the pro rata portion of the sum of the effective rates of each tax applicable.
- f. In taxing jurisdictions where the ordinance or other edict creating one of the above-referenced taxes provides also for a business license fee or occupation license fee, the effective tax rate for billing will be determined by relating the amount of that fee and the tax imposed to revenues. The effective rates so determined will be applied to the rates and charges applicable under the schedules of this tariff for exchange services and intrastate message toll telephone services, as applicable, on each customers bill.

Issued September 24, 1990Effective November 1, 1990Issued By: Asotin Telephone CompanyAdvice No. 43By Charles W. Ricker, Jr.
Charles W. Ricker, Jr.Title President

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Section I
Third Revised Sheet 27
Cancels Second Revised Sheet 27

ASOTIN TELEPHONE COMPANY
Washington

GENERAL RULES AND REGULATIONS

APPROVED

Non-Sufficient Funds (NSF)

A charge will be assessed when a customer's payment for service or deposit becomes dishonored, is not valid, or is rejected.

Non-Sufficient Funds Charge

Non-Recurring Rate
\$5.00

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(M)

(M) Material previously shown on Sheet 6 of Section V

ISSUED: October 13, 2017

EFFECTIVE: November 15, 2017

BY:


Joel Dotmeier, Vice President

WN U-3

Section I

Second Revised Sheet 28

Cancels First Revised Sheet 28

ASOTIN TELEPHONE COMPANY

Washington

GENERAL RULES AND REGULATIONS

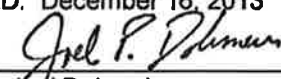
APPROVED

(D)

(D)

ISSUED: December 16, 2013

BY:


Joel Dohmeier

EFFECTIVE: January 15, 2014

TITLE: Vice President