

LOCAL EXCHANGE SERVICE  
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LOCAL EXCHANGE SERVICE

I. DESCRIPTION OF OPERATIONS

Nex-Tech, LLC (the Company) is a telecommunications provider incorporated under the laws of the State of Kansas and certified to provide Local Exchange Service pursuant to the certificate ordered by the Kansas Corporation Commission. The Company maintains its primary office of operations in Hays, Kansas.

The Company’s provision of telecommunications services described in this Guidebook shall be limited to customers within the Company’s Service Area. All rules, regulations and rates of the Company apply to all of the Company’s certified area unless otherwise specifically noted in this Guidebook.

The basic local calling areas are listed below and divided into rate groups:

<u>Service Area – Rate Group 1</u>		<u>Service Area – Rate Group 4</u>	
Almena	Norton	Alma	Lyndon
		Altamont	Melvern
<u>Service Area – Rate Group 2</u>		Baldwin	Moran
Atwood	Minneapolis	Buhler	Morrill
Bird City*	Norcatour	Burlingame	Mound Valley
Clayton*	Oberlin	Burlington	Osawatomie
Herndon	Pawnee Rock	Burrton	Oskaloosa
Hoxie	Plainville	Eskridge	Oswego
Kinsley*	Smith Center	Fredonia	Pomona
LaCrosse*	Solomon	Garnett	Powhattan
Lincoln	St. Francis	Haven	Quenemo
Mankato*	Stockton	Hiawatha	Troy
McDonald	Sublette*	Highland	Valley Falls
	Washington*	Hillsboro	Wathena
		Holton	Waverly
		Horton	Westphalia
		Kincad	White Cloud
<u>Service Area---Rate Group 3</u>		<u>Service Area—Rate Group 5</u>	
Abilene (1)	Hutchinson	Hoisington	
Belleville*(5)	Larned		
Beloit*	Liberal*	<u>Service Area---Rate Group 6</u>	
Clay Center*	Lindsborg	Junction City	
Colby	Lyons*(4)		
Concordia	McPherson		
Dodge City	Newton*(2)		
Ellsworth	Oakley*		
Emporia	Phillipsburg		
Garden City	Pratt*		
Goodland*	Salina		
Great Bend	Scandia (6)		
Hays	Scott City		
Herington (3)*	Wichita*		

\*Service is only available for businesses at this time.

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LOCAL EXCHANGE SERVICE

I. DESCRIPTION OF OPERATIONS (continued)

- (1) Abilene has EAS to Buckeye, Carlton, and Mavarre (Enterprise is not included in the EAS)
- (2) Newton has EAS to Sedgwick and Whitewater Zones.
- (3) Herington has EAS to Hope, Lost Springs, Ramona, and Woodbine
- (4) Lyons has EAS to Chase.
- (5) Belleville has EAS to Scandia
- (6) Scandia has EAS to Belleville

II. APPLICATION OF RATES

A. General

1. The rates and charges listed in this Section apply to Local Exchange Service provided by the Company in its certificated service area as specified by the Company's Certificate of Authority approved and on file with the Kansas Corporation Commission.
2. The Local Exchange Service rates and charges specified in this Section are for Basic Local Exchange Service and facilities only. Rates and charges for ancillary services and facilities are presented in other sections of this Guidebook.
3. Unless otherwise specified in this Guidebook or in a contract with the customer, the rates and charges quoted in this Section are based on a month to month basis. These rates and charges are payable in advance.
4. Local access trunks may be required for local access connections terminating in, or for use with some types of customer-provided equipment.
5. In some areas, Company, may assess an Urban Mileage Charge in addition to the local rates and any construction charges for customers outside the Base Rate Area. Company concurs in the definition of Base Rate Area as used in AT&T's Guidebook Base Rate Area Metes and Bounds.
6. Definition of Services
  - a. Flat Rate Service – Exchange service furnished for a specified sum without regard to the amount of use and allows for unlimited calling within the exchange area.
  - b. Message Rate Service – A class of exchange service, not including coin box service, for which charge is made in part on the basis of network access and in part of the basis of the number of outgoing local messages.
  - c. Multi-Line – An individual flat rate business exchange service furnished by means of two or more exchange lines terminating in apparatus which facilities pick up by associated stations. Multi-Line rate exceptions are as follows:

## LOCAL EXCHANGE SERVICE

## II. APPLICATION OF RATES (continued)

## A. General (continued)

## 6. Definition of Services (continued)

## c. Multi-Line (continued)

1. Multi-Line rates do not apply when the PBX trunk rate applies.
2. Multi-Line rates do not apply to announcement lines.
3. Multi-Line rates do not apply to secretarial answering lines terminated at a telephone answering and secretarial service. Extensions terminated at a telephone answering and secretarial service are not considered when determining whether Multi-Line rates apply.
4. Functions performed by data sets are not considered when determining whether multi-line rates apply.

d. Business Key Trunk – A communication line between two switching systems in which the equipment is utilized to provide features associated with key sets.

e. PBX Trunk – An arrangement of equipment consisting of a switchboard with operator telephone trunks to a central office and station connected with the switchboard providing the telephone intercommunication between these stations and also communication with the general exchange system.

## B. Lifeline Program

1. The Lifeline Service Program (Lifeline) is a program designed to maintain universal service by providing a reduction in the price of certain service, as determined by the FCC, to qualifying customers

## a. Federal

i. The amount of federal credit provided to eligible subscribers will be the maximum amount authorized by the FCC and will be applied to qualifying service as determined by the FCC and only available in qualifying territories.

b. In no event shall any service rate be reduced below zero as a result of applying any Lifeline credit.

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LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (continued)

B. Lifeline Program (continued)

2. Initial Eligibility, Continued Re-Certification, De-Enrollment

- a. Initial and continuing eligibility for receipt of the federal Lifeline credit shall be the programs and income levels established by the FCC and will be provided on a “one credit per residential premise or dwelling place” basis.
- b. Continued re-certification of eligibility for the receipt of the federal Lifeline credit shall be as established by the FCC in 47 C.F.R. § 54.41 O(t) and amendments thereto.
- c. De-Enrollment in the Lifeline Program shall be as established by the FCC in 47 C.F.R. § 54.405(e).
- d. Only available in qualifying territories.

II. APPLICATION OF RATES

C. Link-Up Kansas Service Connection Program

1. General. The Link-Up Kansas Service Connection Program is a federally sponsored lifeline assistance program designed to make telephone service accessible to low-income residential households who are currently not on the public switched network. Through this program the initial installation of the main access service line, will be discounted, not to exceed \$30.00 or the maximum allowed by current law. The remaining portion of those charges may, at the customers’ option, be installment billed in equal increments over a three-month period. This applies in Eligible Telecommunications Carrier communities.
2. Eligibility Requirements. Applicants must be residing on Tribal Land.

## LOCAL EXCHANGE SERVICE

## III. LOCAL EXCHANGE SERVICE RATES AND CHARGES

A.	RATE GROUP 1 (1)	<u>Residential</u>	<u>Business</u>	
	Flat Rate – One Party (2)	\$ 18.75	\$ 45.25	I
	Flat Rate – Trunk	N/A	\$ 39.60	
	Multi-Line	N/A	\$ 45.00	
	Centrex Access Line	N/A	\$ 53.55	
	Frequent Caller 200 (7)	\$ 37.05	N/A	
	No Limits calling plan (3)(4)	\$ 45.00	\$ 50.00	
B.	RATE GROUP 2 (1)			
	Flat Rate – One Party (2)	\$ 18.75	\$ 45.25	I
	Flat Rate – Trunk	N/A	\$ 39.60	
	Message Rate – One Party	N/A	\$ 24.25	
	Message Rate – Hotel Trunk	N/A	\$ 25.20	
	Multi-Line	N/A	\$ 45.00	
	Centrex Access Line	N/A	\$ 53.55	
	Frequent Caller 200 (7)	\$ 37.05	N/A	
	No Limits calling plan (3)(4)	\$ 45.00	\$ 50.00	
C.	RATE GROUP 3 (1)			
	Flat Rate – One Party (2)	\$ 18.75	\$ 45.25	I
	Flat Rate – Trunk	N/A	\$ 39.60	
	Message Rate – One Party	N/A	\$ 24.25	
	Message Rate – Hotel Trunk	N/A	\$ 25.20	
	Multi-Line	N/A	\$ 45.00	
	Centrex Access Line	N/A	\$ 53.55	
	Frequent Caller 200 (7)	\$ 37.05	N/A	
	No Limits Calling Plan (3)(4)	\$ 45.00	\$ 50.00	
D.	RATE GROUP 4 (5)(6)			
	Flat Rate – One Party (2)	\$ 20.75	\$ 31.78	I
	Key Trunk	\$ 36.57	\$ 36.57	
	PBX Trunk	N/A	\$ 45.65	
E.	RATE GROUP 5 (6)			
	Flat Rate – One Party (2)	\$ 19.05	\$ 27.47	I
	Key Trunk	\$ 31.58	\$ 31.58	
	PBX Trunk	N/A	\$ 39.42	
	Frequent Caller 200 (7)	\$ 36.55	N/A	
	No Limits Calling Plan (3)(4)	\$ 53.50	\$ 50.00	

By: Jimmy C. Todd, CEO  
Nex-Tech, LLC  
Lenora, Kansas

Effective: March 1, 2023

LOCAL EXCHANGE SERVICE

III. LOCAL EXCHANGE SERVICE RATES AND CHARGES (continued)

	<u>Residential</u>	<u>Business</u>
F. RATE GROUP 6 (5)(6)		
Flat Rate – One Party (2)	\$ 20.75	\$ 31.78
Key Trunk	\$ 40.97	\$ 40.97
PBX Trunk	N/A	\$ 51.15

G. Video Services Bundled Pricing (8)                      \$103.95

Customers subscribed to bundled services of two (2) or more services, Telephone, High-Speed Internet, or TV, prior to February 1, 2023, will continue to receive the Grand-Fathered bundle at the rate above.

H. Internet Bundled Pricing (8)

Customers subscribed to bundled services of two (2) or more services, Telephone, High-Speed Internet, or TV, prior to February 1, 2023, will continue to receive the Grand-Fathered bundle at the rate below.

Residential			Business		
Symmetrical			Symmetrical		
25 Mbps	\$ 39.01	I	25 Mbps	\$ 58.95	
100 Mbps	\$ 52.01	D, R	100 Mbps	\$ 88.95	
150 Mbps	\$ 66.01	N	150 Mbps	\$ 118.95	
300 Mbps	\$ 86.01	D, N	300 Mbps	\$ 173.95	
1 Gig	\$ 129.01	R	1 Gig	\$ 303.95	

Business Premium-Includes Wi-Fi Hotspot  
Symmetrical

100 Mbps	\$ 108.95
150 Mbps	\$ 143.95
300 Mbps	\$ 208.95
1 Gig	\$ 399.95

By: Jimmy C. Todd, CEO  
Nex-Tech, LLC  
Lenora, Kansas

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**LOCAL EXCHANGE SERVICE****III. LOCAL EXCHANGE SERVICE RATES AND CHARGES (continued)**

- (1) These are the maximum monthly rates that will be charged. Customers may be eligible for lower monthly rates depending upon the number of other services they have with Company, their volume of use and any special promotions or obsolete plan the Company may offer from time to time.
- (2) Rates for Access Line Service do not include a charge for an instrument or other customer premises equipment.
- (3) Residential No Limits calling plan includes Local Telephone Service with touchtone, Unlimited Long Distance Calls, Unlimited Local Calls, Caller ID Name and Number, Call Waiting, Call Waiting ID, Three-Way calling, Protection Plus (Protection Plus ensures inside wiring and jacks that run the phone, Internet and TV service stay in proper working condition; if Nex-Tech TV or Internet equipment stops working, it will be repaired or replaced, including TV receivers, remote controls and the wireless router provided by Nex-Tech). If the Central Office is not equipped to provide Call Waiting ID, Call Forwarding will be substituted. Voice Mail will be included where facilities are equipped. The customer must maintain the service for at least 12 months or be subject to an Early Termination Fee (ETF) of \$120. The plan includes only direct dialed calls placed within the Continental U.S. and specifically excludes all international calls, calling card calls, collect calls, directory assistance calls, and 800/900 number calls. This plan is not for commercial or data services use. To use this plan with Internet service, subscriber must be on Nex-Tech's Internet plan. Call detail is not provided on the regular No Limits monthly bills unless requested by the customer. A onetime detailed paper bill will be free of charge; however, a monthly charge of \$3.00 will be assessed if detailed bills are requested on a regular basis. Electronic call detail is available at no charge upon request by the customer. No Limits calling plan available only in Hoisington in the CenturyLink (Embarq) communities.
- (4) Business No Limits calling plan includes Local Telephone Service with Unlimited Long Distance Calls, Unlimited Local Calls, Caller ID Name and Number, Call Waiting, Call Forwarding, and Hunting. All lines must be on No Limits Plan, maximum of 10 lines per customer. The plan includes only direct dialed calls placed within the Continental U.S. and specifically excludes all international calls, calling card calls, collect calls, directory assistance calls, and 800/900 number calls. This plan is not for commercial or data services use. To use this plan with Internet service, subscriber must be on Nex-Tech's Internet plan. Call detail is not provided on the regular No Limits monthly bills unless requested by the customer. A onetime detailed paper bill will be free of charge; however, a monthly charge of \$3.00 will be assessed if detailed bills are requested on a regular basis. Electronic call detail is available at no charge upon request by the customer. No Limits calling plan available only in Hoisington in the CenturyLink (Embarq) communities.
- (5) Extended Area of Service will mirror that of CenturyLink (Embarq).
- (6) A Multi-Line in these locations is a business flat rate line with hunting.
- (7) Frequent Caller 200 includes Local Telephone service, Caller ID Name and Number, Protection Plus and 200 minutes Long distance calls.
- (8) Listed pricing reflects the maximum bundled rates; services are available only where facilities permit.

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LOCAL EXCHANGE SERVICE

IV. BUSINESS PREFERRED SAVER PLAN TERMS AND CONDITIONS (1)

A. Description

Preferred Saver Plan (PSP) is an optional bundle offering that includes business Flat Rate 1-Party service or Multi-Line service combined with Call Management Services and/or Rotary Hunt (as outlined below). Preferred Saver is available at flat monthly rates. Customers must select either a 12-month, 24-month or 36-month term.

Preferred Saver Plan allows customers to subscribe from one to up to ten business access lines at discounted flat rates using any combination of three main components: 1) Flat-Line Bundle, 2) Multi-Line Bundle and 3) Additional Lines Options. However, the primary business line must be a Flat-Line Bundle or a Multi-Line Bundle, and up to nine additional lines/additional bundles, may be added.

B. Eligibility

The bundles and additional line options contained in PSP are generally available at the monthly rates contained in the Rate Plan.

All subscribers' lines under PSP plan must have Nex-Tech as their interstate and intrastate long distance service provider.

Standard service connection and installation charges apply to install lines and/or features to establish bundles and additional lines except as noted below.

If the customer currently has its exchange service with another carrier within Nex-Tech's operating territory and wishes to establish service with Nex-Tech via the PSP offer, the applicable nonrecurring service connection, installation and conversion charges will be waived.

Existing business customers who subscribe to PSP will have applicable nonrecurring installation charges waived for any lines migrated to PSP or added at the time of subscription. In addition, applicable nonrecurring charges associated with Call Management Services and hunting required to establish PSP bundles or additional lines will be waived.

Existing PSP customers who subscribe to additional PSP bundles or additional lines will receive a waiver of the applicable installation charges for each additional bundle/line ordered and installed. Applicable nonrecurring charges associated with Call Management Services and hunting required to establish PSP bundles or additional lines will also be waived. To qualify for the waivers, customers must have at least one year remaining on their term.

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LOCAL EXCHANGE SERVICE

IV. BUSINESS PREFERRED SAVER PLAN TERMS AND CONDITIONS (1) (continued)

C. Bundles

1. Flat-Line Flex Bundle consists of the following:
  - Business Flat Rate 1-Party access line
  - Caller ID-Calling Name and Number Delivery
  - Call Waiting
  - Call Forwarding
  - Three-Way Calling
  - Call Return
2. Multi-Line Bundle consists of the following:
  - Business Multi-Line access line
  - Rotary Hunting
  - Caller ID-Calling Name and Number Delivery
  - Three-Way Calling

D. Terms and Conditions

1. Flat-Line Flex Bundle consists of the following:
  - Business Flat Rate 1-Party access line
  - Customer Selected Feature #1
  - Customer Selected Feature #2
  - Customer Selected Feature #3
  - Customer Selected Feature #4
  - Customer Selected Feature #5
2. Customers that elect the Flat-Line Flex Bundle must choose five features from the following selection of Call Management Services to establish their Flat-Line Flex Bundle:
  - Call Waiting
  - Call Forwarding
  - Remote Access to Call Forwarding
  - Three-way Calling
  - Caller ID-Calling Name and Number Delivery
  - Call Waiting ID
  - Auto Redial
  - Call Return
  - Speed Calling 30
  - Call Blocker

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LOCAL EXCHANGE SERVICE

IV. BUSINESS PREFERRED SAVER PLAN TERMS AND CONDITIONS (1) (continued)

D. Terms and Conditions (continued)

The service interactions of the individual Call Management Services in the package apply.

Flat-Line Flex Bundle is available to any business customer where at least five component services are available. The component services may be purchased individually at standard Guidebook rates.

Business customers currently subscribing to all Flat-Line Flex Bundle component services may request billing at the Flat-Line Flex Bundle price. The Flat-Line Flex Bundle is provided subject to the availability of Central Office capacity and facilities and the availability of each Call Management Service in the customer's serving Central Office.

The Flat-Line Flex Bundle is not available with ISDN, PBX, Coin, PRI, Centrex, and other non-POTS classes of services, Foreign Exchange Service, DID, Payphone Exchange Access Service, Remote Branch, and Location Routing Service.

Usage sensitive services are not available as a component of the Flat-Line Flex Bundle.

If any of the five selected components from the Flat-Line Flex Bundle are removed the remaining services will be billed at the prevailing individual feature Guidebook rate.

If the customer subscribes to more than five Call Management Services on the Flat-Line Flex Bundle list, the five features to be included in the Flat-Line Flex Bundle will be the five highest priced features based on current, stand-alone feature rates. Services purchased in excess of those purchased as components of the Flat-Line Flex Bundle will be charged at their standard Guidebook rates.

Customers must select a 12-month, 24-month or 36-month term agreement to qualify for the offer.

Customers subscribing to PSP have the option to install additional lines at discounted rates as outlined in the Rate Plan. Two types of additional lines can be selected.

LOCAL EXCHANGE SERVICE

IV. BUSINESS PREFERRED SAVER PLAN TERMS AND CONDITIONS (1) (continued)

E. Additional Lines Options

Additional Lines Options consist of the following:

Option 1

Business Flat Rate 1-Party access line  
Caller ID-Calling Name and Number Delivery

Option 2

Business Multi-Line access line  
Rotary Hunting  
Caller ID-Calling Name and Number Delivery

Minimum offer requirements are to have one Flat-Line Bundle, Multi-Line Bundle or Flat-Line Flex Bundle on the customer’s primary line for the duration of the term the customer selects. The Multi-Line Bundle requires the customer to have the Multi-Line bundle on the primary line and at least one additional line in service. Customers maintaining the minimum offer requirement may add or subtract additional lines/bundles at any time during the term. Preferred Saver customers that fail to maintain the minimum offer requirement will be subject to early termination fees (ETFs). ETFs will be as follows for each month remaining on the term:

<b>Customer Type</b>	<b>12-month</b>	<b>24-month</b>	<b>36-month</b>
Flat-Line Bundle	\$17.50	\$17.00	\$16.50
Multi-Line Bundle	\$29.50	\$28.50	\$27.50
Single-Line Flex Bundle	\$17.50	\$17.00	\$16.50

By: Jimmy C. Todd, CEO  
Nex-Tech, LLC  
Lenora, Kansas

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LOCAL EXCHANGE SERVICE

IV. BUSINESS PREFERRED SAVER PLAN TERMS AND CONDITIONS (1) (continued)

F. Rate Conditions

Termination liability charges are not applicable if, during the term period, the customer converts to another Nex-Tech local exchange plan with a term equal to or greater than the period remaining on the existing term plan.

If the term ends without a renewal agreement, rates will revert to those rates outlined in Nex-Tech's Guidebook for each service.

G. Rate Plans

Flat-Line Bundle, Multi-line Bundle and Single Line Flex Bundle Rates

Rate Group	12 Month	24 Month	36 Month
1, 2	\$31.00	\$30.00	\$29.00
3	\$35.00	\$34.00	\$33.00

Additional Lines (Option 1 and 2)

Rate Group	12 Month	24 Month	36 Month
All Rate Groups (listed above)	\$22.50	\$21.50	\$20.50

(1) Preferred Saver Plan is obsolete for business customers, except for existing installations at existing locations for existing customers for the remainder of their agreement who subscribed to the plan prior to September 1, 2008.

By: Jimmy C. Todd, CEO  
Nex-Tech, LLC  
Lenora, Kansas

Effective: July 1, 2017

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LOCAL EXCHANGE SERVICE

V. BUSINESS PREFERRED SAVER PLAN II TERMS AND CONDITIONS

A. Description

Preferred Saver Plan II (PSP II) is an optional small business package, which includes a network access line, Caller ID, four (4) customer selected Call Management Services and Hunting (optional). PSP II is available at flat monthly rates. Customers must select a month to month package rate, 12-month, 24-month or 36-month term.

PSP II allows customers to subscribe to one to thirty lines at discounted rates at a given location. Customer must select a PSP II package that includes Caller ID and the customer selected Call Management Services on their primary line to qualify for the PSP II package rates.

B. Terms and Conditions

PSP II packages are available to business customers with 1 to 30 business lines at a given location, who agree to a month to month arrangement or to a 12-month, 24-month or 36-month term agreement and commit to subscribe to network access line service, Caller ID, hunting (optional) and a flexible bundle of four (4) Call Management Services on their primary line. Prices contained in the rate plan in Section 1, V. E.

Eligible customers have two additional line options available for lines 2 – 30, listed below.

C. Additional Line Options

1. PSP II Additional Line (ADL) Option 1 includes a network access line, Caller ID and Hunting (optional). Prices are contained in the rate plan in Section 1, V. E.
2. PSP II Additional Line (ADL) Option 2 includes a network access line, Caller ID, Hunting (optional) and a flexible bundle of four (4) Call Management Services as described in the Selection List in Section 1, V. D. Prices are contained in the rate plan in Section 1, V. E.

Customers can add or subtract PSP II additional lines at any time without affecting the term agreement associated with the primary PSP II line.

PSP II packages are available only to customers that require 1 to 30 business exchange lines and are not available on FX Service, ISDN, Coin, PRI, Inmate, Hotel-Motel, 800/900, Telebranch, Location Routing Service, Payphone Exchange Access Service, WATS Access Lines, PBX, DID, Centrex, Flat Rate Trunk or Message Rate.

Only one PSP II agreement is allowed at a given location. All lines associated with an agreement must be at the same location.

LOCAL EXCHANGE SERVICE

V. BUSINESS PREFERRED SAVER PLAN II TERMS AND CONDITIONS (continued)

D. Selections

Customers must choose four (4) Call Management Services from the following list of services to establish their PSP II Primary Line Bundle and any PSP II Additional Line (ADL) Option 2 lines installed.

Selection List

Call Waiting	Three-way Calling	Call Return
Call Forwarding	Call Waiting ID	Speed Calling 30
Remote Access to Call Forwarding	Auto Redial	Call Blocker

E. Rate Plans

PSP II Primary Line Bundle (1)

Rate Group	Month to Month	12-month	24-month	36-month
1, 2	\$99.00	\$35.10	\$34.20	\$33.30
3	\$99.00	\$35.10	\$34.20	\$33.30

PSP II Additional Line Option 1 (2)

Rate Group	Month to Month	12-month	24-month	36-month
All (listed above)	\$99.00	\$27.00	\$26.10	\$25.20

PSP II Additional Line Option 2 (2)

Rate Group	Month to Month	12-month	24-month	36-month
1, 2	\$99.00	\$35.10	\$34.20	\$33.30
3	\$99.00	\$35.10	\$34.20	\$33.30

- (1) The Price for each PSP II primary line bundle is guaranteed for the duration of the term period selected by the customer.
- (2) Price is established based on term selected on primary line. Customer can add and subtract ADL options without affecting the term agreement associated with the primary PSP II line. Prices for existing PSP II ADL Option 1 and Option 2 plans will not be impacted by future price changes to those lines. Price changes will only impact new additional lines as of the effective date of the increase.

By: Jimmy C. Todd, CEO  
Nex-Tech, LLC  
Lenora, Kansas

Effective: March 1, 2019



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**LOCAL EXCHANGE SERVICE****V. BUSINESS PREFERRED SAVER PLAN II TERMS AND CONDITIONS (continued)****F. Rate Application**

If the customer subscribes to more than four (4) components on the PSP II bundle Selection List, the four (4) Call Management Services to be included in the PSP II Flex Bundle will be the four (4) highest priced features based on current, stand-alone Call Management Services rates. Services purchased in excess of those purchased as components of the PSP II Flex Bundle will be charged at the standard Guidebook rates.

Prices for the 12-month, 24-month and 36-month term agreements for the PSP II primary line are guaranteed for the duration of the term period selected by the customer. Prices for the PSP II additional line options are determined by the customer's selection on their primary line. The discounted prices for the PSP II additional lines are not guaranteed during any portion of the term period selected by the customer. Therefore, prices for the PSP II ADL Options are subject to change at any time.

The 12-month term is also available as a 12-month oral re-subscribe agreement. Under the 12-month re-subscribe option, the plan will renew for 12 month intervals. A maximum of two 12-month terms are available after the first 12-month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscribe options prior to the expiration of each 12-month term. The customer is under no obligation to re-subscribe after completion of a 12-month term period.

Eligible customers will receive a waiver of normally applicable Service Ordering and Line Connection nonrecurring charges (NRC's) associated with the establishment of local exchange access lines and, if applicable, any NRC's associated with the installation of hunting and Call Management Services that are ordered to establish PSP II primary and/or additional lines. At the expiration of a 12-month, 24-month or 36 month term, the rates will revert to the respective month to month PSP II rates contained in the Rate Plan.

**G. Termination Charges**

PSP II customers subscribed to a 12-month, 24-month or 36-month term that terminate service on their primary PSP II line prior to the end of the term period selected will be assessed termination charges of \$18.00 per month for the Primary Line for the number of months remaining on the term. Early termination fees will not be applicable if during the term a customer converts to another Company access plan under term equal to or greater than the remaining time on the original agreement. If the customer retains any of the PSP II ADL options each component will revert to standard month to month component rates.

**H. Term and Renewal**

The initial term of Service shall be as set forth in the Subscriber Agreement ("Initial Term") and shall begin on the Start of Service Date. If neither the Customer nor the Company cancels or terminates the Agreement before the end of the Initial Term or any renewal term, the agreement, unless otherwise provided in a new Subscriber Agreement, shall automatically renew for an identical term pursuant to the rates, terms and conditions contained in the Company's Guidebook at the time of automatic renewal. Unless Company or Customer has provided notice of its intent to terminate the Agreement 30 days prior to the renewal date. The Company will advise Customer in writing of the automatic renewal of the Agreement. If Customer takes no action prior to the expiration of the Agreement the Agreement will automatically renew.

## LOCAL EXCHANGE SERVICE

## VI. BUSINESS PLUS PLAN

## A. Description

Business Plus Plan is an optional business plan for customers with 1 to 5 lines that includes a network access line, touch tone, Caller ID (Calling Number and Calling Name), and Call Forwarding services.

## B. Terms and Conditions

The Business Plus plan is available for business customers with 1 to 5 business network access lines per location who agree to a 12 (2) or 24 (1) month term period and commit to subscribe to Nex-Tech long distance, a Flat Rate business access Line, Touch Tone, Caller ID (Calling Number and Calling Name), and Call Forwarding service. These business customers will be eligible for the package rate listed below in Prices, per line, for these services.

The Business Plus package is only available to customers who require 1 to 5 individual business access lines and is not available on FX service, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services. A customer may subscribe to one agreement for the Business Plus Plan at a given location. A customer may have up to 5 lines maximum per location subscribed to a Business Plus package agreement.

## C. Prices

Package Rate per Line: \$23.00 (Monthly Rate for facilities residing in Nex-Tech's switch)  
Package Rate per Line: \$37.50 (Monthly Rate for non Nex-Tech facility lines)

## D. Rate Application

Customers will receive a waiver of normally applicable service order, trip and installation nonrecurring charges (NRCs) associated with local exchange access lines, touch tone and for Call Management Services ordered at the time of initial subscription to the Business Plus package. Standard NRCs will apply to lines and Call Management Services added after the initial order.

## E. Termination Charges

Customers who elect to terminate their agreement prior to completion of the agreed to term will be assessed early termination charges amounting to \$12.50 times the number of months left on the term commitment per location regardless of the number of lines subscribed to the Business Plus package. Termination charges are not applicable if, during the term period, the customer upgrades to another local plan with a term equal to or greater than the remaining Business Plus Plan term.

## F. Term and Renewal

The initial term of Service shall be as set forth in the Subscriber Agreement ("Initial Term") and shall begin on the Start of Service Date. If neither the Customer nor the Company cancels or terminates the Agreement before the end of the Initial Term or any renewal term, the agreement, unless otherwise provided in a new Subscriber Agreement, shall automatically renew for an identical term pursuant to the rates, terms and conditions contained in the Company's Guidebook at the time of automatic renewal. Unless Company or Customer has provided notice of its intent to terminate the Agreement 30 days prior to the renewal date. If Customer takes no action prior to the expiration of the Agreement the Agreement will automatically renew.

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**LOCAL EXCHANGE SERVICE****VI. BUSINESS PLUS PLAN (continued)**

- (1) Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24-month term, or a new 12-month term that includes a re-subscription option. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph D.
- (2) Effective March 1, 2017, the 12-Month term option is Grandfathered and no longer available.

**VII. BUSINESS PLUS II (1)****A. Description**

Business Plus II is an optional business package for customers with 1 or 20 lines that includes a Business Access Line, Caller ID (Calling Number and Calling Name) and Hunting services on all lines. Basic Call Forwarding service is also included on the Primary line only.

**B. Terms and Conditions**

The Business Plus II is available for business customers with 1 to 20 business network access lines per location who agree to a 12, 24 or 36 month term period and commit to subscribe to Nex-Tech long distance, a Business Access Line, Caller ID (Calling Number and Calling Name), and Hunting. Basic Call Forwarding service is also included on the Primary line only. These business customers will be eligible for the package rate listed below in Prices, per line, for these services.

The Business Plus II is only available to customers who require 1 to 20 individual business access lines and is not available on FX Service, WATS access lines, PBX Trunks, Centrex, or Semi-Public Coin services. A customer may subscribe to only one agreement for the Business Plus II plan at a given location. A customer may have up to 20 lines maximum per location subscribed to a Business Plus II agreement.

The Business Plus II plan will automatically renew for the original selected term at the current Guidebook rate at the time of contract expiration unless the business customer notifies the company 30 days prior to expiration date.

**C. Prices**

Plan Rate per Access Line on a 12-month term commitment: \$25.50 (Monthly Rate)  
Plan Rate per Access Line on a 24-month term commitment: \$24.50 (Monthly Rate)  
Plan Rate per Access Line on a 36-month term commitment: \$23.50 (Monthly Rate)

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LOCAL EXCHANGE SERVICE

VII. BUSINESS PLUS II (continued) (1)

D. Rate Application

Customers will receive a waiver of normally applicable service order, trip and installation nonrecurring charges (NRCs) associated with Local Exchange Access Lines and for Call Management Services ordered at the time of initial subscription to a Business Plus II. Standard NRCs will apply to Lines and Call Management Services added after the initial order.

E. Termination Charges

Customers who elect to terminate their agreement prior to completion of the agreed to term will be assessed early termination charges amounting to \$18.00 times the number of months left on the term commitment per location regardless of the number of lines subscribed to the Business Plus II. Termination charges are not applicable if, during the term period, the customer upgrades to another Nex-Tech local plan with a term equal to or greater than the remaining Business Plus II term, goes out of business or moves out of Nex-Tech's service area.

F. Service Quality

In the event the Services provided hereunder fail to meet Customer's satisfaction, Customer shall provide notice either via phone or written of such deficiency to Nex-Tech. Nex-Tech will then have thirty (30) days after the receipt of such notice to cure any deficiencies in the Service. If Nex-Tech does not correct the Service to the satisfaction of Customer within the thirty (30) day cure period, Customer may terminate this Agreement and all Services without penalty, by providing Nex-Tech with ten (10) days notice via phone or written thereafter.

G. Term and Renewal

The initial term of Service shall be as set forth in the Subscriber Agreement ("Initial Term") and shall begin on the Start of Service Date. If neither the Customer nor the Company cancels or terminates the Agreement before the end of the Initial Term or any renewal term, the agreement, unless otherwise provided in a new Subscriber Agreement, shall automatically renew for an identical term pursuant to the rates, terms and conditions contained in the Company's Guidebook at the time of automatic renewal. Unless Company or Customer has provided notice of its intent to terminate the Agreement 30 days prior to the renewal date. If Customer takes no action prior to the expiration of the Agreement the Agreement will automatically renew.

(1) Available only in Almena, Hays, Hoxie, Norcatur, Norton, Plainville, Phillipsburg, Smith Center, Stockton, Salina and Great Bend where facilities are available.

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LOCAL EXCHANGE SERVICE

VIII. BUSINESS UNLIMITED LONG DISTANCE

A. Definition

Business Unlimited Long Distance is an optional calling plan offered to business customers at a flat rate per month charge for all direct dialed calls within the continental United States, 24 hours a day, 7 days a week from the customer's location. Subscribers to each Business Unlimited Long Distance plan are billed a monthly recurring charge per line.

B. Regulations

Business Unlimited Long Distance is available only on a single BTN (Billing Telephone Number) account per customer business service location and all working telephone numbers at the service location must be on the same BTN account.

Only accounts with one (1) to ten (10) lines are eligible for Business Unlimited Long Distance and all lines on the account will be billed the monthly recurring rate.

Operator handled, assisted calls and calling card calls are not included in this plan.

If the business customer uses this service for non-standard purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, Internet connections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard use of this service, the Company may move the Customer to its currently designated business default long distance calling plan.

C. Minimum Period

The minimum period of service is twelve (12) months.

D. Termination Liability

If the customer terminates Business Unlimited Long Distance prior to completion of the minimum period, the customer shall be charged an early termination fee of 50% of the monthly recurring charge multiplied by the number of months remaining to complete the term.

E. Pricing

Business customers subscribing to Business Unlimited Long Distance will be charged \$20 per line in addition to their Local Service charge, for all lines with a maximum of 10 lines.

F. Availability

Business Unlimited Long Distance is available in Rate Groups: 1, 2 and 3.

## LOCAL EXCHANGE SERVICE

## IX. COMMON SWITCHING

## A. Description

Provides common switching functionality of local switching services to service providers. This service does not include transport and termination. The provider is billed a rate of \$.0075 per access minute for this service. The billing for Common Switching service will not include individual call detail.

SERVICE CHARGES

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## SERVICE CHARGES

### I. GENERAL RULES

- A. Service Ordering Charges are in addition to all other rates and charges that may be applicable for services provided by the Company. Service Ordering Charges apply in addition to install and construction charges incurred because of unusual costs encountered in the provision of service. Service Ordering Charges are non-recurring.
- B. All registered terminal equipment and systems and inside wire may be directly connected to the telecommunications network as specified in, or authorized by, the Registration Program in Part 68 of the Federal Communications Commission's (FCC) Regulations.
- C. Changes in the locations of existing services to different premises, or to additional points of termination or to points outside the customer's premises are considered a Move of Access Lines for purposes of this Section.
- D. The Service Ordering Charges described in this Section are not applicable for:
  - 1. Normal maintenance and repair of the Company's equipment and service; and
  - 2. Connection of telephone sets or other terminal equipment when no line connection or central office access work is required.

### II. APPLICATION OF CHARGES

- A. Service Ordering
  - 1. Install Service – Install service charge is a nonrecurring charge applicable when a customer request to establish service on a new or existing account for which a separate access line is established.
  - 2. Move Access Line – All changes in location of a customer's equipment or service from one premise to another within or between exchanges of the Company are treated as a "move of main service," and the rate set forth in the Guidebook applies.
    - a. Service Ordering Charge for a residence move within a licensed "Nursing Facility and within licensed hospital facility that provides long term care shall be waived.
    - b. Residents of a Nursing facility may move telephone service from one location to another on the same premises or within a facility at the same address without incurring the Move Access Line charge for a residence move.
    - c. This discount does not apply to:
      - i. initial installation of service;
      - ii. moves of service outside the full care facility, townhomes or apartments;
      - iii. when resident moves to a different care facility;
      - iv. moves for patients occupying swing beds.



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SERVICE CHARGES

II. APPLICATION OF CHARGES (continued)

A. Service Ordering (continued)

3. Telephone Number Change – A charge will be assessed for each change in telephone number.
4. Feature Change – A charge shall be assessed to add or change a feature.
5. Set-up or Change Hunt Groups – A charge to establish or change from one type of hunt group to another or to re-arrange the hunting sequence per access line. (Hunting definition is found in Section 3, III)
6. Class of Service – A charge is applicable when a customer changes from a business service to a residential service or vice versa.

B. Termination – When a customer cancels an order for service prior to the establishment of service, a termination charge may be applicable. The Termination Charge shall equal the costs incurred by the Company in designing, engineering, ordering and providing the service less disposal value.

C. On Premise Labor – A charge will be assessed for On Premise Labor. The specific rates and charges for these activities are set forth in Section 2, III.C and Section 2, IV.C. For the purpose of Section 2, “Basic Time”, “Overtime”, and “Premium Time” are defined as follows:

1. Basic Time – Work related efforts performed during a normal business day, 8:00 a.m. -5:00 p.m., Monday through Friday.
2. Overtime – Work related efforts performed outside of a normal business day (Monday through Friday), and on Saturdays.
3. Premium Time – Work related efforts performed on Sundays and /or holidays (i.e. New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day).

D. Returned Check – A charge will be made for each returned check or moneys not honored by a bank or depository.

E. Late Payment – A penalty may be assessed on delinquent payments not previously assessed a late fee.

F. PIC Change

1. IntraLATA Primary Interexchange Carrier (LPIC) Request

A customer’s initial IntraLATA Primary Interexchange Carrier (LPIC) request, made prior to implementation, shall be made at no charge. Thereafter, the Company will charge the customer an IntraLATA PIC Change Charge each time the customer requests a change in their intraLATA PIC.

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SERVICE CHARGES

II. APPLICATION OF CHARGES (continued)

F. PIC Change (continued)

1. IntraLATA Primary Interexchange Carrier (LPIC) Request (continued)

If the customer request changes to both PIC and LPIC simultaneously, they will be charged for a PIC change charge and ½ that charge for the LPIC change.

2. InterLATA Primary Interexchange Carrier (PIC) Request

A customer's initial InterLATA Primary Interexchange Carrier (PIC) request shall be made at no charge. Thereafter, the Company will charge the customer an InterLATA PIC Change Charge each time the customer requests a change in their interLATA PIC.

G. Directory Services – There will be a charge to order or change a directory listing.

H. Service Transfer – There will be a per line charge for transferring service from the name of one person or entity to another within the same residence or business.

I. Reconnection – Each time a local exchange access line is suspended; there will be a charge for restoring service after suspension by Company. In addition to this charge, customer will be required to pay all charges due. This charge applies only for the restoral of suspended service. Company will restore service when the cause of suspension has been eliminated, applicable charges have been paid or satisfactory credit arrangements have been made. Every reasonable effort will be made to restore service on the restoration date requested.

## SERVICE CHARGES

## III. SCHEDULE OF CHARGES FOR RATE GROUP 1

A.	Service Ordering Charges	<u>Residential</u>	<u>Business</u>
1.	Install Service Charge	\$ 40.00	\$ 40.00
2.	Move Access Line Charge	\$ 40.00	\$ 40.00
3.	Telephone Number Change Charge	\$ 20.00	\$ 20.00
4.	Feature Change Charge (per Line)	\$ 20.00	\$ 20.00
5.	Set-up or Change Hunt Group Charge	\$ 20.00	\$ 20.00
6.	Class of Service Change Charge (per Line)		
	a. Residential to Business		\$ 20.00
	b. Business to Residential	\$ 20.00	
B.	Termination Charge	Cost Based	Cost Based
C.	On Premise Labor Charge		
1.	Basic Time, normally scheduled working hours per technician, per half hour increment	\$ 65.00	\$ 65.00
2.	Overtime, outside of normally scheduled working hours, per technician, per half hour increment	\$ 97.50	\$ 97.50
3.	Premium time, outside of scheduled work day, per technician, per half hour increment	\$130.00	\$130.00
D.	Returned Check Charge	\$ 20.00	\$ 20.00
E.	Late Payment Charge	1.5%	1.5%
F.	PIC Change Charge (per requested change):		
	IntraLATA	\$ 5.50	\$ 5.50
	InterLATA	\$ 5.50	\$ 5.50
	InterLATA (done simultaneously with an IntraLATA change)	\$ 2.75	\$ 2.75
G.	Directory Services Charge (Ordered or Changed Listing)	\$ 10.00	\$ 10.00
H.	Service Transfer Charge	\$ 10.00	\$ 10.00
I.	Reconnection Charge	\$ 20.00	\$ 20.00

SERVICE CHARGES

IV. SCHEDULE OF CHARGES FOR RATE GROUPS 2-6

		<u>Residential</u>	<u>Business</u>
A.	Service Ordering Charges		
	1. Install Service Charge	\$ 40.00	\$ 40.00
	2. Move Access Line Charge	\$ 40.00	\$ 40.00
	3. Telephone Number Change Charge	\$ 20.00	\$ 20.00
	4. Feature Change Charge (per Line)	\$ 20.00	\$ 20.00
	5. Set-up or Change Hunt Group Charge	\$ 20.00	\$ 20.00
	6. Class of Service Change Charge (per Line)		
	a. Residential to Business		\$20.00
	b. Business to Residential	\$ 20.00	
B.	Termination Charge	Cost Based	Cost Based
C.	On Premise Labor Charge		
	1. Basic Time, normally scheduled working hours per technician, per half hour increment	\$ 65.00	\$ 65.00
	2. Overtime, outside of normally scheduled working hours, per technician, per half hour increment	\$ 97.50	\$ 97.50
	3. Premium time, outside of scheduled work day, per technician, per half hour increment	\$130.00	\$130.00
D.	Returned Check Charge	\$ 20.00	\$ 20.00
E.	Late Payment Charge	1.5%	1.5%
F.	PIC Change Charge (per requested change):		
	IntraLATA	\$ 5.50	\$ 5.50
	InterLATA	\$ 5.50	\$ 5.50
	InterLATA (done simultaneously with an IntraLATA change)	\$ 2.75	\$ 2.75
G.	Directory Services Charge (Ordered or Changed Listing)	\$ 11.25	\$ 19.00
H.	Service Transfer Charge	\$ 10.00	\$ 10.00
I.	Reconnection Charge	\$ 20.00	\$ 20.00

## CALLING AND DIRECTORY SERVICES

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CALLING AND DIRECTORY SERVICES

I. LISTINGS

A. General Rules

1. The rates and regulations for directory listings in this section apply only to the alphabetical directory containing the regular alphabetical list of names of customers.
2. The alphabetical list of names of customers is for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use customers' service.
3. The Company limits the length of any listing in the directory by the use of abbreviations when in the opinion of the Company the clearness of the listing or the identification of the customer is not impaired thereby.
4. Listings must conform to the Company's practices with respect to its directories which may include white page enhanced listings.
5. Listings are regularly provided in connection with all classes of exchange service, unless the customer subscribes to non-published or non-listed service.
6. The contract period for directory listings, including extra listings, where the listing actually appears in the directory, is the directory period.
7. The Company will not be liable for damages arising out of errors or omissions in the makeup or printing of listings in the Helpful Numbers List where the listing is without charge and included for the purpose of assisting calling parties to place telephone calls.
8. Unless otherwise specified, a directory listing order or change will incur a service ordering charge each time, as specified in Section 2, III.G and Section 2, IV.G of this Guidebook.

B. Primary Listings

One plain listing (without "Residential Listing Features" as described in this Section) shall be provided for each separate customer line subject to the following:

1. Primary listing must be the actual name of customer to whom service is rendered or:
  - a. In the case of residence service, the name of a member of customer's family or household. Also, a dual name primary listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names. This listing is comprised of a surname, two first names, address and telephone number.
  - b. A customer with residence service may request that part or all of the address information which would otherwise be listed in the directory be deleted by Company. Such deletion will be continued in successive directories without further request by the customer until the customer requests publication of part or all of the deleted address information in the directory.

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CALLING AND DIRECTORY SERVICES

I. LISTINGS (continued)

B. Primary Listings (continued)

- c. In the case of a business enterprise, the name of the business or of a member, officer, employee or representative thereof, or the name of another business, which the customer owns, controls or represents, may be included in the Primary Listing.
  - d. When a business enterprise is represented in the community by a division, branch, or department of the business, the primary listing may include the name of the division, branch or department.
  - e. No name, whether actual or assumed, or phrase will be listed which in the opinion of the Company is likely to mislead or deceive the public.
2. When two or more access lines or trunks are hunting, the first number is considered the primary listing. When two or more access lines are not hunting, a primary listing may be made for each line.

C. Extra Listings

1. Regular

- a. Business – Business extra listings may be the names of partners or members of the firm; if the customer is a partnership or firm, the names of officers of the corporation, if the customer is a corporation, and, for any business establishment, the names of associates or employees of the customer. Business extra listings may be the bona fide names of firms or corporations which the customer owns or controls or is duly authorized to represent. Business extra listings must meet the qualifications for primary listings. When the customer is engaged in furnishing service of a secretarial nature, extra listings of individuals, firms or corporations using this service will be furnished only as set forth in Secretarial Listings described in Section 3, I.C.3.

Extra listings of business names are not offered for purchase in the individual name section of an alphabetical directory published in separate sections for individuals and businesses.

When a business service is provisioned to a residential location, a dual name extra listing may be provided for two persons who reside at the same address. This listing must meet the same requirements as the residence dual name listing described above within primary listings.

- b. Residential – Residential extra listings may be the names of members of the customer's family or of other persons residing in the customer's household. Also, a dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two names. This listing is composed of a surname, two first names, address and telephone number, as provided in the primary listings section of this Guidebook.

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CALLING AND DIRECTORY SERVICES

I. LISTINGS (continued)

C. Extra Listings (continued)

1. Regular (continued)

- c. Either business or residence extra listings may be nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names when, in the opinion of the Company, are necessary for the proper identification of the customer.
- d. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing using the telephone number of the primary listing may be permitted under any address at which an extension or private branch exchange station of the customer is installed provided it is installed on premises of the customer.
- e. Extra listing charges date from the time the listing is posted on the information records. Information records are posted at the time application for the listing is made or at the date of issue of the directory, as the customer may desire.

2. Alternate or Night Number Listings

- a. Listing of an alternate telephone number to be called in case no answer is received at the primary call number or indicating an alternate telephone number to be called during certain periods or under certain circumstances in preference to the primary call number is permitted for customers to all classes of service. A phrase necessary to direct the method of calling and giving the number to call may be provided as an alternate listing.
- b. The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case, the consent of the customer to the alternately listed service must be obtained for the alternate listing.
- c. When a customer has an extension line terminating in equipment located at a telephone answering bureau or another premises of the customer to enable the telephone to be answered at all times, or when the customer contracts for automatic answering and recording service, the telephone number of the primary or extra listing may be used as the alternate number with a directive note, "Telephone answered 24 hours" or other wording, showing that the telephone is answered at all times.



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CALLING AND DIRECTORY SERVICES

I. LISTINGS (continued)

C. Extra Listings (continued)

3. Secretarial – A customer engaged in furnishing service of a secretarial nature may contract for telephone secretarial listings for the benefit of patrons under the following circumstances:
  - a. No physical telephone facilities shall be provided for the use of such patrons or tenants, other than pay telephone service.
  - b. The customer subscribing for the secretarial listings is not to permit the use of his telephone service by such patrons.
  - c. Secretarial listings will be accepted only upon written authorization to the Company from the patron to be listed.
4. Additional
  - a. Where a customer is served by two or more lines arranged for a hunting operation, additional listings may be provided on any of the lines in the group at the monthly rate provided in Section 3, I.G.1 or Section 3, I.H.1 for each additional line listed.
  - b. Not applicable to customer-provided switching systems or multi-line hunt groups.
  - c. This service is based upon the operating limitations of the serving equipment.
5. Extra Lines
  - a. Extra line material may be provided in the alphabetical directory when, in the opinion of Company, it facilitates the use of telephone service. Ordinarily, an extra line will be provided only when a customer has more than one listed telephone.
  - b. An extra line consists of five words or any fraction thereof. When a customer needs more than five words to properly direct calls, arrangements may be made for two or more extra lines. If customer requests separate lines consisting of less than five words, the extra listing charge applies to each line. If two items of supplemental address information appear on the same line, two extra listing charges apply.
6. Foreign Listings
  - a. Foreign listings are listings in the alphabetical list of an exchange other than the exchange in which the listed service is furnished.
  - b. One foreign listing will be provided, at no charge, for each Common Line 800 Number in addition to the customer's primary listing.

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CALLING AND DIRECTORY SERVICES

I. LISTINGS (continued)

C. Extra Listings (continued)

7. Cross Reference Listing

- a. Cross Reference Listings, i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangements of names, are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer and are not desired to secure a preferential position in the directory or for advertising purposes.

8. Vanity Listing

- a. Description – Vanity Telephone Number Listings allow a customer to request a specific telephone number (last four digits only) which may have special meaning to the customer. The requested telephone number must be an available number in the customer's normal serving Wire Center, Foreign Exchange, or Foreign Central Office.
- b. Regulations
1. The Company reserves the right to reject a Vanity Telephone Number listing when, in its sole judgment, such listing is objectionable or would tend to delay or impede the use of the directory.
  2. Vanity Telephone Number Listings may be established in association with the initial establishment of a service, the relocation of an existing service, or a customer-requested change of an existing telephone number. Service Ordering Charges in Section 2 shall also apply. If the customer elects to take Foreign Exchange or Foreign Central Office Services, the charges and regulations listed in other Sections of this Guidebook shall also apply.
  3. Prior to establishing a Vanity Telephone Listing, the Company reserves the right to require, when necessary in its sole judgment, satisfactory evidence from the customer that the customer is authorized to use any trade name, business name, or any other name or term, requested by the customer, which is copyrighted or otherwise reserved.
  4. Provisioning of a Vanity Telephone Listing is based upon the current availability of that telephone number. The Telephone Company reserves the right to exclude certain numbers or blocks of numbers from assignment and will be the sole judge in determining the availability criteria. No customer waiting lists will be maintained. The Company reserves the right to reject any listing or number, which in its sole discretion, may be considered objectionable. The Company retains ownership of the numbers reserving the right to change the telephone number or numbers as the need of the business may require.

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CALLING AND DIRECTORY SERVICES

I. LISTINGS (continued)

C. Extra Listings (continued)

8. Vanity Listing (continued)

b. Regulations (continued)

5. The Company will not be a party to any controversy or conflict between customers as a result of the Vanity Telephone Number.
6. The customer shall have no property right in the Vanity Telephone Number, and the number shall remain the property of the Company. The Company reserves the right to change the Vanity Telephone Number in its sole discretion. The Company is not liable for any kind of monetary or damage claims due to errors, omissions, or customer problems associated with this service.
7. Up to three (3) numbers, in order of preference, may be requested at one time. A nonrecurring charge will apply for each request, up to three (3) numbers, requested by the customer, whether the search is successful or the Vanity Telephone Number is accepted or not.
8. Vanity Telephone Number(s) may be listed in the Telephone Company directories white pages at the rates provided in Section 3, I.G.1 and Section 3, I.H.1. Customers wanting the Vanity Telephone Number and the numeric telephone number listed will be charged the Additional Listing charge in addition to the applicable nonrecurring rates. The numerical listing of the number shall immediately follow the alpha listing in the directory. Only the numerical listing shall be available from Directory Assistance.
9. Where available, a customer may request to have the assigned telephone numbers listed in the directory using upper case alpha and/or numeric characters in lieu of standard numeric characters. Use of Vanity Telephone Numbers is not exclusive to any single subscriber. The letters "Q" and "Z" are not available nor may the "#" or "\*" symbols be used with this service. The digit "0" or "1" may not be used to represent the letters "O" or "I" respectively in a Vanity Telephone Number Listing.
10. Vanity Telephone Number Listings are accepted for a minimum chargeable period of life of the directory issue in which the listing first appears. Listings for subsequent directory issues will be automatically renewed unless customers notify the Company in writing that they wish to discontinue this service. The minimum chargeable period will not apply when the customer disconnects service.

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**CALLING AND DIRECTORY SERVICES****I. LISTINGS (continued)****D. Non-published Service**

1. A listing is non-published when a customer requests that no listing be placed in the directory assistance records. This arrangement is provided only under the terms of a special agreement whereby the customer agrees to hold the Company harmless from any damages which might result because of the non-published listing and to absolve the Company from any responsibility for the failure of the customer to receive telephone calls because of the non-published listing.
2. The Company is not liable for damages arising from the publishing of a telephone number that is non-published in a telephone directory, refusing to disclose a non-published telephone number upon request or disclosing the telephone number of any person. If such numbers should be published in a telephone directory, the Company's liability is limited to a refund of the monthly charges applicable for non-published service.
3. A customer residing in a 911 service district forfeits the privacy afforded by non-published and/or non-listed telephone service to the extent that the customer's name, telephone number, and address associated with the customer's service location are furnished to the 911 service administrator, 911 public safety answering point (PSAP) or 911 service databases.
4. When a call is placed from a telephone number associated with a non-published listing, the number/name may be disclosed if the called party has equipment to display the calling number/name. Customers may prevent the display of the calling number/name by activating Caller ID Blocking. Caller ID Blocking is available, at no charge, in areas where Caller ID disclosure is possible.

**E. Non-listed Service**

A listing is non-listed when the number does not appear in a directory, but may be obtained from the directory assistance operator. This arrangement is provided only under the terms of a special agreement whereby the customer agrees to hold the Company harmless from any damages which might result because of the non-listed service and to absolve the Company from any responsibility for the failure of the customer to receive telephone calls because of the non-listed service.

**F. Special Residential Listing Features – These special listing features are only available for residential customers.**

1. **Family Member Listing** – This listing allows a customer to print the first name or nickname of family members within a customized space. Listings are available to the number of letters available on two lines and may not include profane or obscene language
2. **Bold/Script Listing** – A directory listing produced in script or bold print. When combined with another Guidebook listing, both rates apply. No listing may combine both bold and script print.

CALLING AND DIRECTORY SERVICES

I. LISTINGS (continued)

F. Special Residential Listing Features (Continued)

3. Logo Listing – Customer may add a logo to a listing and enclose it within a boxed frame. The Logos selected must be approved by the Company and comply with licensing requirements. Only one logo per listing is available. They may be combined with signature or line of distinction features, but not the family space feature. This feature will not be available to directory assistance operators.
  
4. Custom Line Listing – Allows customer to add a customized line of extra information to a listing in order to further describe the customer. The extra line must not exceed 34 characters (including spaces), and must be approved by the Company and cannot guarantee it will be approved prior to directory release. It may not contain profane or obscene language. The extra line will appear in italicized type directly below the associated alphabetical listing and above the listed address and telephone number. This feature may be combined with the logo or signature features, but not the family space feature. This information is only printed and not available to directory assistance operators. Additional lines may be purchased (up to a maximum of eight) for each alphabetical listing. If the customer asks for separate lines of less than 34 characters each, it will be counted as an additional line of distinction.

This feature is not intended to replace the extra lines listing described in Section 3, I.G.1 and Section 3, I.H.1. Supplemental address information or phrase required to properly direct calls (like “Call after 5:00”) may be included in the directory by purchasing extra lines listing.

G. Rates Groups 1, 2 and 3

1. Rates (1)(2)	Residential	Business
Primary Listing (first one)		
Extra Listings:		
Regular	\$ 1.75	\$ 2.50
Alternate/Night	\$ 2.50	\$ 2.50
Secretarial	\$ 2.00	\$ 2.00
Additional	\$ 2.50	\$ 2.50
Extra Lines	\$ 2.00	\$ 2.50
Foreign Listings	\$ 3.00	\$ 3.00
Non-published Service (per Line)	\$ 4.90	\$ 4.90
Non-listed Service (per Line)	\$ 3.50	\$ 3.50
Non-listed Additional	\$ 3.50	\$ 3.50
Special Residential Listing Features:		
Family Member Listing	\$ 7.00	N/A
Bold Listing	\$ 3.00	N/A
Script Listing	\$ 3.00	N/A
Custom Line Listing	\$ 2.50	N/A
Logo Listing	\$ 5.00	N/A
Logo Listing with Bold Listing, Script Listing or Custom Line Listing	\$ 7.00	N/A

CALLING AND DIRECTORY SERVICES

I. LISTINGS (continued)

G. Rates Groups 1, 2 and 3 (continued)

Special Residential Listing Features: (Continued)

Logo Listing with Bold Listing, Script Listing and Custom Line Listing	\$ 8.50	N/A
Custom Line Listing with a Bold or Script Listing	\$ 4.50	N/A

H. Rate Groups 4, 5 & 6

1. Rates (1)(2)

Primary Listing (first one)	\$ 0.00	\$ 0.00
Extra Listings:		
Alternate/Night	\$ 4.00	\$ 4.00
Regular Extra Listing	\$ 4.00	\$ 4.00
Extra Lines	\$ 4.00	\$ 4.00
Foreign Listings	\$ 4.00	\$ 4.00
Cross Reference Listing	\$ 4.00	\$ 4.00
Vanity Telephone Number Listing	\$ 3.50	\$ 5.50
Vanity Listing (searching up to 3 numbers)	\$20.00	\$30.00
Non-published Service (per Line)	\$ 4.00	\$ 4.00
Non-listed Service (per Line)	\$ 4.00	\$ 4.00
Non-listed Additional	\$ 4.00	\$ 4.00

- (1) These are the maximum monthly rates that will be charged. Customers may receive additional discounts depending upon the number of other services they have with the Company, their volume of use and any special promotions the Company may offer from time to time.
- (2) These charges are in addition to the service ordering charges as established in Section 2 of this Guidebook.

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CALLING AND DIRECTORY SERVICES

II. CUSTOM CALLING/CLASS SERVICES

A. General

1. Account Codes – Allows subscriber to correlate outgoing calls with a numerical account code for calls to Local, International, Operator, Long Distance or a combination of these.
2. Anonymous Call Rejection – Allows customers to automatically reject calls that have been marked anonymous by the calling party. When this service is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated. Not available to numbers residing in the AT&T switch.
3. Automatic Busy Redial – Automatically redials a busy number for up to 30 minutes beginning with customer's activation of this service. A distinctive ring will notify the customer when the call can be completed.
4. Automatic Call Return (Automatic Recall) – Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, the Company's equipment will keep trying to call the number for a maximum of 30 minutes beginning with the customer's activation of the service, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.
5. Call Forwarding – Automatically routes incoming calls to a designated answering point selected by customer, regardless of whether the user's station is idle or busy. Customer may change the designated answering point using the telephone keypad. Customer is responsible for paying the charges (e.g., toll) for routing from the number called to the number to which it is forwarded. The transmission may not meet the normal standards depending on the distance and routing necessary.
6. Call Forwarding/Busy – Allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number within the exchange or on the long distance telecommunications network. The customer is responsible for paying the charges (e.g., toll) for routing from the number called to the number to which it is forwarded. The transmission may not meet the normal standards depending on the distance and routing necessary.
7. Call Forwarding/Don't Answer – Allows incoming calls which are not answered after a predetermined number of rings to be automatically forwarded to a pre-designated telephone number within the exchange or on the long distance telecommunications network. The customer is responsible for paying the charges (e.g., toll) for routing from the number called to the number to which it is forwarded. The transmission may not meet the normal standards depending on the distance and routing necessary.
8. Call Forwarding/Busy/Don't Answer – Allows customer to combine features of Call Forwarding/Busy and Call Forwarding/Don't Answer.
9. Call Trace – Enables the customer to initiate a trace of the last incoming call by dialing an activation code before receiving another call. If a trace is successful, the Company's equipment will record the incoming call detail (not the conversation). The call detail may be provided only to law enforcement authorities upon proper request. The results of the trace will not be provided to

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CALLING AND DIRECTORY SERVICES

II. CUSTOM CALLING/CLASS SERVICES (continued)

A. General (continued)

9. Call Trace (continued)

the customer directly. For further action to be taken, the customer can contact the Company via the telephone number provided in the Call Trace Announcement.

At its sole option, the Company will set up a tracing arrangement at no charge to the customer when in the judgment of the Company, the unwanted call(s) present a serious threat of bodily harm or destruction of property and Call Trace is not available or is not otherwise a suitable solution. In such situations, the Company, not the customer, will perform the entire call trace function.

10. Call Transfer Disconnect – Enables business customers to add on another line to an established call creating a three-way call. The Call Transfer Disconnect subscriber may disconnect from the three-way call and allow the other two parties to continue talking, thereby freeing their line for the purpose of originating another call. Availability will be restricted and unavailable to Residential Customers, Foreign Serving Office and Foreign Exchange Service. This feature cannot be used to expand a calling scope and is, therefore, not available to customers subscribing to an optional flat rate local, toll or expanded calling plan.

These customers will be restricted from making international calls due to toll fraud concerns; however, they may contact the business office and request to make international calls. Upon an approved request, international calls will be allowed if service has been established for at least 3 months and their bill has been current.

Call Transfer Disconnect customers are responsible for any toll or other charges associated with calls they originate and may not resell the service.

11. Call Waiting – Alerts a customer who is using their telephone that another caller is trying to reach them.

12. Call Waiting ID – When a person is already speaking on the telephone and receives another phone call. Call Waiting ID service will allow for the display of the name and/or number of the new caller on the Customer's CPE. This service allows the customer to decide if he wants to answer the new incoming call.

Call Waiting ID is offered subject to the following limitations:

- a. Customers must also subscribe to Call Waiting and Caller ID Name and Number.
- b. Customers are responsible for furnishing their own compatible CPE, which should include the Caller ID capability necessary to display the calling party's name and/or number.
- c. Available only where central office facilities permit.



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CALLING AND DIRECTORY SERVICES

II. CUSTOM CALLING/CLASS SERVICES (continued)

A. General (continued)

13. Caller ID – Caller ID assists the customer in the management of incoming calls. It identifies the caller's name and/or number and time of call. Caller ID is the category of services, which assists customers in the management of incoming calls.
- a. Calling Name Delivery – Enables the terminating customer to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. Calling Name Delivery customers must provide and connect their own compatible customer premises equipment to process the Calling Name Delivery transmission. Calling Name Delivery is available as a single feature to subscribers, who have subscribed prior to February 1, 2012. It will no longer be available as a single feature after February 2012.
- b. Calling Number Delivery – Allows the transmission of Calling Party Number (CPN) to the customer's access line. When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring. Calling Number Delivery subscribers must provide and connect their own compatible customer premises equipment to process the CPN transmission.

Service Interactions:

1. Calling name and/or number will not be displayed if the called party is off-hook.
2. Calling name and/or number will not be displayed if the called party answers during the first ring interval.
3. Calling name and/or number are not available with distinctive ringing services having a silent interval length insufficient for name and/or number transmission.
4. Identification of specific stations or extensions served by a PBX is not possible. The main directory number of the PBX will be displayed.
5. Calling name and/or number cannot be identified or transmitted for calls made on a multi-party line. The called party will receive an "unavailable" indicator.
6. Calling name and/or number will be displayed for calls made from another central office only if it is linked by appropriate facilities.
7. Calling name and/or number will not be displayed if the calling party has activated name and/or number blocking.
8. Caller ID service is required for the provision of Call Waiting ID Options and Call Waiting ID features as described in this Section of the Guidebook.

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CALLING AND DIRECTORY SERVICES

II. CUSTOM CALLING/CLASS SERVICES (continued)

A. General (continued)

14. Caller ID Blocking

Caller ID blocking allows the customer to prevent the delivery of the customer's directory number and name on a per call basis (per call block) or per line basis (per line block). Per call block will block the delivery of the customer's number and name for one call only and may be activated by pressing \*67 from a Touch-Tone telephone (1167 from a rotary telephone) immediately prior to placing a call. The activation code will initiate per call blocking, which is available at no charge.

If the calling party activates blocking, the directory number and name will not be transmitted across the line. Instead, the Caller ID customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of the telephone number and name.

Per line block will automatically block delivery of the customer's telephone number and name on all calls. Per line blocking for the delivery of the calling number and name is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business or the agency is conducted including those at the residence of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. Upon request and at the Company's discretion, other entities or individuals with a unique short term need may be allowed per line blocking for a limited duration not to exceed six months, subject to renewal if the need continues. The calling number and name will not be transmitted from a line equipped with this capability.

The blocking of the directory number and name will not be provided on calls originating from payphones.

Wherever per-line blocking is provided, per call unblocking is available at no charge to enable delivery of the calling party number and name. By dialing the activation code, \*82 (1182 from a rotary phone) the next attempted call will deliver the calling party number and name.

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name and/or telephone number which the calling party has requested to be omitted from the telephone directory or by the disclosing of such name and/or telephone number to any person. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name and/or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. The Company shall not be liable for any claims for damages caused by a telecommunications utility's failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunications utility by the Company.

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CALLING AND DIRECTORY SERVICES

II. CUSTOM CALLING/CLASS SERVICES (continued)

A. General (continued)

15. Collect and Third Party Block – Enables customer to block incoming collect calls and also prevents anyone from billing 3<sup>rd</sup> party calls to customer's number.
16. Distinctive Ring – Allows a customer to establish up to three telephone numbers on the same access line and distinguish calls to each number by a distinctive ring. The billing telephone number is called the Primary number and the dependent telephone numbers are called the Distinctive Ring numbers.
  - a. A directory listing is provided for each Distinctive Ring number. If a customer requests the Distinctive Ring number to be non-published or non-listed, Company will furnish either without charge. However, if the Primary number is non-published and/or non-listed, the appropriate rates and charges in the Directory Services Section of this Guidebook apply to the Primary number.
  - b. Regular Extra Listing and Special Types of Extra Listing rates, as shown in the Directory Services section of this Guidebook, apply to the Primary or Distinctive Ring numbers.
  - c. If a customer requests a change in the directory listing associated with the Distinctive Ring number(s), the Directory Listing Service Connection Charge specified in the Directory Services section of this Guidebook is applicable.
  - d. If a customer requests a Distinctive Ring number to be changed, the Service Connection Charge applies.
  - e. Other than allowances for calls to Directory Assistance service which are furnished with the Primary number in accordance with the Directory Services section of this Guidebook, no additional allowances for Directory Assistance service are provided with Distinctive Ring service.

Service Interactions:

1. When a Distinctive Ring customer subscribes to Call Forwarding, the Distinctive Ring numbers can either be forwarded to the same number or receive no forwarding treatment at all. When a customer subsequently requests a change in the forwarding pattern of Distinctive Ring numbers, the Service Connection charge will apply.
2. If a Distinctive Ring line also has Call Waiting, incoming calls to the Primary number will activate the standard Call Waiting tone. Incoming calls to the Distinctive Ring numbers will activate a distinctive Call Waiting tone with a pattern analogous to the distinctive ring pattern, but at a more rapid cadence.

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**CALLING AND DIRECTORY SERVICES****II. CUSTOM CALLING/CLASS SERVICES (Continued)****A. General (continued)**

17. Do Not Disturb – Allows the customer to block the line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that the customer is not currently accepting calls.
18. Easy Attendant – An automatic call answering service that delivers an interactive menu to callers, allowing them to listen to a recorded message, invites them to enter the extension number of the person they wish to contact or transfer directly to a voicemail account and leave a message. It can be configured to play different menus for business and non-business hours.
19. Enhanced Call Waiting – Allows the user to prevent, on a per-call basis, any incoming calls from Call Waiting on the line. Incoming calls to the station receive busy treatment. This feature ensures that Call Waiting indication tones will not interrupt important calls or disrupt data transmission. This service is provided subject to the availability of central office facilities.
20. Find-Me-Follow-Me – Enables customer to configure additional numbers that will be rung instead of or as well as the customer's own number, any of which can answer the call. A pre-defined order is used to determine which number(s) to ring next. Once one number has answered the call, ringing on the other configured numbers is stopped.
21. Home Intercom Service – Allows customers with an individual residence or business line to use their line to provide an intercom system between their telephones. This is accomplished by the customer dialing his own number, receiving a recording and hanging up. All telephones at that number will then ring and when one of the other telephones goes off-hook, the ringing will stop and the initiator of the call can go off-hook and engage in conversation.
22. 900 Call Restriction – This is a central office service which allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. This feature is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement. This service will be provided in conjunction only with residence and business one-party flat rate and message rate local exchange services only from central offices where capacities permit. Unless otherwise agreed to by contract, the minimum contract period for this service is one month.
23. Incoming Call Manager (ICM) – Is an advanced call handling service, enabling the subscriber to configure powerful rules that screen incoming calls and apply actions such as forwarding or rejection. Using ICM, subscribers can receive calls on their choice of phone, recognize particular callers and treat their calls specially, and apply different behavior at different times of day. (This is available only in communities where Nex-Tech has switch facilities.)
24. Outgoing Call Control – Allows customers to selectively restrict certain types of calls from originating from their telephone lines. Four settings exist which permit customers to allow or restrict calls in each of the following categories:

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**CALLING AND DIRECTORY SERVICES****II. CUSTOM CALLING/CLASS SERVICES (continued)****A. General (continued)****24. Outgoing Call Control (continued)**

- a. Long Distance (including InterLATA and IntraLATA)
- b. International
- c. 900 and 976 calls
- d. Directory Assistance (local and long distance)

The customer selects the outgoing call restrictions to be placed on the line and any desired exemptions. There is no service charge for a customer to change the settings. If the Customer fails to place restrictions on the line, all outgoing calls in the 4 categories will be allowed.

This service is available on most business and residence lines; however, the service cannot be provided in conjunction with certain business services and is only available where facilities permit. Customers may continue to be subject to long distance availability limits. There is an additional charge to re-establish a new phone number if requested by Customer (reset pin charge).

- 25. Priority Call (Selective Distinctive Ring/Call Waiting) – Provides customer with a distinctive ring or Call Waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from pre-selected telephone numbers. Customer can construct or modify the telephone number-screening list. Company's equipment will screen incoming calls against this screening list and provide a distinctive ring for telephone numbers on it.
- 26. Remote Access to Call Forwarding – Provides customer that also subscribes to Call Forwarding with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a touch-tone telephone. All charges incurred to access the remote number will be billed appropriately.
- 27. Second Line Control – Allows a customer to interrupt and reinstate residential local exchange service additional line (ADL), two times within a twelve-month period for a total of sixty days without charge. Interruptions of service for a greater amount of time are beyond the scope of this service. During the time that customer's local exchange service is interrupted, the applicable monthly rates for the local exchange access line and any features associated with that line will not apply. However, the rate for Second Line Control will continue to apply. This Service includes Toll Restriction as an optional component. The nonrecurring charges for Toll Restriction will be waived when associated with Second Line Control. This service is only available on additional lines for residence customers. Customer must designate the service reinstatement date at the time service is interrupted. Second Line Control does not apply to Suspension of Service initiated by Company, as described in this Guidebook, nor does it forgive the associated restoral charges specified therein.

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CALLING AND DIRECTORY SERVICES

II. CUSTOM CALLING/CLASS SERVICES (continued)

A. General (continued)

28. Selective Call Acceptance – Enables customers to screen incoming telephone calls by specifying the telephone numbers from which calls will be accepted (the “screening list”).

Customers will be provided with an Override Personal Identification Number (PIN) that they may supply to selected callers to override the screening. Customers will also be provided with a screening list PIN, which is used to interface with a mechanized system to affect their screening list.

Unaccepted calls will be routed to a denial announcement.

a. Regulations:

1. Selective Call Acceptance Service will only be provided in connection with single line residence and single and multi-line business classes of service. Selective Call Acceptance Service will not be provided in connection with Payphone Exchange Access Service, Mobile Telephone Service or other complex business services.
2. Selective Call Acceptance will be available only on calls between central offices that are linked by the appropriate facilities.
3. Customer must call the Company to initiate Selective Call Acceptance. Company will provide the customer with an Override PIN, a screening list, service options and instructions for establishing or modifying the personalized screening list. The screening list can be established or modified by the customer or Company. A charge will apply when the screen list is established or modified by the Company.
4. The Company assumes no liability for the restriction of incoming calls in error due to the provision of inaccurate numbers on the screening list by the customer.
5. 911 providers and Company operators may not be able to override the Selective Call Acceptance customer’s screening list.

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CALLING AND DIRECTORY SERVICES

II. CUSTOM CALLING/CLASS SERVICES (continued)

A. General (continued)

28. Selective Call Acceptance (continued)

b. Charges:

1. Nonrecurring Charges – A one-time charge, per telephone number, will apply to establish Selective Call Acceptance. The nonrecurring service establishment charge will apply whenever a telephone number change occurs on a telephone line equipped with this service. An additional one-time charge will apply if the screening list is established by Company at the request of customer. An additional one-time charge will apply for a subsequent change(s) to the screening list or the reinitialization of a PIN made by the Company at the request of the customer.
  2. Monthly Charge – A monthly charge will apply per telephone number equipped with Selective Call Acceptance.
  3. Only the nonrecurring charge for Selective Call Acceptance is applicable when Selective Call Acceptance is purchased at the same time as any Call Management Service outlined in this Guidebook.
  4. If more than one subsequent change is requested at the same time, only one nonrecurring charge will apply. If a PIN re-initialization is requested at the same time as other changes, only one nonrecurring charge will apply.
29. Selective Call Forwarding – Allows the customer to forward incoming calls from specified telephone numbers (quantity varies by available technology) to another telephone number. Customers subscribing to Call Forwarding and Selective Call Forwarding can have only one feature activated at a time. The customer can construct or modify a telephone number screening list. The Company equipment will screen incoming calls against the customer's list and forward only those from telephone numbers on the list. The Call Forwarding customer is responsible for the payment of charges (e.g., toll) for each call between the Selective Call Forwarding line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion.
30. Selective Call Rejection – (Call Blocker) Enables customer to block the last incoming call or calls from a set number of specified telephone numbers, depending upon the available technology. To block specified telephone numbers, customer can construct or modify a telephone number screening list by dialing a unique code. Company's equipment will screen incoming calls against customer's list and block those on the list. Standard call completion will occur. To block an unknown telephone number, a Customer can dial a special code after an unwanted call and block the number. Callers whose numbers are blocked are directed to a Company recorded announcement.

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CALLING AND DIRECTORY SERVICES

## II. CUSTOM CALLING/CLASS SERVICES (continued)

## A. General (continued)

31. Signal Ring – Provides for a second directory number to be added to an existing telephone line. Each number will have a distinctive coded ring. Directory listing charges as specified in the directory listings section of this Guidebook apply for the second number.
32. Simultaneous Call Forwarding – Provides the customer that also subscribes to an appropriate Call Forwarding service with the ability to forward multiple incoming calls simultaneously to another designated telephone number. The Simultaneous Call Forwarding customer must subscribe to sufficient facilities to adequately handle calls without impairing any services offered by Company. The Simultaneous Call Forwarding customer is responsible for the payment of charges (e.g., toll) for each call between the Simultaneous Call Forwarding equipped telephone and the line to which the call is being forwarded. This service cannot be used to avoid toll.
33. Sim Ring (simultaneous ring) – Customers can configure additional numbers which will ring as well as the customer's own number, any of which can answer the call.
34. Speed Dialing – Enables the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. Eight- code capacity and/or Thirty-code capacity may be provided on the same line; however, duplicate code capacities may not be provided. The combination of code capacities is not available on multi-line hunting lines. The various codes may be unavailable in some areas.
35. Telemarketer Call Screening – Service intercepts calls that are delivered as "unknown" to the customer's line. The service plays an announcement stating, "The number you have reached does not accept calls from Telemarketers. If you are a Telemarketer, please add this number to your 'Do Not Call' list and hang up now. Otherwise, please press 1, or stay on the line."
36. Three-Way Calling – Allows a customer in the talking state to add a third party to an existing call without operator assistance, to establish a three-way conversation. This feature may be used on both incoming and outgoing calls. The transmission may not meet normal standards depending on the distance and routing necessary.
37. Toll Restriction – This is a central office service that restricts long distance calling. Restricted calls are directed to a central office announcement. This feature is activated when a dialed number is preceded by a one or a zero or made to directory assistance. However, calls to Inward WATS services are not restricted, and where facilities permit, one-plus calls to Company business offices and repair services are not restricted.
  - a. Toll Restriction is furnished subject to the capability of the central office.
  - b. Unless otherwise provided by contract, the minimum contract period for this feature is one month.



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CALLING AND DIRECTORY SERVICES

II. CUSTOM CALLING/CLASS SERVICES (continued)

A. General (continued)

37. Toll Restriction (continued)

- c. All calls to operator services are disallowed for both residence and business Customers.
- d. This feature is provided in conjunction with one-party flat rate business and residence Local Exchange Service.
- e. The Customer indemnifies and saves harmless Company from any and all claims, losses and damages caused by this restriction of customer's long distance calling.

38. Touch Tone – This calling service provides the capability for the origination of calls by means of instrumentalities equipped for tone-type address signaling. The service is provided in connection with one-party service utilizing special central office facilities and is furnished subject to the availability of central office facilities.

All dial type lines that terminate in an instrumentality equipped for tone-type address signaling shall be equipped for touch tone calling service except for such of those dial type lines as are served from a central office where the special facilities for touch tone calling service are not available.

39. VoiceManager – Allows the customer to manage their telephone service from a PC-based application, such as view logs of incoming and outgoing calls, manage incoming calls, receive the calling number from incoming calls, initiate outgoing calls, display a voicemail message indicator, and listen to voice messages.

## CALLING AND DIRECTORY SERVICES

## II. CUSTOM CALLING/CLASS SERVICES (continued)

## B. Rates and Charges (1)

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these features are associated.

1. RATE GROUP 1 (3)(9)	<u>Residential</u>	<u>Business</u>
Account Codes	\$ 1.00	\$ 1.00
Anonymous Call Rejection (16)	\$ 2.50	\$ 2.50
Automatic Busy Redial (10)	\$ 2.00	\$ 2.00
Automatic Call Return (10)	\$ 3.75	\$ 3.75
Call Forwarding	\$ 3.00	\$ 3.00
Call Forwarding/Busy	\$ 1.00	\$ 1.00
Call Forwarding/Don't Answer	\$ 1.00	\$ 1.00
Call Forwarding/Busy/Don't Answer	\$ 1.00	\$ 1.00
Call Trace (charge per activation)	\$ 8.00	\$ 8.00
Call Transfer Disconnect	N/A	\$13.50
Call Waiting	\$ 2.00	\$ 2.00
Call Waiting ID	\$ 2.50	\$ 2.50
Calling Name Delivery (15)	\$ 6.50	\$ 6.50
Calling Number Delivery	\$ 6.50	\$ 6.50
Calling Name and Number Delivery	\$ 8.50	\$ 8.50
Caller ID Blocking	\$ 0.00	\$ 0.00
Distinctive Ring - One Number	\$ 3.00	\$ 3.00
Do Not Disturb	\$ 2.00	\$ 2.00
Easy Attendant (Includes VoiceManager)	\$ 4.95	\$ 9.95
Enhanced Call Waiting	\$ 1.50	\$ 1.50
Find-Me-Follow-Me	\$ 2.00	\$ 2.00
Home Intercom Service	\$ 1.00	\$ 1.00
900 Call Restriction	\$ 0.00	\$ 0.00
Incoming Call Manager (ICM)	\$ 4.00	\$ 4.00
Priority Call (Selective Distinctive Ring/Call Waiting)	\$ 1.00	\$ 1.00
Remote Access to Call Forwarding	\$ 1.00	\$ 1.00
Selective Call Acceptance	\$ 2.50	\$ 2.50
Selective Call Forwarding	\$ 2.75	\$ 2.75
Selective Call Rejection	\$ 2.50	\$ 2.50
Sim Ring (Simultaneous Ring)	\$ 2.00	\$ 2.00
Speed Dialing 8	\$ 1.00	\$ 1.00
Speed Dialing 30	\$ 2.00	\$ 2.00
Telemarketer Call Screening (9)	\$ 5.00	\$ 5.00
Three-Way Calling (10)	\$ 1.00	\$ 1.00
Toll Restriction	\$ 3.00	\$ 3.00
VoiceManager	\$ 2.00	\$ 2.00

## CALLING AND DIRECTORY SERVICES

## II. CUSTOM CALLING/CLASS SERVICES (continued)

## B. Rates and Charges (1) (continued)

2. RATE GROUPS 2 & 3 (3)(6)(9)	<u>Residential</u>	<u>Business</u>
Account Codes	\$ 1.00	\$ 1.00
Anonymous Call Rejection (16)	\$ 2.50	\$ 4.50
Automatic Busy Redial (5)	\$ 2.00	\$ 4.95
Automatic Call Return (4)	\$ 3.75	\$ 5.40
Call Forwarding	\$ 3.00	\$ 7.65
Call Forwarding/Busy	\$ 1.00	\$ 3.51
Call Forwarding/Don't Answer	\$ 1.00	\$ 3.51
Call Forwarding/Busy/Don't Answer	\$ 1.00	\$ 4.68
Call Trace (charge per activation)	\$ 8.00	\$ 8.00
Call Transfer Disconnect	N/A	\$13.50
Call Waiting	\$ 7.65	\$ 7.65
Call Waiting ID	\$ 2.50	\$ 4.86
Calling Name Delivery (15)	\$ 6.50	\$ 8.55
Calling Number Delivery	\$ 6.50	\$ 9.00
Calling Name and Number Delivery	\$ 9.45	\$13.05
Caller ID Blocking	\$ 0.00	\$ 0.00
Collect & Third Party Block (12)	\$ 4.00	\$ 4.00
Third Party Block (12)	\$ 2.50	\$ 2.50
Collect Call Block (12)	\$ 2.50	\$ 2.50
Distinctive Ring – One Number	\$ 3.00	\$ 6.30
Distinctive Ring – Two Numbers	\$ 6.00	\$ 9.00
Do Not Disturb	\$ 2.00	\$ 2.00
Easy Attendant	\$ 4.95	\$ 9.95
Enhanced Call Waiting	\$ 1.50	\$ 1.50
Find-Me-Follow-Me	\$ 2.00	\$ 2.00
Home Intercom Service	\$ 1.00	\$ 1.00
900 Call Restriction	\$ 0.00	\$ 0.00
Incoming Call Manager (ICM)	\$ 4.00	\$ 4.00
Outgoing Call Control	\$ 6.75	\$18.00
Reset Pin (per reset)	\$ 2.70	\$ 2.70
Priority Call (Selective Distinctive Ring/Call Waiting)	\$ 1.00	\$ 4.95
Remote Access to Call Forwarding	\$ 1.00	\$ 2.70
Selective Call Acceptance	\$ 2.70	\$ 2.70
Establishment of Screening List (2)	\$10.00	\$10.00
Changes to Screening List (2)	\$10.00	\$10.00
PIN Reinitialization (2)	\$10.00	\$10.00

CALLING AND DIRECTORY SERVICES

II. CUSTOM CALLING/CLASS SERVICES (continued)

B. Rates and Charges (1) (continued)

2. RATE GROUPS 2 & 3 (3)(9) (continued)	<u>Residential</u>	<u>Business</u>
Selective Call Forwarding	\$ 2.75	\$ 4.81
Selective Call Rejection (Call Blocker)	\$ 2.50	\$ 4.95
Simultaneous Call Forwarding	\$ 2.00	\$ 5.40
SimRing (Simultaneous ring)	\$ 2.00	\$ 2.00
Speed Dialing 8	\$ 1.00	\$ 5.40 (8)
Speed Dialing 30	\$ 2.00 (8)	\$ 6.30
Telemarketer Call Screening (11)	\$ 5.00	\$ 5.00
Three-Way Calling (4)	\$ 1.00	\$ 6.75
Toll Restriction	\$ 3.00	\$15.79
Touch Tone (7)	\$ 0.00	\$ 0.00
VoiceManager	\$ 2.00	\$ 2.00
Power Package – Caller ID Name and Number, 3-Way Calling, Call Waiting, Call Blocker, Call Forwarding, Call Waiting ID	\$14.60	N/A

3. RATE GROUPS 4 - 6 (6)(9)	<u>Residential</u>	<u>Business</u>
Anonymous Call Rejection	\$ 4.05	\$ 2.34
Automatic Busy Redial (5)	\$ 5.00	\$ 5.50
Automatic Call Return (4)	\$ 4.00	\$ 5.50
Call Forwarding	\$ 5.00	\$ 5.25
Call Forwarding/Busy	\$ 2.50	\$ 2.50
Call Forwarding/Don't Answer	\$ 2.50	\$ 2.50
Call Forwarding/Busy/Don't Answer	\$ 2.50	\$ 2.50
Call Trace (charge per activation)	\$ 5.50	\$ 5.50
Call Transfer Disconnect	N/A	\$13.50
Call Waiting	\$ 6.00	\$ 6.25
Call Waiting ID	\$ 6.00	\$ 6.50
Call Waiting ID Options	\$ 0.45	\$ 0.99

## CALLING AND DIRECTORY SERVICES

## II. CUSTOM CALLING SERVICES (continued)

## B. Rates and Charges (1) (continued)

3. RATE GROUPS 4 - 6 (6)(9) (continued)	<u>Residential</u>	<u>Business</u>
Calling Name Delivery (15)	\$ 9.00	\$ 9.50
Calling Number Delivery	\$ 9.00	\$ 9.50
Calling Name and Number Delivery	\$ 9.00	\$ 9.50
Caller ID Blocking	\$ 0.00	\$ 0.00
Collect & Third Party Block (12)	\$ 4.00	\$ 4.00
Third Party Block (12)	\$ 2.50	\$ 2.50
Collect Call Block (12)	\$ 2.50	\$ 2.50
Distinctive Ring- One Number (13)	\$ 4.00	\$ 4.00
Distinctive Ring- Two Numbers (13)	\$ 8.00	\$ 8.00
Do Not Disturb	\$ 2.00	\$ 2.00
Easy Attendant	\$ 4.95	\$ 9.95
Enhanced Call Waiting	\$ 6.00	\$ 6.25
Find-Me-Follow-Me	\$ 2.00	\$ 2.00
Home Intercom Service	\$ 5.00	\$ 5.50
900 Call Restriction	\$ 0.00	\$ 0.00
Outgoing Call Control	\$ 6.75	\$18.00
Reset Pin (per reset)	\$ 2.70	\$ 2.70
Priority Call (Selective Distinctive Ring/Call Waiting)	\$ 3.82	\$ 4.95
Remote Access to Call Forwarding	\$ 0.90	\$ 2.70
Selective Call Acceptance	\$ 5.50	\$ 5.50
Establishment of Screening List (2)	\$10.00	\$10.00
Changes to Screening List (2)	\$10.00	\$10.00
PIN Reinitialization (2)	\$10.00	\$10.00
Selective Call Forwarding	\$ 5.00	\$ 5.50
Selective Call Rejection	\$ 5.00	\$ 5.00
Simultaneous Call Forwarding	\$ 4.50	\$ 5.50
SimRing (Simultaneous ring)	\$ 2.00	\$ 2.00
Speed Dialing 8	\$ 5.00	\$ 5.50
Speed Dialing 30	\$ 6.00 (8)	\$ 6.50 (8)
Telemarketer Call Screening (11)	\$ 5.00	\$ 5.00
Three-Way Calling (monthly fee)	\$ 5.00	\$ 5.50
Three-Way Calling (per activation)	\$ 1.75	\$ 1.75
Toll Restriction (14)	\$ 4.00	\$ 4.00
Touch Tone (7)	\$ 0.00	\$ 0.00
VoiceManager	\$ 2.00	\$ 2.00

CALLING AND DIRECTORY SERVICES

II. CUSTOM CALLING SERVICES (continued)

B. Rates and Charges (1) (continued)

RATE GROUPS 4 - 6 (3)(6)(9) (continued)	<u>Residential</u>	<u>Business</u>
Power Package – Caller ID Name and Number, 3-Way Calling, Call Waiting, Call Blocker, Call Forwarding, Call Waiting ID	\$14.60	N/A

- (1) These are the maximum monthly rates that will be charged. Customers may be eligible for lower monthly rates depending upon the number of other services they have with the Company, their volume of use and any special promotions the Company may offer from time to time.
- (2) These are one-time, non-recurring charges.
- (3) Company reserves the right to bundle features in discounted packages that mirror AT&T's current package offerings.
- (4) If Customer doesn't have this service as a monthly feature, but chooses to activate it as a usage sensitive charge, an additional \$2.00 shall be added per activation.
- (5) If Customer doesn't have this service as a monthly feature, but chooses to activate it as a usage sensitive charge, an additional \$0.75 shall be added per activation.
- (6) Company reserves the right to bundle features in discounted packages that mirror CenturyLink's (Embarq's) current package offerings.
- (7) Customers who have entered long-term commitments (anything greater than month-to-month) shall be obligated to pay the original \$2.70 monthly charge until the remaining terms of their contracts expire.
- (8) Speed Calling is obsolete and is available only for existing installations at existing locations for existing customers.
- (9) Service offering is subject to the availability of necessary facilities.
- (10) If Customer doesn't have this service as a monthly feature, but chooses to activate it as a usage sensitive charge, an additional \$0.95 shall be added per activation.
- (11) This service is not offered in Rate Groups 4, 5 & 6.
- (12) Pertains to Rate Groups 4, 5 & 6 only.
- (13) Not available in Hoisington.
- (14) Toll Restriction is grandfathered and limited to existing lines at existing locations as of May 1, 2009.
- (15) Limited to existing customers at existing locations as of February 1, 2012.
- (16) Not available to numbers residing in the AT&T Switch.

By: Jimmy C. Todd, CEO  
Nex-Tech, LLC  
Lenora, Kansas

Effective: July 1, 2017

CALLING AND DIRECTORY SERVICES

III. HUNTING LINE SERVICES (1)

- A. Rotary Hunt – The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group, completing the call to the first idle line encountered. Unless the first line is called, only a portion of the group is hunted.
- B. Circle Hunt – Permits a complete hunt over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.
- C. Rates and Charges

1. Rate Groups 1-3

	<u>Monthly Rate</u>	<u>Installation</u>
Charge (2)		
Rotary	\$ 1.57	\$ 2.70
Circle	\$ 1.80	\$ 2.70

2. Rate Group 4-6

Charge (2)	
Rotary	\$ 3.00
Circle	\$ 3.00

- (1) Not applicable with Direct Inward Dial (DID) Service.
- (2) Installation charges apply in addition to the other service charges as set forth in this Guidebook.

CALLING AND DIRECTORY SERVICES

IV. DIRECTORY SERVICES

A. Directory Service

1. Description of Service – A service in which Company furnishes telephone numbers to customers upon request. The rates and regulations set forth in this Section apply to all calls including calls from pay telephones, from customers who request assistance in determining telephone numbers within their own NPA also called area code.
2. Types of Services and Applicable Rates
  - a. A sent-paid direct dialed call to Local directory assistance is \$1.79. There is a maximum of ten requested numbers per telephone call.
  - b. A Business Category Search will provide customers with the ability to request business listings, by city, for a specified category of business, when they do not know the name of the business they are seeking. This service is available to business and residential and is returned in terms of relevance, proximity, and a company’s commercial advertising. The applicable charge is \$1.99. If billed to an alternate number, the charge will be \$2.25. There is a maximum of one request telephone number will be provided.
  - c. The charge applicable to pay telephone service providers is \$0.35. There is a maximum of two requested telephone calls per number.
  - d. Third-number, special billing number or calling card billing will be acceptable for directory assistance charges at the rate of \$3.75 per call.
  - e. These prices are the same for all Rate Groups.
  - f. National Directory Assistance is a service whereby customers may request assistance in determining telephone listing information for areas outside of their LATA. The customer will be charged for each listing request made during the call. The NDA rate applies per listing request whether or not a number is provided including requests for numbers which are non-published or not found. There are no exemptions from billing for requests for NDA.
  - g. Rates for NDA per request
 

	<u>Residential</u>	<u>Business</u>
1. Sent – Paid Requests	\$ 1.99	\$ 1.99
2. Alternately Bill requests	\$ 2.25	\$ 2.25



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**CALLING AND DIRECTORY SERVICES****IV. DIRECTORY SERVICES (continued)****A. Directory Services (continued)**

3. Exemptions – Residence customers who have physical or visual disabilities or lack literacy to prevent them from using the telephone directory are all excluded from the above mentioned rates. These customers will be provided with a calling card for convenient use at other locations. Those disabled customers who do not have residential service will be issued a non-standard, non-subscriber calling card. In some cases, a business may be classified as exempt when the business use is solely that of exempt qualified individuals such as a business operated by physically and/or visually disabled persons. The exclusion and calling card will be effective upon completion of an exemption form supplied by Company and Company's acceptance of said form. The exemption for disabled customers includes sent-paid calls from customer's local exchange service and calls billed to customer's Company calling card. Third-number billing of directory assistance calls to the disabled customer's local exchange service are not exempt.

**B. Directory Assistance Call Completion**

1. General – Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or IntraLATA calls automatically completed when they request a telephone listing from the Directory Assistance (DA) operator. The call may be completed automatically or by the Directory Assistance operator. This service is only available where facilities permit.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a Company calling card, billing to a third number or calling collect.

2. Description of Service – The following is the three types of DACC services available:
  - a. Fully-Automated DACC – Customer receives the requested directory number from an automated voice system. Customer accepts DACC by depressing "1" from a touch-tone telephone when prompted by the DACC announcement.
  - b. Semi-Automated DACC – Customer receives the requested directory number and then requests the operator to provide call completion to the requested number.
  - c. Person-to-Person DACC – Customer receives the requested directory number and then requests the operator to complete the call to a specified person.
3. Exemptions
  - a. Sent-Paid Calls – For local calls, charges for DACC are not applicable to calls placed by customers whose physical, visual or reading handicaps prevent them from using the telephone directory.
  - b. Calling Card, Collect or Billed to a Third Number – For IntraLATA calls, the rate for fully-automated DACC and the appropriate long distance message charges will apply to calls placed by disabled customers.

CALLING AND DIRECTORY SERVICES

IV. DIRECTORY SERVICES (continued)

B. Directory Assistance Call Completion (continued)

3. Exemptions (continued)

c. Person-to-Person DACC – The person-to-person DACC rate will apply.

4. Optional Monthly Rate Plan – Customers may subscribe to a monthly rate plan that allows an unlimited amount of all DACC usage for one flat rate per month. This service is only available for residential customers who already have it. No new customers will be accepted.

5. Rates and Charges (1)(2) – The rates and charges set forth below for DACC are in addition to the Directory Assistance rate, as well as the Long Distance Message Telecommunications Service usage rates, or local message rates, if applicable.

Directory Assistance Call Completion	Pay Telephones <u>Rate Per Call</u>	Non-Pay Telephones <u>Rate Per Call</u>
Fully-Automated DACC		
Sent-Paid	N/A	\$ 0.25
Telecommunications Co. Calling Card	\$ 3.30	\$ 2.00
Semi-Automated DACC		
Sent-Paid	N/A	\$ 2.00
Telecommunications Co. Calling Card	\$ 3.30	\$ 2.00
Sent-Collect (Billed to Called Number)	\$ 3.75	\$ 2.50
Sent-Billed Third Number	\$ 3.75	\$ 3.95
Person-to-Person	\$ 9.30	\$ 8.95
Optional Monthly Rate Plan	\$ 1.00	\$ 1.00

- (1) There is no charge if the called number is busy or there is no answer.
- (2) These rates are the same for all Rate Groups.

By: Jimmy C. Todd, CEO  
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Lenora, Kansas

Effective: July 1, 2017

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CALLING AND DIRECTORY SERVICES

IV. DIRECTORY SERVICES (continued)

C. Local Operator Assistance Services

1. General – The Company furnishes local assistance by an operator whereby Customers may require assistance in the following: dialing a local number; requesting a local person-to-person call; billing a local toll to a calling card; billing to a third number or calling collect.

2. Description of Service – The two types of Operator Services offered is as follows:

a. Fully-Automated Call Processing – Allows the caller to complete a call utilizing equipment without the assistance of an operator. This allows the caller the option of completing calls through an automated alternate billing system (AABS). Automated functions can only be activated from a touch-tone telephone. Use of a rotary telephone and failure or low response by the caller to the audio prompts will bridge the caller to an operator for assistance. The called party must also have touch-tone service to automatically accept calls that are billed collect or to a third number.

b. Operator-Assisted Call Processing – Allows the caller to complete a call by receiving assistance from an operator.

3. Definitions

a. Fully Automated Call Processing:

Fully Automated Calling Card Station-To-Station – This service is provided when the caller dials zero (“0”) plus the desired telephone number and the telecommunications calling card number to which the call is to be charged. The call is completed without the assistance of an operator. Fully Automated Calling Card Call Service may also include the following situations:

1. When an individual with a disability dials zero (“0”) and identifies him or herself as disabled, he or she will provide the operator the desired telephone number and the calling card number to which the call is to be billed.
2. When due to trouble on the network, or lack of service components (facilities to the AABS network), the automated call processing cannot be completed without the assistance from an operator.
3. When an operator re-establishes an interrupted call that meets any of the situations described in this call type.

Fully-Automated Station-To-Station – This service is limited to those calls placed collect or billed to a third number. The caller dials zero (“0”) plus the desired telephone number, the service selection codes and/or billing information as instructed by the automated equipment. The call is completed without the assistance of an operator. Fully Automated Station-to-Station service may also include the following situations:

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CALLING AND DIRECTORY SERVICES

IV. DIRECTORY SERVICES (continued)

C. Local Operator Assistance Services (continued)

3. Definitions (continued)

b. Operator-Assisted Call Processing:

Semi-Automated Station-To-Station – A service provided when the caller dials zero (“0”) plus the desired telephone number and the call is completed with the assistance of an operator. Semi-Automated Station-to-Station service may also include the following situations:

1. When the caller does not dial zero (“0”) prior to calling the number desired from a public or semi-public telephone or from a telephone where the call is routed directly to an operator (excluding calling card calls).
2. When an operator re-establishes an interrupted call that meets any of the situations described in this call type.

Semi-Automated Person-To-Person – A service in which the caller dials zero (“0”) plus the desired telephone number and specifies to the operator the particular person to be reached or a particular PBX station, department or office to be reached through a PBX attendant. This service applies even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. Semi-Automated Person-to-Person service may also include:

1. When the caller does not dial zero (“0”) prior to calling the number desired from a public or semi-public telephone, or from a telephone where the call is routed directly to an Operator.
2. When an Operator re-establishes an interrupted call that meets any of the situations described in this call type.

Semi-Automated Calling Card Station-To-Station – A service provided when the caller dials zero (“0”) plus the desired telephone number and provides the operator the calling card number to which the call is to be charged. Semi-Automated Calling Card Station-to-Station service may also include the following situations:

1. When the caller does not dial zero (“0”) prior to calling the number desired from a public or semi-public telephone, or from a telephone in which the call is routed directly to an operator, and the call is billed to a calling card.
2. When an operator re-establishes an interrupted call that meets any of the situations described in this call type.

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CALLING AND DIRECTORY SERVICES

IV. DIRECTORY SERVICES (continued)

C. Local Operator Assistance Services (continued)

3. Definitions (continued)

b. Operator-Assisted Call Processing (continued)

Station-To-Station (Operator Handled) – A service provided in which the caller dials zero (“0”) and places a sent paid, collect, third number or calling card station-to-station call using an operator’s assistance. These calls may originate from a private, public or semi-public telephone. The service may also include the situation when an operator reestablishes an interrupted call that meets any of the situations described in this call type.

Person-To-Person (Operator Handled) – A service provided in which the caller dials zero (“0”) and specifies to the operator the number desired and the person to be reached, or a particular PBX station, department or office to be reached through a PBX attendant, or a particular mobile service point to be reached through a mobile telephone attendant. The call remains a person-to-person call even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. The service may also include situations when an operator reestablishes an interrupted call that meets any of the situations described in this call type.

Line Status Verification – A service provided when the caller dials zero (“0”) and asks the operator to determine the condition of a telephone line.

Busy Line Interrupt – A service in which the caller asks the operator to interrupt a conversation in progress, to determine if one of the parties is willing to speak to the caller requesting the interrupt. A Busy Line Interrupt charge will apply even if no conversation is in progress at the time of the interrupt attempt, or when the parties interrupted refuse to terminate the conversation in progress.

CALLING AND DIRECTORY SERVICES

IV. DIRECTORY SERVICES (continued)

C. Local Operator Assistance Services (continued)

4. Rates and Charges (1)(3)

	<u>Non-Pay Telephone</u>	<u>Pay Telephone</u>
Station-to-Station Service		
Calling Card		
Non-Automated	\$ 3.50	\$ 3.00
Semi-Automated	\$ 3.00	\$ 3.00
Fully Automated	\$ 2.50	\$ 1.80
Collect Non-Inmate		
Non-Automated	\$ 3.95	\$ 3.95
Semi-Automated	\$ 3.00	\$ 3.75
Collect Inmate	\$ 2.00	\$ 2.00
Billed to a Third Number		
Non-Automated	\$ 4.95	\$ 4.95
Semi-Automated	\$ 3.95	\$ 3.95
Sent Paid		
Non-Automated	\$ 3.95	--
Semi-Automated	\$ 3.95	--
Person-to-Person Service (2)		
Non-Automated	\$ 8.95	\$ 8.95
Semi-Automated	\$ 8.95	\$ 8.95
Line Status Verification	\$ 6.00	\$ 6.00
Busy Line Interrupt	\$ 7.00	\$ 7.00

- (1) These rates are the same for all Rate Groups.
- (2) Person-to-Person service may be billed to a calling card, billed to a third number, or billed as collect at no additional charge.
- (3) The rates and charges are in addition to applicable Long Distance Message Telecommunications Service usage rates, or local message rates.

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MISCELLANEOUS SERVICE OFFERINGS

- I. DID SERVICE – RATE GROUPS 1, 2 & 3
- A. General Regulations – Company concurs with all definitions and descriptions of Direct Inward Dialing (DID) Service as applied by AT&T Telephone Company in its Kansas Guidebook, Part 6, Section 1. Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
  - B. Rates – Except for those rates specified in this Section, Company concurs in the rates as applied by AT&T Telephone Company in its Kansas Guidebook, Part 6, Section 1. Company intends to mirror AT&T Telephone Company’s rates for any services not included in the lists contained in this Section. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.

MISCELLANEOUS SERVICE OFFERINGS

I. DID SERVICE – RATE GROUPS 1, 2 & 3 (continued)

B. Rates (continued)

Month-To-Month Option

	<u>Monthly Rate</u>	<u>Installation Charge (1)</u>	<u>Service &amp; Equip Charge</u>
DID Service to Customer Premises- Located Switching Systems:			
First 100 Direct Inward Dialing Numbers assigned	\$ 24.50	\$ 200.00	\$ 12.00
Each Additional 100 DID Numbers Assigned over the initial block of 100 numbers	24.50	100.00	12.00
First 10 DID numbers assigned	5.00	110.00	12.00
Each additional 10 DID numbers Assigned over the initial block of 10 numbers	5.00	14.00	12.00
First individual Direct Inward Dialing number assigned	1.00	10.50	--
Each Additional Individual Direct Inward Dialing number assigned	1.00	10.50	--
Direct Inward Dialing Trunk Termination: (2)			
-- With Dial Pulse (DP signaling per trunk	29.25	--	12.00
-- With Multi-frequency (MF) signaling per trunk	29.25	--	12.00
-- With Dual Tone Multifrequency (DTMF) signaling per trunk	29.25	--	12.00

- (1) Installation Charge does not apply when Customer moves service within the same central office there is no telephone number change.
- (2) Direct Inward Dialing trunk terminations are not required with ISDN PRI Service as set forth in Section 4, IV.

By: Jimmy C. Todd, CEO  
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Lenora, Kansas

Effective: July 1, 2017

MISCELLANEOUS SERVICE OFFERINGS

I. DID SERVICE – RATE GROUPS 1, 2 & 3 (continued)

B. Rates (continued)

12-Month Option

	<u>Monthly Rate</u>	<u>Installation Charge (1)</u>	<u>Service &amp; Equip Charge</u>
DID Service to Customer Premises- Located Switching Systems:			
First 100 Direct Inward Dialing Numbers assigned	\$ 19.00	\$ 200.00	\$ 12.00
Each Additional 100 DID Numbers Assigned over the initial block of 100 numbers	19.00	100.00	12.00
First 10 DID numbers assigned	2.85	110.00	12.00
Each additional 10 DID numbers Assigned over the initial block of 10 numbers	2.85	14.00	12.00
First individual Direct Inward Dialing number assigned	1.00	10.50	--
Each Additional Individual Direct Inward Dialing number assigned	1.00	10.50	--
Direct Inward Dialing Trunk Termination: (2)			
--With Dial Pulse (DP) signaling per trunk	20.70	--	12.00
--With Multi-frequency (MF) Signaling per trunk	20.70	--	12.00
--With Dual Tone Multifrequency (DTMF) signaling per trunk	20.70	--	12.00

- (1) Installation Charge does not apply when Customer moves service within the same central office there is no telephone number change.
- (2) Direct Inward Dialing trunk terminations are not required with ISDN PRI Service as set forth in Section 4, IV.

By: Jimmy C. Todd, CEO  
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Lenora, Kansas

Effective: July 1, 2017

MISCELLANEOUS SERVICE OFFERINGS

I. DID SERVICE – RATE GROUPS 1, 2 & 3 (continued)

B. Rates (continued)

24-Month Option

	<u>Monthly Rate</u>	<u>Installation Charge (1)</u>	<u>Service &amp; Equip Charge</u>
DID Service to Customer Premises- Located Switching Systems: First 100 Direct Inward Dialing Numbers assigned	\$ 18.00	\$ 200.00	\$ 12.00
Each Additional 100 DID Numbers Assigned over the initial block of 100 numbers	18.00	100.00	12.00
First 10 DID numbers assigned	2.70	110.00	12.00
Each additional 10 DID numbers Assigned over the initial block of 10 numbers	2.70	14.00	12.00
First individual Direct Inward Dialing number assigned	1.00	10.50	--
Each additional individual Direct Inward Dialing number assigned	1.00	10.50	--
Direct Inward Dialing Trunk Termination: (2)			
--With Dial Pulse (DP) signaling per trunk	19.80	--	12.00
--With Multi-frequency (MF) Signaling per trunk	19.80	--	12.00
--With Dual Tone Multifrequency (DTMF) signaling per trunk	19.80	--	12.00

- (1) Installation Charge does not apply when Customer moves service within the same central office there is no telephone number change.
- (2) Direct Inward Dialing trunk terminations are not required with ISDN PRI Service as set forth in Section 4, IV.

By: Jimmy C. Todd, CEO  
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MISCELLANEOUS SERVICE OFFERINGS

I. DID SERVICE – RATE GROUPS 1, 2 & 3 (continued)

B. Rates (continued)

36-Month Option

	<u>Monthly Rate</u>	<u>Installation Charge (1)</u>	<u>Service &amp; Equip Charge</u>
Termination: (2) DID Service to Customer Premises- Located Switching Systems:			
First 100 Direct Inward Dialing Numbers assigned	\$ 17.00	\$ 200.00	\$ 12.00
Each Additional 100 DID Numbers Assigned over the initial block of 100 numbers	17.00	100.00	12.00
First 10 DID numbers assigned	2.55	110.00	12.00
Each additional 10 DID numbers Assigned over the initial block of 10 numbers	2.55	14.00	12.00
First individual Direct Inward Dialing number assigned	1.00	10.50	--
Each additional individual Direct Inward Dialing number assigned	1.00	10.50	--
Direct Inward Dialing Trunk Termination: (2)			
--With Dial Pulse (DP) signaling per trunk	19.35	--	12.00
--With Multi-frequency (MF) Signaling per trunk	19.35	--	12.00
--With Dual Tone Multifrequency (DTMF) signaling per trunk	19.35	--	12.00

- (1) Installation Charge does not apply when Customer moves service within the same central office there is no telephone number change.
- (2) Direct Inward Dialing trunk terminations are not required with ISDN PRI Service as set forth in Section 4, IV.

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MISCELLANEOUS SERVICE OFFERINGS

I. DID SERVICE – RATE GROUPS 1, 2 & 3 (continued)

B. Rates (continued)

48-Month Option

	<u>Monthly Rate</u>	<u>Installation Charge (1)</u>	<u>Service &amp; Equip Charge</u>
DID Service to Customer Premises- Located Switching Systems:			
First 100 Direct Inward Dialing Numbers assigned	\$ 16.00	\$ 200.00	\$ 12.00
Each Additional 100 DID Numbers Assigned over the initial block of 100 numbers	16.00	100.00	12.00
First 10 DID numbers assigned	2.40	110.00	12.00
Each additional 10 DID numbers Assigned over the initial block of 10 numbers	2.40	14.00	12.00
First individual Direct Inward Dialing number assigned	1.00	10.50	--
Each additional individual Direct Inward Dialing number assigned	1.00	10.50	--
Direct Inward Dialing Trunk Termination: (2)			
--With Dial Pulse (DP) signaling per trunk	18.90	--	12.00
--With Multi-frequency (MF) Signaling per trunk	18.90	--	12.00
--With Dual Tone Multifrequency (DTMF) signaling per trunk	18.90	--	12.00

- (1) Installation Charge does not apply when Customer moves service within the same central office there is no telephone number change.
- (2) Direct Inward Dialing trunk terminations are not required with ISDN PRI Service as set forth in Section 4, IV.

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Effective: July 1, 2017

MISCELLANEOUS SERVICE OFFERINGS

I. DID SERVICE – RATE GROUPS 1, 2 & 3 (continued)

B. Rates (continued)

60-Month Option

	<u>Monthly Rate</u>	<u>Installation Charge (1)</u>	<u>Service &amp; Equip Charge</u>
DID Service to Customer Premises- Located Switching Systems:			
First 100 Direct Inward Dialing Numbers assigned	\$ 15.00	\$ 200.00	\$ 12.00
Each Additional 100 DID Numbers Assigned over the initial block of 100 numbers	15.00	100.00	12.00
First 10 DID numbers assigned	2.25	110.00	12.00
Each additional 10 DID numbers Assigned over the initial block of 10 numbers	2.25	14.00	12.00
First individual Direct Inward Dialing number assigned	1.00	10.50	--
Each additional individual Direct Inward Dialing number assigned	1.00	10.50	--
Direct Inward Dialing Trunk Termination: (2)			
--With Dial Pulse (DP) signaling per trunk	18.00	--	12.00
--With Multi-frequency (MF) Signaling per trunk	18.00	--	12.00
--With Dual Tone Multifrequency (DTMF) signaling per trunk	18.00	--	12.00

- (1) Installation Charge does not apply when Customer moves service within the same central office there is no telephone number change.
- (2) Direct Inward Dialing trunk terminations are not required with ISDN PRI Service as set forth in Section 4, IV.

By: Jimmy C. Todd, CEO  
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Lenora, Kansas

Effective: July 1, 2017



MISCELLANEOUS SERVICE OFFERINGS

I. DID SERVICE – RATE GROUPS 1, 2 & 3 (continued)

B. Rates (continued)

Applies to All Monthly Options

	<u>Monthly Rate</u>	<u>Installation Charge (1)</u>	<u>Service &amp; Equip Charge</u>
Change Type of Trunk Signaling, each	--	\$ 35.00	\$ 12.00
Removal of a number from DID Number Block, per DID number (1)	--	10.00	12.00
Re-instatement of a number to a DID number block (1)			
-- 1st DID Number	--	200.00	--
-- Each additional DID number	--	20.00	--

(1) Offered subject to availability of facilities.

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Effective: July 1, 2017

MISCELLANEOUS SERVICE OFFERINGS

II. DID SERVICE – RATE GROUP 4, 5 & 6

- A. General Regulations – Company concurs with all definitions and descriptions of Direct Inward Dialing (DID) Service as applied by CenturyLink Telephone Company in its Local Exchange Tariff, Sections 13. Company further concurs in any amendments or successive issues of said General Exchange Tariff until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
- B. Rates – Company concurs in the rates as applied by CenturyLink Telephone Company in its Local Exchange Tariff, Sections 13. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features, and length of commitment.

III. AIOD SERVICE – RATE GROUPS 1, 2 & 3

- A. General Regulations – Company concurs with all definitions and descriptions of Automatic Identified Outward Dialing (AIOD) Service as applied by AT&T Telephone Company in its Guidebook, Part 6, Section 1. Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
- B. Rates – Except for those rates specified in this Section, Company concurs in the rates as applied by AT&T Telephone Company in its Guidebook, Part 6, Section 16. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment. Company intends to mirror AT&T Telephone Company’s rates for any services not included in the following list:

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service &amp; Equip Charge</u>
Automatic Identified Outward Dialing Service for the first 10 Trunks or Network Access Lines in a group, minimum charge	\$ 402.00	\$ 160.00	\$ 12.00
Automatic Identified Outward Dialing Service for the 11th through the 50th Trunk or Network Access Line in a group, per Trunk or Network Access Line	1.90	--	12.00
Automatic Identified Outward Dialing Service for the 50th Trunk or Network Access Line in a group, per Trunk or Network Access Line	1.90	--	12.00

By: Jimmy C. Todd, CEO  
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Effective: July 1, 2017

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MISCELLANEOUS SERVICE OFFERINGS

IV. ISDN/PRI SERVICE – RATE GROUPS 1, 2 & 3

- A. General Regulations – Company concurs with all definitions and descriptions of Integrated Services Digital Network/Primary Rate Interface (ISDN/PRI) Service as applied by AT&T Telephone Company in its Guidebook, Part 17, Section 2 (referred to as Smart Trunk Service). Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.

This service is limited and only offered where it is technically available.

- B. Rates – Company concurs in the rates as applied by AT&T Inc. in its Guidebook, Part 17, Section 2 (referred to as Smart Trunk Service). These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.

V. ISDN/PRI SERVICE – RATE GROUP 4, 5 & 6

- A. General Regulations – Company concurs with all definitions and descriptions of Integrated Services Digital Network/Primary Rate Interface (ISDN/PRI) Service as applied by CenturyLink Telephone Company in its General Exchange Tariff, Section 24. Company further concurs in any amendments or successive issues of said General Exchange Tariff until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.

This service is limited and only offered where it is technically available.

- B. Rates – Company concurs in the rates as applied by CenturyLink Telephone Company in its General Exchange Tariff, Section 24. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.

VI. ISDN/BRI SERVICE – RATE GROUPS 1, 2 & 3

- A. General Regulations – Company concurs with all definitions and descriptions of Integrated Services Digital Network/Basic Rate Interface (ISDN/BRI) Service as applied by AT&T Telephone Company in its Guidebook, Part 17, Section 1 (referred to as DigiLine Service). Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.

- B. Rates – Company concurs in the rates as applied by AT&T Telephone Company in its Guidebook, Part 17, Section 1 (referred to as DigiLine Service). These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.

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MISCELLANEOUS SERVICE OFFERINGS

VII. ISDN/BRI SERVICE – RATE GROUP 4, 5 & 6

- A. General Regulations – Company concurs with all definitions and descriptions of Integrated Services Digital Network/Basic Rate Interface (ISDN/BRI) Service as applied by CenturyLink Telephone Company in its Local Exchange Tariff, Section 24. Company further concurs in any amendments or successive issues of said General Exchange Tariff until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
- B. Rates – Company concurs in the rates as applied by CenturyLink Telephone Company in its Local Exchange Tariff, Section 24. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3

A. Centrex-I

- 1. General Regulations – Company concurs with all definitions and descriptions of Centrex-I Service as applied by AT&T Telephone Company in its Guidebook, Part 5, Section 5 (referred to as Plexar-I). Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
- 2. Rates – Except for those rates specified in this Section, Company concurs in the rates as applied by AT&T Telephone Company in its Guidebook Part 5, Section 5 (referred to as Plexar-I). Company intends to mirror AT&T Telephone Company's rates for any services not included in the lists in this Section. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

A. Centrex-I (continued)

2. Rates (continued)

<u>Recurring Charges</u>	<u>Monthly Rate</u>	<u>36 Month</u>	<u>48 Month</u>	<u>60 Month</u>	<u>Complex Inst/ Move Charge</u>	<u>Service &amp; Equip Charge</u>
Standard Pkg 1, per system	\$ 5.40	\$ 2.70	\$ 2.70	\$ 2.70	\$ 3.00	\$ 12.00
Centrex-1 Feature Capability Charge, Per Line	5.63	--	--	--	18.00	12.00
Per Line Equipped w/ Call Transfer Disconnect	5.63	--	--	--	18.00	12.00
Call Return Calling, Common Equipment (3)	24.30	--	--	--	35.00	12.00
Per Line equipped (3)	.99	--	--	--	18.00 (1)(2)	12.00
Call Forwarding, per Line equipped (4)	2.70	1.49	1.35	1.08	18.00 (1)(2)	12.00
Call forwarding, Inside system per Line equipped w/:						
Busy	2.34	1.31	1.17	.95	18.00 (1)(2)	12.00
Don't Answer	2.34	1.31	1.17	.95	18.00 (1)(2)	12.00
Busy/Don't Answer	2.34	1.31	1.17	.95	18.00 (1)(2)	12.00
Call Forwarding, Outside System per Line equipped w/:						
Busy (4)	2.70	1.49	1.35	1.08	18.00 (1)(2)	12.00
Don't Answer (4)	2.70	1.49	1.35	1.08	18.00 (1)(2)	12.00
Busy/Don't Answer	3.60	1.98	1.80	1.44	18.00 (1)(2)	12.00

- (1) The Complex Installation/Move Charge is not applicable if the optional feature is installed at the same time as the Centrex-1 line.
- (2) A maximum charge of \$18.00 applies per Centrex-1 line with adding any number of the optional features subsequent to the installation of the Centrex-1 line.
- (3) Obsolete except to existing customers at existing locations.
- (4) Not available to Centrex-1 line equipped with ISDN BRI Services.

By: Jimmy C. Todd, CEO  
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Effective: July 1, 2017

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

A. Centrex-I (continued)

2. Rates (continued)

<u>Call Management Features</u>	<u>Monthly Rate</u>	<u>36 Month</u>	<u>48 Month</u>	<u>60 Month</u>	<u>Complex Inst/Move Charge</u>	<u>Service &amp; Equip Charge</u>
Auto Redial, per Line equipped (1)(8)	\$ 2.70	\$ 1.49	\$ 1.35	\$ 1.08	\$ 8.00	\$ 12.00
Call Blocker, per Line equipped (1)(8)	2.70	1.49	1.35	1.08	8.00	12.00
Call Return, per Line equipped (1)(8)	2.70	1.49	1.35	1.08	8.00	12.00
Call Trace:						
Per Line Equipped (1)(8)	N/A	--	--	--	8.00	12.00
Per System (1)	N/A	--	--	--	43.00	12.00
Per Activation	N/A (2)	--	--	--	--	12.00
Calling Number Delivery, Per Line equipped (1)(8)	4.50	2.48	2.25	1.80	8.00	12.00
Calling Name Delivery, per Line equipped (1)(8)	4.50	2.48	2.25	1.80	8.00	12.00
Calling Name and Number Delivery, per line equipped (1)(8)	8.10	4.50	4.05	3.24	10.00	12.00
Priority Call, per Line equipped (1)(8)	2.70	1.49	1.35	1.08	8.00	12.00
Selective Call Forwarding, per Line equipped (1)(8)	2.70	1.49	1.35	1.08	8.00	12.00
Call Transfer Disconnect, per Line equipped (6)(8)	3.60	2.88	2.70	2.52	2.00 (3)	12.00
Call Waiting, per Line Equipped (1)(5)(8)	1.80	.99	.90	.72	18.00 (3)(4)	12.00
Convenience Dialing I, per list (1)(8)	.27	.27	.27	.27	6.00	12.00
Convenience Dialing II, per list (1)(7)	.90	--	--	--	18.00	12.00
Convenience Dialing I Access, per Line equipped	.45	--	--	--	18.00 (3)(4)	12.00
Convenience Dialing II Access, Per Line equipped	.45	--	--	--	18.00 (3)(4)	12.00

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MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

A. Centrex-I (continued)

2. Rates (continued)

Call Management Features (continued)

	<u>Monthly Rate</u>	<u>36 Month</u>	<u>48 Month</u>	<u>60 Month</u>	<u>Complex Inst/Move Charge</u>	<u>Service &amp; Equip Charge</u>
Convenience Dialing I & II Access, per Line equipped	\$ .45	--	--	--	\$ 18.00 (3)(4)	\$ 12.00
Conference Calling, per Conference Arrangement (1)(7)	74.70	--	--	--	35.00	12.00
Conference Calling, per Line equipped to Access Conference Arrangement (1)(7)	--	--	--	--	6.00 (3)(4)	12.00
Customer Alerting Enablement, per Line equipped (1)	.90	--	--	--	8.00	12.00
Directed Call Pickup, per Line equipped (7)	.04	--	--	--	18.00 (3)(4)	12.00
Distinctive Ringing Common Equipment per system (7)	15.98	--	--	--	18.00	12.00
Class B Ringing/Tone, per Line equipped (7)	1.62	--	--	--	18.00 (3)(4)	12.00
Remote Access to Call Forwarding, per Line equipped (8)	2.70	1.49	1.35	1.08	8.00	12.00
Toll Restriction, per Line equipped (8)	.90	.72	.68	.63	10.00 (3)(4)	12.00
Uniform Call Distribution, per Line equipped (7)	.14	--	--	--	18.00 (3)(4)	12.00

- (1) Not available to Centrex-1 lines equipped with ISDN BRI Service.
- (2) Apply the Business Call Trace, per successful trace, rate as specified in this Guidebook.
- (3) The Complex Installation/Move charge is not applicable if the optional feature is installed at the same time as the Centrex-1 line.
- (4) A maximum charge of \$18.00 applies per Centrex-1 line when adding any number of these optional features subsequent to the installation of the Centrex-1 line.
- (5) This feature is inclusive of the Cancel Call Waiting option where facilities permit.
- (6) All lines in the Centrex-1 system must be equipped with this feature.
- (7) Obsolete except to existing locations.
- (8) Installation charges for 36/48/60 months agreements will be half (1/2) of regular installation charges.

By: Jimmy C. Todd, CEO  
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Lenora, Kansas

Effective: July 1, 2017

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MISCELLANEOUS SERVICE OFFERINGS

## VIII. CENTREX SERVICES – RATE GROUPS 1, 2 &amp; 3 (continued)

## A. Centrex-I (continued)

## 2. Rates (continued)

<u>Nonrecurring Charges</u>	<u>Nonrecurring Charge</u>	<u>Service &amp; Equip Charge</u>
Change Charges (1)		
Call Forwarding Parameters	\$ 18.00	\$ 12.00
Call Pickup Group Assignments	18.00	12.00
Access to Code Access Calling Codes	18.00	12.00
Controlling Line for Convenience Dialing	18.00	12.00
Station-to-Station Dialing (Intercom)		
Code Assignments	18.00	12.00
Uniform Call Distribution Patterns	18.00	12.00

(1) A maximum charge of \$18.00 applies per Centrex-1 line when changing one or more of these features.

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By: Jimmy C. Todd, CEO  
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Lenora, Kansas

Effective: July 1, 2017



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MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II

1. General Regulations – Company concurs with all definitions and descriptions of Centrex-II Service as applied by AT&T Telephone Company in its Guidebook, Part 5, Section 4 (referred to as Plexar-II Service). Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
2. Rates – Except for those rates specified in this Section, Company concurs in the rates as applied by AT&T Telephone Company in its Guidebook, Part 5, Section 4 (referred to as Plexar-II Service). Company intends to mirror AT&T Telephone Company's rates for any services not included in the lists in this Section. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

MONTHLY RATES (in general)

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
<u>0-29 Stations per System:</u>						
Basic Station	\$ 11.47	\$ 9.00	\$ 8.10	\$ 6.30	\$ 5.85	\$ 5.63
Off-Premises Station	11.47	9.00	8.10	6.30	5.85	5.63
BRI Station (1)(7)	16.20	15.30	14.40	13.50	12.60	11.70
CSV/CSD, per B Channel (2)	6.75	6.53	6.30	6.08	5.85	5.63
B Channel Packet, Per B Channel (2)(3)	49.50	47.70	45.90	44.10	42.30	40.50
D Channel Packet, Per D Channel (2)(3)	3.38	3.15	2.70	2.03	1.80	1.58
<u>30+ Stations per System:</u>						
Basic Station	10.58	8.10	7.20	5.40	4.95	4.73
Off-Premises Station	10.58	8.10	7.20	5.40	4.95	4.73
BRI Station (1)(7)	15.30	14.40	13.50	12.60	11.70	10.80
CSV/CSD, per B Channel (2)	6.75	6.53	6.30	6.08	5.85	5.63
B Channel Packet, Per B Channel (2)(3)	49.50	47.70	45.90	44.10	42.30	40.50
D Channel Packet, Per D Channel (2)(3)	3.38	3.15	2.70	2.03	1.80	1.58
Multi-Switch Station Additive (4)	.90	.90	.90	.90	.90	.90

NONRECURRING CHARGES (in general)

<u>Installation Charge</u>	<u>Service Connection Charge</u>	<u>Initial Installation Charge</u>
Per Basic, BRI and Off-Premises Station	--	\$ 23.15
Subsequent Change Charge	\$ .30 (5)	\$ 3.20 (6)

- (1) Maximum of two B Channels of either CSV/CSD or Packet and one D Channel per BRI station.
- (2) Applies in addition to the BRI station rate based on the customer's configuration of B & D Channels.
- (3) Apply Digital Packet Switching Usage as specified for packet calling outside the Centrex group.
- (4) Not applicable to Centrex-II Off-Premises Stations.
- (5) Applies per feature, per station or per channel, when making changes to standard features or BRI capabilities (e.g. channel activation/deactivation) subsequent to initial station installation for additions, changes or rearrangements. Not applicable to changes made by CRS.
- (6) Applies per station or per channel regardless of the number of standard features added, changed or rearranged.
- (7) Not available when associated with Access Advantage Plus.

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Effective: July 1, 2017

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

MONTHLY RATES

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
<u>0-29 Stations per System:</u>						
Basic Station	\$ 11.47	\$ 9.00	\$ 8.10	\$ 6.30	\$ 5.85	\$ 5.63
Basic						
0-2.0 Miles, per Centrex-II						
Station (1)(2)(4)	13.68	8.87	7.79	7.02	5.85	5.40
Over 2.0 Miles, per Centrex-II						
Station (1)(2)(4)	20.43	14.49	12.78	11.43	9.90	9.45
BRI						
0-2.0 Miles, per Centrex-II						
Station (1)(2)(4)	20.93	20.70	20.48	20.25	20.03	19.80
Over 2.0 Miles, per Centrex-II						
Station (1)(2)(4)	59.63	59.40	59.18	58.95	58.73	58.50
Link Extension, Per						
BRI Station (3)(5)	49.05	48.60	48.15	47.70	47.25	46.80

NONRECURRING CHARGES

Installation per station

BRI 0-2.0 miles	\$ 182.65
BRI over 2.0 miles	182.65
Link Extension per BRI	97.60

- (1) Apply, as appropriate, Foreign Serving Office Service rates or Foreign Exchange Service charges to Off-Premises in lieu of Station Line Facility rates.
- (2) The Station Line Facility rate applies to Centrex-II Basic and BRI Stations in excess of the number of Centrex-II Access Lines. In no case shall the credit applied, exceed the number of the station line facility rates billed.
- (3) Apply Link Extension in addition to the appropriate BRI Station Line Facility rate.
- (4) Not applicable on stations associated with Access Advantage Plus.
- (5) Not available when associated with Access Advantage Plus.

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MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

- B. Centrex-II (continued)
  - 2. Rates (continued)

TIE TRUNK TERMINATIONS (3)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Analog Facility	\$ 27.00	\$ 23.40	\$ 23.40	\$ 23.40	\$ 23.40	\$ 23.40
Digital Facility						
-Per DS1 Connection	144.00	139.50	139.50	139.50	139.50	139.50
-Per Activated DSO Channel (1)	6.75	6.30	6.30	6.30	6.30	6.30

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge (2)</u>
Analog Facility	\$ 51.45	\$ 4.95
Digital Facility		
-Per DS1 Connection	52.45	4.95
-Per Activated DSO Channel (1)	8.95	4.95

- (1) One DS1 connection is required per 24 DSO's.
- (2) Not applicable if the feature is installed at the same time as the Centrex-II system.
- (3) Appropriate Guidebook rates and charges for the facility being terminated also apply.

OUT-WATS TERMINATION (2)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Termination	\$ 6.75	\$ 4.50	\$ 4.50	\$ 4.50	\$ 4.50	\$ 4.50

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
	\$ 36.55	\$ 4.95 (1)

- (1) Not applicable if the feature is installed at the same time as the Centrex-II system.
- (2) Appropriate Guidebook rates and charges for the facility being terminated also apply.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

ASSUME DIAL NINE

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per System, per Serving Central Office	\$ 22.50	\$ 22.50	\$ 22.50	\$ 22.50	\$ 22.50	\$ 22.50

Nonrecurring Charges

Per Serving Central Office	<u>Price List Installation Charge</u> \$ 21.60	<u>Service Connection Charge</u> \$ 4.95 (1)
----------------------------	---	---

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

AUTOMATIC ROUTE SELECTION (ARS) - BASIC

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Centrex-II Station in An ARS Arrangement ABBPA	\$ .67	\$ .63	\$ .54	\$ .45	\$ .36	\$ .27

Nonrecurring Charges

Initial Installation per System	<u>Price List Installation Charge</u> \$ 97.85	<u>Service Connection Charge</u> \$ 4.95 (1)
Subsequent Change Charge:	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
Per System (2)	\$ 97.85	\$ 3.20
Per Centrex-II Station (3)	.30	3.20

(1) Not applicable if the feature is installed at the same time as the Centrex-II system.

(2) Applies when making changes subsequent to initial optional feature installation to add or make changes to the ARS arrangement.

(3) Applies when making changes subsequent to initial optional feature installation to equip additional stations or change the stations accessibility to the ARS arrangement.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

B CHANNEL PACKET SWITCHING (1)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
X.25 Closed User Group, Per B Channel	\$ .45	\$ .45	\$ .45	\$ .45	\$ .45	\$ .45
X.25 Incoming Calls Barred, Per B Channel	.45	.45	.45	.45	.45	.45
X.25 Outgoing Calls Barred, Per B Channel	.45	.45	.45	.45	.45	.45
X.25 Permanent Virtual Circuits, Per B Channel	.45	.45	.45	.45	.45	.45

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
X.25 Closed User Group, Per B Channel	\$ 3.70	\$ 4.95
X.25 Incoming Calls Barred, Per B Channel	3.70	4.95
X.25 Outgoing Calls Barred, Per B Channel	3.70	4.95
X.25 Permanent Virtual Circuits, Per B Channel	3.70	4.95

(1) Available only to BRI Stations.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

BUSY VERIFICATION (1)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per System	\$ 1.80	\$ 1.71	\$ 1.62	\$ 1.53	\$ 1.44	\$ 1.35

Nonrecurring Charges

<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
\$ 20.80	\$ 4.95

(1) Available only to BRI Stations.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

CALL FORWARDING BUSY/DON'T ANSWER

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Centrex-II Station Equipped with:						
Busy	\$ 1.80	\$ 1.35	\$ 1.12	\$ .90	\$ .67	\$ .45
Don't Answer	1.80	1.35	1.12	.90	.67	.45
Busy and Don't Answer	2.70	2.25	1.80	1.35	1.90	.67

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
Per Centrex-II Station equipped with:		
Busy	\$ 8.35	\$ 4.95
Don't Answer	8.35	4.95
Busy and Don't Answer	16.70	4.95
Per Centrex-II Station equipped with:		
Busy	--	4.95
Don't Answer	--	4.95
Busy and Don't Answer	--	4.95
Subsequent Change Charge:		
Per Centrex-II Station (1)	.30	3.20

(1) Applies when making changes subsequent to initial optional feature installation to change the destination telephone number or the number of ringing cycles.



MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

- B. Centrex-II (continued)
- 2. Rates (continued)

CALL MANAGEMENT FEATURES

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Centrex-II Station:						
Auto Redial	\$ 1.03	\$ .85	\$ .85	\$ .85	\$ .85	\$ .85
Call Blocker	.81	.67	.67	.67	.67	.67
Call Return	1.03	.85	.85	.85	.85	.85
Priority Call	.81	.67	.67	.67	.67	.67
Selective Call Forwarding	.81	.67	.67	.67	.67	.67
Call Management Feature Package (All 5):	\$ 2.65	\$ 2.20	\$ 2.20	\$ 2.20	\$ 2.20	\$ 2.20

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge (1)</u>
Per System:		
Auto Redial	\$ 44.10	\$ 4.95
Call Blocker	24.55	4.95
Call Return	44.10	4.95
Priority Call	24.55	4.95
Selective Call Forwarding	24.55	4.95 (1)
Call Management Feature Pkg.	161.85 (2)	4.95 (3)
Centrex-II Station:		
Auto Redial	.95	4.95 (1)
Call Blocker	.95	4.95 (1)
Call Return	.95	4.95 (1)
Priority Call	.95	4.95 (1)
Selective Call Forwarding	.95	4.95 (1)
Call Management Feature Pkg.	4.75	4.95 (3)
Call Trace:		
Per Centrex-II Station	.95	4.95 (1)
Per System	41.65	4.95 (1)
Per Successful Trace (4)		

- (1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.
- (2) This charge applies only when the complete Call Management Feature Package is subscribed to. If individual features have previously been installed, apply the individual installation charge for each feature being added in lieu of the Call Management Feature Package installation charge.
- (3) This charge applies only when the complete Call Management Feature Package is subscribed to or if a customer subsequently subscribes to features which complete the package.
- (4) Apply the Business Call Trace, per successful trace, rate.

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MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

CALL PARK

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Station	\$ .18	\$ .18	\$ .18	\$ .18	\$ .18	\$ .18

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
Per System	\$ 32.30	\$ 4.95 (1)
Per Station	1.40	4.95 (1)

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

CALLER ID

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Centrex-II Station:						
Calling Number Delivery	\$ 2.20	\$ 2.02	\$ 2.02	\$ 2.02	\$ 2.02	\$ 2.02
Calling Name Delivery	2.20	2.02	2.02	2.02	2.02	2.02
Calling Number and Name	2.47	2.29	2.29	2.29	2.29	2.29

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge (1)</u>
Initial Installation		
Calling Number Delivery, Per System	\$ 19.45	\$ 4.95
Per Station	2.20	4.95
Calling Name Delivery: Per Station	2.20	4.95
Calling Number and Name, Per System	19.45	4.95
Per Station	3.60	4.95

Conversion Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
Calling Number Delivery to Calling Number and Name Delivery Per Station	\$ 2.20	\$ 4.95
Calling Name Delivery to Calling Number and Name Delivery, Per System	19.45	4.95
Per Station	2.20	4.95

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

CANCEL CALL WAITING (1)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Centrex-II Station:	\$ .54	\$ .49	\$ .45	\$ .40	\$ .36	\$ .31

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
Per System	\$ 14.35	\$ 4.95
Per Centrex-II Station	--	4.95

(1) Not available to BRI Stations.

CONFERENCE CALLING – 6-PORT CONFERENCE ARRANGEMENT

MONTHLY RATES

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per 6-Port Conference Arrangement (1)	\$ 29.70	\$ 27.00	\$ 24.75	\$ 22.50	\$ 20.25	\$ 18.00

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
	\$ 9.90	\$ 4.95

(1) When combining two or more conference arrangements, a reduction of available ports will occur.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

CUSTOMER REARRANGEMENT SERVICE (CRS) – BASIC (1)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Centrex-II Station (2)						
DWD	\$ 1.75	\$ .90	\$ .81	\$ .67	\$ .54	\$ .45

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
Per CRS Database (3)	\$ 473.35	\$ 4.95 (4)
Per Centrex-II Station (2)	--	4.95 (4)

Other nonrecurring charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
Additional CRS Training Per Hour	\$ 54.60	
Each Additional Customer Administrative Guide	47.70	

- (1) Not available to BRI Stations.
- (2) Applicable only to Centrex-II stations loaded into the CRS database.
- (3) A separate CRS database must be established for each different central office served by a single Centrex-II system. The installation charge applies to each CRS database established.
- (4) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

D CHANNEL PACKET SWITCHING (1)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
X.25 Closed User Group, Per D Channel	\$ .45	\$ .45	\$ .45	\$ .45	\$ .45	\$ .45
X.25 Incoming Calls Barred, Per D Channel	.45	.45	.45	.45	.45	.45
X.25 Outgoing Calls Barred, Per D Channel	.45	.45	.45	.45	.45	.45
X.25 Permanent Virtual Circuits, Per D Channel	.45	.45	.45	.45	.45	.45

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
X.25 Closed User Group, Per D Channel	\$ 3.70	\$ 4.95
X.25 Incoming Calls Barred, Per D Channel	3.70	4.95
X.25 Outgoing Calls Barred, Per D Channel	3.70	4.95
X.25 Permanent Virtual Circuits, Per D Channel	3.70	4.95

(1) Available only to BRI Stations.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

ELECTRONIC KEY TELEPHONE SERVICE (EKTS) PACKAGE (1)

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per B Channel	\$ 2.70	\$ 2.70	\$ 2.70	\$ 2.70	\$ 2.70	\$ 2.70
Nonrecurring Charges	<u>Price List Installation Charge</u>		<u>Service Connection Charge (2)</u>			
Initial Installation, Per System		\$ 109.25			\$ 4.95	
Subsequent Change Charge (3), Per Channel		3.70			3.20	
Per System		22.20			3.20	

- (1) Available only to BRI Stations.
- (2) Not applicable if the feature is installed at the same time as the Centrex-II system.
- (3) Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features.

MESSAGE WAITING INDICATION (1)

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Centrex-II Station W/ Simplified Message Desk Interface (SMDI) (2)(3)	\$ .13	\$ .09	\$ .09	\$ .09	\$ .09	\$ .09
W/out SMDI (4)	--	--	--	--	--	--
Nonrecurring Charges	<u>Price List Installation Charge</u>		<u>Service Connection Charge</u>			
Per Centrex-II Station W/ SMDI9 (2)(3)		\$ 1.05			\$ 4.95	
W/out SMDI (4)		1.05			4.95	

- (1) Not available to Basic Rate Interface (BRI) stations.
- (2) Requires SMDI. These rates are in addition to the rates for SMDI.
- (3) This charge is applicable to SMDI arrangements when calls are forwarded to the message desk hunt group within the Centrex-II system, whether utilizing an external message desk provider or customer-provided message desk equipment. This provides for activation of an audible and/or visual message waiting indication.
- (4) This charge is applicable to Centrex-II arrangements subscribing to voice mail services provided by an external message desk where calls are forwarded outside the Centrex-II system. This one-time charge allows the activation of message waiting indication (audible and /or visual) per Centrex-II station.

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MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

MUSIC ON HOLD (1)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per System, Per Serving Control Office	\$ 29.70	\$ 29.70	\$ 29.70	\$ 29.70	\$ 29.70	\$ 29.70

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge (2)</u>
Per System, Per Serving Central Office	\$ 35.60	\$ 4.95
Per Station	1.40	4.95

(1) Not applicable to business sets.

(2) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

NIGHT SERVICE

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Night Service Arrangement	\$ 6.75	\$ 6.30	\$ 5.85	\$ 5.40	\$ 4.95	\$ 4.50

NONRECURRING CHARGES

<u>Price List Installation Charge</u>	<u>Service Connection Charge (1)</u>
\$ 59.30	\$ 4.95

(1) Not applicable if the feature is installed at the same time as the Centrex-II system.

OUTGOING TRUNK QUEUING

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per System	\$ 1.80	\$ 1.57	\$ 1.35	\$ 1.12	\$ 1.90	\$ .67

Nonrecurring Charges

<u>Price List Installation Charge</u>	<u>Service Connection Charge</u>
--	\$ 4.95 (1)

(1) Not applicable if the feature is installed at the same time as the Centrex-II system.



MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

PREFERENTIAL HUNTING

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Centrex-II Station	\$ .31	\$ .27	\$ .22	\$ .18	\$ .13	\$ .09
Nonrecurring Charges						
		<u>Price List Installation Charge</u>		<u>Service Connection Charge</u>		
Initial Installation, per Station		--			\$ 4.95 (1)	
Subsequent Change Charge, Per Station		\$ .30			\$ 3.20	

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

REMOTE ACCESS CAPABILITY (1)

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Remote Access Facility	\$ 11.70	\$ 10.80	\$ 10.35	\$ 9.90	\$ 9.45	\$ 9.00
Nonrecurring Charges						
		<u>Price List Installation Charge</u>		<u>Service Connection Charge</u>		
Initial Installation		--			\$ 4.95 (2)	
Subsequent Change Charge (3)		\$ 4.60			\$ 3.20	

(1) Appropriate rates and charges for incoming and outgoing facilities also apply.

(2) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

(3) Applies when making changes subsequent to initial optional feature installation when making changes associated with accessing the Remote Access Facility.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

ROUTED NUMBERS

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Telephone Number Routed	\$ .22	\$ .22	\$ .22	\$ .22	\$ .22	\$ .22
Nonrecurring Charges	<u>Price List Installation Charge</u>		<u>Service Connection Charge (1)</u>			
Per Route Established	\$ 150.00		\$ 5.05			

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

REMOTE ACCESS TO CALL FORWARDING

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Station	\$ .90	\$ .90	\$ .90	\$ .90	\$ .90	\$ .90
Nonrecurring Charges	<u>Price List Installation Charge</u>		<u>Service Connection Charge (1)</u>			
Per System	\$ 53.75		\$ 4.95			
Per Station	1.40		4.95			

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

SIMPLIFIED MESSAGE DESK INTERFACE (SMDI) (1)(2)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per System, Per Serving Central Office (3)(4)(5)	\$ 180.00	\$ 171.00	\$ 162.00	\$ 153.00	\$ 144.00	\$ 135.00

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge (6)</u>
Per System, Per Serving Central Office	\$ 69.70	\$ 4.95

- (1) Centrex-II Stations in the SMDI message desk hunt group must be in the same Centrex-II system as the stations accessing the message desk. Apply the Centrex-II Off-Premises Station rate to the stations in the SMDI hunt group when the voice mail equipment is provided by an external message desk/voice mail provider. Apply the Centrex-II Station rate and Station Line Facility rate to stations in the SMDI hunt group when the voice mail equipment is customer-owned.
- (2) Message Waiting Indication, which provides the Centrex-II Station user an audible alerting tone (intermittent dial tone) from the customer's serving central office indicating waiting messages, may be subscribed to.
- (3) SMDI arrangements utilizing customer-owned message desk/voice mail equipment require the Centrex-II customer to additionally subscribe to a voice grade data channel. Customer provided modem, answering equipment, and Message Desk controller conforming to the technical specifications of the Telephone Company are also required. The message desk Centrex-II hunt group provides the access links to the customers' premises.
- (4) This rate provides for called party number delivery.
- (5) SMDI arrangements utilizing an external message desk/voice mail provider require access links and a voice grade channel. The external message desk provider must also provide a modem conforming to the technical standards of the technical standards of the Company. Access links carry the voice traffic between the Centrex-II system and the message desk/mail box. The data channel carries called party number information and the message-waiting indicator. The Centrex-II message desk hunt group is connected to the access links in the central office.
- (6) Not applicable if the feature is installed at the same time as the Centrex-II system.

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MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

UNIFORM CALL DISTRIBUTION (UCD)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
UCD, Per UCD Group (1):						
With Queuing (3)	\$ 40.50	\$ 36.00	\$ 36.00	\$ 36.00	\$ 36.00	\$ 36.00
Without Queuing	24.75	22.50	22.50	22.50	22.50	22.50
Additional Queue Slots, Per Queue Slot	1.35	.90	.90	.90	.90	.90
Make Busy Key, Per Key (2)	2.25	1.80	1.80	1.80	1.80	1.80
Music on Queue, per UCD Group (2)	26.55	25.20	25.20	25.20	25.20	25.20
Recorded Delay Announcement, Per Announcement (4)	23.40	22.50	22.50	22.50	22.50	22.50
Stop Hunt Key, Per Key (4)	2.25	1.80	1.80	1.80	1.80	1.80
UCD Queue Status Lamp, Per UCD Group (4)	9.90	9.00	9.00	9.00	9.00	9.00
UCD on Business Set (5) Per UCD Group	9.67	8.55	8.55	8.55	8.55	8.55
Per Business Set	.13	.09	.09	.09	.09	.09

Nonrecurring Charges

	<u>Price List Installation Charge</u>	<u>Service Connection Charge (6)</u>
UCD, Per UCD Group (1):		
With Queuing (3)	\$ 46.75	\$ 4.95
Without Queuing	31.20	4.95
Additional Queue Slots, Per Queue Slot	2.15	4.95
Make Busy Key, Per Key (2)	--	4.95
Music on Queue, per UCD Group (2) Recorded Daily	19.60	4.95
Announcement, Per Announcement (1)	120.10	4.95
Stop Hunt Key, Per Key (1)	--	4.95
UCD Queue Status Lamp, Per UCD Group (1)	18.40	4.95
UCD on Business Set, (2) Per UCD Group	22.95	4.95
Per Business Set	1.55	4.95

- (1) Maximum of 25 agents per UCD group.
- (2) A Voice Grade channel may be required for this service.
- (3) Equal to 30% of all UCD stations in the group.
- (4) A Voice Grade channel may be required for this service.
- (5) Available only in DMS offices where applicable software exists.
- (6) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

By: Jimmy C. Todd, CEO  
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Lenora, Kansas

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MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

SPEED CALLING – 30 CODES

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Centrex-II Station	\$ .36	\$ .27	\$ .27	\$ .27	\$ .27	\$ .27
Nonrecurring Charges	<u>Price List Installation Charge</u>		<u>Service Connection Charge (1)</u>			
Initial Installation: Per System		\$ 6.40			\$ 4.95	
Per Centrex-II Station		--			\$ 4.95	

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

SPEED CALLING – 50 CODES

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Centrex-II Station	\$ .54	\$ .45	\$ .45	\$ .45	\$ .45	\$ .45
Nonrecurring Charges	<u>Price List Installation Charge</u>		<u>Service Connection Charge (1)</u>			
Initial Installation: Per System		\$ 6.40			\$ 4.95	
Per Centrex-II Station		--			\$ 4.95	

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

SPLIT SERVICE OFFERING

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Additional Common Block	\$ 9.00	\$ 8.10	\$ 7.20	\$ 6.30	\$ 5.40	\$ 4.50
Nonrecurring Charges	<u>Price List Installation Charge</u>		<u>Service Connection Charge (1)</u>			
	\$ 94.00		\$ 4.95			

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

STATION MESSAGE DETAIL RECORDING (SMDR)

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Station	\$ 1.53	\$ 1.44	\$ 1.35	\$ 1.26	\$ 1.17	\$ 1.08
Nonrecurring Charges	<u>Price List Installation Charge</u>		<u>Service Connection Charge (1)</u>			
Per System	\$ 172.80		\$ 4.95			

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

TRUNK ANSWER ANY STATION

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Arrangement	\$ .67	\$ .45	\$ .45	\$ .45	\$ .45	\$ .45
Nonrecurring Charges	<u>Price List Installation Charge</u>		<u>Service Connection Charge (1)</u>			
	--		\$ 4.95			

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

VISUAL MESSAGE WAITING INDICATION (1)

Monthly Rates	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per B Channel	\$ .45	\$ .45	\$ .45	\$ .45	\$ .45	\$ .45
Nonrecurring Charges	<u>Price List Installation Charge</u>		<u>Service Connection Charge (2)</u>			
	\$ 3.25		\$ 4.95			

(1) Available only to Basic Rate Interface (BRI) stations. For Basic Stations, this functionality is provided through the Message Waiting Indication optional feature.

(2) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

B. Centrex-II (continued)

2. Rates (continued)

LAST NUMBER REDIAL

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per Station	\$ .22	\$ .22	\$ .22	\$ .22	\$ .22	\$ .22

Nonrecurring Charges

	Price List Installation Charge	Service Connection Charge (1)
Per System	\$ 2.30	\$ 4.95
Per Station	1.40	4.95

(1) Not applicable if the feature is installed at the same time as the Centrex-II system or station.

MEET-ME CONFERENCE (1)

Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Per 6-Port Conference Arrangement (2)	\$ 29.70	\$ 27.00	\$ 24.75	\$ 22.50	\$ 20.25	\$ 18.00

Nonrecurring Charges

	Price List Installation Charge	Service Connection Charge (3)
Per System	\$ 8.75	\$ 4.95

(1) Not available to BRI Stations.

(2) When combining two or more conference arrangements, a reduction of available ports will occur.

(3) Not applicable if the feature is installed at the same time as the Centrex-II system or station.



## MISCELLANEOUS SERVICE OFFERINGS

## VIII. CENTREX SERVICES – RATE GROUPS 1, 2 &amp; 3 (continued)

## C. Centrex-Express

1. General Regulations – Company concurs with all definitions and descriptions of Centrex Express Service as applied by AT&T Telephone Company in its Guidebook, Part 5, Section 5 (referred to as Other Plexar Services). Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
2. Rates – Except for those rates specified in this Section, Company concurs in the rates as applied by AT&T Telephone Company in its Guidebook, Part 5, Section 5 (referred to as Other Plexar Services). Company intends to mirror AT&T Telephone Company's rates for any services not included in the lists in this Section. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.

## Monthly Rates

	M-T-M	12 Mos.	24 Mos.	36 Mos.	48 Mos.	60 Mos.
Basic Station	\$ 8.00	\$ 7.80	\$ 7.60	\$ 7.40	\$ 7.20	\$ 7.00
Off-Premises Station	8.00	7.80	7.60	7.40	7.20	7.00
Station Line Facility (1)						
-0-2 Miles	12.00	11.80	11.60	11.40	11.20	11.00
-Over 2 Miles	30.00	29.80	29.60	29.40	29.20	29.00
Tie Line Terminations (2)						
Analog Tie Line Termination	33.50	33.50	33.50	33.50	33.50	33.50
Digital Tie Line Termination (3)						
-DS1	195.00	195.00	195.00	195.00	195.00	195.00
-DS0	12.50	12.50	12.50	12.50	12.50	12.50
Optional Features Assume Dial Nine Per System, Per C.O.	25.00	25.00	25.00	25.00	25.00	25.00
Call Waiting/Cancel Call Waiting per Station	.20	.20	.20	.20	.20	.20
Caller ID, Per Station						
Calling Number	1.50	1.50	1.50	1.50	1.50	1.50
Calling Name	1.50	1.50	1.50	1.50	1.50	1.50
Calling Name & Number	2.50	2.50	2.50	2.50	2.50	2.50
Message Waiting Indication Per Station	.10	.10	.10	.10	.10	.10
Speed Calling Per Station	.20	.20	.20	.20	.20	.20
Toll Restriction Per Station	.25	.25	.25	.25	.25	.25

By: Jimmy C. Todd, CEO  
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## MISCELLANEOUS SERVICE OFFERINGS

## VIII. CENTREX SERVICES – RATE GROUPS 1, 2 &amp; 3 (continued)

## C. Centrex-Express (continued)

## 2. Rates (continued)

## Nonrecurring Charges

	Installation Charge	Service Connection Charge
System Establishment-Per System (4)	\$ 100.00	\$ 0.00
Station Installation-Per Station	--	23.15
Analog Tie Line Termination	70.00	4.95 (8)
Digital Tie Line Termination (3)		
-DS1	70.00	4.95 (8)
-DSO	--	4.95 (8)
System Subsequent Change		
-Per Service C.O. (5)	60.00	--
Station Subsequent Change		
-Per Station (6)	.50	3.20 (7)(9)
Transfer of Telephone Numbers		
-To Centrex Express, per number	25.00 (10)	3.20 (11)
-To Other Business Services, per number	25.00 (12)	3.20 (12)

## Nonrecurring Charges for Optional Features

	Installation Charge	Service Connection Charge
Assume Dial Nine, Per System, per C.O.	\$ 7.30	\$ 4.95 (8)
Call Waiting/Cancel Call Waiting		
-Per System, per C.O.	17.70	4.95 (8)
-Per Station	.50	4.95 (8)
Caller ID:		
Calling Number		
-Per System, per C.O.	22.85	4.95 (8)
-Per Station	1.45	4.95 (8)
Calling Name		
-Per System, per C.O.	3.45	4.95 (8)
-Per Station	1.45	4.95 (8)
Calling Name & Number		
-Per System, per C.O.	26.30	4.95 (8)
-Per Station	2.90	4.95 (8)

MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

C. Centrex-Express (continued)

2. Rates (continued)

Nonrecurring Conversion Charges

	Installation Charge	Service Connection Charge
Calling Number to Calling Name & Number		
-Per System, per C.O.	\$ 3.45	\$ 4.95 (8)
-Per Station	1.45	4.95 (8)
Calling Name Delivery to Calling Name & Number Delivery		
-Per System, per C.O.	22.85	4.95 (8)
-Per Station	1.45	4.95 (8)
Message Waiting Indicator		
-Per System, per C.O.	3.45	4.95 (8)
-Per Station	.50	4.95 (8)
Speed Calling		
-Per System, per C.O.	7.30	4.95 (8)
-Per Station	.50	4.95 (8)
Toll Restriction		
-Per System, per C.O.	86.00	4.95 (8)
-Per Station	.50	4.95 (8)

- (1) The Station Line Facility applies to Centrex Express stations in excess of the number of Centrex Express access lines, per system, per serving central office.
- (2) In addition, appropriate Guidebook rates and charges for the facility being terminated apply.
- (3) One DS1 connection is required per 24 DSOs.
- (4) Applies per serving central office.
- (5) Applies when changes are made affecting entire system.
- (6) Applies per feature, per station, when making changes subsequent to initial system installation to add, change or rearrange standard features.
- (7) Applies per station regardless of the number of standard features added, changed or rearranged.
- (8) Not applicable if the feature is installed at the same time as the Centrex Express system.
- (9) Not applicable if the subsequent change is associated with the installation of the station.
- (10) Standard capability of a Centrex Express arrangement includes the customer retaining a maximum of five existing telephone numbers, at on time of initial installation, per serving central office. This charge applies to those numbers exceeding five. When the customer requests the addition of telephone numbers subsequent to initial installation, this charge applies to each number.
- (11) Applicable when transferring telephone numbers subsequent to initial system installation.
- (12) Not applicable when the customer disconnects the entire Centrex Express system.

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MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

D. Centrex-Custom Service

1. Centrex-Custom Service is a central office-based service. Two serving arrangements are available. They are:

a. Electronic Switching System (ESS) Arrangement

The ESS Arrangement for Centrex- Custom Service is a switched voice communications system which is provided by an arrangement of simulated exchange access lines, station lines, switching equipment, customer facility groups, and other facilities located on Company premises which utilize ESS technology. This arrangement is based on the concept of simulated exchange access lines which allows a customer to specify a grade of service based on individual usage needs. The ESS Arrangement is based on customer specific cost analysis with costing uniformity among similarly situated customers.

b. Arrangement Specialized

The specialized Arrangement for Centrex-Custom Service is provided when the customer's requirements are not met with current ESS technology. This arrangement uses the concept of simulated exchange access lines which allows a customer to specify a grade of service based on individual usage needs. The specialized Arrangement is based on customer specific cost analysis with costing uniformity among similarly situated customers.

2. Both Centrex-Custom Service serving arrangements may be provided by utilizing existing Company facilities and equipment, construction of new facilities and the purchase of new central office equipment or any combination thereof. These arrangements will be provided only when in the judgment of the Company it is practicable and will not be detrimental to any other services furnished by the Company. The minimum station size for both service arrangements is 75 stations within any serving central office.
3. Each Centrex-Custom Service Specialized Arrangement is intended for use by the specific customer at the designated locations only. Major changes to the service arrangement made by the customer will require review by the Company which may result in a change of rates and charges.
4. Centrex-Custom Service is price deregulated.
5. At the conclusion of the contract, the customer must elect one of the following options:
- a. Renew the contract at the terms, conditions and rates that are offered at the time.
- b. Discontinue the service.
6. Directory listing will be furnished in accordance with the regulations set forth in Section 3 of this Guidebook.

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MISCELLANEOUS SERVICE OFFERINGS

VIII. CENTREX SERVICES – RATE GROUPS 1, 2 & 3 (continued)

D. Centrex-Custom Service (continued)

7. Each station line will terminate in a Network Interface at the customer's premises. The Network Interface is included in the station line service and equipment charge.
8. Sufficient floor space and the necessary wiring, outlets and commercial power for the operation of the service are furnished by the customer who assumes all responsibility for the safe condition of such floor space, wiring, outlets and power.
9. Other facilities, miscellaneous and supplemental service offerings requested by the customer and not detrimental to this service will be furnished in accordance with regulations and at rates set forth in applicable Nex-Tech Guidebook.
10. Customer requests for special or modified standard service offerings will be furnished whenever possible if not detrimental to this service or other services of the Company. Such requests will be furnished at additional charges.
11. Service Ordering Charges as set forth in Section 2 shall apply.
12. End User Common Line (EUCL) charges will be billed per Centrex-Custom Service local exchange access line as prescribed by the F.C.C.
13. ESS Arrangement Features will include the following standard features: Direct outward calling, direct inward calling, station-to-station calling, station hunting, call transfer-attendant, restriction from outgoing calls, station restriction, reserve power, identified outward calling, call interception, call transfer-individual, consultation hold, add-on, trunk answer from any station, touch-tone and basic customer rearrangement service. All other requested features will be considered optional.
14. Specialized Arrangement Features will be provided as requested by the customer, when available. Appropriate rates and charges for the available features will be developed.
15. Rates for Centrex-Custom Service arrangements will be customer specific based on the economic costs, contribution level and the payment plan and contract option selected.

IX. CENTREX SERVICES – RATE GROUPS 4, 5 & 6

- A. General Regulations – Company concurs with all definitions and descriptions of Centrex-I Service as applied by CenturyLink Telephone Company in its General Exchange Tariff, Section 13. Company further concurs in any amendments or successive issues of said General Exchange Tariff until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.

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MISCELLANEOUS SERVICE OFFERINGS

- IX. CENTREX SERVICES – RATE GROUPS 4, 5 & 6 (continued)
- B. Rates – Company concurs in the rates as applied by CenturyLink Telephone Company in its General Exchange Tariff, Section 13. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.
- X. INTERCEPT REFERRAL SERVICE RATE GROUPS 1, 2 & 3
- A. General Regulations – Company concurs with all definitions and descriptions of Intercept Referral Service as applied by AT&T Telephone Company in its Guidebook, Part 11, Section 1. Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
- B. Rates – Company concurs in the rates as applied by AT&T Telephone Company in its Guidebook, Part 11, Section 1. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.
- XI. INTRAEXCHANGE CHANNEL SERVICE OFFERINGS – RATE GROUPS 1, 2 & 3
- A. General Regulations – Company concurs with all definitions and descriptions of intraexchange Channel Service Offerings (on-premise extensions) as applied by AT&T Telephone Company in its Guidebook, Part 15, Section 2. Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
- B. Rates – Company concurs in the rates as applied by AT&T Telephone Company in its Guidebook, Part 15, Section 2. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.
- XII. INTEREXCHANGE CHANNEL SERVICE OFFERINGS – RATE GROUP 4, 5 & 6
- A. General Regulations – Company concurs with all definitions and descriptions of interexchange Channel Service Offerings (on-premise extensions) as applied by CenturyLink Telephone Company in its General Exchange Tariff, Section 16. Company further concurs in any amendments or successive issues of said General Exchange Tariff until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.

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MISCELLANEOUS SERVICE OFFERINGS

- XII. INTEREXCHANGE CHANNEL SERVICE OFFERINGS – RATE GROUP 4, 5 & 6 (continued)
- B. Rates – Company concurs in the rates as applied by CenturyLink Telephone Company in its General Exchange Tariff, Section 16. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.
- XIII. FOREIGN SERVING OFFICE AND EXTENSION SERVICE – RATE GROUPS 1, 2 & 3
- A. General Regulations – Company concurs with all definitions and descriptions of Foreign Serving Office and Extension Service (off-premise extensions) as applied by AT&T Telephone Company in its Guidebook, Part 4, Section 3. Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
- B. Rates – Company concurs in the rates as applied by AT&T Telephone Company in its Guidebook, Part 4, Section 3. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.
- XIV. FOREIGN SERVING OFFICE AND EXTENSION SERVICE – RATE GROUP 4, 5 & 6
- A. General Regulations – Company concurs with all definitions and descriptions of Foreign Serving Office and Extension Service (off-premise extensions) as applied by CenturyLink Telephone Company in its General Exchange Tariff, Section 16. Company further concurs in any amendments or successive issues of said Local Exchange Tariff until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
- B. Rates – Company concurs in the rates as applied by CenturyLink Telephone Company in its General Exchange Tariff, Section 16. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.
- XV. PRIVATE LINE SERVICE – RATE GROUP 1, 2 & 3
- A. General Regulations – Company concurs with all definitions and descriptions of Private Line Service (off-premise extensions) as applied by AT&T Telephone Company in its Kansas Guidebook, Part 5, Section 2. Company further concurs in any amendments or successive issues of said Guidebook until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.

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MISCELLANEOUS SERVICE OFFERINGS

XV. PRIVATE LINE SERVICE – RATE GROUP 1, 2 & 3 (continued)

- B. Rates – Company concurs in the rates as applied by AT&T Telephone Company in its Kansas Guidebook. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.

XVI. PRIVATE LINE SERVICE– RATE GROUP 4, 5 & 6

- A. General Regulations – Company concurs with all definitions and descriptions of Private Line Service (off-premise extensions) as applied by CenturyLink Telephone Company in its General Exchange Tariff, Section 16. Company further concurs in any amendments or successive issues of said Local Exchange Tariff until this concurrence is revoked or canceled. Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in its best interest.
- B. Rates – Company concurs in the rates as applied by CenturyLink Telephone Company in its General Exchange Tariff, Section 16. These are the maximum rates that will be charged. Company may offer additional discounts based upon the number of services, number of features and length of commitment.

XVII. REMOTE CALL FORWARD

- A. General Regulations – Remote Call Forward is a service whereby a call placed from a station (the originating station) to a customer's (the Call Forward customer) telephone number in one exchange (the call forwarding location) is automatically forwarded by the Company's central office equipment to the subscriber's remote location. Terminating stations must have incoming call capability in one of the following 1) located within the same exchange as originating station, 2) located within a different exchange or 3) to non-optional extended area of service as set forth in the Guidebook.

Calls directed to the Remote Call Forward number are forwarded using interstate or intrastate Long Distance Service for terminating station located in a different exchange. Calls directed to a Remote Call Forward number in same exchange or non-optional extended area of service are forwarded using Local Exchange Service.

Remote Call Forward service is offered subject to availability of facilities and is not available for coin telephone.



MISCELLANEOUS SERVICE OFFERINGS

XVII. REMOTE CALL FORWARD (continued)

B. Rates

		<u>Monthly Rate</u>	<u>Installation Charge</u>
			(1)(2)(3)(4)(5)
1.	Per access path (rate groups 1, 2 & 3)	\$ 16.25	\$ 26.50
2.	Per access path (rate groups 4, 5 & 6)	16.00	31.75
3.	Usage charges on Local Basis (rate groups 1, 2 & 3) In addition to the Access Path charge	11.57	

- (1) The Installation charge will not apply on outside move orders of customer's other services, if there is no telephone number change.
- (2) To change the Remote Call Forward number, an Installation charge is applicable depending on the rate group.
- (3) An Installation charge, depending on the rate group, is applicable, when the customer changes where the number is sent.
- (4) If there are multiple numbers involved, only one Installation charge is applicable.
- (5) Only one Installation charge will apply when additional access path(s) are ordered at the same time as the first Remote Call Forward access path.

C. Remote Call Forward Usage Charges

1. If call is forwarded to another location, the respective charge for each portion shall be as follows:
  - a. Between the originating station and call forwarding location. The charge for this portion of a remotely forwarded call shall be the charge specified in this Guidebook, or any other applicable tariff, for the type of call involved.
  - b. Between the call forwarding location and the terminating station. The Remote Call Forward customer is responsible for the applicable customer-dialed station-to-station charges as specified in the applicable tariff. The charges apply to all calls answered at the terminating station.

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MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1)

A. Description

Hosted PBX is a network-based telephony service offered to small and medium business (SMB) customers. The Hosted PBX service replaces the existing Key System or PBX with a hosted service and delivers a powerful, full-featured business-class phone system.

Hosted PBX is provided through an arrangement of call paths. A customer can control the number of simultaneous incoming and outgoing calls through the quantity of call paths they subscribe to. Each call path subscribed to will be charged an End User Common Line (EUCL) charge per month.

The Hosted PBX application supports the following types of phones:

Linksys SPA 2102 Analog Terminal Adapters (ATA)  
Aastra 6753i, 6755i, 6757i, 6757i CT SIP business phones

Most of the Hosted PBX features are available to all of the above types of phones; however, some advanced features, like Attendant Console functionality, are only available to SIP business phones.

B. Directory Listing

Directory Listing will be furnished in accordance with the regulations set forth in Section 3, I.

C. VoiceManager Features

1. VoiceManager Web Self-Care

VoiceManager is a hosted web portal that delivers a streamlined and dynamic web experience to end-users. It leverages Web 2.0 technology to deliver an intuitive and tightly integrated user interface to the wide range of services described in this section. The full list of features that can be managed by Hosted PBX users using VoiceManager is as follows:

Anonymous Call Rejections  
Caller ID Blocking  
Calling Name Delivery  
Calling Number Delivery  
Calling Number Delivery Blocking  
Call Forwarding  
Call Forwarding Busy  
Call Forwarding No Answer  
Call Forwarding Busy/No Answer  
Call Waiting

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MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1) (continued)

C. VoiceManager Features (continued)

1. VoiceManager Web Self-Care (continued)

Automatic Recall  
Do Not Disturb  
Find-Me-Follow-Me  
Priority Call  
Reminder Calls  
Selective Call Acceptance  
Selective Call Rejection  
SimRing  
Speed Dials  
Voice Mail

2. VoiceManager Administration Interface

The VoiceManager Administration Interface provides administrators with a more powerful tool to allow Moves, Adds and Changes (MACs) to be performed. An administrator can manage SMB-wide features, like hunt groups, and also perform administration functions on behalf of individual users.

3. VoiceManager Phone Configurator

The VoiceManager Phone Configurator allows SMB administrators and end-users to configure the keys on their phones using a simple and intuitive point and click interface.

4. Desktop Assistant

If the subscriber has installed the Desktop Assistant, they will be able to use the VoiceManger to manage their incoming and outgoing calls. This will also change the status of the subscriber line when answering an incoming call or making an outgoing call.

D. Basic Features

1. Reminder Call

This service allows the subscriber to book calls from the switch at a set time of day. An announcement is played when the subscriber answers.

If the call is not answered, the switch will retry after a set period. Possible reasons for the reminder not being answered include the subscriber not picking up the call or the subscriber's line being busy.

Reminder calls can be individual or regular reminders. Individual reminders are made once at a set time, up to twenty-four (24) hours after the reminder was configured. Regular reminders are made at a set time on a number of days, depending on the particular options selected.

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MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1) (continued)

D. Basic Features (continued)

2. Screen Listing Editing

This service allows a subscriber to manage the list of pre-defined numbers to which a particular call treatment is applied.

The call services that use the Screen List Editing menu to manage lists of predefined numbers are Selective Call Forwarding, Selective Call Rejection and Priority Call.

3. Message Waiting Indicator

This service indicates to a subscriber when messages are waiting using an Audible Message Waiting Indicator with a stutter dial tone. The subscriber's phone must support this service.

4. Mandatory Account Codes

This service allows a subscriber to correlate their outgoing calls with a numerical account code, which is reported in billing information for the call.

5. Business Group Dialing Plan

Lines within a Business Group use a group-specific dialing plan, including short dialing codes and intercom codes. Each line in a Business Group can be assigned an intercom code used within the group to identify that line.

6. Assume 9 Dialing

Business Groups can be configured to make external calls either by dialing an access prefix (such as 9), or simply by normal 1+10 digit dialing or other dialing patterns. This feature is configured and enabled on the Hosted PBX.

7. Special Intercept Announcement

Special Intercept Announcements are played to callers when they dial a number that is assigned to a Business Group but is not in service, or to Business Group callers who dial a code which is not part of the dialing plan. This feature can be customized to contain a special message.

8. Music On Hold

This service allows the facility to play music or other recordings to a subscriber whose call has been placed on hold by a Business Group Line (using either Call Hold or Call Park), or to an incoming caller whose call is waiting in a queue.

MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1) (continued)

D. Basic Features (continued)

9. Intercom Dialing

Each line in a Business Group can be assigned an intercom code used within the group to identify that line. Lines within a Business Group use that group-specific dialing code to intercom within that Business Group.

E. Star Codes

All standard CLASS services referenced in Section 3, II of this Guidebook are offered as part of this application and these can be invoked using a feature key on a SIP phone or star codes.

Call Service	Star Code
Anonymous Call Rejection to Enable	*77
Anonymous Call Rejection to Disable	*87
Automatic Callback to Last Outgoing Call	*66
Automatic Callback to Cancel All Attempts	*86
Automatic Recall One Stage Activation	*69
Automatic Recall - Cancel All Attempts	*89
Busy Call Forward to Enable (follow code with the number to forward to)	*90
Busy Call Forwarding to Disable	*91
Call Trace Activation	*57
Call Waiting with Caller ID to Enable	*65
Call Waiting with Caller ID to Disable	*85
Calling Name Delivery to Enable	*65
Calling Name Delivery to Disable	*85
Calling Name Delivery Blocking	*67
Cancel Call Waiting	*70
Delayed Call Forwarding to Enable (follow code with the number to forward to)	*92
Delayed Call Forwarding to Disable	*93
Directed Pickup to Pick Up Incoming Call	*12
Do Not Disturb to Enable	*78
Do Not Disturb to Disable	*79

MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1) (continued)

E. Star Codes (continued)

Call Service	Star Code
Find-Me-Follow-Me to Enable	*371
Find-Me-Follow-Me to Disable	*372
Priority Call to Configure	*61
Reminder Call to Enable Individual Call	*310
Reminder Call to Disable Individual Call	*312
Reminder Call to Disable All Individual Calls	*311
Reminder Call to Check Individual Calls	*313
Reminder Call to Enable Regular Call	*314
Reminder Call to Disable One Regular Call	*316
Reminder Call to Disable All Regular Calls	*315
Reminder Call to Check Regular Calls	*317
Selective Call Acceptance to Configure	*64
Selective Call Acceptance to Enable	*78
Selective Call Acceptance to Disable	*79
Selective Call Forwarding to Configure	*63
Selective Call Rejection to Configure	*60
SimRing to Enable	*361
SimRing to Disable	*362
Speed Calling to Add One-Digit Code	*74
Speed Calling to Add Two-Digit Code	*75
Speed Calling to Use a Code	Code#
Unconditional Call Forwarding to Enable (follow code with the number to forward to)	*72
Unconditional Call Forwarding to Disable	*73

F. Enhanced Features

1. Multiple Line and Call Features

a. Multiple Lines

Select business phones typically support multiple lines simultaneously. The user will typically have a key with associated light for each line configured on the phone. Calls can be made using particular lines by pressing the key for that line prior to dialing. Incoming calls on specific lines may either be configured to be answered when the user picks up the handset or to require the key for the line to be selected.

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MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1) (continued)

F. Enhanced Features (continued)

1. Multiple Line and Call Features (continued)

b. Multiple Call Appearances

Lines can be configured to support more than one (1) call simultaneously. This means that users can place calls on hold, transfer calls and set up conferences on their phones. This feature is enabled on a per-line basis on the Hosted PBX. The phone will have to support Multiple Call Appearances for this feature to work and it may be required or possible to configure different keys on the phone for each call appearance.

2. Call Forking

Call Forking allows multiple phones to register for the same shared line on the Hosted PBX platform. Each phone will ring when calls come in to this line and any calls made from this line on any of the phones will come from the same shared line's caller ID. This has an advantage over SimRing in that there is only one Directory Number shared among every phone using this shared line. This feature is configured on a per-line basis on the Hosted PBX.

3. Shared Line Appearance

Shared Line Appearance extends the Call Forking feature by allowing a phone to view the current status of a line that is shared between multiple phones and provides Key System Emulation. This feature is also sometimes called Shared Call Appearance, Bridged Line Appearance or Bridged Call Appearance.

Typically, the shared line will be allocated a key and an associated light.

- a. When calls are placed to this line, the light will flash (and the phone will ring). Like the Call Forking feature, any phone using this shared line can answer such a call.
- b. When any phone is in a call on this shared line, the light associated with this line is lit solidly on all phones using this shared line.
- c. Any phone in a call on this shared line can place the call on hold for this line. This is typically indicated by the light associated with the line flashing (and typically the flash is a different speed than the flash for an alerting line). Any phone on this shared line can pick up this held call. Unlike the Busy Lamp Field with Directed Call Pickup call service, even after another phone picks up a call that was held on a shared line, the call remains on this shared line. All other phones using the line can see the status of the call and the call always remains on the shared line. This feature is configured on a per-line basis on the Hosted PBX. Phones using shared line appearance require support and configuration for this feature. However, this line can also be shared by lines using the Call Forking feature – there is no requirement that all endpoints for a shared line support shared line appearance. Any phones that do not support full Shared Line Appearance will exhibit Call Forking behavior.

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MISCELLANEOUS SERVICE OFFERINGS

## XVIII. HOSTED PBX (1) (continued)

## G. Incoming Call Management Features (Optional)

## 1. Auto Attendant

The Auto Attendant feature is provided using the Hosted PBX Auto Attendant application server. This feature provides SMBs a fully customizable, automated receptionist service consisting of:

- a. Automatic call answering;
- b. User-configurable hierarchical menus and announcements;
- c. Menus and announcements for out-of-office hours and holidays;
- d. Dial-by-extension or dial-by-name directory (with spoken name confirmation); and
- e. Administration via telephony user interface (TUI) or Web.

Rate – There is an additional monthly charge of twenty dollars (\$20.00).

## 2. Attendant Console (Line State Monitoring)

This service allows a Business Group Line to be connected to an attendant console. The attendant console can then be notified with the state of any line within the same Business Group. The state for a line can be one of the following:

- a. No call present
- b. Incoming call is ringing on this line
- c. Incoming call is active on this line
- d. Outgoing call has been originated on this line

## 3. Call Park Features

“Call Park” is the term applied when a call is put on hold in such a way that it can be retrieved from hold by any one of a number of different lines/phones. The term “Park Orbit” refers to the location of the call when it is parked. A Park Orbit is referred to by a number (possibly including \* or #), known as a park orbit code, such as 234 or \*1. The party on a call that has been parked will be provided any Music on Hold treatment that has been configured for that Business Group. The following sections describe the various Call Park features available. All of the Call Park features described by this document can be used within the same Business Group simultaneously. Therefore, a call parked using Basic Call Park can be monitored using Enhanced Park Orbit Monitoring and picked up using either Basic Parked Call Retrieve or Enhanced Parked Call Retrieve. Alternatively, a call parked using Enhanced Call Park can be retrieved using Basic Call Park Retrieve. As not all phones support all Call Park capabilities, this allows all phones within a Business Group to access Call Park, even if there is a mixture of SIP business phones, basic SIP phones and POTS phones. As not all SIP business phones support all Call Park capabilities, a mixture of the features can also be configured on these phones to provide full Call Park access. The ideal combination of Call Park features for the richest end-user experience is:

- a. Enhanced Call Park
- b. Enhanced Park Orbit Monitoring
- c. Enhanced Parked Call Retrieve



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MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1) (continued)

G. Incoming Call Management Features (Optional) (continued)

4. Basic Call Park

Basic Call Park is available on any phone, whether a SIP business phone, basic SIP phone or POTS phone, and is operated as follows.

- a. For POTS phone users to park a call, they flash hook (briefly depress call termination button or cradle reset) and dial the Call Park access code. The switch plays an announcement indicating the call is to be parked and the Park Orbit code of the orbit the call will be parked on. The user then hangs up to complete the Call Park.
- b. When using a SIP phone, the user puts the call to be parked on hold or indicates it is to be transferred (depending on the exact phone being used) and calls the Call Park access code. The switch announces the Park Orbit code and the user then transfers the held call to complete the Call Park.

5. Basic Parked Call Retrieve

Basic Parked Call Retrieve is available on any phone, whether a SIP business phone, basic SIP phone or POTS phone, and is operated as follows.

- a. For a POTS phone, the user dials the access code for Call Park Retrieve. A stutter dial tone is provided indicating that the user should enter the Park Orbit code of the call to be retrieved. Once the user has entered this code, the parked call is connected to this user.
- b. When using a SIP phone, the user dials the access code for Call Park Retrieve plus the Park Orbit code in one string. For example, if the access code is \*12 and the Park Orbit is 234, the user dials \*12234. The user is connected to the call that was parked. This feature is enabled and configured on the Hosted PBX. For SIP phones, it may be desirable to configure the access code and Park Orbit code used to invoke Call Park Retrieve for each orbit on soft keys on the phone. This feature then becomes very similar to Enhanced Park Orbit Retrieval.

6. Enhanced Call Park

Enhanced Call Park makes parking a call a one-touch operation. Users have a key on their phones associated with parking the call in a particular orbit. When in a call they wish to park, they simply press the key to park the call onto that orbit. As for Basic Call Park, this feature is enabled and configured on the Hosted PBX. In addition, a key must be configured on the phone for each orbit available to the user for call parking. This feature is normally used in conjunction with Enhanced Park Orbit Monitoring and Enhanced Parked Call Retrieve.

7. Enhanced Park Orbit Monitoring

Enhanced Park Orbit Monitoring allows the user to view Park Orbits to determine whether they actually have calls parked in them. Lights on the phone (usually associated with keys) are configured to monitor specific Park Orbits. When these Park Orbits are empty, the light is off, and when calls are parked in orbits, these lights illuminate.

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MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1) (continued)

G. Incoming Call Management Features (Optional) (continued)

8. Enhanced Parked Call Retrieve

Enhanced Parked Call Retrieve allows the user to retrieve a parked call by pressing one key associated with a specific Park Orbit. As for Basic Call Park, this feature is enabled and configured on the Hosted PBX. In addition, a light/key must be configured on the phone for each orbit the user is able to monitor.

This feature is normally used in conjunction with Enhanced Call Park and Enhanced Park Orbit Monitoring, but can be used independently for phones that do not support the other Enhanced Call Park features.

9. Call Pickup Features

a. Group Call Pickup

Group Call Pickup allows users to pick up calls that are ringing on other phones in the same Business Group by picking up their own phones and dialing an access code. This feature does not require the user to know which other line is ringing, but neither does it allow for the user to specify which call to pick up, if two calls arrive simultaneously. In the case where multiple calls are ringing simultaneously, only one will be picked up. This feature is enabled and configured on the Hosted PBX. It may be possible to configure a specific key for this service on a SIP phone.

b. Directed Call Pickup

Directed Call Pickup allows users to pick up a call that is ringing on another phone in the same Business Group. Users pick up their own phones; dial an access code and the intercom code for the line which is ringing. This feature is enabled and configured on the Hosted PBX. It may be possible to configure a specific key for picking up a particular line on a SIP phone.

H. Paging Features

1. Intercom

The Intercom feature enables a user to make a call to another line within the Business Group so that the other line auto-answers to that user's speakerphone. It is often used in executive/assistant arrangements. To set up the call, users press a key on the phone which is configured to make an Intercom call to the other party. The calls are then launched and auto-answered by the remote phone to speakerphone. To hang up the call, the user that originated the call presses the Intercom key again. This feature is enabled and configured on the Hosted PBX. It must also be configured on both the originating and terminating phone.

2. Push To Talk

This feature is a variant of Intercom, where the intercom call is launched and kept up for as long as the user making the call keeps the Push to Talk key depressed. As soon as the key is released, the call is disconnected. This feature is enabled and configured on the Hosted PBX. It must also be configured on both the originating and terminating phone.

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MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1) (continued)

I. Automatic Call Distribution (ACD) Features

1. Multiple Appearance Directory Numbers (Group SimRing)

A Multiple Appearance Directory Number (MADN) is a directory number with no phone or line associated with it. Instead, the MADN is configured to have a number of MADN members, each of which is a directory number with a line associated with it. Whenever a call comes in to the MADN, all of the lines whose directory numbers are MADN members will be rung. When any of these phones is answered, the rest of the phones will stop ringing. MADNs can also be configured to enable queuing. If configured, calls which come in to a MADN whose members are all busy will be queued. These queued calls will receive Music on Hold if this feature is configured.

2. Multi Line Hunt Groups

A Multi Line Hunt Group (MLHG) allows sequential ringing of available phones for use in applications such as call centers. An MLHG consists of a number of lines within the Business Group, known as members. When a call comes into the hunt group, a hunt algorithm will decide which phone to ring. If this phone is busy or is not answered, the hunt algorithm will move to another phone.

- a. Hunt groups can have a pilot number, which is a directory number associated with the MLHG. When this pilot number is called, the members of the MLHG are alerted in turn.
- b. Alternatively, a hunt group can be configured to hunt if any member of the hunt group is called directly using its DID number and doesn't answer. There are various distribution algorithms available:
  1. Linear – Hunting starts at the first configured line and goes sequentially through the members in the list in the order they were configured.
  2. Circular – Hunting starts at the line which has been called and then goes through as in the Linear case.
  3. Uniform – Hunting starts at the first line after the line which was called the last time this MLHG was called.
  4. Most Idle – Hunting starts at the line which has been idle for the longest period of time. After this, it tries the line which has been idle the next longest period, etc. MLHGs can also be configured to enable queuing. If configured, calls which come in to an MLHG whose members are all busy will be queued. These queued calls will receive Music on Hold if this feature is configured.

3. Multi Line Hunt Group Login/Logout

The MLHG Login/Logout feature allows a user to be configured to be a member of multiple MLHGs simultaneously and move among them. A line can be active in any one MLHG at any time. To move between hunt groups, the user dials an access code to logout of the existing active MLHG and another access code to log in to another hunt group. Alternatively, logging in to a new MLHG will automatically log the user out of the old one.

MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1) (continued)

I. Automatic Call Distribution (ACD) Features (continued)

4. Multi Line Hunt Group and MADN Statistics

The Service Provider can access a large number of statistics about each MLHG and MADN on the Hosted PBX. These can then be provided to the SMB. Examples of information that is collated are as follows.

- a. Total calls received
- b. Total calls answered
- c. Total time of calls received
- d. Number of calls queued
- e. Total time of calls in queue
- f. Number of agents logged in

J. Rules and Rates

1. Payment Plans

Term	Nonrecurring Installation Charge	Monthly Term Volume DID Rate				
		1 to 4 DIDs	5 to 10 DIDs	11 to 20 DIDs	21 to 60 DIDs	over 60 DIDs
Month to Month	\$100.00	27.00	25.00	23.00	21.00	ICB
12 Month	\$100.00	26.00	24.00	22.00	20.00	ICB
24 Month	\$100.00	25.00	23.00	21.00	19.00	ICB
36 Month	\$100.00	24.00	22.00	20.00	18.00	ICB
48 Month	\$100.00	23.00	21.00	19.00	17.00	ICB
60 Month	\$100.00	22.00	20.00	18.00	16.00	ICB

Installation will be waived with an agreement term of 36 months or longer.

2. Early Termination

Termination charges apply if the subscriber:

- a. disconnects the entire service; or
- b. disconnects more than thirty-five percent (35%) of the maximum contracted DID quantity installed during the duration of the contract.

The number of DIDs disconnected that exceed this allowable number is the net terminated DIDs.

The termination charge is calculated as follows:

- a. number of net terminated DIDs multiplied by
- b. total monthly rates for the net terminated DIDs, relevant to that customer's contract term, multiplied by
- c. the number of months remaining in the customer's contract multiplied by
- d. fifty percent (50%).

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MISCELLANEOUS SERVICE OFFERINGS

XVIII. HOSTED PBX (1) (continued)

J. Rules and Rates (Continued)

2. Early Termination (continued)

The customer may move their Hosted PBX service arrangement within or between exchanges served by the Company where facilities permit. The move is subject to the appropriate Guidebook charges and any other appropriate charges resulting from the customer's requirements (e.g. overtime hours, special construction). The rates and conditions of the customer fixed-rate contract will not be affected unless the move causes the 35% maximum DID fluctuation to be reached as specified above. If this occurs, termination liability is applicable.

3. Expiration of Term

Upon expiration of the monthly service term, the customer may:

- a. Continue service without establishing a new service term. Service will be provided on a month-to-month basis at the current rate.
- b. Continue service by selecting a new service term.
- c. Discontinue service.

If the service term agreement expires and the customer has not notified the company, service will continue at the monthly rate in effect at that time for the month-to-month option.

4. Service Quality

In the event the services provided hereunder fail to meet the customer's satisfaction, customer shall provide written notice of such deficiency to the Company. The Company will then have thirty (30) days after the receipt of such notice to cure any deficiencies in the service. If the Company does not correct the service to the satisfaction of the customer within the thirty (30) day cure period, customer may terminate this agreement and all services without penalty by providing the Company with ten (10) days written notice thereafter. Customer shall surrender the Company's terminating equipment, including any leased equipment, if any, to the Company in good working order upon termination.

(1) Offered only where facilities permit.

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**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS****I. SPECIAL CHARGES**

A. Applications – Special charges may be applied in addition to the usual service connection charges and monthly rates. Special charges apply primarily when unusual investment or expense will be incurred by the Company. Special charges will apply when:

1. conditions require or the Customer requests the provision of special equipment or unusual or nonstandard methods of plant construction, installation or maintenance or a move of Company facilities; or
2. the Customer's location requires the use of costly private right-of-way; or
3. the proposed service is of a temporary nature, and the plant to be placed would not be useful to the Company in the general conduct of its business after that service was discontinued.

B. Customer Requirements

1. Temporary Construction – The Customer shall be charged the estimated cost of construction and removal of the plant which would not be of value to the Company, less the estimated net recovery value of the material used. The Company may require the Customer to pay the cost of construction plus the cost of removal, less salvage, for temporary construction performed in advance of permanent construction or to provide temporary service.
2. The Company shall retain title to all plant constructed, as specified within this Guidebook, provided wholly or partially at a Customer's expense.
3. When attachments are made to poles of other companies, instead of providing construction for which the Customer would be charged under the provisions of this section, the Customer shall pay the Company's cost for such attachments.
4. The Customer is required to pay the construction charges made by another telephone company providing facilities to connect with the facilities of the Company.

**II. LINE EXTENSIONS**

A. Conditions for Line Extension Charges – Construction Charges for line extensions are applied to applicants with abnormally long extension requirements to prevent unreasonable burdening of the general body of existing subscribers. All line extensions will be owned by the Company.

B. Rules for Line Extension Charges

1. All costs will be computed on a current basis, and material cost will be computed on the basis of the extension of the minimum sized cable used by the Company to the applicant.
2. The Company will determine the type of cable plant extension required on the basis of current and projected conditions and estimate the cost accordingly.
3. The construction charge for line extensions is apportioned equally among all applicants of a group.

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**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS****II. LINE EXTENSIONS (continued)****B. Rules for Line Extension Charges (continued)**

4. Applicants may be required to make advance payments to cover all or a portion of the excess construction charges for exchange service or special service arrangements when in the Company's judgment there is evidence of credit risk. A cash deposit may also be required as specified in Section 7, Rules and Regulations Applying to All Customers.
  5. Payments for line construction are not refundable, and no credit will be allowed for future installations on line extensions constructed under the above regulations.
- C. Poles on Private Property – The Company will provide the poles on private property which are used in serving an individual Customer at no cost to the Customer except in cases where the Customer is required to pay for constructing the line extension. Poles requested by the Customer, in excess of those deemed necessary by the Company, will be charged to the Customer at the installed cost. Ownership and maintenance of such poles is vested in the Company.
- D. Provisions of Private Rights-of-Way – The Company's obligation to provide service through line extension depends entirely on its ability to secure, retain and maintain suitable rights-of-way without incurring unreasonable expense. When conditions require, applicants shall provide, without expense to the Company, private rights-of-way as needed. Any and all private rights-of-way permit requirements and any and all associated costs will be the responsibility of the applicant and must be furnished before a plant extension project begins.

**III. SPECIAL CONSTRUCTION****A. Construction on Private Property**

1. The Company will furnish an average amount of entrance and distribution facilities, provided the facilities are of the standard type normally furnished for the particular location or kind of service.
  2. If additional entrance or distribution facilities are required, or if conditions require special equipment, maintenance or methods of construction, if the installation is for a temporary purpose, or if for any other reason, the construction costs are excessive as compared with the revenue to be derived from the project, the applicant may be required to pay for costs over and above the costs applicable for a normal installation.
  3. The Customer will provide the Company upon request and without charge written permission for the placement of the Company's facilities on his property.
  4. The Customer is responsible for providing satisfactory entrance to the building and space for mounting any necessary network protection equipment.
- B. Temporary Service – When plant construction is required to provide any temporary service or facility, or where it is necessary to place temporary construction in advance of permanent construction in order to meet the Customer's requirements, the Company may require the applicant to pay the non-recoverable costs of the temporary construction or to contract for service beyond the initial period, or both.



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**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS****III. SPECIAL CONSTRUCTION (continued)****C. Service Provided to Movable Premises**

1. When telephone service is provided to movable premises by means of aerial plant, the Customer shall provide a clearance pole if the Company considers it necessary. The clearance pole must comply with the Company's specifications. The Customer shall place, own and maintain the pole. However, if the Customer elects and the Company agrees, the Company will place, own and maintain the pole and bill the Customer the cost of placing the pole.
2. When plant construction is required to provide any service or facility to a movable premises, and it is necessary to place temporary construction in advance of permanent construction in order to meet the Customer's requirements, the Company may require the applicant to pay the non-recoverable costs of the temporary construction or to contract for service beyond the initial period, or both.

**D. Service to Residential and Commercial Developments – The construction charges, allowances and provisions previously specified in this Section contemplate the extension of facilities into areas of normal growth and development. When facilities are to be extended into new areas of residential or commercial real estate development which, in the Company's opinion, are of a promotional or speculative nature, the Company may require an advance deposit equal to all or a portion of the costs of such construction, depending on the circumstances in each case. This advance deposit will be payable prior to the start of construction.**

1. The Company and the developer may enter into a contractual agreement that provides for the periodic refund of portions of the deposit as customers in the development receive telephone service, and other terms of the contract are met. The contract will specify the estimated number of telephone customers expected to receive service within the area and the time required to complete the project (not to exceed five years). The contract will provide that the construction charge be re-computed to reflect regular Guidebook allowances, design changes made by the developer, damage to telephone facilities by persons other than Company employees or agents or unusual construction requirements. Periodic refunds to the developer will be adjusted accordingly.
2. The applicant for telephone service to a development is required to provide the Company, at his own expense, the necessary easements for installation and maintenance of telephone facilities, clear the ground where facilities are to be installed according to Company specifications and request installation of telephone facilities at an appropriate time during construction of the project to avoid unnecessary costs to the Company.

**E. Underground Service Connections – When a Customer requests that underground service connections be installed instead of aerial facilities which would ordinarily be used, or when aerial facilities are used to provide service, and the Customer subsequently requests that facilities be placed underground, the following regulations apply:**

1. the Customer shall pay the cost on constructing and maintaining underground conduits which will be built according to Company specifications;
2. any ducts required in the underground conduit by the Company to furnish service shall be reserved for its exclusive use;

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**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS****III. SPECIAL CONSTRUCTION (continued)****E. Underground Service Connections (continued)**

3. if a Customer requests that cable be installed in a trench, the trench shall be constructed and back filled under the Company's supervision at the Customer's expense;
4. the Company will maintain and replace cable installed in conduit where the Company has inspected and approved the conduit. The Company will repair or replace cable in conduit or trench necessitated by damage caused by the Customer or his representatives, only at the Customer's expense; and
5. the Company may replace existing aerial facilities with underground facilities in connection with planned projects or during its normal operations. If a Customer requests the removal and replacement of existing aerial facilities with underground facilities prior to the time of normal replacement, the Customer will be responsible for the expense incurred by the Company in making the replacement.

**IV. SPECIAL SERVICE ARRANGEMENTS****A. General**

1. If a Customer's requirements cannot be met by regular service arrangements, the Company may provide, where practical, special service arrangements which will be on an individual case basis and determined by contract. These special service arrangements will be provided if the provision of such arrangements is not detrimental to any other services furnished under the Company's Guidebook.
2. If any type of qualifying special assembly device is subscribed to by more than three (3) Customers, the Company may file the offering as a general service offering in the appropriate Guidebook section.

**B. Rates and Charges**

1. Rates for special service arrangements are equivalent to the estimated costs of furnishing the special service arrangements.
2. Estimated costs, which consist of an estimate of the total cost to the Company of providing the special service arrangement, may include but not be limited to the following:
  - a. cost of maintenance;
  - b. cost of operation;
  - c. depreciation on the estimated installed cost of any facilities used to provide the special service arrangement based on anticipated useful service life less estimated net salvage value;

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

IV. SPECIAL SERVICE ARRANGEMENTS (continued)

B. Rates and Charges (continued)

2. (continued)

- d. general administration expenses, including taxes on the basis of average charges for these items;
  - e. any other item of expense associated with the particular special service arrangement; and
  - f. an amount, computed on the estimated installed cost of the facilities used to provide the special service arrangement, for return on investment.
3. The estimated installed cost described above will include the costs of equipment and materials provided or used, plus estimated labor costs, including the cost of installation, engineering, supervision, transportation, rights-of-way, in addition to other items chargeable to the capital accounts.
4. Special service arrangement rates are subject to revision depending on changing costs.
5. The following rate treatments may be used in connection with charges for special service arrangements:
- a. monthly rental or termination agreement with or without an installation charge; and
  - b. installation charge only.

V. OTHER REGULATIONS

Line extensions and special service arrangements are further subject to the regulations specified in the Guidebook of this Company, as they now exist, and any revisions, additions or supplements which may be made in the future.

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ACCESS SERVICES

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## ACCESS SERVICES

### I. INTRASTATE SWITCHED ACCESS SERVICES

The Company concurs in the intrastate Switch Access Service Tariffs of Blue Valley Tele-Communications, Inc. particularly in the rates, rules and regulations governing such communication services, as approved by the State Corporation Commission of Kansas; together with any amendments or successive issues thereof and makes itself a party to such access tariffs.

The Company hereby expressly reserves the right to cancel this statement of concurrence in whole or in part, at any time when it appears that such cancellation is in the best interest of the Company, subject to the jurisdiction of the State Corporation Commission of Kansas as it applies.

The Company may also enter into contracts for intrastate access service tailored to the specific needs of a limited number of individual customers with rates, terms and conditions that differ from those set forth in this Guidebook. Such contracts will be individually negotiated and take into account the nature of the facilities and services, the costs of construction and operation, the volume of traffic, and the length of service commitment by the customer. However, unless otherwise specified in the contract, the terms, conditions, obligations and regulations set forth in this Guidebook shall be incorporated into, and become a part of, said contract, and shall be binding on the customer. The Company may file the contract with the Kansas Corporation Commission and, if permitted by the Kansas Corporation Commission, all customer specific information will be redacted and be accompanied by a confidential non-redacted cover letter.

### II. INTRASTATE SPECIAL ACCESS

The Company concurs in Rural Telephone Service, Inc. Intrastate Special Access, particularly in the rates, rules and regulations governing such communication services, as approved by the State Corporation Commission of Kansas; together with any amendments or successive issues thereof and makes itself a party to such access tariffs until this concurrence is revoked or cancelled. The Company hereby expressly reserves the right to cancel this statement in whole or in part, at any time when it appears that such cancellation is in the best interest of the company.

Exceptions:

#### A. Terms and Pricing

Term Pricing Plan (TPP) provides the customer with rate stabilization and discounted Guidebook rates. The customer agrees to a minimum monthly revenue commitment when establishing service under TPP.

Decrease in TPP monthly recurring Guidebook rates will be passed on to customers who participate in a TPP.

Should the Company increase its rates during the TPP period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under TPP.

ACCESS SERVICES

II. INTRASTATE SPECIAL ACCESS (continued)

Exceptions: (continued)

A. Terms and Pricing (continued)

1. Channel Termination

a. DS1 1.544 Mbps

Month to Month	1 Year	2 Year	3 Year (1)	5 Year (1)	7 Year (1)
\$184.50	\$162.00	\$153.00	\$112.50	\$99.00	\$94.50

b. DS3 44.736 Mbps

Month to Month	1 Year	3 Year (1)	5 Year (1)
\$1,800.00	\$1,710.00	\$1,125.00	\$765.00

2. Channel Mileage Termination

a. DS1 1.544 Mbps

Month to Month	1 Year	2 Year	3 Year (1)	5 Year (1)	7 Year (1)
\$61.50	\$51.75	\$49.50	\$40.50	\$36.00	\$33.75

b. DS3 44.736 Mbps

Month to Month	1 Year	3 Year (1)	5 Year (1)
\$698.00	\$630.00	\$482.00	\$369.00

3. Channel Mileage (per mile)

a. DS1 1.544 Mbps

Month to Month	1 Year	2 Year	3 Year (1)	5 Year (1)	7 Year (1)
\$14.25	\$13.75	\$13.50	\$12.75	\$10.00	\$9.50

b. DS3 44.736 Mbps

Month to Month	1 Year	3 Year (1)	5 Year (1)
\$99.00	\$90.00	\$65.00	\$37.00

ACCESS SERVICES

II. INTRASTATE SPECIAL ACCESS (continued)

Exceptions (continued)

A. Terms and Pricing (continued)

4. Central Office Multiplexing

a. DS1 to DSO Voice/digital (per arrangement)

Month to Month	1 Year	2 Year	3 Year (1)	5 Year (1)	7 Year (1)
\$171.00	\$169.00	\$167.00	\$162.00	\$153.00	\$144.00

b. DS3 to DS1 Voice/digital (per arrangement)

Month to Month	1 Year	3 Year (1)	5 Year (1)
\$698.00	\$650.00	\$518.00	\$473.00

5. Nonrecurring Charges

a. Per channel termination

DS1 1.544 Mbps	\$810.00 (2)
DS3 44.736 Mbps	\$545.00 (3)

6. Early Termination Charges

In the event service is terminated prior to the expiration of the minimum service period, Early Termination Charges will apply in addition to the applicable monthly charges for the remainder of the minimum service period. The Early Termination Charge is based on the volume option selected by the customer and is calculated as follows:

Monthly rate x Months remaining in billing period multiplied by the termination percentage.

The termination percentage for 1, 3, 5 or 7 years is twenty (20) percent.

Example: A customer with a \$5,000 monthly rate terminates service with 10 months remaining in a 3 year billing period. The termination charge would be calculated as follows:

$$\$5,000.00 \times 10 \times .20 = \$10,000.00$$

If Special Construction applied for the service being terminated, an associated termination charge may apply.

- (1) Available only in Almena, Hays, Hoxie, Norton, Plainville, Phillipsburg, Smith Center and Stockton.
- (2) Nonrecurring Charges are waived on new installations of DS1s with a 2, 3, 5 or 7 year Term Payment Plan.
- (3) Nonrecurring Charges are waived on new installations of DS3s with 3 or 5 year Term Payment Plan.

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**ACCESS SERVICES****II. INTRASTATE SPECIAL ACCESS (continued)**

Exceptions (continued)

**B. Individual Case Filings**

Rates and charges for Special Access Service developed by the Company on an Individual Case Basis (ICB) are filed following execution of the agreement. The customer has 180 days after receiving ICB rates to order the service requested at the rate quoted.

**III. INTRASTATE ETHERNET TRANSPORT SERVICE**

Ethernet Transport Service (ETS) is a switched data service which allows for versatile scalability and flexibility over an Ethernet network provided by the Company. ETS service allows businesses to interconnect multiple customer locations within the Company's Ethernet Network, as if they were segments on the same LAN, using packet-based switching technologies. Connections at the customer premises are made using Native Ethernet interfaces and traverse the LAN backbone over fiber facilities. ETS provides symmetrical bandwidth from 100kps up to 1 Gigabit. Customers connect to ETS via a standard 10/100/ 1000 Base T connection.

Customers may connect multiple locations in the Company's Ethernet Network, as long as the service is available in those locations.

ETS configuration provides the customer a transparent LAN service between customer locations, using a physical connection to the network, and virtual connections through the ETS network.

**A. Regulations**

The following regulations apply to this service:

1. This service is available to customers in exchanges served by territories of the Company only.
2. The customer may connect an ETS port located within the Company's ETS network to another telephone company's ethernet network located in an adjacent serving territory by means of an Extended EVC. Monthly and nonrecurring charges apply for each ETS Extended Ethernet Virtual Connection (EVC) ordered as defined in Table 1.
3. Extended ETS charges will apply when ETS is ordered between ETS ports that are in different exchanges within the Company's serving territory as defined in Table 1.
4. ETS is provided at the option of the Company where equipment and facilities permit. If appropriate facilities are not available, Special Construction charges may apply.
5. The customer provided equipment (CPE) must deliver the data signal for the ETS transport within the industry specification for the subscribed data service.
6. ETS supports full duplex communication.
7. If customer cancels service prior to installation being completed, a Service Order Cancellation Charge of \$200 (per port, per location) will apply. The customer's cancellation must be made in writing.



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**ACCESS SERVICES****III. INTRASTATE ETHERNET TRANSPORT SERVICE (continued)****A. Regulations (continued)**

8. ETS is not available in a meet-point billing arrangement involving other Carriers.
9. Service Level Agreements (SLAs) are offered with this service, and provide customers with end-to-end performance backed by service credits, if minimum quality standards are not met by the Company.

**B. Service Level Agreement**

Network Availability of 99.95% per month, including the local loop, is provided by the Company. This equates to less than 21.5 minutes of downtime per month (based on a 30-day month), excluding maintenance windows and other appropriate exclusions (see Exclusions following). Network Availability is calculated as the percentage of time that the ETS network is capable of accepting and delivering customer data to the total time in the measurement period. The calculation for Network Availability for a given calendar month is as follows:

Network Availability =  
[24 hours x days in month x 60 minutes x number of customer sites] – Network outage\_time (measured in minutes)  
(Divided by)  
[24 hours x days in month x 60 minutes x number of customer sites]

As noted in the above formula, all customer sites included in a customer's network are utilized in calculating Network Availability.

The customer is responsible for 1) notifying the Company within 45 days after the end of the month when the service parameter falls below the Committed Information Rate, and 2) requesting a service credit.

Upon verification by the Company that the actual service performance for that parameter was less than the Committed Information Rate, the customer will be provided a service credit equal to ten percent (10%) of the monthly recurring charge for that service parameter for all affected customer sites.

**C. Exclusions (Service Level Agreements)**

The Company will be excluded from providing Service Level Agreements (SLA) credits provided in B should any of the following conditions occur:

1. Force majeure events such as, but not limited to, an earthquake, hurricane, flood, fire, storms, tornadoes, explosions, lightning, power surges or failure, fiber cuts, strikes or labor disputes, acts of war, civil disturbances, acts of civil or military authorities or public enemy, governmental orders, civil commotions, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.
2. All SLAs are offered across the Company's network. The failures of any components beyond the local facility including the Network Interface (NI), the CSU/DSU/Channel band/Extended Demarcations are excluded from the SLA calculation.

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ACCESS SERVICES

III. INTRASTATE ETHERNET TRANSPORT SERVICE (continued)

C. Exclusions (Service Level Agreements) (continued)

3. Data loss during the Company's normal maintenance window.
4. Data exceeding subscribed usage in the Committed Information Rate.
5. Failures attributed to facilities or equipment provided by customer or its contractors, equipment vendors, another local exchange carrier or inter-exchange carrier.
6. Any type of Customer Network Management functionality is not included in SLAs.

The responsibility of the Company shall be limited to furnishing the Metro Ethernet network. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by CPE or for the quality of, or defects in, such transmissions or the rejection of signal by CPE. The Company shall not be responsible for installation, operation, maintenance or adapting ETS to the technological requirements of specific CPE. In addition, the Company shall not be responsible to the customer if changes in any of the equipment, operations or procedures of the Company used in the provisioning of ETS network render any facilities provided by the customer obsolete; or require modification or alteration of such equipment or system; or otherwise affect its use or performance, provided the Company has met all applicable information disclosure requirements otherwise required by law.

D. Rates and Charges

Recurring Charges are flat recurring rates that apply for each ETS connection each month, or fraction thereof, that the service is provided. Recurring rates may be applied only over a 12, 24, 36 or 60-month period under the terms and conditions of the Term Pricing Plan (TPP), in Table 1

Upon completion of a TPP, a customer's service will automatically convert to the Monthly Extension rates unless the customer requests a new TPP. No customer shall purchase ETS on a month-to-month basis prior to the completion of a TPP.

ACCESS SERVICES

III. INTRASTATE ETHERNET TRANSPORT SERVICE (continued)

D. Rates and Charges (continued)

TABLE 1

<b>ETS Port Rates / per connection</b>					
<b>Term Payment Plans</b>					
<b>Bandwidth</b>	<b>12 Month</b>	<b>24 Month</b>	<b>36 Month</b>	<b>60 Month</b>	<b>Non Recurring Charge</b>
100 Kbps	\$ 38.00	\$ 36.00	\$ 34.00	\$ 32.00	\$ 100.00
256 Kbps	\$ 47.50	\$ 45.00	\$ 42.50	\$ 40.00	\$ 100.00
512 Kbps	\$ 57.00	\$ 54.00	\$ 51.00	\$ 48.00	\$ 100.00
1 Mbps	\$ 104.50	\$ 99.00	\$ 93.50	\$ 88.00	\$ 100.00
1.5 Mbps	\$ 133.00	\$ 126.00	\$ 119.00	\$ 112.00	\$ 250.00
2 Mbps	\$ 175.75	\$ 166.50	\$ 157.25	\$ 148.00	\$ 250.00
5 Mbps	\$ 285.00	\$ 270.00	\$ 255.00	\$ 240.00	\$ 500.00
10 Mbps	\$ 332.50	\$ 315.00	\$ 297.50	\$ 280.00	\$ 500.00
15 Mbps	\$ 399.00	\$ 378.00	\$ 357.00	\$ 336.00	\$ 500.00
20 Mbps	\$ 446.50	\$ 423.00	\$ 399.50	\$ 376.00	\$ 750.00
25 Mbps	\$ 475.00	\$ 450.00	\$ 425.00	\$ 400.00	\$ 750.00
50 Mbps	\$ 570.00	\$ 540.00	\$ 510.00	\$ 480.00	\$ 750.00
100 Mbps	\$ 665.00	\$ 630.00	\$ 595.00	\$ 560.00	\$ 750.00
250 Mbps	\$ 760.00	\$ 720.00	\$ 680.00	\$ 640.00	\$ 1,500.00
500 Mbps	\$ 1,140.00	\$1,080.00	\$ 1,020.00	\$ 960.00	\$ 1,500.00
750 Mbps	\$ 1,425.00	\$1,350.00	\$ 1,275.00	\$1,200.00	\$ 1,500.00
1 Gbps	\$ 1,710.00	\$1,620.00	\$ 1,530.00	\$1,440.00	\$ 1,500.00

ACCESS SERVICES

III. INTRASTATE ETHERNET TRANSPORT SERVICE (continued)

D. Rates and Charges (continued)

<b>Extended EVC Rates</b>		
<b>Bandwidth</b>	<b>Monthly</b>	<b>Non Recurring Charge</b>
100 Kbps	\$ 10.00	\$ 250.00
256 Kbps	\$ 12.50	\$ 250.00
512 Kbps	\$ 15.00	\$ 250.00
1 Mbps	\$ 30.00	\$ 250.00
1.5 Mbps	\$ 40.00	\$ 250.00
2 Mbps	\$ 70.00	\$ 250.00
5 Mbps	\$ 75.00	\$ 250.00
10 Mbps	\$ 130.00	\$ 250.00
15 Mbps	\$ 175.00	\$ 250.00
20 Mbps	\$ 200.00	\$ 250.00
25 Mbps	\$ 225.00	\$ 250.00
50 Mbps	\$ 275.00	\$ 250.00
100 Mbps	\$ 325.00	\$ 250.00
250 Mbps	\$ 350.00	\$ 500.00
500 Mbps	\$ 375.00	\$ 500.00
750 Mbps	\$ 400.00	\$ 500.00
1 Gbps	\$ 450.00	\$ 500.00

<b>Extended ETS Connection Rates</b>		
<b>Bandwidth</b>	<b>Monthly</b>	<b>Non Recurring Charge</b>
100 Kbps	\$ 10.00	\$ 250.00
256 Kbps	\$ 12.50	\$ 250.00
512 Kbps	\$ 15.00	\$ 250.00
1 Mbps	\$ 30.00	\$ 250.00
1.5 Mbps	\$ 40.00	\$ 250.00
2 Mbps	\$ 70.00	\$ 250.00
5 Mbps	\$ 75.00	\$ 250.00
10 Mbps	\$ 130.00	\$ 250.00
15 Mbps	\$ 175.00	\$ 250.00
20 Mbps	\$ 200.00	\$ 250.00
25 Mbps	\$ 225.00	\$ 250.00
50 Mbps	\$ 275.00	\$ 250.00
100 Mbps	\$ 325.00	\$ 250.00
250 Mbps	\$ 350.00	\$ 500.00
500 Mbps	\$ 375.00	\$ 500.00
750 Mbps	\$ 500.00	\$ 500.00
1 Gbps	\$ 450.00	\$ 500.00

E. Term Pricing Plan

The Term Pricing Plan (TPP) provides the customer with rate stabilization and discounted rates. The TPP provides for one, two, three or five year rate stabilization. Any decreases in term monthly recurring Guidebook rates will be passed on to customers who participate in a TPP.

The Company may waive a portion or all non-recurring charges provided the customer signs a 36-month or greater TPP.

Should the Company increase its rates during the TPP period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under the TPP.

The customer may choose to terminate an existing TPP before the end of the 12, 24, 36 or 60-month period and negotiate a new TPP only when the new TPP period is longer than the remaining period currently in effect. The new TPP must be based upon the rates that are currently in effect and available to all customers.

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ACCESS SERVICES

III. INTRASTATE ETHERNET TRANSPORT SERVICE (continued)

E. Term Pricing Plan (continued)

The customer must provide the Company with a written notice of intent to renew a TPP no later than 90 days prior to its expiration. If the customer elects not to renew the TPP, or does not notify the Company of the customer's intent to renew the TPP, the service will automatically be billed under the 12-month TPP rates in effect at the time their TPP expires.

Any special construction charges incurred for services billed under a TPP will be applicable as provided for in Special Construction, Section 5, III of this Guidebook.

If the customer terminates the TPP agreement prior to the expiration of the service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's term.

Customers may upgrade their bandwidth to a higher speed without incurring Termination Charges.

Customers may move their existing services to a new location without incurring Termination Charges provided all the following conditions are met:

1. The customer maintains the existing TPP at the new location or establishes a new TPP equal to or greater than the old location.
2. During the TPP, a customer may move an ETS location to another premise within the serving area and keep the TPP in force without assessment of Termination Charges, provided no lapse in billing occurs.
3. The customer's request for disconnect at the existing location and the request for service at the new location are received at the same time, and the customer's disconnect order for the existing service references the new connect order for the new service.
4. A move from one location to another may result in change in the monthly charges. Nonrecurring charges as defined in Table 1 will be applicable unless a new TPP equal to or greater to than the old location is agreed upon.
5. If the customer moves more than one location of the service concurrently, the customer will be liable for Termination Charges, as this is considered a complete disconnect of the service.

ACCESS SERVICES

III. INTRASTATE ETHERNET TRANSPORT SERVICE (continued)

E. Term Pricing Plan (continued)

Optional Charges	Nonrecurring Charge	Monthly Price
Service Order Cancellation per location	\$200.00	
Expedite Order Charge per location	\$300.00	
Service Order Change Charge per location	\$75.00	

RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

I. APPLICATION OF GUIDEBOOK

The rules and regulations contained in this Section apply to the services and facilities provided by the Company in the State of Kansas. These rules and regulations are in addition to those contained in the Tariff F.C.C. No. 1 tariff. When services and facilities are provided in part by the Company and in part by other connecting companies, the regulations of the Company apply to the portion of the services or facilities furnished by the Company. Failure on the part of the Customer to observe these rules and regulations after due notice of such failure, automatically gives the Company the right to discontinue service to that Customer.

In the event of a conflict between any rate, rule, regulation or provision contained in this Guidebook and any rate, rule, regulation or provision contained in the guidebooks of other companies in which the Company concurs, the rate, rule, regulation or provision contained in this Guidebook shall prevail.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

B. Explanation of Symbols

- (D) To signify “discontinued” material.
- (I) To signify “increase” in rate or charge.
- (M) To signify “material relocate without change in text or rate.”
- (N) To signify “new” material.
- (R) To signify a “reduction” in rate or charge.
- (T) To signify a “change in text, but no change in rate or regulation.”

II. PROMOTIONAL OFFERINGS

From time to time, the Company may engage in promotional offerings or trials designed to attract new customers, to stimulate usage, to test potential new services, and/or to increase existing Customer awareness of the Company’s services. In connection with those promotional offerings or trials, the Company may offer special rate incentives and waive in full or in part various service and equipment charges. These offerings may be limited to certain services, dates, time of day and/or locations determined by the Company.

III. AVAILABILITY OF FACILITIES

The Company’s obligation to furnish, or continue to furnish, telecommunications service is dependent upon its ability to obtain, retain, and maintain, without unreasonable expense, suitable rights-of-way and facilities, and to provide for the installation of those facilities required to furnish and maintain that service.

IV. CUSTOMER SERVICE AND PROTECTION

This part of the Rules and Regulations Section of the Guidebook provides information to telephone consumers about: resolving disputes with the Company, applying for service, the classification of business and residential rates, deposits, billing, refusal of service, disconnection of service and cancellation of service.

- A. Resolution of Disputes – Any Customer or applicant for service who wishes to dispute an action or determination of the Company under the Company’s customer service rules shall be given an opportunity for a supervisory review by the Company.
- B. Application for Service – Applications for service, or requests from Customers for additional service or changes in the grade or class of service, become contracts when received by the Company. The contracts may require a minimum contract term. The Company reserves the right to require application for service to be made in writing on supplied forms.

Any general change in rates, rules or regulations modifies the terms of the contract to the extent of such change without further notice. However, if rates are increased, the Customer may cancel his contract upon reasonable written notice and upon payment for all service and any contractual liability.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

IV. CUSTOMER SERVICE AND PROTECTION (continued)

C. Refusal of Service

1. The Company may decline to serve an applicant until such applicant has complied with all applicable state and federal regulations and the Company-approved rules and regulations in this Guidebook, including but not limited to required deposits and minimum advance payments, when applicable.
2. The Company may refuse service subject to the availability of necessary facilities and equipment or necessary arrangements with other carriers or billing capabilities.
3. The Company may refuse service if it has a reasonable basis for believing that the service will be used in a manner that violates any applicable state or federal statute, regulation, or order.
4. The Company reserves the right not to provide service to or from a location where legally prohibited.
5. The Company reserves the right not to provide service to any individual who harasses, threatens or presents any sort of unreasonable risk to any Company employee.

D. Application of Business or Residence Rates

1. Except as provided in the following section, business rates apply at the following locations:
  - a. in offices, stores, factories, and all other places of a strictly business nature;
  - b. in boarding houses (except as noted in Section 7, IV.D.2), offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs, or lodges, public, private or parochial schools, colleges, hospitals, libraries, churches, and other similar institutions (except as noted in Section 7, IV.D.2);
  - c. at residence locations where the Customer has no regular business telephone, and the use of the service either by the Customer, members of the household or guests, or parties calling the Customer can be considered as more of a business than a residential nature. This fact might be indicated by advertising (of any nature), or when such business use is not typically characteristic of residential telephones usage;
  - d. at residential locations where the service is located in a shop, office or other place of business;
  - e. in college fraternity and sorority houses where the members lodge within the house; and/or
  - f. at any location where the location and expected usage of telephone service at that location are indicative of a business, trade or profession.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

IV. CUSTOMER SERVICE AND PROTECTION (continued)

D. Application of Business or Residence Rates (continued)

2. Residence rates apply at the following locations:

- a. in a private residence where business listings are not provided;
- b. in private apartments of hotels or rooming houses, where service is confined to the Customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished;
- c. in the place of residence of a clergyman, nurse, physician, surgeon, other medical practitioner, dentist or veterinary, provided the Customer does not maintain an office in the residence; and/or
- d. in churches where the telephone is not accessible for public patronage, like in pastors' studies where there is only occasional use of such service.

E. Advance Payments – The Company may require a Customer or applicant for service to make an advance payment: 1) if the applicant is unable to establish that he had a previous account with a telephone utility for a period of at least 12 months for which all undisputed charges were satisfactorily paid; or 2) if the applicant has had no previous telephone service or has had previous telephone service of less than 12 months. The applicant's credit record will be accessed and evaluated by means of a mechanized retrieval system between the Company and national recognized credit bureaus. No security payment will be required of those applicants who meet the Company's criteria, as evaluated by the scoring model. The criteria used in assessing a score is as follows: collection judgments; written-off accounts; outstanding collection accounts; various degrees of delinquency history from 30-180 days and not paid in full or current at the time of scoring; bankruptcies; liens and other public records. The advance payment will not exceed an amount equal to all nonrecurring charges and two month's estimated recurring charges, as a condition of continued or new service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and two month's estimated recurring charges. The advance payment will be credited to the Customer's initial bill and, to the extent that a credit balance remains after the amount of the initial bill has been satisfied, then the credit balance will be applied to subsequent bills in the same manner until there is no balance remaining on the advance payment.

F. Deposits – The Company reserves the right to examine the credit record of all service applicants as stated above and require a security deposit, not to exceed two month's estimated recurring charges, when determined to be necessary to assure future payment. The security deposit will be computed by the Company in accordance with Commission rules and regulations.

Deposits held will accrue interest at a rate which is equal to the rate established annually by the Kansas Corporation Commission.

If Customer pays all undisputed charges for 12 consecutive billing cycles, the deposit shall be promptly refunded along with accrued interest, or credited to future charges on subsequent bills.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

IV. CUSTOMER SERVICE AND PROTECTION (continued)

F. Deposits (continued)

The Company will permit payment of any required residential deposit in equal installments over a period of at least two months, and if the initial or additional deposit required is over fifty dollars (\$50), over a period of at least four months. In lieu of permitting such installment payments, the Company may continue to provide local service while restricting access to the toll network until the required deposit is paid if such restriction does not interfere with the ability to make emergency calls.

The Company will maintain a record of all deposits received showing the Customer's name, address of the premises for which the deposit is maintained, date and amount of deposit, and the date and amount of interest paid. Whenever a security deposit is accepted, the Company will issue to the Customer a non-assignable receipt containing the following:

1. Customer's name
2. Place of deposit
3. Date of deposit
4. Amount of deposit
5. Company name and address, signature, and title of the Company employee receiving deposit.
6. Current annual interest rate earned on deposit as determined by the K.S.A. 1982 Supp. 12-822 and amendments thereto.
7. Statement of the terms and conditions governing the use, retention and return of deposits, to include a statement that deposits taken from residential Customers who make non-delinquent payments of undisputed bills for telephone service for a period of twelve (12) consecutive months, shall be either credited with interest to their telephone bills or, if requested, refunded.

In lieu of a receipt, the Company may indicate on the monthly Customer billing the amount of any security deposit retained by the Company, provided that the information required by subsections (6) and (7) above is individually provided in writing to the Customer, either in the telephone directory or otherwise.

In lieu of the security deposit, the Company may accept a surety bond or the written guarantee of a responsible party as surety for a Customer's service account. A responsible party need not be a telephone Customer in order to qualify as a guarantor. The Company will not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit or for attorney or collection fees. The Company may not disconnect telephone service to the guarantor for failure to pay the guaranteed Customer's delinquent account.

The guarantor will be released upon non-delinquent payment by a residential Customer of all undisputed proper charges for telephone service for a period of twelve (12) consecutive months or upon termination of service and payment of telephone bills.

Upon termination of service, and determination of a final bill, the Company will refund the deposit to the Customer less any unpaid bills due the Company. When refunded or credited, the deposit shall include accrued simple interest at a rate not less than that provided by K.S.A. 1982 Supp. 12-822 and amendments. The Company will return any surety bond or refund the deposit, together with accrued interest, to residential Customers who make non-delinquent payments of undisputed bills for a period of twelve (12) consecutive months. The Company may return any surety bond or refund the deposit, together with accrued interest, to nonresidential Customers whose credit ratings have been satisfactorily maintained for a period of twelve (12) consecutive months.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

IV. CUSTOMER SERVICE AND PROTECTION (continued)

F. Deposits (continued)

No deposit shall be required by the Company because of a Customer's race, sex, creed, national origin, marital status, age, number of dependents, source of income, or geographical area of residence.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sum due the Company for services rendered. The Company may discontinue service to any customer failing to pay current bills without regard to the fact that such customer has made a deposit with the Company (to secure the payment of such bills).

G. Billing Practices

1. Content of Bill

- a. The Company shall bill each Customer each billing period in accordance with its applicable rate schedules. Billings shall be issued monthly in advance for local access service and in arrears for toll service for all Customers. Each Company bill issued to a Customer shall show:
1. the period of local access service billed for ("billing period"), the approximate date of Issued mailing ("mailing date"), and the final date by which a payment can be received before a bill is deemed delinquent;
  2. monthly local access service charges, including local access, and extra directory listing charges. Such charges shall be itemized upon Customer request;
  3. service charges for non-recurring items, including service connection charges, itemized for each charge separately included in the Guidebook;
  4. the amount due for any excise, sales, or franchise taxes;
  5. the total amount (sum of 2 through 4 above) due for service in the current billing period;
  6. the amount of additional charges due for past due accounts, collection charges, reconnection charges, installation payments or other Company charges authorized by the Commission;
  7. the amount of any adjustments or credits;
  8. the total amount due;
  9. the address and telephone number of the Company and the identification of the office where a Customer may report a disputed bill, make an inquiry concerning a bill, delinquency or termination of service, or otherwise complain.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

## IV. CUSTOMER SERVICE AND PROTECTION (continued)

## G. Billing Practices (continued)

## 1. Content of Bill (continued)

- b. The Company may include on the bill charges for special services, which are not covered by Guidebook or otherwise specifically regulated by the Commission, such as the sale of merchandise or directory advertising. Charges for special service shall be designated clearly and separately from charges for telephone services.
- c. The Company shall make an adjustment or refund as required below if a Customer's service is interrupted other than by negligence or willful act of the Customer. The adjustment or refund shall be a prorata part of the monthly local access service charges for the period of time during which service is interrupted; except an adjustment or refund is not required for the time when the Company stands ready to repair or restore service and the Customer does not provide access necessary for the repair or restoration. The adjustment or refund may be accomplished by a credit on a subsequent bill for telephone service. An adjustment or refund shall be made:
  - 1. automatically, if the service interruption lasts for more than forty-eight (48) hours after being reported to the Company and the adjustment or refund exceeds \$1.00 in amount; and
  - 2. upon Customer's oral or written request, if the service interruption lasts twenty-four (24) to forty-eight (48) hours after being reported to the Company and the adjustment or refund exceeds \$1.00 in amount.

- 2. Payment Due by Customer – The Customer is responsible for payment of all charges for services furnished, including charges for service originated or accepted at his access line. Service is billed on a monthly basis and continues until canceled by the Customer or the Company in accordance with this Guidebook.

Rates for Fractional Periods – If the period of use exceeds one month, the charges for the fractional part of a month following and consecutive with a full month will be a proportionate part of the monthly charges based on the actual number of days the facilities are furnished.

All customers will receive one copy of their monthly telephone bill in a paper or electronic format. If the customer wants a duplicate paper copy, or copies, of their bill, a charge of \$3.00 will apply per bill, per request, up to 15 pages. There will be an additional \$.05 per page for excess of fifteen (15) pages.

If the customer's bill is lost, for reasons other than negligence, the customer must notify the Company within sixty (60) days of the billing date and a copy of the bill will be provided at no charge.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

IV. CUSTOMER SERVICE AND PROTECTION (continued)

G. Billing Practices (continued)

3. Collection of Payment

- a. Bills are rendered monthly and are due and payable ten (10) days after the date of mailing the bill. Charges for monthly service are billed one (1) month in advance. If payment is not received twenty (20) days from the due date stated on the bill, it becomes delinquent and a late charge will be applied to the following month's statement. Service will be disconnected if the Customer's bill is not paid within forty (40) days from the date stated on the original bill, unless satisfactory arrangements have been made with the Company's Customer Service or Collection Department. Arrangements for payment beyond thirty (30) days from the issuance of a bill must be approved by a Company supervisor. However, the supervisor may delegate the approvals to other employees.

If the customer issues an insufficient fund check as payment for telephone service, it will be considered to be non-payment. The Company may, at its discretion, assess the customer a service charge up to the maximum allowed by law for processing the insufficient fund check or turn the check over to the appropriate law enforcement agency for prosecution.

- b. If the last calendar day for remittance falls on a Sunday, legal holiday, or other day when the offices of the Company are not open to the general public, the final payment date shall be extended through the next business day.
- c. If the entire amount billed is not received by the Company prior to the next billing date, a late payment charge of 1.5% will be assessed. This 1.5% late payment charge will apply to all services on any unpaid balance. The 1.5% late payment charges shall not be applied to any balance to which the charge was applied in a previous billing.
- d. Upon customer request, Company must extend the payment period proportionately if a bill contains two (2) or more months charges; all of which have not previously been billed.
- e. If the service is discontinued temporarily or indefinitely, the Company may assess a restoration charge as provided in Section 2, Service Charges.
- f. When the Company discontinues service to the Customer, the Company shall cease charging the Customer for services as of the date of discontinuance or shall make an appropriate prorata adjustment or refund for the period of discontinuance to the amount owed upon restoral or reconnection of service.

4. Billing Disputes – In the event of a dispute between the Customer and the Company over any bill for utility service, the Company shall make an appropriate investigation and report the results to the Customer.

The Customer is still responsible for submitting timely payment on the undisputed portion of the bill. The process for submitting a billing dispute shall be governed by Section 7, IV.L.



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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

IV. CUSTOMER SERVICE AND PROTECTION (continued)

G. Billing Practices (continued)

5. Collection Costs – The Customer is responsible for all costs associated with collecting bills that become delinquent, including attorney’s fees and court costs.

H. Discontinuance of Service

1. The Company may discontinue or refuse service for any of the following reasons:
- a. when the Customer requests it;
  - b. when a telephone bill becomes delinquent as provided in this Guidebook;
  - c. when a dangerous condition exists on the Customer’s premises;
  - d. when the Customer fails to provide credit information, security deposit, surety bond or guarantee, as required in this Guidebook;
  - e. when the Customer misrepresents his or her identity for the purpose of obtaining telephone service;
  - f. when the Customer refuses to grant the Company personnel access, during normal working hours, to telephone equipment installed upon the premises of the Customer for the purpose of inspection, maintenance or replacement;
  - g. when the Customer violates any rule of the Company, which violation adversely affects the safety of the Customer or other persons, or the integrity of the telephone system;
  - h. when the Customer causes or permits unauthorized interferences with or use of telephone service situated on or about the Customer’s premises;
  - i. when the Customer’s use violates any state or federal statutes or regulations; or
  - j. when the Customer harasses, threatens or presents an undue risk to any Company employee.
2. It shall be insufficient cause for the Company to discontinue service for the failure of a Customer to pay a bill which is in dispute, provided the Customer pays that portion of the bill not in dispute.
3. Except for discontinuance pursuant to Section 7, H.1.a, c, g, h and i, the Company shall not discontinue service unless at the time of the proposed discontinuance, for an hour after the discontinuance and on the day following discontinuance, the Company office identified in the notices given pursuant to this Guidebook are open or available to the Customer for the purpose of preventing discontinuance or obtaining reconnection.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

IV. CUSTOMER SERVICE AND PROTECTION (continued)

H. Discontinuance of Service (continued)

4. Notice of Discontinuance of Service:
  - a. the Company shall give the customer seven (7) days written notice before initially discontinuing service, unless the discontinuance is upon customers request or involves a dangerous condition, violation of Company rules or unauthorized interference with or use of service, in which case the Company may discontinue service immediately; and
  - b. notice shall be sent to the account name and address. Service of notice by mail is complete upon mailing. The Company shall maintain an accurate record of the date of mailing and charge for such notice.
5. The Notice, if required, shall contain the following information:
  - a. the name and billing address of the Customer and the telephone number being disconnected;
  - b. a clear and concise statement of the reason for the proposed discontinuance of service;
  - c. the date on or after which service will be discontinued unless the Customer takes appropriate action, including the date or time period after which service will be permanently or indefinitely disconnected, if a two stage process is involved;
  - d. terms under which the Customer may avoid discontinuance;
  - e. a clear and concise explanation of the charges and conditions for restoral or reconnection of service, both after a temporary suspension or interruption and an indefinite disconnection, if such a two stage procedure is used by the Company. For the purposes of explaining charges for reconnection which consist of multi-elements, a schedule of such charges will be set forth;
  - f. a statement that discontinuance may be postponed or avoided if a Customer can demonstrate that special circumstances prevent complete payment and satisfactory credit arrangements are made with the Company for monies not in dispute; and
  - g. a statement reasonably calculated to apprise the Customer of the availability of an administrative procedure which may be utilized in the event of a bona fide dispute or under other circumstances, such as provided in this Guidebook. The address, telephone number and name of the Company official empowered to review disputed bills, rectify errors, and prevent disconnection, shall be clearly set forth. The notice shall state that the Customer may meet with a designated employee of the Company and may present his or her reasons for discontinuance, requesting credit arrangements or requesting a postponement of discontinuance.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

IV. CUSTOMER SERVICE AND PROTECTION (continued)

I. Restoration of Service

1. Upon the Customer's request, the Company shall restore service promptly when:
  - a. the cause of discontinuance of service has been eliminated;
  - b. applicable restoration charges have been paid; or
  - c. satisfactory credit arrangements have been made.
2. At all times, every reasonable effort shall be made to restore service on the restoration day requested.
3. The Company may charge a reasonable fee for the restoration of service as provided in Section 2, Service Charges.

J. Cancellation of Application for Basic Service – When the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

When installation of service has been started prior to the cancellation, a cancellation charge equal to the minimum service charge shall apply.

When special construction has been started prior to the cancellation, a charge equal to the cost incurred in the special construction, less net salvage, applies. Installation or special construction for a customer is considered to have started when Company incurs any installation expense, which would not otherwise have been incurred.

If the customer orders service requiring special facilities dedicated to the customer's use and then cancels the order before the service begins, or before completion of the minimum service period, or before completion of some other period mutually agreed upon by customer and the Company, a charge will be made to customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the customer by the Company and not fully reimbursed by installation and monthly charges. If based on the order, any construction has either begun or been completed, but no service provided, customer shall bear the non-recoverable cost of such construction.

K. Termination of Service – The Customer may terminate service prior to the expiration of the initial contract period after giving written notice to the Company, and after payment of the termination charges given below, in addition to all charges due for service which has been furnished.

1. In the case of service for which the initial contract period is one month, the charges are due for the balance of the initial month.
2. Customer may terminate service after expiration of the initial contract period upon notifying the Company and paying all charges due to the date of termination of the service as provided elsewhere in this Guidebook.
3. The Company may charge a reasonable fee for the restoration of service as provided in Section 2, Service Charges.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

IV. CUSTOMER SERVICE AND PROTECTION (continued)

L. General Disputes

1. When a Customer advises Company prior to the proposed discontinuance of service that all or any part of any billing as rendered is in dispute or that the Company's reasons for discontinuance are factually invalid, the Company shall:
  - a. immediately record the date, time and place the complaint is made;
  - b. postpone discontinuance until a full investigation is completed;
  - c. investigate the dispute promptly and completely; and
  - d. attempt to resolve the dispute informally in a mutually satisfactory manner.
2. A customer may advise the Company that a bill is in dispute in any reasonable manner such as by written notice, in person or by a telephone call directed to the appropriate personnel of the Company.
3. The Company, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communication, personal meetings, formal or informal hearings, on-site visits or any other technique reasonably conducive to settlement of the dispute.
4. In the event that a dispute is not resolved to the satisfaction of the customer after full investigation, and the Company intends to proceed with discontinuance, the Company will advise the customer of formal and informal procedures available before the Kansas Corporation Commission. The Company may then discontinue service if proper notice has been given.
5. The Company will publish in its telephone directory a conspicuous notice stating that customers who are unable to obtain a satisfactory resolution of a dispute with a telephone or other public utility may contact the Kansas Corporation Commission for information as to possible further remedies.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

V. USE OF SERVICE AND FACILITIES

A. Use of Service

1. Customers are responsible for payment of all charges incurred, regardless of whether such charges are associated with their own usage or that of any authorized users.
2. The Company does not transmit messages but offers the use of its facilities for communications between its Customers.
3. When suitable arrangements can be made, lines of other telephone companies may be used in establishing connections to points not reached by the Company's lines. In establishing connections with the lines of other companies, the Company is not responsible or liable for any action of the connecting company.
4. No unauthorized equipment, accessory, apparatus, circuit or device shall be attached to or connected with Company facilities. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection or to disconnect service. The Customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made because of the use of such attachments or connections.
5. Except as otherwise provided in this Guidebook, nothing herein shall be construed to permit the use of a device to interconnect any Company-owned line or channel with any other communications line or channel of the Company or of any other person.
6. Service may not be used for any unlawful purposes or for any purpose for which any payment or other compensation is received by the customer, except when the customer is a duly authorized and regulated common carrier.

B. Obligations of Customers

1. The Customer agrees to notify the Company promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's facilities, and the Customer agrees to pay the Company's current costs for such changes.
2. Unless specifically provided otherwise in this Guidebook, when commercial power is used for the operation of the Customer provided premises equipment, the Customer will provide the necessary power wiring, power outlets and commercial power and assume all responsibility for the safe condition of the same.
3. The Customer shall reimburse the Company for damages to Company facilities utilized to provide services under this Guidebook caused by the negligence or willful act of the Customer, or resulting from the Customer's improper use of the Company facilities or equipment provided. Such damages will be the actual cost of the materials and the actual hours required for repair of the damage multiplied by the appropriate labor rate.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

V. USE OF SERVICE AND FACILITIES (continued)

B. Obligations of Customers (continued)

4. The Customer shall provide a safe place to work and comply with all laws and regulations regarding the working conditions on the premises at which Company employees, contractors, or agents shall be installing or maintaining the Company's facilities and equipment.
5. The Customer shall, upon reasonable notice, make available the facilities provided by the Company for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.
6. The Customer agrees to indemnify and hold harmless the Company against claims for libel, slander, or copyright infringement arising directly or indirectly from the material transmitted over the Company's facilities or the use thereof by the Customer; against claims for infringement of patents arising from, combining with, or using in connection with, facilities furnished by the Company and apparatus, equipment, and systems provided by the Customer; and against all other claims arising out of any act or omission of the Customer in connection with the services or facilities provided by the Company.

C. Rights of the Company

1. The charges specified in this Guidebook do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the Customer. If the Customer requests that overtime labor be performed, an additional charge, based on the additional costs involved, applies.
2. The charges specified in this Guidebook do not contemplate work once begun being interrupted by the Customer. If the Customer interrupts work once begun, an additional charge, based on the additional costs involved, applies.
3. Any facilities on the Customer's premises furnished by the Company shall be and remain the property of the Company, whose agents and employees have the right to enter said premises at any reasonable hour for the purpose of installing, terminating, inspecting, maintaining or repairing service, and making collections from pay telephones.
4. When the general telephone service to the public is impaired by a Customer's use of the telephone service, or service directly incident thereto, the Company shall have the right to require the Customer to contract with the Company for such additional facilities as may be necessary, in the Company's judgment, to remove the cause of said impairment. If the Customer refuses this requirement or will not remedy the situation, the Company may require the Customer to discontinue service completely.
5. The Company may discontinue service which has been abandoned.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

V. USE OF SERVICE AND FACILITIES (continued)

C. Rights of the Company (continued)

6. After giving the Customer a reasonable opportunity to remedy the situation and after giving proper notice, the Company may discontinue service which is used:
  - a. in such a way that interferes with the service of other telephone users;
  - b. for any purpose other than as a means of communication;
  - c. to communicate profane or obscene language;
  - d. to make a call or calls, anonymous or otherwise, in a manner which reasonably could be expected to frighten, abuse, torment or harass another;
  - e. in any fraudulent or unlawful manner;
  - f. in a manner which violates any of the Company's lawful regulations; or
  - g. to obtain a Customer's listed name, address or telephone number from Directory Assistance for any purpose other than to facilitate the making of a telephone call.
7. The Company reserves the right to change the telephone number or numbers assigned to a Customer or the central office designation associated with such telephone number or numbers, or both, as reasonably appropriate in the conduct of its business.

D. Liability of the Company

1. The liability of the Company for any claim, loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under the Guidebook shall not exceed the amount of the credit allowance described in this Guidebook. This extension of credit allowances shall be the sole remedy of the Customer and sole liability of the Company for an interruption, delay, error, omission, or defect in any service, facility, or transmission provided under the Guidebook. In no event will the Company be liable for any direct, indirect, consequential, incidental, exemplary, punitive, or special damages, or for any lost income or profits, even if advised of the possibility of the same.
2. The Company shall not be liable for any claim, loss, expense, or damage, due to any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under this Guidebook, if caused by or resulting from: any person or entity other than the Company; a malfunction of any service or facility provided by any person or entity other than the Company; labor difficulties; fire, flood, earthquake, or any other act of God; explosion; war; riot or civil disturbance; any law, order, regulation, direction, action or request of any federal, state or local government or any department, agency, commission, bureau, or other instrumentality of federal, state or local government; or by any other cause beyond the Company's control.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

V. USE OF SERVICE AND FACILITIES (continued)

D. Liability of the Company (continued)

3. The Company shall not be liable for and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage, including indirect, special, or consequential damage for:
  - a. Defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content revealed to, transmitted, processed, handled, or used by the Company under this Guidebook.
  - b. Connecting, combining, or adapting the Company's facilities with Customer's apparatus or systems.
  - c. Any loss destruction or damage to property of the Company, the Customer, or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees agents, representatives, family member or invitees.
  - d. Any claim, loss, damage, expense or liability for infringement of any copyright, patent trade secret, or any proprietary or intellectual property right of the Company or any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by this Guidebook or any agreement between the Customer and the Company.
  - e. Any personal injury or death of any person or for any loss of or damage to Customer Premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by any intentional or negligent act or omission committed by the Company, its agents or employees.
4. Emergency 911 Service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: 1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service; or 2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.



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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

V. USE OF SERVICE AND FACILITIES (continued)

D. Liability of the Company (continued)

4. Emergency 911 Service (continued)

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arise out of the negligence or other wrongful act of the Company, the customer, its users, agencies or municipalities, or the employees or agencies of any one of them.

When a Customer with a nonpublished telephone number places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority. By subscribing to service under this Guidebook, Customer acknowledges and agrees with the release of information as described above.

The Company will supply customer information to update the Emergency 911 Service database at the time the Company submits customer orders for basic local exchange telecommunications service to AT&T and CenturyLink.

At the time the Company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911. At that time, the Company will be obligated to provide facilities to route calls from the end users to the proper PSAP.

The Company recognizes the authority of the 911 customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.

The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity.

5. No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.
6. If service is interrupted for more than 48 hours, other than by negligence or willful act of the Customer, an allowance at the published rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues, after notice and demand to the Company. No other liability shall attach to the Company on account of interruptions of service.
7. When suitable arrangements can be made, lines of other carriers may be used in establishing transmission links to points not reached by the Company's lines. In establishing connections with the lines of other carriers, the Company is not responsible or liable for any action of the other carriers.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

V. USE OF SERVICE AND FACILITIES (continued)

E. Connection of Automatic Dialing and Announcing Devices

1. This rule applies to use of Automatic Dialing or Automatic Announcing Devices when operated or used for the purpose of making a solicitation telephone call.
2. A solicitation telephone call includes any telephone call by or for a commercial, political, charitable, polling or other entity which has the purpose or effect, directly or indirectly, of soliciting a sale, a contribution or donation, or an opinion or information or other specific action on the part of the called party.
3. An Automatic Dialing device is any user terminal equipment which, when connected to a telephone line, can dial, with or without manual assistance, telephone numbers which have been stored or programmed in the device or are produced or selected by a random or sequential number generator.
4. An Automatic Announcing Device is any user terminal equipment which, when connected to a telephone line, can disseminate a recorded message to the telephone number called, either with or without manual assistance.
5. No Automatic Announcing Device, either in conjunction with an Automatic Dialing or other device or separately, shall be connected to, or operated over, the telephone network unless:
  - a. The device or its operator, within five seconds after the called party hangs up, creates a disconnect signal or on hook condition which allows the called party's line to be released, if the called party would otherwise be unable to obtain a dial tone after hanging up; and
  - b. The Automatic Announcing Device is used pursuant to prior agreement between the calling and called parties; or
  - c. The recorded message begins with or is preceded by a statement announcing the name, address, and callback telephone number of the calling party, the purpose or nature of the message, and the fact that the message is a recording.
6. Automatic Dialing and Announcing Devices (ADAD), when used in conjunction, shall not be connected to, or operated over, a telephone line unless:
  - a. No calls are made to emergency telephone numbers. Emergency telephone numbers are those identified as such in the telephone directory for the exchange to which ADAD calls are made and also those numbers included on a list provided by the telephone utility of each exchange. The list shall be provided to the prospective ADAD user upon the utility's receipt of the required notice. The list shall include the numbers of customers who have requested inclusion on the list and have proven to the satisfaction of the utility that ADAD calls would substantially interfere with the Customer's ability to render emergency services in situations involving danger to life, health or property. The Customer of the utility may request Commission determination of appropriateness of inclusion of the list. Changes in the list shall also be provided to ADAD users who have not ceased operation.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

V. USE OF SERVICE AND FACILITIES (continued)

E. Connection of Automatic Dialing and Announcing Devices (continued)

6. Automatic Dialing and Announcing Devices (ADAD) (continued)

- b. No calls are made, except pursuant to prior agreement between the calling and called parties:
  - 1. Before 9:00 a.m., or after 9:00 p.m.; and
  - 2. At such other times when operation might cause substantial impairment or service as determined by the telephone utility.
- c. All attempted calls are terminated and a disconnect or on hook condition created when the call is not completed within thirty (30) seconds.
- d. At least five (5) days prior to operation, the prospective user provides the telephone utility of each exchange from and to which telephone calls are to be made with the ADAD a written notice containing the following information:
  - 1. The prospective user's name, address and telephone number.
  - 2. The address and phone number from which the ADAD calls are to be made.
  - 3. A description of the ADAD, including whether it is FCC registered.
  - 4. A summary of the nature of the calls to be made.
  - 5. The day and time during which the ADAD is to be used.
  - 6. An estimate of the expected traffic volume, in terms of message attempts per hour and average length of completed message.
- 7. The user of the ADAD equipment shall notify in writing the telephone utility of each exchange from and to which the telephone calls are to be made of any substantial change in the information provided within this Section, at least three days before such change, and also of any actual traffic volume which substantially exceeds the estimated volume, promptly after the actual traffic volume is determined.
- 8. If the telephone utility providing the originating service to the ADAD user determines, from review of the information provided by the ADAD user or otherwise, that the telephone service of others is or may be substantially impaired, it may provide service subject to reasonable written conditions necessary to prevent such impairment or, in the absence of such conditions, may refuse or immediately discontinue service to the ADAD user. In making such determinations, the telephone utility shall consider information received from other telephone utilities of any exchange to which ADAD calls are, or would be, made. Failure by ADAD user to comply with the conditions set forth by the telephone utility shall be grounds for immediate termination of service.

RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

## V. USE OF SERVICE AND FACILITIES (continued)

## E. Connection of Automatic Dialing and Announcing Devices (continued)

9. If the ADAD user fails to comply with the provisions of this Section, the telephone utility providing originating service may refuse to provide service until the noncompliance is remedied or may terminate service upon five (5) days prior written notice, except as otherwise specified above in this Section.

## VI. TAXES AND SURCHARGES

## A. Taxes and Surcharges

1. When any city, county, state or other taxing subdivision imposes a franchise, occupation, business sales, license, excise, privilege or similar tax, of any kind (including, but not limited to, assessments for 911, LNP and TRS) on the Company, these amounts may be charged on a proportionate basis to all customers receiving telephone service from the Company within the boundaries of such taxing entity. This tax charge, in all cases, will be in addition to the regular rates and charges for service. Such billing shall start on the regular monthly bill in the month preceding that month in which the tax is by the Company.
2. When another vendor, carrier or other similar entity passes on a franchise fee, a tax or other charge assessed by a governmental entity to the Company, these amounts may be charged on a proportionate basis to all customers receiving telephone service from the Company. This charge will be in addition to the regular rates and charges for service. Such billing shall start on the regular monthly bill in the month preceding that month in which the tax is payable by the Company.

## B. Kansas Universal Service Fund (KUSF) Surcharge

1. General – The Kansas Universal Service Fund (KUSF) and Kansas Telecommunications Access Program (TAP), were enacted by the Kansas Legislature in 1996 as part of House Bill No. 2728 (HB 2728). The purpose of these funds is to support universal service in the State of Kansas.

Section 9(b) of HB 2728 states in part that every telecommunications carrier shall contribute to the KUSF on an equitable and nondiscriminatory basis, and carriers may collect from Customers an amount equal to such carrier's contribution. The Kansas Corporation Commission set out the procedures for KUSF and TAP assessments in its December 27, 1996 order in Docket No. 190,492-U.

2. KUSF Assessment – The amount of the assessment collected from the Company's retail Customers may vary depending on the requirements of the KUSF. The KUSF assessment for the Company will be determined by the KUSF administrator. The Company may collect from its retail Customers an amount that does not exceed the KUSF assessment as determined by the KUSF administrator.

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RULES AND REGULATIONS  
APPLYING TO ALL CUSTOMERS

VII. DEFINITIONS

- A. All words or terms used in this Guidebook, in addition to the usual meanings, are intended to have the meanings regularly ascribed to them by the telephone industry.
- B. When it is considered necessary or helpful to the full understanding of a particular Guidebook provision, a word or term may be defined in the body of the Guidebook in which it is used.
- C. Authorized User – A person, firm or corporation (other than the Customer) who has been authorized by the Customer to communicate over a private line or channel according to the terms of the Guidebook, and 1) on whose premises a station of the private line service is located, or 2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer.