

MOUNTAINET TELEPHONE COMPANY

VA SCC NO. 1
1st Revised Title Sheet
Cancels Original Title Sheet

**REGULATIONS AND SCHEDULE OF CHARGES
APPLYING TO LOCAL EXCHANGE
SERVICES WITHIN
THE COMMONWEALTH OF VIRGINIA**

This tariff is on file with the Virginia State Corporate Commission, and copies may be inspected during normal business hours at the company's principle place of business at:

PO Box 488, 149 Woodland Street (T)
Gate City, VA 24251
888-583-7339

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Office of the Executive Vice-President
PO Box 488, 149 Woodland Street (T)
Gate City, VA 24251

CONTENTS

	<u>Section / Page</u>
Section 3 – Service Charges	Section 3
3.1 Categories of Service Charges	2
3.1.1 Service Activation Charge (T)	2
3.1.2 Record Order Charge (C)	2
3.1.3 Service Order Charge	2
3.1.4 Premise Visit / Service Rearrangement Charge	2
3.1.5 Returned Check Charge	2
3.1.6 Maintenance of Services Charge (T)	3
3.2 Application of Charges	3
3.2.1 General	3
3.2.2 Service Activation Charge (T)	5
3.2.3 Record Order Charge (C)	6
3.2.4 Service Order Charge	7
3.2.5 Outside Move Charge	8
3.2.6 Maintenance of Services Charge (T)	8
3.3 Schedule of Charges	9
Section 4 - Charges Applicable under Special Conditions	Section 4
4.1 Construction Charges	2
4.1.1 General	2
4.1.2 Construction on Public Highways or Other Easements	3
4.1.3 Construction on Private Property	4
4.1.4 Underground Service Entrances	6
4.1.5 Special Types of Construction	6
4.1.6 Rearrangements of Existing Plant	7
4.1.7 Construction Required for Temporary Service	7
4.2 Charges for Unusual Installations	7
4.2.1 Contribution in Aid to Construction – Land Development	7
4.2.2 Special Types of Installation	12
4.3.3 Temporary Installations	13
4.3 Special Service Arrangements	13

CONTENTS

	<u>Section / Page</u>
7.5 Service Packages	18
7.5.1 Multiple Feature Discounts	18 (C)
 Section 8 – Connections with Certain Facilities and/or Equipment of Others	 Section 8
8.1 Regulations	2
8.2 Network Protection Criteria	5
8.2.1 Customer Premises Requirements	5
8.2.2 Network Control Signaling Output	7
8.3 Customer-Provided Communications Systems	9
8.4 Entrance Facilities	9
8.5 Connection of Customer-Provided Communications Systems with Instruments Furnished by the Company	9
8.6 Maintenance Service Charge	9
8.7 Provision of Network Interface Devices	10
 Section 9 – Centrex Services	 Section 9
9.1 General	2
9.2 Regulations	2
9.3 Rates	8
 Section 10 – Community Calling Service	 Section 10 (N)
10.1 General	2
10.2 Regulations	2
10.3 Application of Rates	3
10.4 Calling Plans	4 (N)
 Section 11 – Reserved for Future Use	 Section 11
 Section 12 – Reserved for Future Use	 Section 12
 Section 13 – Reserved for Future Use	 Section 13

CHECK SHEETS

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
Title	1st *	1- 11	Original	2- 25	Original	2- 48	Original	5- 3	1st *
1	Original	2- 1	Original	2- 26	Original	2- 49	1st *	5- 4	1st *
2	Original	2- 2	Original	2- 27	Original	3- 1	1st *	5- 5	1st *
3	1st *	2- 3	Original	2- 28	Original	3- 2	1st *	5- 6	1st *
4	Original	2- 4	Original	2- 44	Original	3- 3	1st *	5- 7	1st *
5	Original	2- 5	Original	2- 44	Original	3- 4	Original	5- 8	1st *
6	Original	2- 6	Original	2- 29	Original	3- 5	1st *	5- 9	1st *
7	1st *	2- 7	Original	2- 30	Original	3- 6	1st *	5- 10	1st *
8	Original	2- 8	Original	2- 31	Original	3- 7	Original	5- 11	1st *
9	Original	2- 9	Original	2- 32	Original	3- 8	1st *	5- 12	1st *
10	Original	2- 10	Original	2- 33	Original	3- 9	1st *	5- 13	1st *
11	1st *	2- 11	Original	2- 34	Original	4- 1	Original	5- 14	1st *
12	1st *	2- 12	Original	2- 35	Original	4- 2	Original	5- 15	1st *
13	Original	2- 13	Original	2- 36	Original	4- 3	Original	5- 16	1st *
14	Original	2- 14	Original	2- 37	Original	4- 4	Original	5- 17	1st *
1- 1	Original	2- 15	Original	2- 38	Original	4- 5	Original	5- 18	1st *
1- 2	Original	2- 16	Original	2- 39	Original	4- 6	Original	5- 19	1st *
1- 3	Original	2- 17	Original	2- 40	Original	4- 7	Original	5- 20	1st *
1- 4	Original	2- 18	Original	2- 41	Original	4- 8	Original	5- 21	1st *
1- 5	Original	2- 19	Original	2- 42	Original	4- 9	Original	5- 22	1st *
1- 6	Original	2- 20	Original	2- 43	Original	4- 10	Original	5- 23	1st *
1- 7	Original	2- 21	Original	2- 44	Original	4- 11	Original	5- 24	1st *
1- 8	Original	2- 22	Original	2- 45	Original	4- 12	Original	5- 25	1st *
1- 9	Original	2- 23	Original	2- 46	Original	5- 1	Original	5- 26	Original
1- 10	Original	2- 24	Original	2- 47	Original	5- 2	1st *	5- 27	Original

* = New / Revised Sheet this issue

CHECK SHEETS (Cont'd)

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
5- 28	Original	7- 11	Original	9- 8	Original				
5- 29	1st *	7- 12	Original	9- 9	Original				
5- 30	1st *	7- 13	1st *	9- 10	Original				
6- 1	Original	7- 14	1st *	9- 11	Original				
6- 2	Original	7- 15	1st *	9- 12	Original				
6- 3	Original	7- 16	Original	9- 13	Original				
6- 4	Original	7- 17	Original	9- 14	Original				
6- 5	Original	7- 18	1st *	10- 1	1st *				
6- 6	Original	7- 19	Original	10- 2	Original *				
6- 7	Original	8- 1	Original	10- 3	Original *				
6- 8	Original	8- 2	Original	10- 4	Original *				
6- 9	Original	8- 3	Original	11- 1	Original				
6- 10	Original	8- 4	Original	12- 1	Original				
6- 11	Original	8- 5	Original	13- 1	Original				
6- 12	1st *	8- 6	Original	14- 1	Original				
7- 1	1st *	8- 7	Original	14- 2	Original				
7- 2	Original	8- 8	Original	15- 1	Original				
7- 3	1st *	8- 9	Original	16- 1	Original				
7- 4	1st *	9- 1	Original	16- 2	Original				
7- 5	1st *	9- 2	Original	16- 3	Original				
7- 6	1st *	9- 3	Original	16- 4	Original				
7- 7	1st *	9- 4	Original						
7- 8	1st *	9- 5	Original						
7- 9	1st *	9- 6	Original						
7- 10	1st *	9- 7	Original						

* = New / Revised Sheet this issue

2. REGULATIONS (Cont'd)2.9 IntraLATA and InterLATA Presubscription2.9.1 General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier that the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

2.9.2 Presubscription Charges

After a Customer's initial selection for a presubscribed toll carrier, for any change thereafter, a Presubscription Change Charge, as set forth below will apply. Customers who request a change in IntraLATA and InterLATA carriers with the same order will be assessed a single charge per line.

Nonrecurring Charges Per business or residence line, trunk, or port

Initial Line, Trunk or Port	\$5.50	(I)
Additional Line, Trunk or Port	\$5.50	(I)

2.10 Telecommunications Relay Service (TRS)

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and vice versa. A Customer will be able to access the state provider to complete such calls. The Company will impose a surcharge to all Customers at a level determined by the Commission. The customer may access TRS via the Company by either TRS's toll free 800 number or by dialing the 711-service access code.

SECTION 3 - SERVICE CHARGES

	<u>Sheet No.</u>
3.1 Categories of Service Charges	2
3.1.1 Service Activation Charge (T)	2
3.1.2 Record Order Charge	2 (N)
3.1.3 Service Order Charge	2
3.1.4 Premise Visit Charge (T)	2
3.1.5 Returned Check Charge	2
3.1.6 Maintenance Visit Charge	3
3.1.7 Number Change Charge	3 (N)
3.2 Application of Charges	3
3.2.1 General	3
3.2.2 Service Activation Charge (T)	5
3.2.3 Record Order Charge (N)	6
3.2.4 Service Order Charge	7
3.2.5 Outside Move Charge	8
3.2.6 Number Change Charge	8 (N)
3.3 Schedule of Charges	9

3. SERVICE CHARGES

Service Charges are in addition to all other rates and charges that may be applicable for services provided by the Company. Service Charges apply in addition to installation and construction charges incurred because of unusual costs encountered in the provision of service.

3.1 Categories of Service Charges

The work functions required to establish, add to, move or change telephone service for a business or residence class of service customer are classified by type of service charge as follows:

- 3.1.1 Service Activation Charge – charge(s) for work that includes, but is not limited to establishing service including establishing or changing central office connections (“Central Office Connection Charge”) and cable cross connections or line transfers in the network (“Line Work Charge”). (C)
- 3.1.2 Record Order Charge – a charge for performing work where only subscriber business office, directory or billing records are involved and no other work is necessary. Only one record order charge applies per each individual subscriber request. (N)
- 3.1.3 Service Order Charge – a charge for work performed in connection with receiving, recording, and processing a customer request for service to be performed or provided at the same time, on the same account and on the same premises. One Service Order Charge is applicable per access line or channel. (N)
- 3.1.4 Premise Visit / Service Rearrangement Charge – a charge for work performed in connection with receiving, recording, and processing a customer request for service rearrangement that requires dispatch of a Company technician to complete the requested work.
- 3.1.5 Returned Check Charge – a charge made to the customer for each returned check or moneys not honored by a bank or depository.

3. SERVICE CHARGES (Cont'd)

3.1 Categories of Service Charges (Cont'd)

3.1.6 Maintenance of Service Charge – where a NID exists, if the Company is able to test for Dial Tone and the problem proves to be beyond the NID (within Customer premises) a maintenance charge is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no maintenance charge will be assessed. In those cases where the customer has bought an inside wire maintenance warranty/plan (a non-regulated service) from the Company no maintenance charge will be applicable regardless of the dial tone test results or whether a NID exists or not.

3.1.7 Number Change Charge – A Number Change Charge applies when a Customer initiates a change in telephone number. The Number Change Charge is tiered based on the criteria of the request. A Basic Number change charge applies to requests for a number change for a number that has been assigned to the Customer for at least 12-months. An Accelerated Number Change Charge applies when the request for a new number is received within 12-months of either the establishment of initial service or of a prior number change.

(N)

(N)

3.2 Application of Charges

3.2.1 General

1. 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 new installations for purposes of this tariff.
2. Payment of service charges at the time of application for service may be required.
3. Additional installation charges indicated elsewhere in this Tariff may be required.

3. SERVICE CHARGES (Cont'd)

3.2 Application of Charges (Cont'd)

3.2.2 Service Activation Charge

1. The Service Activation Charge is applicable for work activities performed by the Company to establish telephone service. The Service Activation Charge consists of a Central Office Connection Charge and Line Work Charge.
 - a. The Central Office Connection Charge applies when the Company performs cross connect activity within the Central Office to establish service. Subject to 3.2.2(4) all requests for service are subject to the Central Office Connection Charge.
 - b. The Line Work Charge applies when the Company must complete additional connection work at a point within the general outside plant distribution including cross connection at the cable box or other distribution point within the Company's network.
2. Service Activation Charge applies for the connection or reconnection of local exchange access lines, local private lines, and off premise access lines.
3. When two or more segments of a local private line or off premise access line are bridged in the central office, one Service Activation Charge will apply for each line.
4. The Service Activation Charge does not apply when service and facilities are re-assumed prior to discontinuance of service and without lapse in service.

(C)

(C)

3. SERVICE CHARGES (Cont'd)

3.2 Application of Charges (Cont'd)

3.2.3 Record Order Charge

1. The Record Order Charge is applicable for performing work associated with receiving, recording and processing information necessary to execute a subscriber's request. The Record Order Charge will apply where only subscriber, business office, directory or billing records are involved and no other work is necessary.
2. Only one record order charge applies per each individual subscriber request.
3. The Record Order Charge is applicable when a move is made within the same exchange.

(N)

(N)

3. SERVICE CHARGES (Cont'd)

3.2 Application of Charges (Cont'd)

3.2.5 Outside Move Charge

The Outside Move Charge is applicable for work performed by the Company involving:

1. Transfer of lines or Company-provided equipment from one building to another building;
2. A move of a customers portable structure containing telephone service;
3. Transfer of lines from one premise to another in the same building, e.g., one apartment to another apartment, one office or suite of offices to another office or suite of offices.

3.2.6 Number Change Charge

A Number Change Charge is applicable for work performed by the Company in changing a telephone number assigned to a Subscriber.

1. A Basic Number Change Charge applies when the Customer requests that a number that has been assigned to the Customer for at least twelve months is requested to be changed.
2. An Accelerated Number Change Charge applies when the request for a new number is received within 12-months of either the establishment of initial service or of a prior number change.
3. The Company may waive the Number Change Charge if it determines at its sole discretion that the number changed is warranted due to unique circumstances including to mitigate harassment caused by prior end user assignment of the number or where the change in number facilitates use of the service by the Customer pursuant to this tariff.

(N)

(N)

3. SERVICE CHARGES (Cont'd)

3.3 Schedule of Charges (1) (2)

		Rate		
		<u>Residence</u>	<u>Business</u>	
1.	<u>Service Order Charge</u>	\$ 7.50	\$10.00	(C)
2.	<u>Record Order Charge</u>	\$ 5.00	\$ 5.00	
3.	<u>Service Activation Charge</u>			
	Central Office Connection Charge	\$ 3.50	\$ 3.50	
	Line Work Charge	\$10.00	\$10.00	
4.	<u>Premise Visit</u>	\$10.00	\$10.00	(C)
5.	<u>Number Change Charge</u>			
	Basic	\$ 8.50	\$ 8.50	(N)
	Accelerated	\$20.00	\$20.00	(N)
7.	<u>Outside Move Charge</u>	Note a	Note a	(T)
8.	<u>Maintenance of Service Charge</u>	\$46.00	\$66.00	(T)
	Data		\$94.00	
9.	<u>Returned Check Charge</u>	\$20.00 (I)	\$20.00 (I)	(T)

(1) The Company performs repair and maintenance work only during normal working hours from 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding holidays. All repair and maintenance work performed during other than normal hours at the customer's request may be provided at the sole discretion of the Company.

(2) Where the service requested requires more than one of the multi-element charges described in this tariff, the total charge is the sum of the separate charges required for each function except as otherwise provided. All line connection work requested at the same time for service on one premise will be covered by one service order charge.

Note a: Outside moves will be billed at the lesser of time and materials OR the cost to disconnect and reconnect the service.

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.1 Exchange Service

The Company provides one-party service throughout its service area.

5.1.1 Description of Service

Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number address on the public switched telecommunications network. Each Exchange Access Service is available on a "Full" service basis, whereby service is delivered to a demarcation/connection block ("protector") at the Customer's premises.

Each Exchange Access Service enables users to:

- 1 Receive calls from other stations on the public switched telecommunications network;
- 2 Access other services offered by the Company as set forth in this tariff;
- 3 Access (at no additional charge) the Company's operators and business office for service related assistance;
- 4 Access (at no additional charge) emergency services by dialing 0- or 9-1-1; and
- 5 Access services provided by other common carriers that purchase the Company's Switched Access services as provided under the Company's Federal and State tariffs, or that maintain other types of traffic exchange arrangements with the Company.

5.1.2 Area of Operations

The Company provides its competitive service in the exchanges defined in Section 5.2.2 of this Tariff, subject to the availability of facilities and equipment. (C)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups

5.2.1 General

The rates in this Tariff entitle callers to receive local calling (i.e., toll-free) to the areas included as being within the local calling area. Calls to areas not listed as local will be subject to applicable long distance charges by the long distance provider. Exchanges are assigned to rate groups based on the number of locations to which the customer is capable of calling on a local service basis as well as the cost to the Company to provide such services based on its network configuration.

5.2.2 Exchange Classification

The exchange names, rate group and exchanges that can be reached on a local service basis (i.e., without toll charges) are shown in the chart in this section.

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups

5.2.2 Exchange Classification

Exchange	Group	Calling Exchanges	(D)
			(D)
			(M)(*)
Bristol	10	Blountville, Bluff City, Bristol (TN), Bristol, Church Hill, Fall Branch, Johnson City, Kingsport, Midway, Sullivan Gardens (TN)	
			(M)(*)
			(M)(^)
Gate City	7	Gate City, Clinchport, Duffield, Dungannon, Fort Blackmore, Nickelsville, Williams Mill	
			(M)(^)
			(M)(#)
Morrison City	10	Blountville (TN), Bluff City (TN), Bristol (TN), Bristol, VA, Church Hill (TN), Fall Branch (TN), Kingsport (TN), Midway (TN), Morrison City, Sullivan Gardens (TN)	
			(M)(#)
			(D)
			(D)

* Material appearing on this Sheet previously appeared on Original Sheet No. 6
 ^ Material appearing on this Sheet previously appeared on Original Sheet No. 11
 # Material appearing on this Sheet previously appeared on Original Sheet No. 16

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(K)(*)

(K)(*)

(D)

(D)

* Material previously on this sheet no appears on 1st Revised Sheet No. 4

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(K)(*)

(K)(*)

(D)

(D)

* Material previously on this sheet no appears on 1st Revised Sheet No. 4

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(K)(*)

(K)(*)

(D)

(D)

* Material previously on this sheet no appears on 1st Revised Sheet No. 4

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.2 Local Calling Areas and Rate Groups (Cont'd)

5.2.2 Exchange Classification (Cont'd)

(D)

(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.3 Basic Exchange Line Service

5.3.1 Description

Basic Line Service provides a Customer with a single voice-grade telephonic communications channel that can be used to place or receive one call at a time. Basic Lines are provided for connection of Customer-provided single station sets or facsimile machines to the public switched telecommunications network. Each Basic Line may be configured into a hunt group with other Company-provided Basic Lines.

5.3.2 Rates

Rates do not include a charge for instrument or other customer premises equipment. Rates for additional services, including installation charges and network connectivity fee, are shown elsewhere in this Tariff. Rates are applied pursuant to applicable Exchange Classification as shown in Section 5.2.2

<u>Rate Group</u>	<u>Residential</u>	<u>Business</u>	(D)
			(D)
7	\$ 14.00 (I)	\$ 30.00 (R)	(D)
			(D)
10	\$ 14.00 (I)	\$ 30.00 (I)	(D)
			(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Basic Exchange Trunk Service

5.4.1 Description

Basic Exchange Trunk Service provides a Customer with a single, voice-grade, analog telephonic communications channel that can be used to place or receive one call at a time. Basic Exchange Analog Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Trunk is provided with touch-tone signaling.

5.4.2 Monthly Service Rates

Rates do not include a charge for instrument or other customer premises equipment. Rates for additional services shown elsewhere in this Tariff. Rates are applied pursuant to applicable Exchange Classification as shown in Section 5.2.2

<u>Rate Group</u>	<u>Business</u>		
			(D)
7	\$ 40.00	(R)	(D)
			(D)
10	\$ 40.00	(R)	(D)
			(D)
			(D)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.7 Directory Assistance (Cont'd)

5.7.2 Application of Charges

1. There will be a charge for all customer calls to Directory Assistance except as noted in 2(a) and 2(b) following.
2. Charges are not applicable to the following customers that request listing information within their local calling area:
 - a. Customers who have been certified by a physician or appropriate agency as unable to use a telephone directory because of a visual or physical handicap (this provision is not intended to allow the exemption for large business subscribers who employ only a few handicapped employees), and
 - b. Customers who make a call for a telephone number that was incorrectly published in or omitted from the alphabetical section of the directory due to Company error.
3. A credit allowance will be provided upon request for those customers who experience poor transmission quality, are cut off on their call, receive an incorrect number, or inadvertently dial the directory assistance service number.
4. Customers of DA services will receive a monthly usage allowance of local DA calls for which no charge applies.
5. Customers who requested DA service for which a number is both available and listed may request that the call also be completed for an additional usage fee. The call completion fee is limited to non special dialing codes within the United States. Call completion charges only apply for calls that are answered and they are billed in one minute increments. Usage will be rounded to the next highest whole minute and each call will be rounded up to the nearest whole penny.

(N)

(N)

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.7 Directory Assistance (Cont'd)

5.7.3 Rates and Charges

Directory Assistance services allow subscribers to request a listing and to complete a call to the requested listing for an additional fee.

1. Within the Company's local calling area for the originating line

	<u>Rate</u>	
First two calls per month	no charge	(C)
Each additional call, per call	\$1.10	(D)

2. Outside the Company's local calling and LATA/NPA serving areas for the originating line (where available)

Per call	\$1.10	(D)
----------	--------	-----

3. Call completion

Per whole minute of use	\$0.25	(N)
-------------------------	--------	-----

6. DIRECTORY LISTINGS (Cont'd)6.10 Rates

		<u>Monthly Rate</u>	
1.	Primary Station	No Charge	
2.	Regular Additional Listings, each	\$2.00	(I)
3.	Foreign Listings, each	\$1.00	
4.	Foreign Exchange Listing, each	\$1.00	
5.	Unlisted Number, each	\$1.00	
6.	Non-published Number, each	\$2.00	(I)

	<u>Sheet No.</u>
7.1 Touch-Tone / Pushbutton Telephone Service	2
7.1.1 General	2
7.1.2 Rates	2
7.2 Custom Calling Features	3
7.2.1 Feature Description	3
7.2.2 Regulations	5
7.2.3 Rates	6
7.3 CLASS (Custom Local Area Signaling Service) Features	8
7.3.1 Feature Description	8
7.3.2 Regulations	11
7.3.3 Rates	13
7.4 Toll Restriction Service	16
7.4.1 Regulations	16
7.4.2 Rates	17
7.5 Service Packages	18
7.5.1 Multiple Feature Discount	18 (C)

7. MISCELLANEOUS SERVICES (Cont'd)

7.2 Custom Calling Features

7.2.1 Feature Description

Custom Calling Features are services provided through Company central offices. Customers can choose from the following custom service additional features:

Call Forwarding Fixed. – allows a subscriber to Call Forward a pre-selected call to another telephone number. This number is pre-selected and activated at the Telephone Company Serving Office. (N)

Call Forwarding Variable – allows subscribers to redirect all incoming calls to another telephone number. This service uses a courtesy call so the Customer can notify the party at the “forward to number” that calls are going to be redirected to their number. (N)

Call Forwarding Busy Line – automatically redirects incoming calls to a pre-designated telephone number when the customer’s line is busy. The customer must designate the destination number at the time the order for service is placed. Changes to the destination require a service order.

Call Forwarding Don’t Answer – automatically redirects incoming calls to a pre-designated telephone number or to a voice mail (First Line) service when the Customer’s line is not answered within a specified amount of time. The customer must designate the destination number and forwarding interval at the time the order for service is placed.

Requests for changes in the forwarding interval placed within thirty days of service installation will be completed at no charge.

7. MISCELLANEOUS SERVICES (Cont'd)

7.2 Custom Calling Features (Cont'd)

7.2.1 Feature Description (Cont'd)

Call Waiting – alerts the Customer to an incoming call while the line is in use. The service signals the Customer with two separate tones or tone patterns. The Customer is able to place the first party on hold while he/she takes the second call. The Customer can switch back and forth between the two parties by flashing the switch hook.

Cancel Call Waiting – allows the Customer to cancel the Call Waiting feature on a call by call basis. This can be done before the Customer places a call or during a conversation (if the Customer also subscribes to Three-Way Calling).

Three-Way Calling (T) – allows Customers to have a conference call with two other parties at different numbers. With this service the Customer can initiate calls to both parties or add another party to an established call.

Personal Ring Option (Teen Ring) (T) – allows the subscriber to terminate up to three telephone numbers with unique ringing patterns (and unique Call Waiting tones, if the subscriber subscribes to the Call Waiting feature).

Speed Calling * – allows subscribers to call pre-selected telephone numbers quickly by dialing an assigned code. Speed Calling is available with either an eight or thirty number list.

(N)
|
(N)

* Service not regulated under this tariff. (N)

7. MISCELLANEOUS SERVICES (Cont'd)

7.2 Custom Calling Features (Cont'd)

7.2.2 Regulations

1. Personal Ring Option is available to individual line residential and business service and is not compatible with Basic Exchange Trunk services, lines with hunt group arrangements, and the closed end of foreign exchange services.
2. Personal Ring Option may not be compatible with all types of customer premise equipment.
3. Personal Ring Option subscribers will receive one additional listing for each assigned number pursuant to section 6 of this Tariff.

(T)

(T)

7. MISCELLANEOUS SERVICES (Cont'd)7.2 Custom Calling Features (Cont'd)7.2.3 Rates

Charges are in addition to applicable charges for underlying Exchange Access Service(s) or Feature(s).

		<u>Monthly Rate</u>	
		<u>Group 7 (T)</u>	<u>Group 10 (T)</u>
(a)	<u>Call Forwarding Fixed</u>		
	Residential (per line)	\$2.00 (R)	\$2.00 (I)
	Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)
(b)	<u>Call Forwarding Variable</u>		
	Residential (per line)	\$2.00 (R)	\$2.00 (I)
	Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)
(c)	<u>Call Forwarding Busy Line</u>		
	Residential (per line)	\$2.00 (R)	\$2.00 (I)
	Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)
(d)	<u>Call Forwarding Don't Answer</u>		
	Residential (per line)	\$2.00 (R)	\$2.00 (I)
	Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)
(e)	<u>Call Waiting with Cancel Call Waiting</u>		
	Residential (per line)	\$2.00 (R)	\$2.00 (I)
	Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)

7. MISCELLANEOUS SERVICES (Cont'd)

7.2 Custom Calling Features (Cont'd)7.2.3 Rates (Cont'd)

		<u>Monthly Rate</u>	
		<u>Group 7 (T)</u>	<u>Group 10 (T)</u>
(e)	<u>Three-Way Calling</u>		
	Residential (per line)	\$2.00 (R)	\$2.00 (I)
	Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)
(f)	<u>Personal Ring Option</u>		
	Residential (per line)	\$2.00 (R)	\$2.00 (I)
	Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)

7. MISCELLANEOUS SERVICES (Cont'd)

7.3 CLASS (Custom Local Area Signaling Service) Features

7.3.1 Feature Description

CLASS features are available to subscribers of Basic Exchange Line on an “a la carte” basis where service capabilities are available.

Repeat Dialing (“RD”) - automatically redials the telephone number of the last outgoing call. If the number being called back is busy Repeat Dialing will alert Customer with a special ring when the line becomes clear. (T)

Up to 30 RD requests can be queued for each subscriber. A request is removed from the queue either when the switch places a call to the called party or when the monitoring period for the request ends. (T)

The system will attempt to monitor the called line(s) for up to 30 minutes. When both stations are idle, the switch will notify the subscriber with a distinctive ringing tone. The feature activation can be cancelled by the customer when desired.

Call Return (T) - allows Customer to receive notice of the number of the last incoming call and at the subscriber’s option, automatically return that call (whether the call was answered or missed).

Priority Ringing (T) – provides a distinctive ring pattern and call waiting tone, if applicable, to the subscriber for up to thirty-two specific calling telephone numbers.

Preferred Call Forwarding (T) – allows the customer to transfer calls from up to thirty-two calling numbers to a specified forwarding number. Calls from lines not in the subscriber list (or of unknown origination) will not be forwarded.

7. MISCELLANEOUS SERVICES (Cont'd)

7.3 CLASS (Custom Local Area Signaling Service) Features (Cont'd)

7.3.1 Feature Description (Cont'd)

Special Call Acceptance (T) – allows the customer to accept calls from a list of up to thirty-two calling numbers. Callers not on the list (or of unknown origination) will be routed to a recording indicating that the caller is not accepting calls and the call will be rejected.

Call Screening (T) – allows the customer to prevent incoming calls from up to thirty-two calling numbers.) Callers will receive a recording indicating the line is blocked. Selective Call Block takes priority over Selective Call Forwarding.

Call Trace (T) – permits the subscriber of the service to activate an automatic trace of the last call received. This information is forwarded to the Company's annoyance call bureau and will not be shared with the subscriber. Disclosure of COT information will only be provided to the appropriate law enforcement agencies when duly authorized to receive such information.

Calling Name and Number Delivery - displays the name and number of the calling party on a special display telephone or display unit. In addition to the caller's telephone number, the first 15 letters of the calling subscriber' name (if available) will also appear.

Call Send – Call Send allows the subscriber to dial a code which will allow the subscriber's phone number to be sent to the called party on a single phone call overriding the privacy feature, if active.

(N)
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(N)
(D)
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(D)

7. MISCELLANEOUS SERVICES (Cont'd)

7.3 CLASS (Custom Local Area Signaling Service) Features (Cont'd)

7.3.1 Feature Description (Cont'd)

Caller ID Block (Directory Number and Number Delivery Blocking CNDB/CNAB) (T) – allows Customer to prevent his/her number from appearing on the called party’s Caller ID telephone or display unit. Calls from users with CNDB/CNAB activated will appear as “private” in the called party’s display unit.

CNDB/CNAB is available on either a per call or per line basis.

Per call blocking of CNDB/CNAB is available to all Company subscribers without presubscription. Customers with CNDB/CNAB activated on a per line basis may deactivate that blocking should per call activation be attempted.

Anonymous Call Rejection– Anonymous Call Rejection automatically routes incoming calls marked as “Private” to an announcement. The announcement indicates that the subscriber does not accept private calls. This feature does not block calls labeled “unknown.”

(T)

(T)

(N)

Unknown Caller-Do Not Disturb – Allows the subscriber to intercept calls that show up out-of area, private or unknown with an intercept announcement saying, “you have called a number which does not accept calls from unknown callers.”

Do Not Disturb – Do Not Disturb allows the subscriber to prevent incoming call from ringing at the subscriber’s station. Only callers who have the subscriber’s Personal Identification Number (PIN) can override the Do Not Disturb feature and ring lines on which this feature is activated.

Warm Line – Warm Line allows the completion of outgoing calls to call a pre-designated telephone number or emergency service when the line is off-hook and no other outgoing call has been initiated within a predetermined period of time.

Hot Line – Hot Line allows the completion of calls to a pre-designated telephone number or emergency service when the line is off-hook. No other calls can be made from this line.

(N)

7. MISCELLANEOUS SERVICES (Cont'd)**7.3 CLASS (Custom Local Area Signaling Service) Features (Cont'd)****7.3.3 Rates**

Charges are in addition to applicable charges for underlying Exchange Access Service(s) or Feature(s).

	<u>Monthly Rate</u>	
	<u>Group 7 (T)</u>	<u>Group 10 (T)</u>
(a) <u>Repeat Dialing (T)</u>		
Residential (per line)	\$2.00	\$2.00 (R)
Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)
(b) <u>Call Return (T)</u>		
Residential (per line)	\$2.00	\$2.00 (R)
Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)
(c) <u>Priority Ringing (T)</u>		
Residential (per line)	\$2.00 (R)	\$2.00 (R)
Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)
(d) <u>Preferred Call Forwarding (T)</u>		
Residential (per line)	\$2.00 (R)	\$2.00 (R)
Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)
(e) <u>Special Call Acceptance</u>		
Residential (per line)	\$2.00 (R)	\$2.00 (R)
Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)
(f) <u>Call Screening (T)</u>		
Residential (per line)	\$2.00 (R)	\$2.00 (R)
Business (per line or trunk)	\$2.00 (R)	\$2.00 (R)

(M)

(M)

Material appearing on this page previously appeared on Original Sheet No. 14.

7. MISCELLANEOUS SERVICES (Cont'd)

7.3 CLASS (Custom Local Area Signaling Service) Features (Cont'd)

7.3.3 Rates

		<u>Monthly Rate</u>	
		<u>Group 7 (T)</u>	<u>Group 10 (T)</u>
(e)	<u>Call Trace (T)</u>		
	Residential (per line)	N/A	N/A
	Business (per line or trunk)	N/A	N/A
	Per Use	\$ 2.00	\$ 2.00
	 <u>Annoyance Call Report</u>		
	-Per Report Issued	\$10.00	\$10.00
(f)	<u>Caller ID Deluxe Name and Number (T)</u>		
	Residential (per line)	\$5.00 (R)	\$5.00 (R)
	Business (per line or trunk)	\$5.00 (R)	\$5.00 (R)
(g)	<u>Caller ID Deluxe with Call Waiting Deluxe</u>		
	Residential (per line)	\$7.00	\$7.00
	Business (per line or trunk)	\$7.00	\$7.00
(h)	<u>Do Not Disturb</u>		
	Residential (per line)	\$2.00	\$2.00
	Business (per line or trunk)	\$2.00	\$2.00

(N)
|
(N)

7. MISCELLANEOUS SERVICES (Cont'd)

7.3 CLASS (Custom Local Area Signaling Service) Features (Cont'd)7.3.3 Rates (Cont'd)

		<u>Monthly Rate</u>	
		<u>Group 7 (T)</u>	<u>Group 10 (T)</u>
(i)	<u>Anonymous Call Rejection (T)</u>		
	Residential (per line)	\$2.00 (C)	\$2.00 (C)
	Business (per line or trunk)	\$2.00 (C)	\$2.00 (C)
(j)	<u>Toll Control with Pin Override</u>		
	Residential (per line)	\$2.00	\$2.00
	Business (per line or trunk)	\$2.00	\$2.00
(k)	<u>Caller ID Block</u>		
	Residential (per line)	\$2.00	\$2.00
	Business (per line or trunk)	\$2.00	\$2.00
(m)	<u>Personal Ringing (Teen Ringing)</u>		
	Residential (per line)	\$2.00	\$2.00
	Business (per line or trunk)	N/A	N/A
(n)	<u>Hot Line</u>		
	Residential (per line)	\$2.00	\$2.00
	Business (per line or trunk)	\$2.00	\$2.00
(o)	<u>Warm Line</u>		
	Residential (per line)	\$2.00	\$2.00
	Business (per line or trunk)	\$2.00	\$2.00

(N)

(N)

7. MISCELLANEOUS SERVICES (Cont'd)

7.5 Service Packages

Feature Packages allow customers who purchase several optional services to receive those services at discount over such services when purchased individually.

Feature packages may require the purchase of a specific feature. (C)

All regulations and charges, including installation and service charges, pertaining to the use and purchase of the services described elsewhere in this Tariff apply. Unless otherwise stated, service packages do not include exchange line services.

7.5.1 Feature Discount

Multi-Feature Discount – A discount applies to each feature when purchased in conjunction with Caller ID.

Monthly Discount per additional feature: \$0.50

(C)

(C)

SECTION 10 – COMMUNITY CALLING SERVICE

	<u>Sheet No.</u>
10.1 General	2
10.2 Regulations	2
10.3 Application of Rate	3
10.4 Calling Plans	4

(N)

(N)

10. COMMUNITY CALLING SERVICE

10.1 General

Community Calling Service is an optional calling arrangement that permits subscribers to the service to receive additional calling on a flat rate or metered basis to additional exchanges specified in this section. The regulations and rates specified for Community Calling Service apply in addition to all other applicable regulations and rates specified in this Tariff.

10.2 Regulations

1. Community Calling Service is provided in the exchanges and zones, and at the stated rates, specified in Section 9.4 following.
2. Charges for calls to the Community Calling Service calling areas for all classes of Local Exchange Service are either per minute or flat rate charge.
3. Community Calling Service calls do not apply toward any local service usage allowance.
4. Community Calling Service options are on an account basis only and the specified option will apply to every line on the customer's account.

10. COMMUNITY CALLING SERVICE

(N)

10.3 Application of Rates

- a. The rates shown herein are in addition to customers' normal local exchange service rates that are reflected elsewhere in this tariff.
- b. Charges for the Flat Rate Option are on a per line basis.
- c. The Flat Rate Option is not available to Remote Call Forwarding customers or PBX Customers.

(N)

(N)

10. COMMUNITY CALLING SERVICE

10.4 Calling Plan

Community Calling Service options are available between the exchanges specified herein pursuant to rates and charges specified. Rates for Community Calling Service are in addition to rates and charges for services provided elsewhere in this tariff.

<u>Exchange Area</u>	<u>Additional Community Calling Exchanges</u>
1. Gate City	Blountville (TN), Bluff City (TN), Bristol (TN/VA), Church Hill (TN), Fall Branch (TN), Johnson City (TN), Kingsport (TN), Midway (TN), Sullivan Gardens (TN)

Residential or Business \$ 9.95
per line, per month

(N)