

**Regulations, Rates and Charges Applying to the Provision  
of  
Local Exchange Service  
within the  
Local Exchange Operating Territory  
of  
Bledsoe Telephone Cooperative  
in the  
State of Tennessee  
as  
provided herein.**

TABLE OF CONTENTS

	<i>Page No.</i>
<b>1. Tariff</b>	<b>10</b>
1.1 Reference to Other Tariffs	10
1.2 Application of Tariffs	10
1.3 Explanation of Symbols	10
<b>2. General Regulations</b>	<b>11</b>
2.1 Undertaking of the Telephone Cooperative	11
2.1.1 Obligations	11
2.1.2 Limitations	11
2.1.3 Liability	12
2.1.4 Provision of Services	13
2.1.5 Maintenance of Service	14
2.1.6 Changes and Substitutions	14
2.1.7 Refusal and Discontinuance of Service	14
2.1.8 Notification of Service-Affecting Activities	15
2.1.9 Provision and Ownership of Telephone Numbers	16
2.1.10 Provision of Ownership of Telephone Directories	16
2.1.11 Work Performed on an Overtime Basis	16
2.2 Use	16
2.2.1 Interference or Impairment	16
2.2.2 Unlawful Use	17
2.2.3 Limitation on Use	18
2.2.4 Automatic Dialing and Announcement Devices	19
2.3 Obligations of the Subscriber or Customer	19
2.3.1 Application for Service	19
2.3.2 Application of Rates for Furnishing of Service	20
2.3.3 Access to Cooperative Equipment	20
2.3.4 Harmful Locations	20
2.3.5 Alterations	21
2.3.6 Mobile Home Parks	21
2.3.7 Temporary Service	21
2.3.8 Termination of Service at the Customer's Request	21
2.3.9 Damage of Telephone Cooperative Facilities	21
2.3.10 Temporary Suspension of Service	22

**TABLE OF CONTENTS**

	<i><b>Page No.</b></i>
<b>2. General Regulations (Cont'd)</b>	
2.4 Payment Arrangements and Credit Allowances	22
2.4.1 Payment of Rates and Charges	22
2.4.2 Deposits	24
2.4.3 Minimum Periods	25
2.4.4 Cancellation of an Order for Service	25
2.4.5 Credit Allowances for Service Interruptions	26
2.4.6 Re-establishment of Service Following Fire, etc.	27
2.5 Definitions	28
<b>3. Service Connection Charges</b>	<b>40</b>
3.1 General Description	40
3.1.1 Ordering Conditions	40
3.1.2 Installment Billing	40
3.2 Ordering Service	41
3.2.1 Ordering Charge	41
3.2.2 Service Order Service Date Provisions	42
3.2.3 Service Order Change-Modifications	42
3.3 Premise Visit Service	44
3.3.1 Installation/Connection	44
3.4 Central Office Line Connection Charge	45
3.5 Premise Line Connection Charge	46
3.6 Underground Drop	46
3.7 Restoral of Service	47
3.8 Maintenance Service Charge	47
3.9 Rate Regulation	48
3.10 Link-up Service Connection Program	49
3.11.1 General Description	49
3.11.2 Eligibility Requirements	49
3.11.3 Support	50
3.12 Lifeline Assistance Program	51
3.12.1 General	51
3.12.2 Application & Regulations	51
3.12.3 Rate Regulations	52

TABLE OF CONTENTS

	Page No.
<b>4. Special Service Charges</b>	<b>54</b>
4.1 General Description	54
4.2 Provision for Service to Hearing & Speech Impaired	54
<b>5. Local Exchange Service</b>	<b>55</b>
5.1 General Description	55
5.2 Undertakings of the Telephone Cooperative	56
5.3 Limitations	57
5.4 Obligation of the End-User	57
5.5 Payment Arrangements and Credit Allowances	58
5.6 Rate Regulation	58
5.7 Trunk Hunting Service	59
5.8 Direct Inward Dialing (DID) Service	59
<b>6. Custom Calling Service</b>	<b>61</b>
6.1 General Description	61
6.2 Definitions	61
6.3 Undertaking of the Telephone Cooperative	62
6.4 Limitations	62
6.5 Obligations of the Subscriber	63
6.6 Payment Arrangements and Credit Allowances	63
6.7 Rate Regulation	63
<b>7. CLASS Services</b>	<b>65</b>
7.1 General Description	65
7.2 Definitions	65
7.3 Undertaking of the Telephone Cooperative	66
7.4 Limitations	66
7.5 Obligations of the Subscriber	67
7.6 Payment Arrangements and Credit Allowances	67
7.7 Rate Regulation	68

**TABLE OF CONTENTS**

	<b>Page No.</b>
<b>8. Directory Listings</b>	<b>69</b>
8.1 General Description	69
8.2 Business Listing	71
8.3 Residence Listing	71
8.4 Non-Published Listing	72
8.5 Non-List Listing (Semi-private)	73
8.6 Additional Listing	74
8.7 Alternate Listing	74
8.8 Foreign Exchange Listing	75
8.9 Indented Listing	75
8.10 Reference Listing	75
8.11 Rates and Charges	75
<b>9. Local Directory Assistance Service</b>	<b>76</b>
9.1 General Description	76
9.2 Application of Rates and Exemptions and Call Allowances	76
9.3 Rates and Charges	77
<b>10. Extension and Tie Line Channel Service</b>	<b>78</b>
10.1 General Description	78
10.2 Undertakings of the Telephone Cooperative	78
10.3 Limitations	78
10.4 Obligations to the Subscriber	79
10.5 Payment Arrangements and Credit Allowances	79
10.6 Rate Regulation	79
<b>11. Local Operator Services</b>	<b>80</b>
11.1 Local Operator Verification and Interruption Service	80
11.2 Operator Assisted Local Calls	80

**TABLE OF CONTENTS**

	<b>Page No.</b>
<b>12. Construction Charges</b>	<b>81</b>
12.1 General Description	81
12.2 Undertakings of the Telephone Cooperative	81
12.3 Obligations of the Customers	81
12.4 Application of Rates	82
12.5 Payment Arrangements and Credit Allowances	82
12.6 Rate Regulation	82
<b>13. Special Service Arrangements</b>	<b>83</b>
13.1 General Description	83
13.2 Undertaking of the Telephone Cooperative	83
13.3 Limitations	83
13.4 Obligations of the Subscriber	83
13.5 Payment Arrangements and Credit Allowances	84
13.6 Rate Regulations	84
<b>14. Employee Telephone Concession Service</b>	<b>85</b>
14.1 General Description	85
14.2 Rate Regulation	85
14.3 Concession Service for Churches	85
<b>15. Payphone Access Line Service</b>	<b>86</b>
15.1 General Description	86
15.2 Undertakings of the Telephone Cooperative	86
15.3 Obligations of the Customer	86
15.4 Limitations	87
15.5 Optional Service Features	88
15.6 Payment Arrangements and Credit Allowances	88
15.7 Rate Regulation	89

**TABLE OF CONTENTS**

	<b>Page No.</b>
<b>16. Suspension of Service</b>	<b>90</b>
16.1 General Description	90
16.2 Undertaking of the Telephone Cooperative	90
16.3 Limitations	90
16.4 Obligations of the Subscriber	91
16.5 Payment Arrangements and Credit Allowances	91
16.6 Rate Regulation	91
<b>17. Normal and Additional Labor</b>	<b>92</b>
17.1 General Description	92
17.2 Normalized and Additional Labor Services	92
17.3 Cost of Material	92
17.4 Rate Regulation	93
<b>18. Foreign Exchange Service</b>	<b>94</b>
18.1 General Description	94
18.2 Undertakings of the Telephone Cooperative	94
18.3 Obligations of the Subscriber	95
18.4 Application of Rates	95
18.5 Payment Arrangements and Credit Allowances	96
18.6 Rate Regulation	97
<b>19. Telecommunication Service Priority (TSP) Service</b>	<b>98</b>
19.1 Service Description	98
19.2 Service Limitations	98
19.3 Rules and Regulations	99
19.4 Definitions	100
19.5 TSP Rate Categories	100
19.6 TSP Rates and Charges	101

**TABLE OF CONTENTS**

	<b>Page No.</b>
<b>20. Private Line Service</b>	<b>102</b>
20.1 General Description	102
20.2 Undertaking of the Telephone Cooperative	102
20.3 Obligations of the Subscriber	102
20.4 Limitations	103
20.5 Voice Grade Channels	103
20.6 Rate Regulation	104
<b>21. High Capacity Service</b>	<b>106</b>
22.1 General Description	106
22.2 Limitations	106
22.3 Rate Regulations	107
<b>22. Integrated Digital Services Network (ISDN)</b>	<b>108</b>
22.1 ISDN – BRI	108
22.1.1 General	108
22.1.2 Definitions	108
22.1.3 Regulations	111
22.1.4 Rates and Charges	112
<b>23. ISDN – PRI</b>	<b>113</b>
23.1.1 General	113
23.1.2 Definitions	113
23.1.3 Standard Features	114
23.1.4 Optional Features	115
23.1.5 Regulations	115
23.1.6 Rates and Charges	117



**TABLE OF CONTENTS**

	<b>Page No.</b>
<b>24. Message Toll Service</b>	<b>118</b>
24.1 Message Toll Telephone Service Concurrence	118
24.2 Wide Area Telephone Service (WATS) Concurrence	118
24.3 Long Distance Operator Service Concurrence	118
24.4 Long Distance Verification/Interruption Service Concurrence	118
<b>25. Intrastate Interexchange Private Line Service</b>	<b>119</b>
25.1 Interexchange Foreign Exchange Service	119
25.2 Interexchange Private Line Service	119
<b>26. Dual Party Relay Service</b>	<b>120</b>
26.1 Dual Party Relay Service Concurrence	120
<b>27. 911 Emergency Reporting Service</b>	<b>121</b>
27.1 General	121
27.2 Definitions	121
27.3 Rules and Regulations	121
27.4 Rules and Regulation Governing the Provision of End User Data to E911 Customers	121
27.5 Rates and Charges	121
<b>28. Summary of Rates and Charges</b>	<b>136</b>
<b>100. Customer Premises Inside Wire Protection Plan</b>	<b>140</b>
<b>101. Inside Facility Protection and Maintenance Plan</b>	<b>142</b>
<b>102. Telephone Station Set Lease Service</b>	<b>144</b>
<b>103. Voice Mail Service</b>	<b>146</b>
<b>104. PABX and Pushbutton Telephone Service</b>	<b>148</b>
<b>105. Personal Paging Service</b>	<b>149</b>
<b>106. Miscellaneous Signaling Equipment</b>	<b>150</b>
<b>107. Video Service Offerings</b>	<b>151</b>
<b>108. ADSL Service</b>	<b>153</b>

GENERAL RULES AND REGULATIONS

1.0 Tariff

1.1 Reference to Other Tariffs

Whenever reference is made in this tariff to other tariffs of the Telephone Cooperative, the reference is made to the tariffs in force as of the effective date of this tariff and to amendments thereto and successive issues thereof.

1.2 Application of Tariff

- (A) This tariff contains regulations, rates and charges applicable to the provision of Local Exchange Service as indicated on a Section by Section basis provided by Bledson Telephone Cooperative to subscribers residing within the exchange boundaries of Bledson Telephone Cooperative. Bledson Telephone Cooperative is hereinafter referred to as the Cooperative.

<u>Exchange</u>	<u>County</u>
College Station	Bledson/Hamilton/Van Buren
Dunlap	Sequatchie/Van Buren/Bledson
Fall Creek Falls	Van Buren/Bledson/Cumberland
Nine Mile	Bledson/Cumberland
Pikeville	Bledson

- (B) The provision of Local Exchange Service by the Telephone Cooperative as set forth in this tariff does not constitute a joint undertaking with the subscriber or customer for the furnishing of any service.
- (C) This tariff cancels and supersedes all other General Subscriber Tariffs of Bledson Telephone Cooperative Corporation issued and effective prior to the effective date of this tariff.

1.3 Explanation of Symbols

- (C) Signifies a changed regulation.  
(D) Signifies a discontinued rate, treatment or regulation.  
(I) Signifies an increased rate or new treatment resulting in an increased rate.  
(N) Signifies a new rate, treatment or regulation.  
(R) Signifies a reduced rate or new treatment resulting in a reduced rate..  
(T) Signifies a change in text but no change in rate, treatment or regulation.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.1 Undertaking of the Telephone Cooperative

2.1.1 Obligations

- (A) The Cooperative's obligation to provide facilities and service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights-of-way for the construction and maintenance of the necessary equipment.
- (B) The Cooperative does not transmit messages but offers the use of its facilities, when available, for communications between parties.
- (C) The Cooperative shall be responsible only for the installation, operation, and maintenance of the services it provides.
- (D) The Cooperative will, for maintenance purposes, test its services only to the extent necessary to detect and/or clear troubles.
- (E) Services are provided 24 hours daily, seven days per week, except as set forth in other applicable sections of this tariff.

2.1.2 Limitations

- (A) Customer Premise Equipment is not provided to subscribers as a regulated tariff offering.
- (B) The Cooperative will refuse to furnish, or may discontinue, telephone service to any persons, firm or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is to be used for an illegal purpose.
- (C) The installation and restoration of services shall be provided on a first-come, first-serve basis. However, the restoration of National Security Emergency Preparedness telecommunications services shall be in accordance with Part 64, Subpart D, Appendix A, of the Federal Communications Commission's Rules and Regulations, which establishes policies and procedures and assigns responsibilities for the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System. The NSEP TSP System authorizes priority treatment to certain domestic telecommunications services (including portions of U.S. international telecommunication services provided by U.S. service vendors). See Section 19 Telecommunication Service Priority System for more details.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.1 Undertaking of the Telephone Cooperative (Cont'd)

2.1.2 Limitations (Cont'd)

(D) An applicant may assume the service of another customer where ;

- (1) Applicant provides proof of concurrence by other party of desire to transfer service to applicant.
- (2) Applicant completes and is granted membership in Bledsoe Telephone Cooperative.
- (3) Applicant provides acceptable proof of credit and agrees to pay all outstanding charges against the service.
- (4) There is no interruption of use or relocation of the services.

2.1.3 Liability

- (A) The Telephone Cooperative's liability, if any, for its willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, and subject to the provisions of (B) through (G) following, the Telephone Cooperative's liability if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. This liability for damages shall be in addition to any amounts that may otherwise be due the customer under this tariff as a Credit Allowance for a Service Interruption.
- (B) The Telephone Cooperative shall not be liable for any act of omission of any other carrier or customer providing a portion of a service, nor shall the Telephone Cooperative for its own act or omission hold liable any other carrier or customer providing a portion of a service.
- (C) The Telephone Cooperative is not liable for damages to the customer premises resulting from the furnishing of a service, including the installation and removal of equipment and associated wiring, unless the damage is caused by the Telephone Cooperative's negligence.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.1 Undertaking of the Telephone Cooperative (Cont'd)

2.1.3 Liability (Cont'd)

- (D) The Telephone Cooperative shall be indemnified, defended and held harmless by the subscriber against any claim, loss or damage arising from the subscribers use of services offered under this tariff, involving:
- (1) Claim for libel, slander, invasion of privacy, or infringement of copyright arising from the subscriber's own communications;
  - (2) Claims for patent infringement arising from the subscriber's acts combining or using the service furnished by the Telephone Cooperative in connection with facilities or equipment furnished by the subscriber or customer or;
  - (3) All other claims arising out of any act or omission of the subscriber in the course of using services provided pursuant to this tariff.
- (E) The Telephone Cooperative does not guarantee or make any warranty with respect to its services when used in an explosive atmosphere. The Telephone Cooperative shall be indemnified, defended, and held harmless by the customer from any and all claims by any person relating to such customer's use of services so provided.
- (F) No license under patents (other than the limited license to use) is granted by the Telephone Cooperative or shall be implied or arise by estoppel, with respect to any service offered under this tariff.
- (G) The Telephone Cooperative's failure to provide or maintain services under this tariff shall be excused by labor difficulties, governmental orders, civil commotion, criminal actions taken against the Telephone Cooperative, acts of God and other circumstances beyond the Telephone Cooperative's reasonable control, subject to the Credit Allowance for a Service Interruption as set forth in 2.4.5 following.

2.1.4 Provision of Services

The Telephone Cooperative, to the extent that such services are or can be made available with reasonable effort, and after provision has been made for the Telephone Cooperative's telephone exchange services, the Cooperative will provide to the subscriber upon reasonable notice services offered in other applicable sections of this tariff at rates and charges specified therein.

## GENERAL RULES AND REGULATIONS

### 2.0 General Regulations (Cont'd)

#### 2.1 Undertaking of the Telephone Cooperative (Cont'd)

##### 2.1.5 Maintenance of Services

The services provided under this tariff shall be maintained by the Telephone Cooperative. The subscriber or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by the Telephone Cooperative, other than by connection or disconnection to any interface means used, except with the written consent of the Telephone Cooperative.

##### 2.1.6 Changes and Substitutions

Except as provided for equipment and systems subject to FCC Part 68 Regulations at 47 C.F.R. Section 68, the Telephone Cooperative may, where such action is reasonably required in the operation of its business, change minimum protection criteria, change operating or maintenance characteristics of facilities or change operations or procedures of the Telephone Cooperative. In case of any such substitution, change or rearrangement, the transmission parameters will be within the range as set forth in Rural Utility Service (RUS) specifications.

The Telephone Cooperative shall not be responsible if any such substitution, change or rearrangement renders any subscriber furnished services obsolete or requires modification or alteration thereof or otherwise affects their use or performance. If such substitution, change or rearrangement materially affects the operating characteristics of the facility, the Telephone Cooperative will provide reasonable notification to the subscriber in writing. Reasonable time will be allowed for any redesign and implementation required by the change in operating characteristics. The Telephone Cooperative will work cooperatively with the subscriber to determine reasonable notification procedures.

##### 2.1.7 Refusal and Discontinuance of Service

(A) The Cooperative may decline to serve an applicant until such applicant has complied with the state and municipal regulations and the Cooperative-approved rules and regulations governing the service applied for or for the following reasons:

- (1) The applicant is indebted for undisputed regulated charges to the Cooperative for telephone service.
- (2) The applicant desires to establish service for former subscribers of the Cooperative who are indebted for previous service, regardless of the listing requested for such service.
- (3) The applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be provided.
- (4) The applicant refuses to make a deposit if required under these rules.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.1 Undertaking of the Telephone Cooperative (Cont'd)

2.1.7 Refusal and Discontinuance of Service (Cont'd)

(B) The Telephone Cooperative may discontinue service without prior notice:

- (1) If a condition exists that is immediately dangerous or hazardous to life, physical safety, or property.
- (2) Upon order by any court, the Commission, or any other duly authorized public authority; or
- (3) If service was obtained fraudulently or without the authorization of the Telephone Cooperative.
- (4) If customer's account is not paid in full or if acceptable payment arrangements are not made with the Cooperative prior to the due date stated on customer's monthly billing statement.

When the Telephone Cooperative has disconnected Local Exchange Service to the subscriber for noncompliance with this tariff, the subscriber will be required to pay all unpaid charges prior to the reconnection of service. In addition, the subscriber will be required to reapply for service after having been disconnected continuously for 15 calendar days. All subscribers that are disconnected for less than 15 days are subject to deposit requirements and a Restoration of Service charges as stated in Section 3 this tariff. If service is disconnected longer than 15 days, the deposit requirement, Service Order, Line Connection, and Installation (if applicable) charges are required before service will be restored.

(C) The Cooperative may discontinue service which has been abandoned.

2.1.8 Notification of Service-Affecting Activities

The Telephone Cooperative will provide the subscriber reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals, or rearrangements, routine preventative maintenance and major switching office change-out. Generally such activities are not individual end user service specific and they affect many subscribers' service. No specific advance notification period is applicable to all service activities.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.1 Undertakings of the Telephone Cooperative (Cont'd)

2.1.9 Provision and Ownership of Telephone Numbers

The Telephone Cooperative reserves the reasonable right to assign, designate or change telephone numbers, any other call number designations associated with Exchange Services, or the Telephone Cooperative serving central office prefixes associated with such numbers, when necessary in the conduct of its business. Should it become necessary to make a change in such numbers, the Telephone Cooperative will furnish to the subscriber 30 days notice, and an explanation for such change. Should a number change become necessary the Cooperative will provide number referral service free of charge for a period of six months.

2.1.10 Provision and Ownership of Telephone Directories

The Telephone Cooperative provides telephone directories to subscribers as an aid to the use of telephone service. The Telephone Cooperative will furnish to its subscribers, without charge, one directory listing per access line.

2.1.11 Work Performed on an Overtime Basis

The charges specified in this tariff do not contemplate work being performed by Cooperative 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, may apply.

2.2 Use

2.2.1 Interference or Impairment

(A) The characteristics and methods of operation of any circuits, facilities or equipment provided by other than the Telephone Cooperative and associated with the facilities utilized to provide services under this tariff shall not interface or impair service over any facilities of the Telephone Cooperative, its affiliated companies, or its connecting and concurring carriers or customers involved in its services, cause damage to their plant, impair the privacy of any communications carried over their facilities or create hazards to the employee of any of them or the public.



GENERAL RULES AND REGULATIONS

2.0 General Regulations (Cont'd)

2.2 Use (Cont'd)

2.2.1 Interference or Impairment (Cont'd)

(B) Except as provided for equipment or systems subject to the FCC part 68 Rules in 47 C.F.R. Section 68.108, if such characteristics or methods of operation are not in accordance with 2.2.1 (A) preceding, the Telephone Cooperative will, where practicable, notify the subscriber that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to preclude the Telephone Cooperative's right to temporary discontinuance, the subscriber will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in 2.4.5 following is not applicable.

2.2.2 Unlawful Use

The service provided under this tariff will not be used for any unlawful purpose.

(A) The Telephone Cooperative may, by notice in writing, without incurring any liability, either suspend or terminate the service of an subscriber for any of the following reasons:

- (1) Impersonation of another person with fraudulent intent over the service;
- (2) Making of nuisance calls over the service;
- (3) Abuse or fraudulent use of service which includes:
  - (a) the obtaining, or attempting to obtain , or assisting another to obtain telephone service, by rearranging, tampering with, or making connection with any facilities of the Telephone Cooperative, or by any trick, scheme, false representation, or false device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment in whole or in part, of the established charge for such service;
  - (b) Resale of any service provided by the Telephone Cooperative, except as provided by the FCC and applicable state commission rules and regulations.
- (4) Use of the service in such a manner as to interfere with the service of other users;
- (5) Use of the service for any purpose other than a means of communications;
- (6) Use of service for unlawful purposes;
- (7) Any other violation of regulations as set forth in the Telephone Cooperative's filed tariffs.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.2 Use (Cont'd)

2.2.2 Unlawful Use (Cont'd)

- (B) The Telephone Cooperative may continue such suspension of service until all violations have ceased, or terminate the service without suspension of service notification, and disconnect and remove any of its facilities from the subscriber's premise.
- (C) Service is furnished by the Telephone Cooperative subject to the condition that it will not be used for any unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law and secures proper legal orders to deny such service.
- (D) In such instances when termination occurs, as in 2.2.2 (A) preceding, the Telephone Cooperative shall be indemnified, defended and held harmless by the subscriber against any claim, loss or damage arising from the Telephone Cooperative's actions in terminating such services.
- (E) The Telephone Cooperative will comply with any call trace or record requests that are requested and performed in accordance with County, State and Federal law, and are properly requested by a court order or subpoena as may be appropriate.

2.2.3 Limitations on Use

The Telephone Cooperative reserves the right to limit the length of communication when necessary because of shortage of facilities caused by emergency conditions.

## GENERAL RULES AND REGULATIONS

### 2.0 General Regulations

#### 2.2 Use (Cont'd)

##### 2.2.4 Automatic Dialing and Announcement Devices (ADADs)

Subscribers who wish to use network facilities with automatic dialing and announcing devices for solicitation purposes must do so pursuant to the following terms and conditions:

- (A) For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Cooperative must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
- (B) The use of ADAD(s) that do not automatically disengage the called party's line when the called party hangs up its receiver are prohibited, except for their use in security and alarm systems or other systems in which the called party has previously agreed to the ADAD(s) call and has consented to its line being engaged in this manner.
- (C) ADAD(s) are prohibited from making unsolicited calls before 8:00 AM or after 8:00 PM. No calls will be made on Sundays or Holidays.
- (D) ADAD(s) are prohibited from calling public safety numbers such as police, fire, and emergency services. ADAD(s) are prohibited from calling unlisted and unpublished numbers. ADAD(s) are prohibited from calling more than one number held by a given called party.
- (E) The provision for service and the use of any ADAD(s) shall be in strict conformance to Part 64 of the FCC Rules and Regulations.

#### 2.3 Obligations of the Subscriber or Customer

##### 2.3.1 Application for Service

- (A) Applications for Cooperative Membership and telephone service must be made to the Cooperative in writing, in person or with a notarized signature. Service will not be installed without a signed application on file with the Cooperative. Applications become contracts when accepted by the Cooperative or upon the establishment of service. Applicants may be required to pay in advance at the time application is made, all charges accruing for the first billing period for Local Exchange Service and any service order and connection charges if applicable.

GENERAL RULES AND REGULATIONS

2.0 General Regulations (Cont'd)

2.3 Obligations of the Subscriber or Customer (Cont'd)

2.3.1 Application for Service (Cont'd)

(B) Upon proof of identification as required by FCC rules on Customer Proprietary Information (CPNI), requests from subscribers for additional services, equipment, etc., may be made verbally, if the original contract provides for such additional services and equipment as may be ordered, and no advance payment will be required. A move from one location to another within the same Exchange Area does not terminate the contract and orders for such moves may be made verbally.

2.3.2 Application of Rates for Furnishing of Service

(A) Although in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether subscriber service should be classified as business or residence is based on the character of use to be made of the service.

2.3.3 Access to Cooperative Equipment

Even though Cooperative equipment and cables may be located on premises owned by others, Cooperative agents or employees shall be given the right to enter such premises at any reasonable hour to install or maintain equipment and facilities, make collections, or remove equipment.

2.3.4 Harmful Locations

If the installation and maintenance of service is requested at locations which are or may cause harm to Cooperative employees or to the public or to property, the Cooperative may refuse to install and maintain such service and, if such service is furnished, may require the customer to install and maintain such service and may also require the customer to indemnify and hold the Cooperative harmless from any claims, loss or damage by reason of the installation and maintenance of such service. The Cooperative may further require, in such cases, that the customer furnish or pay for the furnishing of any special protective devices or equipment which the Cooperative shall deem necessary to protect the facilities of the Cooperative from electrical damage or other harm.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.3 Obligations of the Subscriber or Customer (Cont'd)

2.3.5 Alterations

The customer shall notify the Cooperative promptly whenever alterations or new construction on premises owned or leased by the customer will necessitate changes in the Cooperative's facilities, and the customer shall pay the Cooperative's current charges for such changes.

2.3.6 Mobile Home Parks

Reserved for Future Use.

2.3.7 Temporary Service

When construction is required for temporary service (for a period of less than three (3) years), and there is no immediate prospect (within six (6) months of service disconnection) of reusing the plant provided, the subscriber is required to pay in advance all of the costs of such construction and removal of facilities.

2.3.8 Termination of Service at the Customer's Request

Service may be terminated at any time upon reasonable notice from the subscriber to the Cooperative. Upon such termination the subscriber shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or application termination charges, or both.

2.3.9 Damage to Telephone Cooperative Facilities

- (A) As required by Tennessee Law Excavators should contact the Telephone Cooperative prior to excavating with power equipment.
- (B) The Telephone Cooperative will at the request of an authorized person, representing a customer, or customers; a contractor; a firm; a corporation; or an individual; send an employee of the Telephone Cooperative to the location in question and locate the facilities of the Telephone Cooperative. No charge will be applied for this service.
- (C) Should any damage be done to the telephone facilities prior to or after the facilities have been located and marked, the Cooperative will charge their actual costs for repairing the damaged facilities.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.3 Obligations of the Subscriber or Customer (Cont'd)

2.3.10 Temporary Suspension of Service

(D)

(D)

2.4 Payment Arrangements and Credit Allowances

2.4.1 Payment of Rates and Charges

- (A) An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection charges, installation or other non-recurring charges plus charges for one month of service. Federal government customers are permitted to pay in arrears.
- (B) All bills for local, toll, or miscellaneous services are due when rendered, and are payable at the office of the Cooperative, or at the office of any authorized payment agent of the Cooperative.
- (C) In the event a customer makes payment on the account with a check and the bank on which the check is drawn returns the check for reasons of "non-sufficient funds" (NSF), account closed, or any other reason, a \$20.00 charge will be applied. If the customer makes payment on the account with a second check within twelve months and the bank returns the check for any reason, the customer's account may be placed on a cash, money order, or certified check basis for one year.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates and Charges (Cont'd)

- (D) In the event that payment from the customer is less than the total amount of all charges owing to the Cooperative, and the customer does not specifically designate the manner in which he/she wishes to apply said payment, the partial payment should be applied first to satisfy the basic exchange service billing, then the local exchange Cooperative's intra-LATA toll billing, and finally the interconnecting carriers' billing in proportion of the amount of each billing to the total billings of these carriers.
- (E) In order to avoid collection procedures which could result in temporary disconnection of service, payment must be received no later than the due and payable date shown on the customer's bill.
- (F) If payment has not been received by the day following the due and payable date on the customer's bill, service may be disconnected without notice.
- (G) If a customer can not pay the amount specified on the disconnect notice, but contacts the Telephone Cooperative prior to the disconnect date, payment arrangements can be established and service will be continued with a toll deny restriction.
- (H) If a customer fails to make the required payment within fifteen (15) days of service disconnection, and customer does not contact the Cooperative to make payment arrangements, service will be terminated. If payment is made with a non-sufficient funds check, disconnect will be immediate. Once service has been terminated customer must reapply for service and will be subject to all charges, both recurring and non-recurring, there are applied to new applicants for service. As well, customer will be required to make full payment on all past due amounts.
- (I) A Restoration of Service Charge will be applied for reconnecting services which have been discontinued for nonpayment of charges due and customers pays all charges within 15 days of disconnection. No allowances will be made for loss of service.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.2 Deposits

- (A) When the Cooperative deems it necessary, in protecting its earned revenues, an applicant for service or a present customer may be required to make and keep intact a deposit in such amount as may be required from time to time by the Cooperative as a guarantee of the payment of charges for services rendered. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Cooperative regulations as to advance payments and the prompt payment of bills upon presentation; nor constitute a modification of the regular practice of the Cooperative for service rendered.
- (B) The amount of deposit shall be based upon the customer's estimated amount of total charges for service and facilities for any period of two months.
- (C) Deposits will be refunded when a customer discontinues service with the Cooperative.
- (D) Satisfactory credit is established when the monthly payment due has been received on or prior to the past due date for twelve consecutive months. After a customer has established satisfactory credit, the deposit, at the discretion of the Cooperative, may be refunded.
- (E) Upon termination of a customer service, any deposit held by the Cooperative will be credited against any outstanding charges on customer's final bill statement. Should customer then have a credit balance Cooperative will issue a check in the amount of the credit balance.
- (F) Service may be discontinued or denied for failure to establish credit.
- (G) Where service has been discontinued for failure to establish credit regular service order charges will apply upon restoral of service.



## GENERAL RULES AND REGULATIONS

### 2.0 General Regulations

#### 2.4 Payment Arrangements and Credit Allowances (Cont'd)

##### 2.4.3 Minimum Periods

The minimum period for which services are provided and for which rates and charges are applicable is one month (thirty (30) days) except where specifically noted elsewhere in this tariff.

When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not, as follows:

- (A) When a service with a one month minimum period is discontinued prior to the expiration of the minimum period, a one month charge will apply at the rate level in effect at the time service is discontinued.
- (B) When a service with a minimum period greater than one month is discontinued prior to the expiration of the minimum period, the applicable charge will be the total monthly charges, at the rate level in effect at the time service is discontinued, for the remainder of the minimum period.

##### 2.4.4 Cancellation of an Order for Service

- (A) When an application or request for service, for which the minimum contract period is longer than one month, or special engineering, is canceled in whole or in part before service is established, the applicant or customer is required on demand, to reimburse the Cooperative for all expense incurred in connection with the application for service and the installation of the required equipment and facilities before notice of cancellation is received. Such charges are not to exceed the installation, construction and termination charges otherwise applicable if the service had been established.
- (B) When an order for service with one month minimum contract period, or with no minimum contract period specified, is canceled before establishment of service is completed and the cancellation is not caused by the Cooperative, a charge equal to the costs incurred by the Cooperative only for that portion of equipment and/or facilities wholly or partially installed not to exceed the service charges, construction charges or other one-time charges which would have otherwise been applicable to that portion of equipment and/or facilities wholly or partially installed, will apply.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Cancellation of an Order for Service (Cont'd)

- (C) When application for a service which has no general public application, requiring a special assembly of equipment, is canceled in whole or in part before the service is established, the applicant or customer is required, on demand, to reimburse the Cooperative for all expenses which were incurred in connection with the application for and/or installation of service including but not limited to engineering costs, and which were incurred prior to notice of cancellation. This reimbursement practice will apply to all special assembly requests with the exception of inquiries.

2.4.5 Credit Allowances for Service Interruptions

- (A) Except in the case of negligence by the customer, if service is interrupted for more than 48 consecutive hours after notice by the customer to the Cooperative, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made. The customer shall be credited for an interruption of 48 hours or more at the rate of 1/30 of the applicable monthly rates for each period of 24 hours or major fraction thereof that the interruption continues. In no event shall the liability exceed the aforementioned credit allowance.
- (B) No credit allowances will be made for:
- (1) Interruptions caused by the negligence of the customer.
  - (2) Interruptions of a service due to the failure of equipment or systems provided by the customer or others.
  - (3) Interruptions of a service during any period in which the Telephone Cooperative is not afforded access to the premises where the service is terminated.
  - (4) Interruptions of a service where the customer has released that service to the Telephone Cooperative for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service during the time that was negotiated with the subscriber prior to the release of that service.
  - (5) Periods when the customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis.

GENERAL RULES AND REGULATIONS

2.0 General Regulations

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.5 Credit Allowances for Service Interruptions (Cont'd)

- (C) Should the customer elect to use an alternative service provided by the Telephone Cooperative during the period that a service is interrupted, the subscriber must pay the tariff rates and charges for the alternative service.

2.4.6 Re-establishment of Service Following Fire, Flood or Other Occurrence

- (A) Service Connection Charges as found in Section 3 of this Tariff do not apply for the re-establishment of service following a fire, flood, or other occurrence attributed to an Act of God provided that:
- (1) The service is of the same type as was provided prior to the fire, flood, or other occurrence.
  - (2) The service is for the same subscriber.
  - (3) The re-establishment of service begins within 60 days after Telephone Cooperative service is available. (The 60 day period may be extended for a reasonable period if the renovation of the original location on the premises affected is not practical within the allotted time period).
- (B) If, under the preceding conditions, service is installed at another location and then subsequently reestablished at the original location, service charges will apply for the subsequent installation.

## DEFINITIONS

### 2.0 General Regulations

#### 2.5 Definitions

Certain terms used herein are defined as follows:

Access Charge - Payments made by a long distance carrier to the Cooperative for the use of local facilities, and by telephone subscribers to obtain access to the local networks.

Access Line - All of the Cooperative's central office equipment and outside plant facilities that are needed to connect the circuit with one termination at the serving central office with the other termination at the protector of the end user or customer's premise.

Additional Listing - Any listing of a name or other authorized information in connection with a subscriber's telephone number in addition to the subscriber's or customer's entitled directory listing for Local Exchange Service.

Airline Mileage - The shortest distance between two locations.

Answering Device - Denotes a device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party, if so designated and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it is designed and arranged as described in this paragraph. The answering device may include remote interrogation and/or device function control.

Applicant - A residential or business subscriber or customer making application to the Cooperative for Local Exchange Service, or other services as defined herein.

Authorized User - A person, firm or corporation (other than the subscriber/customer) on whose premises a Local Exchange Service is located and who may communicate over such service in accordance with the terms of this tariff.

Automatic Dialing and Announcement Device - A device which dials telephone numbers it has been programmed to dial and plays a recorded message when a call is answered. There are two types of automatic dialing and announcement devices: those used for solicitation calls and those used for non-solicitation calls.

Billed Number Screening - Provides for the automatic blocking via validation databases of third number billing, collect billing, or both to the line.

## DEFINITIONS

### 2.0 General Regulations

#### 2.5 Definitions (Cont'd)

Business Day - The term "Business Day" denotes the times of day that the Telephone Cooperative is open for business. Generally, these are 8:00 A.M. to 4:30 P.M., Monday through Friday.

Business Subscriber - A subscriber/customer being provided Local Exchange Service, in the Cooperative's service areas, where the Customer's use of the telecommunications service is primarily of a business, professional, institutional or other occupational nature or where the service or any part of the service is provided at a business location. Under these circumstances, the service provided is classified as business service and business rates will apply. Business rates will apply to institutions such as schools, hospitals, health care centers and governmental bodies. The fact that business is conducted at a customer's residence, but the telephone is not used for the purpose of enticing individuals to call the residential telephone number or another telephone number in order to obtain a service or product, will not cause a customer's service to be classified or reclassified as business service unless the residential telephone number is advertised by the customer. For purposes of this definition, the "customer" shall include the subscriber, any member of the subscriber's household or any person residing at the subscriber's service address.

Call - The term "Call" denotes a subscriber/customers attempt for which the complete address code (e.g., 0-, 0+, 1, 911, 7 digits or 10 digits) is provided to the serving dial tone office.

Cancellation Charge - A charge determined at the time of cancellation to recover the cost of Telephone Cooperative expenses and unrecoverable materials (either used or depreciated) or a minimum of one month's charge for the service ordered, whichever is higher.

Central Office - A Cooperative owned switching unit which provides local telephone exchange service to the subscribers connected thereto.

Centrex Service - Service providing a business telephone customer with direct inward dialing to its phone extensions and direct outward dialing from them.

Change Charge - A charge for including subscriber/customer requested changes on the Service Order after it has initially been submitted to the Telephone Cooperative.

Change of Ownership - The transfer of subscriber service, including the telephone number, from one party to another with the express consent of the relinquishing subscriber and with the agreement of the subscriber to assume the responsibility for all charges outstanding. The arrangement requires continuous billing, with no change in type or location of equipment.

DEFINITIONS

2.0 General Regulations

2.5 Definitions (Cont'd)

Channel - A path for communication between two or more stations, or central offices, furnished in such a manner as the Cooperative may elect, whether by wire, carrier, microwave, radio or a combination thereof, and whether or not by a single physical facility or route.

Coin Supervision Additive - This service provides the capability of central office line equipment to pass signals and/or tones from an exchange service line to a trunk terminating at the Payphone Access Line Service subscriber's operator service provider. These signals enable an operator service provider to recognize coin deposits and return coins to the pay operator service provider to automatically ring back the originating exchange service line upon completion of a call.

Circuit - A channel used for the transmission of electrical energy in the furnishing of telephone and other communications service

Class of Service - A description of Local Exchange Service furnished a subscriber/customer which denotes such characteristics as nature of use, residential or business.

Collect Call - The term "Collect Call" denotes the procedure by which calls, upon request, may be reversed, that is, charged to the called party, provided the charges are accepted by the called party.

Common Battery Service - Manual or dial service where the electrical energy is furnished from the Central Office and where the operator is signaled or dial tone is obtained by lifting the receiver of the calling station.

Common Line - The term "Common Line" denotes an access line (business, residence, or other facility) terminated on a central office switch.

Communications System - Channels and other facilities which are capable when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or Cooperative stations.

Connecting Arrangement - The equipment provided by the Cooperative to accomplish the direct electrical connection of customer-provided facilities with facilities of the Cooperative.

Connecting Company - A corporation, association, firm, or individual licensed and operating as a communications common carrier, owning and operating one or more central offices providing local exchange telephone service to the public and with whom the Cooperative inter-exchanges traffic.

## DEFINITIONS

### 2.0 General Regulations

#### 2.5 Definitions (Cont'd)

Connection Charges - See Service Connection Charges

Construction Charges - A special separate non-recurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the exchange tariff.

Continuous Property - The plot of ground, together with any building thereon, occupied by the subscriber, which is not divided by public highways, separated by property occupied by others or separated by pasture, farm or otherwise unoccupied property. Where a subscriber occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., the properties are treated as non-continuous property.

Contract - The agreement between a subscriber/customer and the Cooperative under which service and facilities are furnished in accordance with the applicable provisions of this tariff.

Cooperative - The term "Cooperative or Telephone Cooperative" denotes Bledson Telephone Cooperative.

Cost - The cost of labor, materials and engineering which includes appropriate amounts to cover the Cooperative's general operating and administrative expenses.

Customer - Any individual, partnership, association, joint-stock Cooperative, trust, corporation, or governmental entity, other entity, or organization which subscribes to the services offered under this tariff.

Customer Provided Equipment (CPE) - Refers to terminal equipment owned by the customer regardless of source of purchase and for which the customer bears the responsibility for maintenance and prevention of interference with the network.

Customer Trouble Report - An oral or written report from a subscriber or customer of telephone service relating to a service-affecting defect or a condition which prevents that subscriber from placing or receiving communications of satisfactory quality.

Data Access Arrangement - A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement. An arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

Dial Switching Equipment - A unit of electromechanical or electronic switching equipment used in a central office or in connection with a private branch exchange system.

## DEFINITIONS

### 2.0 General Regulations

#### 2.5 Definitions (Cont'd)

Directory Listing - A publication in the Cooperative's alphabetical directory of information relative to a subscriber's/customer's name or other identification and telephone number.

Drop Wire - That portion of a circuit between the pole line or cable distributing point and the building in which the station is located.

Electronic Key System - An arrangement of electronic equipment capable of providing intercommunication and multi-trunk communication among the associated stations and providing for communication with the general exchange and interexchange system.

Emergency - A situation which exists when serious sickness or public safety is involved.

End Office Switch - A local Telephone Cooperative switching system where Telephone Exchange Service subscriber station loops are terminated for purposes of interconnection to trunks and other subscriber station loops.

Equipment Work Charge - A service charge listed with a specific item of equipment.

Exchange - A unit established by the Telephone Cooperative for the administration of communications service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area.

Exchange Area - The territory served by an Exchange.

Exchange Boundary - The defined limit of the exchange service area beyond which service provision must be specifically requested and if available, provided for additional charges as may be herein defined.

Exchange Service - The furnishing of facilities for telecommunicating within an exchange area, in accordance with the regulations and charges specified in the Cooperative's tariffs. Exchange facilities are used to establish and maintain connections between an exchange station and the other telephone plant and facilities in connection with long distance calls or extended area service calls.

Extended Area Service - Commonly referred to as EAS. This is Inter-exchange telecommunications service furnished at a flat rate between two or more exchange areas.

Extension and PBX Station Mileage - The charges made for the additional circuit required to furnish such stations beyond the allowable distance from the main station or PBX switchboard.

Facilities - All the plant and equipment of the Cooperative owned, operated, licensed, used, controlled, furnished or supplied for or by the Cooperative, including any construction work in progress.

Flat Rate Service - Local Exchange Service furnished at a fixed monthly charge.



## DEFINITIONS

### 2.0 General Regulations

#### 2.5 Definitions (Cont'd)

First-Come First-Served - First-come, first-served shall be based upon the received time and date stamped by the Telephone Cooperative on complete and accurate subscriber orders which allow the Telephone Cooperative to initiate its ordering process. Inaccurate or incomplete subscriber orders shall not be deemed to have been received until such time as the subscriber corrects such inaccuracies and/or omissions. The subscriber shall not be penalized for any delay in Telephone Cooperative review process beyond 24 hours of receipt. Once having been advised of the errors and/or omissions, any delay in correction on the part of the subscriber shall be added to the received time and date. As facilities and/or equipment become available, subscribers will be provided service in the order of the earliest received time and date when practical, subject to grouped construction projects.

Foreign Central Office - Any central office other than that which serves the area in which the customer is located.

Foreign Exchange Line Mileage - The measurement applying to that portion of a central office line connecting a customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

Foreign Exchange Service - Telecommunications exchange service furnished to a customer through a central office of an exchange other than the exchange regularly serving the area in which the customer is located.

Individual Case Basis - A condition in which the regulations, if applicable, rates and charges for an offering under the provisions of this tariff are developed based on the circumstances in each case.

Individual Line - A single circuit furnished by the Cooperative, for rendering exchange service, providing for the connection of one main station to the telecommunications network, not a private branch exchange.

Installation Charge - A non-recurring charge made either prior to or at the time of the installation of Local Exchange Service, in addition to service order charges and other applicable charges for use of telephone facilities.

Interexchange Carrier (IC) - An individual, partnership, association, joint-stock Cooperative, trust, governmental entity or corporation engaged for hire in intrastate or interstate and international communications by wire or radio between two or more exchanges.

Interface - That point on the premises of the customer at which provision is made for connection of other than telephone Cooperative provided facilities to facilities provided by the Telephone Cooperative.

## DEFINITIONS

### 2.0 General Regulations

#### 2.5 Definitions (Cont'd)

Interstate Communications - Both interstate and international communications.

Intrastate Communications - Any communications within a state subject to oversight by a state regulatory commission as provided by law of the state involved.

Line Connection Charges - A charge made to a subscriber/customer for the purpose of reimbursing the Telephone Cooperative for a portion of the cost involved in subscriber/customer initiated connecting or rearranging of telephone facilities at the Telephone Cooperative central office.

Local Access - The ability of the subscriber to access or seize local central office trunks for the use of local or toll calling.

Local Access and Transport Area (LATA) - A geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges, which are grouped to serve common social, economic and other purposes.

Local Calling Area - The area, consisting of one or more exchange serving areas, where a subscriber of Local Exchange Service may make a local call without a toll charge.

Local Channel - That portion of a channel which connects a station to an interexchange channel or a channel connecting two or more stations within an exchange area.

Local Exchange Service - Communications service within a local calling area provided by the Cooperative in accordance with the provisions of the Cooperative's Local Exchange Services Tariff.

Local Message - A completed communication between customer's stations located within the same Exchange Area or Local Service Area.

Local Service Charge - The charge for furnishing facilities to enable a customer to send and receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

Loop - A channel provided by the Cooperative connecting one point to another.

## DEFINITIONS

### 2.0 General Regulations

#### 2.5 Definitions (Cont'd)

Main Station - See Telephone Station

Message - A customer completed call.

Mileage - The measurement upon which charges are computed for foreign exchange, loop and private line and for lines serving exchange stations outside of the central office area of the serving central office.

Mobile Home Park - A tract of land designed for the parking of mobile homes.

Move Charge - The charge a customer is required to pay when, at his request, service is continued under the same or superseding contract at a different location on the same premises.

Non-listed Telephone Number - A telephone number associated with an exchange station which at the request of the subscriber has the listing omitted from the telephone directory but is on records available to the general public upon request.

Non-recurring Charge - A one-time charge associated with installations, rearrangements, connections, certain repairs, and changes that are in addition to recurring monthly service charges.

Off Premise Extension - The extension off an existing line, which is located in another building or premise within the same serving wire center.

Originating Line Screening - A database service provided to alert operator service systems that a call is originating from a Payphone Access Line Service Provider and may require special handling and billing treatment.

Payphone Access Line Service - A class of service furnished to individuals, firms, or corporations which allows customers of service to originate telephonic communications and pay the applicable charges by (1) inserting coins into the equipment, (2) using a credit card, (3) third party billing, or (4) calling collect.

Point of Termination - The point of demarcation (protector) within a subscriber/customer designated premise at which the Telephone Cooperative's responsibility for the provision of Local Exchange Service ends.

## DEFINITIONS

### 2.0 General Regulations

#### 2.5 Definitions (Cont'd)

Premises - The buildings, portion or portions of a building on continuous property used and/or occupied at by the end used in the conduct of his business or as a residence. Where floor space in adjoining building is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the subscriber who uses and occupies such continuous floor space is concerned. The two building otherwise are considered as separate buildings.

Private Line - A circuit provided to furnish communication among two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general and interexchange networks.

Recurring Charges - The normal monthly charge for the Local Exchange Services offered under this tariff.

Registered Equipment - The customer premises equipment which complies with and has been approved within the Registration Provisions of Part 68 of the FCC's Rules and Regulations.

Residential Subscriber - A subscriber/customer being provided Local Exchange Service, where the actual or obvious use of the service either by him/herself, members of his/her household, guest or parties calling can be considered as more of a social or domestic nature than a business nature. Churches are given a residential rate.

Repair Charges (Maintenance Visit) - A charge to repair Telephone Cooperative facilities on the subscriber/customer premises that was damaged either accidentally or intentionally.

Service Order Charge - A charge for preparing the order to connect, install, rearrange, move or repair Telephone Cooperative facilities for the subscriber or customer.

Selective Class of Call Screening Service - Service which restricts outgoing toll calls from station users to certain types of calls such as those which are charged to the called telephone number, a third number or a Telephone Cooperative credit card account.

Service Connection Charge - A charge made to a customer for the purpose of reimbursing the Telephone Cooperative for a portion of the cost involved in connecting, disconnecting, or re-arranging telephone facilities upon customer's premises.

## DEFINITIONS

### 2.0 General Regulations

#### 2.5 Definitions (Cont'd)

Service Line - An exchange line associated with multiple data station installations to provide monitoring and testing of both customer and telephone Cooperative data equipment. The service line may be connected to a PBX, Centrex, or individual line (main or extension station) so long as direct station access is provided.

Serving Central Office - The central office from which local service is provided.

Shortage of Facilities or Equipment - A condition which occurs when the Telephone Cooperative does not have appropriate cable, switching capacity, bridging or, multiplexing equipment, etc., necessary to provide the Local Exchange Service requested by the subscriber/customer.

Subject to Availability of Equipment - The equipment in question is installed, in operating condition, and has the required capacity available in the end office of the Telephone Cooperative.

Subscriber - See Customer.

Suspension of Service - An arrangement made at the request of the subscriber, or initiated by the Cooperative for violation of tariff regulations by the subscriber, for temporarily discontinuing service without terminating the service agreement.

Switch - A unit of dial switching equipment which provides interconnection between station lines or trunks.

Tariff - All or any part of the body of rates, tolls, charges, rentals, classifications, and terms and conditions, or service relating to its service offered, the conditions under which offered and the charges thereof, which have been filed with and approved by the Board of Directors.

Temporary Service - Local Exchange Service definitely known to be required for a short period of time, such as service provided for contractors or owners for use during construction of a building, sales campaign, athletic contests, conventions, fairs, circuses, etc.

Termination Charge - A charge applied under certain conditions when a contract for service is terminated by the subscriber or customer before the expiration of the initial contract period.

Termination of Service - Discontinuance of and cancellation of the account.

## DEFINITIONS

### 2.0 General Regulations

#### 2.5 Definitions (Cont'd)

Toll Call - A telephone call to a station outside the subscriber's local calling area for which a specific charge applies.

Toll Center - A telephone switching center in which the operations function (message timing, switching and recording) takes place in connection with the provision of toll message service.

Toll Message - A message between stations in different exchange areas and furnished under the provisions of the "Message Toll Telephone Service" Tariff.

Toll Rate - The initial period charge prescribed for toll messages usually based upon a minimum initial period and distance between exchanges.

Toll Rate Center - An area within which each customer is subject to the same toll rate treatment.

Toll Service - Toll service (Long Distance Service) is that part of the total telephone service rendered by the Cooperative which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Cooperative's Message Toll Tariff.

Trunk Hunting Service - Two or more central office lines arranged so that a call for the first line is completed to a succeeding line in the group when the first line is in use.

Trunk Line - A telephone circuit between two central office units or between a private branch exchange and a cooperative central office.

Underground Service Connection - A subscriber's drop wire which is run underground from a pole line or an underground distributing cable.

WATS - See "Wide Area Telecommunications Service".

Wide Area Telecommunications Service - The furnishing of facilities for dial type telephone communication between a wide area service access line and other exchange and toll station telephones in the area prescribed in the tariff.

DEFINITIONS

2.0 General Regulations

2.5 Definitions (Cont'd)

Wire Center - A wire center is a building or other enclosure where outside plant (cable and wires) located in a specific geographical area terminate and where these facilities are normally cross-connected to central office equipment at that location.

Wire Center Serving Area - The term "Wire Center Serving Area" denotes, in most cases, that area of the exchange served by a single wire center. In certain highly concentrated exchanges where wire centers are in close proximity, more than one wire center may be included in the wire center serving area.

## LOCAL EXCHANGE SERVICE

### 3.0 Service Connection Charges

#### 3.1 General Description

This section sets forth the regulations and order related charges for the ordering and installation of Local Exchange Service from this tariff. Service charges apply to services ordered into service at the customer's request, including moves, changes, number changes, and restoration of service. These charges are in addition to other applicable recurring charges as set forth in other sections of this tariff. Company may at its discretion waive Service Connection Charges in connection with promotional service offerings.

A Service Order is an order to provide Local Exchange Service to a subscriber or changes to existing Local Exchange Service.

##### 3.1.1 Ordering Conditions

The subscriber may order any number of Basic Local Exchange Services to the subscriber's premises on a single access order. The subscriber must make application to the Cooperative for membership as specified in Section 2.3 of this Tariff and shall provide all information necessary for the Telephone Cooperative to provide and bill for the requested access services. The minimum information the subscriber must provide is as follows:

- Subscriber name and premises address (es).
- Social Security Number.
- Billing name and address (when different from customer name and address).
- Customer contact names(s) and telephone number(s) for the following provisioning activities:
  - order negotiation
  - order confirmation
  - service installation
  - service billing.
- Sufficient information to ascertain credit worthiness and perform a credit check.
- Proof of identification

##### 3.1.2 Installment Billing

Service Connection Charges may be required to be paid in advance at the time service is requested.



**LOCAL EXCHANGE SERVICE**

**3.0 Service Connection Charges**

**3.2 Ordering Service**

**3.2.1 Service Ordering Charge**

A Service Order is used by the Telephone Cooperative to allow the subscriber to order or make changes to Local Exchange Service and is applicable for the ordering of or change to services in the following situations:

**(A) Initial Service Order Charge**

- (1) Orders for the initial establishment of a customer account and customer plant records necessary for the connection of Local Exchange Service which includes any or all of the service offerings under this tariff.

**(B) Subsequent Order Charge**

- (1) Orders for additional Local Exchange Services to an established and active customer account (custom calling and class features, additional directory listings, etc.).
- (2) Orders to move or rearrange existing facilities on a subscriber's premises.
- (3) Orders for change in class of service, business to residence or residence to business.
- (4) Orders for number change or change of name or address in an established directory listing, when such change is not required for continuation of satisfactory service or for correction of the Cooperative's records.
- (5) Orders for reconnection or restoration of service when the disconnection was due to the subscriber's noncompliance with this tariff.

**(C) Service Order charges do not apply in the following situations:**

- (1) Disconnection of service.
- (2) Orders for any work or changes initiated by the Telephone Cooperative.
- (3) Orders for the normal maintenance and repair of the Telephone Cooperative's facilities.
- (4) Orders for correction in name or billing address when there is no change in responsibility and there is no connection, disconnection, move or change in service.
- (5) Orders for necessary work or changes for the continuation of satisfactory service.

## LOCAL EXCHANGE SERVICE

### 3.0 Service Connection Charges

#### 3.2 Ordering Service (Cont'd)

##### 3.2.2 Service Order Service Date Provision

Local Exchange Services will be installed during standard Telephone Cooperative business days. If the subscriber requests that installation be done outside of scheduled work hours, and the Telephone Cooperative agrees to this request, the subscriber will be subject to the applicable Additional Labor charges based on overtime rates and any additional costs involved

##### 3.2.3 Service Order Change-Modifications

The subscriber may request a modification of the Service Order prior to the service date. The Telephone Cooperative will make every effort to accommodate a requested modification when it is able to do so within the normal business hours. If the modifications cannot be made with the normal work force during normal business hours, the Telephone Cooperative will notify the subscriber. If the subscriber still desires the Service Order modification, the Telephone Cooperative will cancel the initial service date schedule a new service date or will continue with the initial order due date and treat the change as a Subsequent Order request.

#### (A) Change Charge-Service Date Change

Service Order service dates may be changed, but the new service date may not exceed the original service date by more than 60 calendar days. If the subscriber requested service date is more than 60 calendar days after the original service date, the order will be canceled by the Telephone Cooperative and reissued. If the Telephone Cooperative determines it can accommodate the subscriber's request without delaying service dates for orders of other subscribers, a new service date may be established. A Subsequent Order Charge as set forth in Section 3.9.1(4) following will apply to all service date changes greater than 60 days from the original service date.

#### (B) Cancellation Charge

(1) When a subscriber cancels a Service Order for the installation of service, a Cancellation Charge will apply as follows.

(a) Installation of Local Exchange Service is considered to have started when the Telephone Cooperative incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.

**LOCAL EXCHANGE SERVICE**

3.0 Service Connection Charges

3.2 Ordering Service (Cont'd)

3.2.3 Service Order Change-Modifications (Cont'd)

(B) Cancellation Charge (Cont'd)

- (1) When a subscriber cancels a Service Order for the installation of service, a Charges will apply as follows. (Cont'd)
  - (b) Where the subscriber cancels a Service Order prior to the start of installation of access facilities, no charges shall apply.
  - (c) Where installation of exchange facilities has been started prior to the cancellation, the charges shall be the greater of 1) the costs incurred in such installation (including the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs), less the estimated net salvage as determined by the Telephone Cooperative or 2) the charge for the minimum period for the Local Exchange Service involved.
  - (d) When a subscriber cancels an order for the discontinuance of service, no charges apply for the cancellation.
  - (e) If the Telephone Cooperative misses a service date by more than 30 days due to circumstances over which it has control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotion), the subscriber may cancel the Service Order without incurring any additional charges.
  - (f) When placing a Service Order, a subscriber may request a service date that is prior to the applicable service date. A subscriber may also request an earlier service date on a pending Service Order. If the Telephone Cooperative determines that the service can be provided on the requested date and that additional labor cost or extraordinary costs are required to meet the requested service date, the subscriber will be notified and will be provided with an estimate of cost. Actual costs should not exceed estimated charges by more than 10 percent. Such additional charges will be determined and billed to the customer as follows:

## LOCAL EXCHANGE SERVICE

### 3.0 Service Connection Charges

#### 3.2 Ordering Service (Cont'd)

##### 3.2.3 Service Order Change-Modifications (Cont'd)

##### (B) Cancellation Charge (Cont'd)

- (1) When a subscriber cancels a Service Order for the installation of service, Charges will apply as follows. (Cont'd)
  - (f) To calculate the additional labor charges, the Telephone Cooperative will, upon authorization from the subscriber to incur the additional labor charges, account for the additional labor hours used to meet the request of the subscriber and will bill the subscriber at the applicable Additional Labor charges as set forth in Section 17 following. When the request for expediting occurs subsequent to the issuance of the Service Order, a Subsequent Order Charge as set forth in 3.2.3 (A) preceding also applies.

### 3.3 Premise Visit Service

#### 3.3.1 Installation/Connection

- (A) Premise Visit Service is applicable for work on Telephone Cooperative distribution facilities on the subscriber's premises in the following situations:
- (1) Installation of an outside circuit, drop wire, and/or protector due to a subscriber's initial request for installation of Local Exchange Service where such outside circuit, drop wire and/or protector has not been previously installed for the service requested.
  - (2) Rearrangement or move of an outside circuit, drop wire and/or protector due to a subscriber's initial request for such service.
  - (3) Rearrangement or disconnection and later reconnection of an outside circuit, drop wire and/or protector initiated by the action of the customer, e.g., building maintenance or construction, cutting of trees or limbs by the customer, etc.

In each of these instances the Premise Visit Charge, applies as set forth in Section 3.9.1(7) following in addition to the appropriate Service Order Charge.

**LOCAL EXCHANGE SERVICE**

3.0 Service Connection Charges

3.3 Premise Visit Service

3.3.1 Installation/Connection

(B) Premise Visit Service does not apply in the following situations:

- (1) Disconnection of service.
- (2) Rearrangement or move of the outside circuit, drop wire or associated protector required for the continuation of satisfactory service.
- (3) Rearrangement or move of the outside circuit, drop wire or associated protector initiated by the Telephone Cooperative.

3.4 Central Office Line Connection Charges

(A) Central Office Line Connection Charges are applicable for work in the Telephone Cooperative central office in the following situations:

- (1) Initial connection of the subscriber access line to the central office when Local Exchange Service is ordered by the subscriber.
- (2) A change in the telephone number made at the request of the subscriber.
- (3) A reconnection or restoration of Local Exchange Service when the disconnection was due to the subscriber's noncompliance with this tariff.

In each of these instances, the Line Connection Charge as set forth in Section 3.9.1(8) following apply in addition to the applicable Service Order Charge.

(B) Central Office Line Connection Service does not apply in the following situations:

- (1) Disconnection or suspension of service.
- (2) Transfer of service when there is no change in number or lapse in service.
- (3) Rearrangement of line connections initiated by the Telephone Cooperative.

### LOCAL EXCHANGE SERVICE

#### 3.0 Service Connection Charges

##### 3.5 Premises Line Connection Charge

###### 3.5.1 Description

The Premises Line Connection Charge is applicable for work required due to a customer's service request on the circuit between the serving central office up to and including the point of demarcation on the customer's premise.

###### 3.5.2 Regulations

(A) Premise Line Connection Charges are not applicable when service and facilities are assumed prior to discontinuance and without lapse in rendition or of charges and payment of service, in the case of changes in name and/or interest.

(B) A Premise Line Connection Charge is applicable for each drop wire and NID installed or reconnected at subscriber premises.

###### 3.5.3 Rates & Charges

(A) This service is in addition to the basic rates and charges for the service with which it is associated.

(B) The rates for this service are set forth in Section 3.9.1(9) following.

#### 3.6 Underground Drop

###### 3.6.1 Description

(A) The underground drop charge applies when the customer requests buried drop facilities and the normal cooperative procedure is for the facilities to be aerial. In this circumstance the customer is also required to open and close the trench necessary for burial at the subscriber drop wire. Where customer desires Cooperative to open the trench customer may be required to pay additional Construction Charges as specified in Section 12 this tariff.

###### 3.6.2 Rates and Charges

(B) The rates for this service are set forth in Section 3.9.1(11) following.

**LOCAL EXCHANGE SERVICE**

3.0 Service Connection Charges

3.7 Restoration of Service

3.7.1 Description

(A) In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of charges due or, at the discretion of the Cooperative, a substantial portion thereof.

3.7.2 Regulations

(A) The minimum service charge does not apply in connection with restoration charges.

3.7.3 Rates and Charges

(A) The rates for this service are set forth in Section 3.9.1(12) following.

3.8 Maintenance Service Charge

3.8.1 A nonrecurring charge of \$40.00 will apply for each visit to a customer's premise in connection with a service difficulty when it is determined that the difficulty was due to a condition in a customer-provided wiring and/or terminal equipment or communications system which is arranged for connection to Cooperative facilities. When a repairman must visit multiple premises of the customer in order to determine the location of the problem then a charge of \$40 will be applied to each premise visited. Also, if multiple circuits are involved the \$40 charge may be applied to each circuit if, in the opinion of the Cooperative, it is warranted to recover the costs associated with the customer request that resulted incurring of expenses by the company and the condition was in facilities for which the customer is responsible .

**LOCAL EXCHANGE SERVICE**

3.0 Service Connection Charges

3.9 Rate Regulation

3.9.1 Rates & Charges

	<u>Charge</u>	<u>Billing Code</u>
(1) Service Ordering - Initial	\$17.00	
(2) Subsequent Order Charge (After initial installation)	\$8.00	
(3) Premise Visit Service	\$15.00	
(4) Central Office Line Connection Charge	\$8.00	
(5) Premises Line Connection Charge	\$15.00	
(6) Underground Drop	\$15.00	
(7) Restoral of Service	\$20.00	
(8) Maintenance of Service per Location	\$40.00	



**LOCAL EXCHANGE SERVICE**

3.0 Service Connection Charges

3.10 Link-Up Service Connection Program

3.10.1 Description

Link Up provides a reduction in the Cooperative's customary charge for commencing telecommunication service for a single telecommunication connection at a subscriber's principal place of residence. Link Up is provided to eligible subscribers in addition to Lifeline Assistance. Charges assessed for commencing service include any charges that the Cooperative customarily assess to connect subscribers to the network. These charges do not include any permissible security deposit requirements.

3.10.2 Eligibility Requirements

- (A) Unless other eligibility requirements are established by the Commission, Link Up is available to all subscribers who participate in one of the following programs: Medicaid; food stamps; Supplemental Security Income; Federal public housing assistance; or Low-Income Home Energy Assistance Program or Low Income Poverty qualifiers.
- (B) Each Link Up subscriber must certify in writing under penalty of perjury that s/he receives benefits under a program outlined in sub-paragraph A., above. The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Cooperative shall retain all such subscriber certifications and supporting documentation in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service Administrators.
- (C) A Link Up Subscriber may not be a dependent for Federal income tax purposes unless s/he is more than 60 years old.
- (D) Link Up is available for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.

**LOCAL EXCHANGE SERVICE**

3.0 Service Connection Charges

3.10 Link-Up Service Connection Program

3.10.3 Support

- (A) The Link Up reduction is one-half of the customary connection charge, or \$30.00, whichever is less.
- (B) Link Up support also provides a deferred schedule for payment of the charges assessed for commencing service, for which the subscriber does not pay interest. The interest charges not assessed to the subscriber shall be for connection charges of up to \$200.00 that are deferred for a period not to exceed one year.
- (C) All aspects of Lifeline Assistance and Link Up programs shall be subject to the interpretation of applicable Federal regulations and any directives which may from time to time be prescribed by the Universal Service Administrative Cooperative. These rules are separate and apart from any rules prescribed as part of a state Universal Service program.

## LOCAL EXCHANGE SERVICE

### 3.0 Service Connection Charges

#### 3.11 Lifeline Assistance Program

##### 3.11.1 General

Lifeline Assistance is a retail service offering available to qualifying low-income subscribers, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for the following package of services: voice-grade access to the public switched network; local usage; dual-tone multi-frequency signaling or its functional equivalent; single-party service or its functional equivalent; access to emergency services; access to operator services; access to interexchange service; access to directory assistance; and toll limitation.

##### 3.11.2 Application and Regulations

- (A) Unless other eligibility requirements are established by the Commission, Lifeline Assistance is available to all subscribers who participate in one of the following programs: Medicaid; food stamps; Supplemental Security Income; Federal public housing assistance; or Low-Income Home Energy Assistance Program.
- (B) Each subscriber to Lifeline Assistance must certify in writing to the Cooperative, under penalty of perjury, that s/he receives benefits under a program outlined in subparagraph (A), above, and must, on that same document, agree to notify the Cooperative if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Cooperative shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service Administrators.
- (C) A subscriber to Lifeline Assistance may not be a dependent for Federal income tax purposes unless s/he is more than 60 years old.
- (D) A Subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.

**LOCAL EXCHANGE SERVICE**

**3.0 Service Connection Charges**

**3.12 Lifeline Assistance Program (Cont'd)**

**3.11.2 Application and Regulations (Cont'd)**

- (E) Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Cooperative first demonstrates to the Commission that the Cooperative would incur substantial costs that the Cooperative offers toll limitation without charges, and that telephone subscribership among low-income subscribers in the Cooperative's service area is greater than or equal to the national subscribership rate for low income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in the state for which the Company seeks the waiver. The Cooperative shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of the waiver process, and to implement a waiver, if granted. The Cooperative may reapply for a waiver as necessary.
- (F) The Cooperative may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Cooperative, where available. If toll blocking is unavailable, then the Cooperative may charge a service deposit.

**3.11.3 Rate Regulations**

- (A) Lifeline Assistance provides a Federal baseline reduction in an amount equal to the NECA tariff rate for primary residential monthly End User Common Line charge. If the Commission approves an additional reduction of \$1.75 in the amount paid by a subscriber, then additional Federal Lifeline Assistance support in the amount of \$1.75 will be made available to the Cooperative providing Lifeline Assistance to that subscriber. The amount of Lifeline Assistance support shall not exceed the total of the federal End-User Common Line Charge and applicable local service rate charged to the Lifeline Assistance customer.
- (B) The Cooperative shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal End-User Common Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.

**LOCAL EXCHANGE SERVICE**

3.0 Service Connection Charges

3.12 Lifeline Assistance Program

3.11.3 Rate Regulations (Cont'd)

- (C) To be eligible for Lifeline Assistance, qualifying customers must subscribe to the lowest priced, flat-rated basic local exchange service offering that is made available in the Cooperative's service area.
- (D) Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

## LOCAL EXCHANGE SERVICE

### 4.0 Special Service Charges

#### 4.1 General Description

Special Service Charges are those charges that are imposed on the telephone customer by Federal, State, County or City law as a fee, tax, etc., and are billed and collected by the Telephone Cooperative, and remitted to the proper authority, as required by law.

#### 4.2 Provision for Service to Hearing or Speech Impaired Persons

- (A) Bledsoe Telephone Cooperative concurs with the Dual Party Relay Service rates, rules and regulations filed with the Tennessee Regulatory Authority by Bell South, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules, and regulations.
- (B) Dual Party Relay Service permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone.

## LOCAL EXCHANGE SERVICE

### 5.0 Local Exchange Service

#### 5.1 General Description

- (A) Local Exchange Service provides for an access line and the ability to switch or complete a call made by one subscriber within the Telephone Cooperative Exchange to another subscriber within the Telephone Cooperative Exchange.
- (B) The provision of Local Exchange Service is also subject to the Rates, Charges, Rules and Regulations in all other section of this Tariff, which as they now exist or as they may be revised, added to, or supplemented by superseding issues, are hereby a part of the Local Exchange Service Section.

(C) Exchange Listings:

Originating Exchange Name

EAS Calling Points

College Station

Dunlap, Fall Creek Falls, Nine Mile, Pikeville,  
Chattanooga and parts of Hamilton County.

Dunlap

College Station, Fall Creek Falls, Nine Mile, Pikeville,  
Chattanooga, and parts of Hamilton County.

Fall Creek Falls

College Station, Dunlap, Nine Mile, Pikeville,  
Chattanooga, and parts of Hamilton County.

Nine Mile

College Station, Dunlap, Fall Creek Falls, Pikeville,  
Chattanooga, and parts of Hamilton County.

Pikeville

College Station, Dunlap, Fall Creek Falls, Nine Mile,  
Chattanooga, and parts of Hamilton County.

- (D) The following classes of service are offered in all Bledsoe Telephone Cooperative exchanges:

FLAT RATE SERVICE – Access Line Service Only. Does not Include Terminal Equipment or Inside Wiring.

- Residence 1-Party
- Business 1-Party
- Key Line
- PABX Trunk
- DID Trunk

**LOCAL EXCHANGE SERVICE**

**5.0 Local Exchange Service**

**5.2 Undertaking of the Telephone Cooperative**

- (A) The Telephone Cooperative will provide Local Exchange Service to subscribers residing within the exchange boundaries of the Telephone Cooperative Exchange.
- (B) Use of Local Exchange Service will be provided to residential and business subscribers only.
- (C) A subscriber that is provided with Local Exchange Service will be provided with a telephone number which numerical values are of the Telephone Cooperative's choosing.
- (D) A subscriber that is provided with a telephone number will also be provided with a one line entry in the annual telephone directory listing the subscriber's name, and telephone number. The subscriber's street address may be published at the option of the Telephone Cooperative. Unpublished numbers, unlisted numbers, additional listings or any variation of the Telephone Cooperative's directory listing may be made in accordance with the rates, rules and regulations set forth in Section 8, Directory Listings.
- (E) A subscriber that is provided Local Exchange Service may at the subscriber's request be provided Premise Extension Service in accordance with the provisions set forth in Section 10, Extension Service.
- (F) The Telephone Cooperative will administer its network to insure the provision of acceptable service levels to all subscribers of the Telephone Cooperative's service as defined in Part 64 of the FCC Rules. Generally, service levels are considered acceptable only when subscribers are able to establish connections with little or no delay encountered within the Telephone Cooperative network. The Telephone Cooperative maintains the right to apply protective controls which selectively cancels with completion of traffic carried over its network, including that associated with the subscriber's Local Exchange Service. Generally, such protective measures would only be taken as a result of occurrences such as failure or overload of Telephone Cooperative facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Telephone Cooperative result in the complete loss of service by the subscriber, the subscriber will be granted a Credit Allowance for Service Interruption as set forth in Section 2.4.5 preceding.
- (G) Touch Tone Service is included with Local Exchange Service.
- (H) Service is classified as business service and business rates apply where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location.
- (I) Service is classified as residence service and residence rates apply where the use is primarily or substantially of a social or domestic nature and the business use, if any, is incidental.



**LOCAL EXCHANGE SERVICE**

**5.0 Local Exchange Service**

**5.2 Undertaking of the Telephone Cooperative**

- (J) Business Trunk rates apply to central office lines terminated in private branch exchange switching equipment, automatic call distributors or a common group of pooled lines connected to customer premises equipment.
- (K) Key Line rates apply to central office lines terminating in Key Telephone Equipment Systems.
- (L) Direct Inward Dial Trunk (DID) rates apply to central office lines arranged to allow only inbound calls to a specific station number in a Centrex or PABX trunk group which allows for call pick up without the call first being answered by an attendant.

**5.3 Limitations**

- (A) The Cooperative will assist the subscriber in finding an acceptable number, however, the determination of the numerical value of the telephone number provided to the subscriber is the sole responsibility of the Telephone Cooperative, and the telephone number itself is the sole property of the Telephone Cooperative.
- (B) The design of the local telephone directory and the individual listing of each subscriber is the sole responsibility of the Telephone Cooperative.
- (C) Local Exchange Service will not be provided to subscribers residing outside of the Telephone Cooperative's Local Exchange Area; however, Foreign Exchange Service may be offered by the Telephone Cooperative at its discretion.
- (D) Local Exchange Service will not be provided for use as dedicated facilities.
- (E) The Link-Up Service Connection Program will only be provided to residential subscribers at the principal residence of the eligible subscriber.

**5.4 Obligations of the End User**

The obligation of the subscriber are as set forth in Section 2.3 preceding. In addition, the following obligations apply:

- (A) The subscriber shall, upon application for Local Exchange Service, be provided the desired name for the directory listing and street address (optional) if different than that on the service order application.

## LOCAL EXCHANGE SERVICE

### 5.0 Local Exchange Service

#### 5.4 Obligation of the End-User

(B) A subscriber ordering an unlisted or unpublished directory listing shall notify the Telephone Cooperative of such order at the time of application for Local Exchange Service and order such service from Section 8, Directory Listings.

#### 5.5 Payment Arrangements and Credit Allowances

The payment arrangements and credit allowances as set forth in Section 2.4 preceding apply.

#### 5.6 Rate Regulation

##### (A) Residence

<u>Basic Monthly Exchange Rate*</u>	<u>Res. 1-Party</u>	<u>Bill Code</u>	<u>Bus. 1-Party</u>	<u>Bill Code</u>	<u>PABX** Trunk</u>	<u>Bill Code</u>	<u>Key Line</u>	<u>Bill Code</u>
College Station	\$11.70		\$19.45		\$32.95		\$19.45	
Dunlap	\$11.70		\$19.45		\$32.95		\$19.45	
Fall Creek Falls	\$11.70		\$19.45		\$32.95		\$19.45	
Nine Mile	\$11.70		\$19.45		\$32.95		\$19.45	
Pikeville	\$11.70		\$19.45		\$32.95		\$19.45	

\*Access Line only. Does not include Terminal Equipment.

\*\*Includes Trunk Hunting

**LOCAL EXCHANGE SERVICE**

5.0 Local Exchange Service

5.7 Trunk Hunting

(A) General

Trunk Hunting Service, also called Rotary Line Service is an arrangement whereby two or more individual lines are connected in the central office and arranged such that incoming calls to the listed number overflow to the next available line if the listed number is busy.

(B) Rates

	<u>Monthly Rate</u>	<u>Billing Code</u>
1. Each Individual Line in Arrangement*	\$7.50	

\* Applies in addition to charges specified in Section 5.6 (A) this tariff.

5.8 Direct Inward Dialing Service (DID)

5.8.1 General

- (A) The service is furnished subject to the availability of facilities and telephone numbers.
- (B) The service includes the central office equipment necessary for in-dialing from the exchange and toll network directly to the stations associated with the PABX.
- (C) The customer must subscribe to a sufficient number of trunks to insure service standards as determined by the Company.
- (D) The service must be provided on all trunks in a group arranged for inward dialing.
- (E) The service is provided subject to the conditions and regulations specified in Section 2 for customer-provided equipment.
- (F) Customer-provided switching systems must be arranged by the customer to provide for the intercepting of Company assigned, but unused, station numbers.
- (G) Company-provided switching systems must be arranged to provide for the intercepting of Company assigned, but unused, station numbers.
- (H) Existing Customers wanting to subscribe to DID Service may keep their existing numbers in non-sequential blocks of twenty (20) numbers.

**LOCAL EXCHANGE SERVICE**

5.0 Local Exchange Service

5.8 Direct Inward Dialing Service (DID) (Cont'd)

5.8.1 General (Cont'd)

- (I) New Customers requesting DID Service will be required to take sequential blocks of twenty (20) numbers.
- (J) One directory listing is provided without additional charge for each PABX system. Additional directory listing will be provided in accordance with the regulations contained in Section 8.
- (K) The rates and charges contained in Section 5.8.2 are in addition to the rates and charges for any other facilities or services provided by the Company in association with this service.

5.8.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Billing Code</u>	<u>Installation Charge</u>	<u>Billing Code</u>
(A) Each group of 20 numbers assigned or reserved	\$ 3.20			
(B) Direct Inward Dialing Trunk, each	\$ 60.00			

## LOCAL EXCHANGE SERVICE

### 6.0 Custom Calling Services

#### 6.1 General Description

Custom Calling Services are provided in conjunction with Local Exchange Service and include the following:

#### 6.2 Definitions

- (A) Call Forwarding (Remote Access). An arrangement whereby incoming calls may be transferred to another telephone number by signaling a prefix code and the telephone number of the service to which calls are to be transferred. This service can also be activated or deactivated from a remote location. In order to utilize the remote feature a customer must request a PIN.
- (B) Call Forwarding. This feature permits the manual forwarding of incoming calls to another telephone number by dialing a code and the telephone number to which calls are to be transferred. When activated, all calls will forward; calls cannot be answered from a line with Call Forwarding activated. Call Forwarding overrides Call Forward No Answer and Call Forward Busy, but those features resume functionality once Call Forwarding is deactivated.
- (C) Call Forwarding Busy Line. This feature permits the automatic forwarding of an incoming call to another telephone number when the called number is already in use.
- (D) Call Forwarding No Answer. This feature provides for calls terminating to a directory number to be forwarded to another number when the called telephone does not answer after a predetermined number of rings, usually four or five.
- (E) Call Forwarding Busy/No Answer with Voice Mail. This feature provides for the forwarding of incoming calls to Voice Mail if called number is use or if it is not answered within a predetermined number of rings.
- (F) Call Waiting With Cancel. Provides the subscriber with a tone signal when another caller is trying to reach that number. The subscriber may ignore the incoming call or terminate the original call and answer; or through the use of hook switch flashes, put the original call on hold and receive the incoming call; or alternately talk on both calls until one is terminated. Where facilities permit, this feature allows subscribers to cancel the call waiting function for the duration of one call. Subscribers may activate the cancel call waiting feature either before or during a call to prevent call waiting tones from interrupting the call. During the time the cancel feature is activated, incoming callers receive a busy tone. When the call is terminated, the call waiting function is automatically reactivated.

**LOCAL EXCHANGE SERVICE**

6.0 Custom Calling Service

6.2 Definitions(Cont'd).

- (G) Remote Call Forwarding. A feature that redirects calls to a telephone number that has been transferred by essentially placing a second telephone call to the new network location. Calls forwarded by this feature are subject to long distance charges and are subject to transmission limitations.
- (H) Ring Again. A feature that allows the customer to enter a code after receiving a busy signal that will automatically ring back the customer's phone when the called party's phone is no longer busy. The "Ring Again" party must be in the same exchange. This service is only available from touch tone phones.
- (I) Speed Calling-8. A feature that allows the customer the ability to store 8 frequently-called or emergency numbers and enables the customer to call any of these preselected telephone numbers by dialing one or two digits instead of the actual telephone number.
- (J) Speed Calling-30. A feature that allows the customer the ability to store 30 frequently-called or emergency numbers and enables the customer to call any of these preselected telephone numbers by dialing one or two digits instead of the actual telephone number
- (K) Teen Service Distinctive Ring. Enables a subscriber to have two telephone numbers associated with a single line. A distinctive ringing pattern will be provided for each telephone number to facilitate identification of incoming calls. A distinctive Call Waiting tone for each number will be provided, where facilities permit, to customers subscribing to Call Waiting Service.
- (L) Three Way Calling. Three-way calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. Conference calls made with this service are subject to transmission limitations.
- (M) Toll Denial or Toll Restriction. Toll denial prevents the subscriber from placing direct dialed or operator handled calls while allowing local calls to be placed. This service does not prevent incoming calls of any type or 911 calls where available.

6.3 Undertaking of the Telephone Cooperative

The Telephone Cooperative may provide certain Custom Calling Features in package offerings at reduced rates.

6.4 Limitations

- (A) Custom Calling Services are available only in those exchanges where the central office equipment is available to provide such service.
- (B) The acceptance of long distance collect call messages is not restricted by the use of Toll Restriction.

LOCAL EXCHANGE SERVICE

6.0 Custom Calling Services

6.4 Limitations (Cont'd)

(C) Custom Calling Services are only available on single party service. The service is not available in connection with Centrex, PBX, or payphone services.

6.5 Obligations of the Subscriber

The obligations of the subscriber are as set forth in Section 2.3 preceding.

6.6 Payment Arrangements and Credit Allowances

Payment arrangements and credit allowances as set forth in Section 2.4 preceding apply.

6.7 Rate Regulation

(A) <u>Rates and Charges</u>	<u>Monthly Residence</u>	<u>Billing Code</u>	<u>Monthly Business</u>	<u>Billing Code</u>
(1) Call Forwarding	\$ 1.75		\$ 3.00	
(2) Call Forwarding Busy Line	\$ 1.75		\$ 1.75	
(3) Call Forwarding No Answer	\$ 1.75		\$ 1.75	
(4) Call Forward to Voice Mail Busy/No Answer	NC		NC	
(5) Call Waiting with Cancel	\$ 2.50		\$ 4.50	
(6) Remote Call Forwarding	\$13.45		\$22.45	
(7) Ring Again – Residential	\$ 1.25			
(8) Speed Call 8	\$ 1.50		\$ 2.25	
(9) Speed Call 30	\$ 2.50		\$ 3.00	
(10) Teen Service (Distinctive Ring)	\$ 3.75		\$ 5.75	
(11) Three Way Calling	\$ 3.25		\$ 3.75	
(12) Toll Restriction	\$ 2.10		\$ 2.10	

**LOCAL EXCHANGE SERVICE**

6.0 Custom Calling Service

6.7 Rate Regulation (Cont'd)

(B) Package Discount Plans

	<u>Monthly Residence</u>	<u>Billing Code</u>	<u>Monthly Business</u>	<u>Billing Code</u>
(1) Call Waiting, Call Forwarding, 3-Way Calling, Speed Call 8	\$ 9.00		\$13.50	
(2) Call Waiting, Call Forwarding, 3-Way Calling, Speed Call 30	\$10.00		\$14.25	

(C) Installation Charge

	<u>Non-Recurring Residence</u>	<u>Billing Code</u>	<u>Non-Recurring Business</u>	<u>Billing Code</u>
(1) One or more Features Installed At The Same Time	SCC Section 3		SCC Section 3	



## LOCAL EXCHANGE SERVICE

### 7.0 CLASS Services

#### 7.1 General Description

CLASS Service is a group of central office call management features offered in addition to basic telephone service. CLASS consists of the following features.

#### 7.2 Definitions

- (A) Automatic Recall. This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network places the call.
- (B) Automatic Callback. When activated, this feature automatically redials the last number the customer attempted to call.
- (C) Calling Number Delivery (Caller ID) and Calling Name Delivery. These features enable the customer to view on a display unit the Directory Number and/or Directory Name on incoming telephone calls. Calling Number Delivery must be subscribed to before Calling Name Delivery can be subscribed to.
- (D) Calling Number and Name Delivery Blocking. These features enable subscribers to prevent transmission of their Directory Number and/or Calling Name on all outgoing calls placed from the customer's line. Calling Number or Name Delivery Block is established and/or removed from the customer's line via a service order. It is in effect on a continuous basis and cannot be deactivated by the customer.
- (E) Calling Number Delivery Blocking - Per Call. This feature allows a customer to temporarily prevent the transmission of that customer's Directory Number and/or Directory Name and thus control its availability to the called party. The transmission of the Directory Number and/or Directory Name to subscribers of service features such as Caller ID, can be temporarily prevented on an as needed basis by dialing a pre-assigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and/or Directory Name. Calling Number Delivery Blocking does not prevent transmission of the calling party number on services such as E911 that utilize Automatic Number.

**LOCAL EXCHANGE SERVICE**

**7.0 CLASS Services**

**7.2 Definitions (Cont'd)**

- (F) Anonymous Call Rejection. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Rejection is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Rejection regardless of the current state of the ACR customer's line (e.g., off hook or idle).
- (G) Selective Call Rejection allows a customer to block incoming calls from a maximum of thirty-two (32) telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.
- (H) Selective Call Acceptance allows a customer to select up to thirty-two (32) customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
- (I) Caller ID with Call Waiting provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscriber's line. This service therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a special call waiting tone and is provided a visual display of the call waited party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery.

**7.3 Undertaking of the Telephone Cooperative**

The Telephone Cooperative may provide certain CLASS Features in package offerings at reduced rates.

## LOCAL EXCHANGE SERVICE

### 7.0 CLASS Services

#### 7.4 Limitations

- (A) CLASS Service is provided subject to availability of facilities.
- (B) CLASS Service is available to single party residence and business customers.
- (C) CLASS service basic features cannot be provisioned with Payphone Access Line Service, party line service, toll terminals, trunks or some remote switching equipment.
- (D) Appropriate service order charges apply except during Cooperative selected periods of special promotions.
- (E) The Cooperative will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-Published Listing Service, unless Calling Number/Name Blocking is activated.
- (F) Telephone numbers transmitted via Calling Number/Name Delivery or Automatic Callback/Recall are intended solely for the use of the subscriber of these features. Resale of this information is prohibited by this Tariff.
- (G) Discounts are applicable to the subscription rate of selected multiple features as described in this Tariff.
- (H) Calling Number/Name Delivery Blocking is available at no charge upon request, facilities permitting, to the following customer groups:
  - (1) Agencies, established shelters of private, non-profit and publicly funded domestic violence intervention agencies and federal, state and local law enforcement agencies.
  - (2) Subscribers of Non-Published service.

#### 7.5 Obligations of the Subscriber

The obligations of the subscriber are as set forth in Section 2.3 preceding.

#### 7.6 Payment Arrangements and Credit Allowances

Payment arrangements and credit allowances as set forth in Section 2.4 preceding apply.

**LOCAL EXCHANGE SERVICE**

7.0 CLASS Service

7.7 Rate Regulation

(A) Rates and Charges

<u>Feature</u>	<u>Residence Monthly</u>	<u>Billing Code</u>	<u>Business Monthly</u>	<u>Billing Code</u>
(1) Automatic Recall	\$3.50		\$4.50	
(2) Automatic Call Back	\$3.00		\$4.00	
(3) Calling Number Delivery (Caller ID)	\$3.50		\$4.50	
(4) Calling Delivery (Blocking)	\$2.50		\$3.50	
(5) Calling Name & Number Delivery	\$6.50		\$7.50	
(6) Anonymous Call Rejection	\$1.50		\$2.00	
(7) Selective Call Rejection	\$3.00		\$3.00	
(8) Selective Call Acceptance	\$3.00		\$3.00	

## LOCAL EXCHANGE SERVICE

### 8.0 Directory Listings

#### 8.1 General

- (A) The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone numbers and as an aid to the use of telephone service.
- (B) The listings of subscribers, either without charge or at the rate specified herein for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Cooperative will not be a party to controversies between subscribers as a result of the publication of such listings in its directories.
- (C) Listings must conform to the Cooperative's specifications with respect to its directories. The Cooperative reserves the right to reject listings when in its sole judgment, such listings would violate the integrity of Cooperative records and its directories, confuse individuals using the directory, or when the subscriber cannot provide satisfactory evidence that he is authorized to do business as requested.
- (D) The Cooperative reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired thereby.
- (E) One listing, except client listings, is furnished without extra charge as specified in the following:
  - 1. each basic local exchange service line
  - 2. each PBX trunk
  - 3. each Primary Rate ISDN B-Channel
- (F) When, in the sole judgment of the Cooperative, the use of listings in excess of the listings permitted without charge as previously outlined, are needed for better identification of the subscriber, such listings may be provided without charge.
- (G) Generally, the listed address is the location of the subscriber's place of business or residence. At the subscriber's request a partial address may be shown. An address may be:
  - (1) a number(s) and/or letter(s) followed by the name of a street, a building, a shopping center/mall, apartment complex, industrial park, or similar facility
  - (2) rural route and/or box number
  - (3) a name of a street, building, shopping center/mall, apartment complex, industrial park, or similar facility
  - (4) any one of the preceding followed by a community and/or state name
  - (5) a community name only
  - (6) omitted at the subscriber's request

LOCAL EXCHANGE SERVICE

8.0 Directory Listings

8.1 General (Cont'd)

(G) (Cont'd)

The listed address may not include P.O. Box or use of the word or abbreviation of suite, floor, or apartment before numbers used in the identification.

An address other than the address where the service is located may be listed provided the subscriber has a comparable class of service at the address requested.

(H) Liability of the Cooperative due to directory errors and omissions is as specified in Section 2. of this Tariff.

(I) A Subsequent Order Charge, as specified in Section 3. of this Tariff, applies when an order is issued solely to add or change a directory listing.

8.2 Business Listing

8.2.1 General

Generally, a business listing consists of a name, or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

8.2.2 Business Designation

(A) Firm Name

1. The designation in a firm name business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. A designation may be required when the name under which the subscriber is doing business is insufficient to indicate the character of the business.

Example:

Bledsoe Co grocr 14 Pikeville . . . . . XXX-XXXX

## LOCAL EXCHANGE SERVICE

### 8.0 Directory Listings

#### 8.2.2 Business Designation (Cont'd)

##### (B) Personal Name

1. The designation in a personal name business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. A designation may be required when the name under which the subscriber is doing business is insufficient to indicate the nature of the business. The listing of an individual, together with a title and the name of the business with which the individual is associated or represents, is not permitted.

Example:

Smith J G grocr 14 Dunlap . . . . . XXX-XXXX

2. A designation that conveys the same meaning as a title, educational degree or suffix is not permitted.

Example:

Smith Joe DDS dntst

#### 8.2.3 Trade Name

A trade name, the name of a commodity or service, will be included as part of the listing, when the subscriber shows satisfactory evidence of authorization to do business under the requested name. In the case of listings for time/temperature/weather announcement services a generic listing will be accepted.

Examples which require proof of authorization are:

Smith Avon Distributor 123 Main . . . . . XXX-XXXX

Jones Buick 2914 E 23<sup>rd</sup> . . . . . XXX-XXXX

Any Flower Shop 710 Heather Mall . . . . . XXX-XXXX

### 8.3 Residence Listing

Generally a residence listing consists of a surname, given name, or dual name and/or initials, the address, and the telephone number. When a single name listing is requested by the subscriber, the Cooperative may require satisfactory evidence as to the validity of the requested name. The main listing is ordinarily the name of the individual who subscribes for the service but the listing may be in the name of a secondary party residing at the address where service is provided if so designated by the subscriber.

**LOCAL EXCHANGE SERVICE**

**8.0 Directory Listing**

**8.4 Non-Published Listing**

**8.4.1 General**

- (A) A non-published listing is not listed in either the alphabetical section of the Cooperative's directory or directory assistance records and will not be furnished upon request of a calling party. However, when a call is placed from a telephone number associated with a non-published listing, the name and or number may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming names and/or telephone numbers.

The only exception is when the non-published listing customer utilizes the available Calling Number Delivery Blocking options. These features suppress delivery of the calling number and/or calling name to subscribers of calling number delivery services such as Caller ID. Calling Number Delivery Blocking does not prevent transmission of the calling party number on services such as E911 or toll free numbers that utilize automatic Number Identification (ANI) for delivery of the calling number.

- (B) An incoming call to a subscriber with a non-published listing will be completed by the Cooperative only when the calling party places the call by number. The Cooperative will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Cooperative of the subscriber's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- (C) In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Cooperative. Where a non-published listing is published in the directory, the Cooperative's liability shall be limited to and satisfied by a refund of any monthly charges which the Cooperative may have made for such listing.

The subscriber indemnifies and saves the Cooperative harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published listing or the disclosing of said listing information to any person.

- (D) For accounting purposes, the telephone number, name, and address of a subscriber with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service.



**LOCAL EXCHANGE SERVICE**

8.0 Directory Listing

8.4 Non-Published Listing(Cont'd)

8.4.1 General(Cont'd)

- (E) The telephone number, name and address of the subscriber may be disclosed in connection with E911 service, whether such service is provided by the Cooperative or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with E911 service.
- (F) The Cooperative may provide telephone number, name and address of a subscriber with a Non-Published number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located.

8.5 Non-Listed (Semiprivate) Listing

8.5.1 General

- (A) A non-listed listing is not listed in the alphabetical section of the Cooperative's directory, but is maintained on directory assistance records and will be furnished upon the request of a calling party.
- (B) The acceptance by the Cooperative of the subscriber's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- (C) In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory shall attach to the Cooperative. Where such a number is published in the directory, the Cooperative's liability shall be limited to and satisfied by a refund of any monthly charges which the Cooperative may have made for such non-listed listing. The subscriber indemnifies and saves the Cooperative harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed listing.
- (D) The telephone number, name and address of the subscriber may be disclosed in connection with E911 service, whether such service is provided by the Cooperative or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with E911 service.

**LOCAL EXCHANGE SERVICE**

8.0 Directory Listing

8.5 Non-Listed (Semiprivate) Listing (Cont'd)

8.5.1 General (Cont'd)

- (E) The Cooperative may provide telephone number, name and address of a subscriber with a Non-Listed number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request.

8.6 Additional Listings

- A. Any listing of a name or other authorized information in connection with an subscriber's telephone number in addition to that to which he is entitled in connection with his regular service. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Listing charges date from the day the directory assistance records are posted.
- B. Listing charges are automatically discontinued upon termination of the service or upon the removal of the listing.
- C. A business additional listing may be furnished in other names when, in the sole judgment of the Cooperative, the subscriber's service is not being shared or resold.
- D. A residence additional listing may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

8.7 Alternate Listings

- A. An alternate listing may be provided to the subscriber for the purpose of directing calling parties to other telephone numbers subject to the following conditions:

1. Names of individuals are not permitted
2. Text may not exceed one line

Examples:

Nights, Sundays, and Holidays	123-4568
If No Answer	123-4568
If Extension Is Not Known	123-4568

**LOCAL EXCHANGE SERVICE**

8.0 Directory Listing

8.8 Foreign Listings

- A. An alphabetical and directory listing in the Cooperative's exchange directory for an subscriber who is furnished Local Exchange Service from another local exchange serving area.
- B. When in the sole judgment of the Cooperative, in the case of service located in an exchange border area, a foreign listing is needed for better identification in order to facilitate the completion of calls, such listing may be provided without charge for the main listing only.

8.9 Indented Listings

- A. A listing in the Cooperative's exchange directory that is indented from the standard format of the directory to call attention to the name and telephone number.

8.10 Reference Listings

- A. An additional listing in another portion of the Cooperative's exchange directory to reference the original directory listing provided by the Telephone Cooperative when Local Exchange Service is utilized.
- B. A cross reference listing may be furnished when it is necessary to refer the directory user to another directory listing.

Examples:

Long Lumber Co  
Regis Gary

See South Lumber Co  
See Regas Gary

8.11 Rates and Charges

A. Monthly Rates	<u>Residence</u>	<u>Billing</u> <u>Code</u>	<u>Business</u>	<u>Billing</u> <u>Code</u>
(1) Non-Published	\$1.50		\$1.50	
(2) Non-Listed	\$ .00		\$ .00	
(3) Additional Listing	\$1.50		\$1.50	
(4) Alternate Listing	\$1.50		\$1.50	
(5) Foreign Listing (Paid Annually)	\$1.50		\$1.50	
(6) Reference Listing	\$1.50		\$1.50	
B. Non-Recurring Charges				
(1) Applicable Service Connection Charges as specified in Section 3 of this tariff.				

## LOCAL EXCHANGE SERVICE

### 9.0 Directory Assistance Service

#### 9.1 General

- A. The Company furnishes Directory Assistance service for the purpose of aiding customers in obtaining telephone numbers.
- B. When the Company receives a request for Directory Assistance service and the caller provides a state, city and name, the Company will either:
  - 1. provide the listed and available telephone number(s) requested, or
  - 2. apprise the caller that the number(s) cannot be provided because the listing(s) is private (non-published), or not available in Cooperative's database.
- C. Directory Assistance does not provide telephone numbers associated with private (non-published) listings but does furnish numbers for semi-private (non-listed) listings.

#### 9.2 Application of Rates, Exemptions and Call Allowances

- A. Subscribers who have applied for and received Company certification that either the subscriber or a person living at the subscriber's residence on a permanent basis is unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency are exempt from charges for Directory Assistance calls when requesting listing information for lines located within the Company's NPA/LATA Directory Assistance serving area for the originating line. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office.
- B. This exemption is applicable exclusively to calls made by the individual certified to be visually or physically disabled from the subscriber line assigned to the subscriber who has applied for and received such Company certification, or in the case of a business employing disabled persons, calls made by that person from the line assigned to that individual. Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of this exemption could result in its removal.

**LOCAL EXCHANGE SERVICE**

9.0 Directory Assistance

9.3 Rates And Charges

A. Directory Assistance service

1. Receipt of listings associated with lines located within the Local Calling Area or serving area of the originating line
  - (a) Per Call \$1.50
2. Receipt of listings associated with lines located outside the NPA/LATA serving area of the originating line and within the state of Tennessee
  - (a) Per call \$1.50
3. Receipt of listings associated with lines located outside the state of Tennessee
  - (a) Per call \$1.50

**LOCAL EXCHANGE SERVICE**

**10.0     Extension and Tie Line Channels**

The Telephone Cooperative only provides Extension and Tie Line Channels in conjunction with Local Exchange Service or Private Line Service to subscribers residing within the serving wire center and having the same E911 Service Address.

**10.1     General Description**

Extension and Tie Line Service provides channels having an approximate band width of 300-3000 Hertz (Hz), furnished for use in connection with exchange services to customers.

- (A) An Extension Line is a channel which connects a main station line or PABX station to additional termination of such lines. In connection with this Tariff application Extension Service requires the Telephone Cooperative to put two or more Network Interface Devices (NIDS) on a single Local Exchange Service (access line).
- (B) A Tie Line is a channel which connects two Customer Premises Switching Systems located at different customer premise locations.

**10.2     Undertaking of the Telephone Cooperative**

- (A) The Telephone Cooperative may provide Extension Line Channels to another premise of the same subscriber for answering inbound calls only where in the Cooperative's opinion such extension does not compromise the integrity of the customer's use of E911. At the Cooperative's discretion such extensions may be provisioned only with the ability to answer in bound calls.
- (B) The Telephone Cooperative only provides Extension Line Channels from the Telephone Cooperative's side of the NID (Telephone Cooperative termination) or the pedestal serving the protector.

**10.3     Limitations**

- (A) Extension Line Channels can only be provided in conjunction with Local Exchange Service (access line) or Private Line Service.
- (B) Under no circumstances will the Cooperative provide Extension Line Channels to combine the services of two or more subscribers unless each of the subscribers also have and continue to maintain Local Exchange Service (access line) at each premise and the extensions are provisioned to allow the only the answering of inbound traffic.
- (C) Extension Line Channels will not be provided by the Telephone Cooperative from the subscriber's side of the NID (Telephone Cooperative's termination).
- (D) Extension Line Channel Service can not be used in place of or as a substitute for Basic Local Telephone Service.

**LOCAL EXCHANGE SERVICE**

10.0 Extension and Tie Line Service

10.4 Obligations of the Subscriber

(A) When the subscriber orders Extension Line Channel Service, the subscriber must provide the right of way for the placement of such service.

(B) In addition, the obligations of the subscriber set forth in Section 2.3 preceding apply.

10.5 Payment Arrangements and Credit Allowances

In addition to the following, the payment arrangements and credit allowances as set forth in Section 2.4 preceding apply.

10.6 Rate Regulation

All mileages are on a route measurement basis which means distances are those of the actual route as opposed to airline distances.

(A) Intra-exchange Channels:

(1) Between different buildings on the same premises:

	Monthly Rate	Billing Code
(a) Each two (2) point channel	\$6.00	

(2) Between different premises, same building:

(a) Each two (2) point channel	\$6.00
--------------------------------	--------

(B) Inter/Intra Exchange Channels

(1) See Local Private Line Service Section 20 this Tariff.

10.7 Grandfather

As a rule the Cooperative will not accept requests for new installations of Extension Line Channel Service to different Premises within the same wire center but instead will suggest appropriate central office based solutions. Those facilities in place will continue to be serviced but once disconnected they shall not be replaced.

LOCAL EXCHANGE SERVICE

11.0     Local Operator Services

11.1     Local Operator Verification/Interruption Service

Not Available

11.2     Operator Assisted Local Calls

Not Available



**LOCAL EXCHANGE SERVICE**

12.0 Construction Charges

12.1 General Description

- (A) The word “costs” when used in this section, means the “installed plant cost” consisting of labor, materials, equipment hire, rental or use of Cooperative owned equipment, and/or contract services and any overhead expenses associated with the construction. Estimated cost will be used; however, where the subscriber requests, actual cost will be used where practicable.

12.2 Undertaking of the Telephone Cooperative

- (A) Except as otherwise provided herein, the regulations in this tariff contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Cooperative. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Cooperative is desired.
- (B) The regulations contained herein contemplate usual construction, i.e., the type of construction which the Telephone Cooperative would provide for the area and for the quantity and class of service involved if the decision rested solely with the Telephone Cooperative. The Telephone Cooperative will place either aerial or underground construction and will determine, in each case, which is the usual type of construction to be used to furnish service.

12.3 Obligations of the Customer

- (A) When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Cooperative is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing, and retaining such right-of-way.
- (B) Any poles, conduit, underground construction or other plant provided at the expense of the customer, on either a public road or on private property, shall not be used by the customer for any purpose other than service furnished by the Telephone Cooperative or the support of cable, wire or other apparatus of the Telephone Cooperative, except upon approval of the Telephone Cooperative.

**LOCAL EXCHANGE SERVICE**

12.0 Construction Charges

12.3 Obligations of the Customer (Cont'd)

(C) When the Telephone Cooperative is requested to move or change existing construction, the customer or other party requiring the move or change is required to pay the entire cost incurred by the Telephone Cooperative properly attributable to such relocation.

12.4 Application of Rates

(A) Construction Charges apply when one or more of the following conditions are present, and whenever more than one of such conditions are present, the charge for each condition applies, when the customer's request for service requires:

(1) Construction for temporary service (for a period less than 3 years) and there is no immediate prospect (within 6 months of service disconnection) of reusing the facilities provided.

12.5 Payment Arrangements and Credit Allowances

(A) Payment arrangements for Construction Charges are payable in full at the estimated price upon application for service, or when billing is rendered as the Cooperative, at its option, may require.

12.6 Rate Regulations

(A) In the case of temporary construction, all costs are borne by the subscriber requesting such service.

(B) From time to time the Cooperative borrows funds from the Rural Development Utility Program (RDUP) a branch of the United States Government. As such there may be restrictions on the Cooperative's ability to assess Construction Charges. All Construction Charges shall be done in full compliance with RDUP requirements.

## LOCAL EXCHANGE SERVICE

### 13.0 Special Service Arrangements

Special Service Arrangements are provided in this tariff to accommodate the special requests of local service customers for telephone service not provided for in other places of this tariff.

#### 13.1 General Description

Special Service Arrangements are those telephone services provided to local service subscribers to meet the specialized needs of the local service customer where such needs cannot be provided by the provisions of this tariff.

#### 13.2 Undertaking of the Telephone Cooperative

- (A) The Telephone Cooperative will provide the subscriber with an estimate of the cost of the special service arrangement, or a written notice that such special service arrangement cannot be provided by the Telephone Cooperative and the reason that it cannot be provided.
- (B) Whenever the special service arrangement includes use of tariff services, the tariff services will be included at the tariff rates.

#### 13.3 Limitations

- (A) The Cooperative does not hold itself out to provide all the special arrangements that a customer may request. However, the Cooperative will make a reasonable effort to provide the services requested.
- (B) Special Service Arrangements will only be provided under contract and for a period specified and agreed to, in writing, by both parties.
- (C) Special Service Arrangements provided under this tariff are for regulated equipment and services only. Deregulated Customer Premise Equipment and other services are not offered by the Telephone Cooperative under these regulated tariff Sections.

#### 13.4 Obligations of the Subscriber

- (A) The subscriber is obligated to perform the terms of the contract in addition to the obligations of the subscriber as set forth in Section 2.3 preceding.

## LOCAL EXCHANGE SERVICE

### 13.0 Special Service Arrangements

#### 13.5 Payment Arrangements and Credit Allowances

(A) In addition to the payment arrangements set forth in the contract, the payment arrangements and credit allowances as set forth in Section 2.4 preceding apply. However, when there is a conflict between Tariff and contract provisions, the provisions in the contract take precedence.

#### 13.6 Rate Regulations

The rates for Special Service Arrangements are determined on an individual case basis and defined under contract.

**LOCAL EXCHANGE SERVICE**

14.0 Employees Telephone Concession Service

14.1 General Description

- (A) The Employees' Telephone Service classification is available to employees of the Cooperative with at least six months net credited service in the cooperative in connection with telephone service at their residence. This classification is not available when the employee resides in a boarding or rooming house.
- (B) The primary listing provided with the service is permitted only in the name of the employee except that the listing of a married woman may be in her own name or in her husband's name. Extra listings for other Cooperative employees residing at the same address are permitted but no other listings are provided.

14.2 Rate Regulation

- (A) Concession service will be allowed for local access, federal access, custom calling/CLASS features, and up to three rent-free standard telephones. Full time employees will receive 100% concession service. Part time employees will receive 50% concession.
- (B) A discount will not be allowed from the regular rates for toll messages.
- (C) For certain services the Cooperative may incur additional costs to provide the service. In those cases the employee shall pay the incremental costs to the Cooperative.

14.3 Concession Service For Churches

- (A) A concession from the regular business rate is allowed to established churches so that the rate is equal to the residence rate, provided the telephone is located in the church or church study and listed under the name of the church.

**LOCAL EXCHANGE SERVICE**

15.0 Payphone Access Line Service

15.1 General Description

- (A) Payphone Access Line Service is a class of service furnished to individuals, firms, or corporations which allows customers of service to originate telephonic communications and pay the applicable charges by (1) inserting coins into the equipment, (2) using a credit card, (3) third party billing, or (4) calling collect.
- (B) Payphone access line service is provided for use with non-coin-operated telephones or coin-operated telephones.

15.2 Undertakings of the Telephone Cooperative

- (A) Completion of local and Intra-LATA Toll Messages are provided by the Cooperative.
- (B) The Cooperative will provide Payphone Access Line Service from central offices where it is technically feasible and facilities are available.
- (C) Listings in connection with Payphone Access Line Service are furnished under the same rates and regulations as other business services.
- (D) The Cooperative shall not be liable for shortages of coins deposited and/or collected from the Payphone Access Line Service subscriber's equipment. The Cooperative shall not be responsible for incomplete calls or calls that cannot be completed as a result of end user action, subscriber equipment and facilities or Cooperative equipment and facilities.

15.3 Obligations of the Customer

- (A) General terms and conditions as described in all other sections of this tariff apply, where appropriate, unless otherwise specified in this section. The subscriber shall be responsible for the installation, operation and maintenance of any customer-provided telephones used in connection with this service.
- (B) The Payphone Access Line Service provider is responsible for meeting all federal, state, and local statutes with respect to the provision of payphones.

**LOCAL EXCHANGE SERVICE**

15.0 Payphone Access Line Service

15.4 Limitations

- (A) Payphone Access Line Service is provided on a dial-tone first basis to enable users to dial certain calls without requiring coin deposits, i.e., all emergency calls, local directory assistance, and non-sent paid calls.
- (B) This service can not be included on accounts containing other classes of service. A separate account is required for this offering at each location. Each telephone must be served on a single public telephone access line directly connected to the public network.
- (C) This service is not subject to concessions.
- (D) Temporary suspension of this service is not available.
- (E) This service is provided for use by the subscriber but may be used by others when so authorized by the subscriber, provided that such usage is subject to the provisions of this tariff.
- (F) The subscriber to this service will be responsible for all local access and toll charges, billed to the subscriber's account and is subject to the Cooperative's collection policy.
- (G) The subscriber shall insure that the instrument is in accordance with all hearing impaired and handicapped person requirements.
- (H) Off-premise extensions for Payphone Access Line Service are not permitted.
- (I) Payphone access line service will be provided as two-way service only.
- (J) The Cooperative shall not be liable for end-user fraud associated with the failure of the subscriber's equipment to perform.

**LOCAL EXCHANGE SERVICE**

15.0 Payphone Access Line Service

15.5 Optional Service Features

(A) Coin Supervision Additive Service

- (1) The Cooperative will provide Coin Supervision Additive Service to Payphone Access Line Service subscribers who order local exchange service lines for the provision of pay telephone service and where the pay telephone equipment connected to the local exchange service line requires central office coin supervision capability.
- (2) Coin Supervision Additive Service provides the capability of central office line equipment to pass signals and/or tones from an exchange service line to a trunk terminating at the Payphone Access Line Service subscriber's operator service provider. These signals enable an operator service provider to recognize coin deposits and return coins to the pay operator service provider to automatically ring back the originating exchange service line upon completion of a call.

(B) Confirmation Services

- (1) Originating Line Screening is provided to alert operator service systems that a call is originating from a Payphone Access Line Service Provider and may require special handling and billing treatment.
- (2) Billed Number Screening is provided for the automatic blocking via validation databases of third number billing, collect billing, or both to the line.

15.6 Payment Arrangements and Credit Allowances

- (A) The payment arrangements and credit allowances set forth in Section 2.4 preceding apply.



**LOCAL EXCHANGE SERVICE**

15.0 Payphone Access Line Service

15.7 Rate Regulation

(A) Charges for Payphone Access Line Service:

	<u>Monthly</u>	<u>Bill Code</u>	<u>Non- Recurring</u>
(1) Access Line Rate			
(a) Payphone line, (per access line)	1.5 times the Business one-party rate		
(2) Coin Supervision Additive Service, (in addition to payphone line charge,) for sets that utilize CO provided coin services, i.e., dumb sets.	\$2.21		
(3) Originating Line Screening (per payphone line.)			AT&T Rate*
(4) Billed Number Screening (per payphone line.)	AT&T Rate*		
(5) Service Connection charges as specified in other Sections of this tariff are applicable.			
(6) All other applicable charges (i.e. toll charges, International and 900 Blocking, etc.) found in this tariff apply in addition to the rates found in this section, and are the responsibility of the Payphone Access Line subscriber.			

\*These rates are negotiated rates between the Cooperative and AT&T and are passed through to the Cooperative Subscriber.

\*\*Payphone were deregulated Per FCC Order, Docket No. 96-128.

**LOCAL EXCHANGE SERVICE**

16.0 Suspension of Service

16.1 General Description

Suspension of service provides for the maintenance of the same telephone number in instances where Customer's requirements for telephone service are less than that which might normally be provided in any 12 month period, i.e., seasonal or vacation service. This service allows for the publication of the telephone number in the directory, but does not allow for special notations.

16.2 Undertaking of the Telephone Cooperative

The Telephone Cooperative will suspend the telephone number of the subscriber in the central office when the subscriber requests the line be disconnected and hold its use until the subscriber reconnects the Local Exchange Service.

16.3 Limitations

- (A) Service is available to all classes and grades of service where usage is of seasonal nature.
- (B) No outward or inward service is provided during the period of suspension.
- (C) Temporary suspension of service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made. Applicable Service Connection Charges as specified in Section 3 this tariff will apply for reactivation of service.
- (D) The period a service can be on suspension shall be no less than thirty (30) days. No more than two (2) suspensions are allowed per calendar year.
- (E) The reduced rate applies to all local exchange services unless tariff has specific language excluding a specific service from eligibility for suspension.
- (F) The suspended telephone number will not be assigned to the subscriber if all charges to the subscriber's account are not current as of the date of reconnection of service.
- (G) **Effective with this tariff Suspension of Service will no longer be available. Customers who have Suspended Service as of September 1, 2009 will remain on suspended rate. However, once service has been reactivated Suspension of Service will no longer be available.**

**LOCAL EXCHANGE SERVICE**

16.0 Suspension of Service

16.4 Obligations of the Subscriber

- (A) In addition to the obligations of the subscriber as set forth in 2.3 preceding the following provisions apply.
- (B) The subscriber is required to notify and may be required to make prepayment to the Telephone Cooperative for the requested telephone number suspension prior to the disconnection of service.
- (C) The subscriber is required to notify the Telephone Cooperative of the requested date of reconnection at least five business days but not more than forty-five days prior to such reconnection if reconnection is required by a date certain.

16.5 Payment Arrangements and Credit Allowances

The payment arrangements and credit allowances as set forth in 2.4 preceding apply except as follows:

- (A) The minimum period for application of a credit is one month. If the period of suspension is less than one month, the regular charges for the full month of service will apply.
- (B) The recurring charges for suspension of service may be collected on a prepaid basis as well as appropriate reactivation fees as specified in Section 3 this tariff.

16.6 Rate Regulations

- (A) The reduction in rate for the period of suspension is equal to 50 percent of the Local Exchange Service Tariff rate.

**LOCAL EXCHANGE SERVICE**

17.0 Normal and Additional Labor/Costs

17.1 General Description

In this section, normally scheduled working hours are an employee's scheduled work period on any given business day which totals eight (8) hours.

17.2 Normal and Additional Labor Services

(A) Normal Labor Services

Normal Labor Services are provided when:

- (1) Labor is utilized to repair damages to Telephone Cooperative facilities during normal business day hours and the damage was caused either accidentally or intentionally by an end user, contractor or any other person.
- (2) Labor is utilized to construct telephone facilities for a developer in a subdivision or mobile home park during normal business hours.

(B) Additional Labor Services

Additional Labor is that labor requested by the customer on a given service and agreed to by the Telephone Cooperative. The Cooperative will notify the customer that additional labor charges apply before any additional labor is undertaken. Additional labor charges apply when:

- (1) Installation of service is provided by the Telephone Cooperative outside of the normally scheduled working hours.
- (2) Repair work is performed to repair damaged facilities caused either accidentally or intentionally and either the customer or the Telephone Cooperative determines that repair work must be made outside of the normally scheduled working hours.

17.3 Costs of Materials

Materials repaired or replaced will be charged at actual costs plus overheads.

**LOCAL EXCHANGE SERVICE**

17.0 Normal and Additional Labor

17.4 Rate Regulation

(A) Labor Service-Maintenance Visit

		<u>Billing Code</u>
(1) Normal Labor Service (per person/per hour)	Actual Employee Loaded Hourly Labor Rate	
(2) Overtime Labor Service (per person/per hour)*	One and a half times the employee normal loaded labor rate.	
(3) Holiday Labor Service (per person/per hour)*	Twice the employee Normal loaded labor rate	

\*Where services provided during normal working hours would be provided without additional labor charges or if the service being provided is normally covered by applicable Service Connection Charges, the additional charge for Overtime or Holiday work performed at the customer's request shall be the incremental cost of the difference between the normal loaded labor rate and the Overtime or Holiday loaded labor rate per hour per employee.

**LOCAL EXCHANGE SERVICE**

18.0 Foreign Exchange Service

18.1 General Description

- (A) Foreign Exchange Service is exchange service furnished to a subscriber from an exchange other than the one from which the customer would normally be served.
- (B) The exchange in whose service area the customer is located and which furnishes the local loop or PBX termination for a Foreign Exchange Service and which bills and collects for such service is called the Local Exchange.
- (C) The exchange which provides the central office facilities and thereby furnishes the Foreign Exchange Service is called the Service Exchange.
- (D) Where Foreign Exchange Service is provided between exchanges or exchange areas of the Cooperative, it is called Intra-Cooperative FX Service. Where such service is furnished between an exchange of the Cooperative and that of another Cooperative or Company, it is called Inter-Company FX Service.

18.2 Undertaking of the Telephone Cooperative

- (A) Foreign Exchange Service does not come within the Telephone Cooperative's general undertaking nor does the Telephone Cooperative obligate itself to furnish such service generally; but will do so, at its option, where facilities of such a character are available as will permit satisfactory telephone transmission and where the service is warranted by the circumstances involved.
- (B) Where the Local Exchange is operated by this Cooperative, Foreign Exchange Service is furnished only on the condition that the applicant is a subscriber to individual line business or residence service, or PBX service, in the normal exchange, and at the same location where such Foreign Exchange service is proposed to be installed.
- (C) Other services, equipment or facilities used in connection with foreign exchange service, except as otherwise indicated in this Tariff, are furnished subject to the rates and regulations applying in the foreign exchange from which the subscriber is served.

**LOCAL EXCHANGE SERVICE**

18.0 Foreign Exchange Service

18.2 Undertaking of the Telephone Cooperative (Cont'd)

(D) When the foreign exchange from which service is requested has more than one exchange and/or central office in its local calling area, the Cooperative shall determine from which of the exchanges and central offices service will be furnished.

(1) When two or more companies are involved in furnishing the service, such determination may be made only with the consent of the Cooperative or Company which operates the exchange from which the service will be furnished.

18.3 Obligations of the Customer

(A) Foreign Exchange Service is furnished subject to the same restrictions as to the use of the service by other than the subscriber and his representatives, as apply in connection with other classes of service.

(B) Subscribers to Foreign Exchange Service are required to subscribe to other service in the exchange from which they would normally be served except where the normal exchange has extended area service with the foreign exchange.

18.4 Application of Rates

(A) For the distance between the rate center of the exchange from which the subscriber normally would be served and the rate center of the foreign exchange area from which service is to be furnished, a mileage charge will apply as specified under the Rate Regulation section following in this section.

(B) Where service is furnished from a local calling area with more than one office and/or exchange and the subscriber requests that the service be furnished from a central office other than as determined by the Cooperative, the required additional channel between the central office areas involved will be furnished at the rates specified for Foreign Central Office or Foreign Exchange service mileage in this tariff.

(C) The local service area of, and long distance rates to and from main stations or PBX systems connected for Foreign Exchange Service are the same as regularly apply to stations located in the foreign exchange area.

(D) Provided facilities are available and technical equipment allows, extension station service will be furnished in the foreign exchange at rates and charges specified elsewhere in this tariff.

**LOCAL EXCHANGE SERVICE**

18.0 Foreign Exchange Service

18.4 Application of Rates (Cont'd)

- (E) Interoffice Channel. When a customer requests Foreign Exchange Service from a wire center that is not the primary wire center, interoffice mileage charges apply. Charges are based on the airline distance between the primary wire center and the wire center from which the customer is served.
- (F) Non-recurring Charges. The service charge for installation, a move or change of service, is applied as follows:
- (1) If the Foreign Exchange is a Cooperative exchange, the appropriate installation charge and central office line connection charge apply in that exchange.
  - (2) If the Local Exchange is a Cooperative exchange, the appropriate service ordering charge applies in that exchange.
  - (3) When either the Foreign or Local exchange service is furnished by another Cooperative or Company that Cooperative's or Company's service charges apply in that exchange.

18.5 Payment Arrangements and Credit Allowances

- (A) The payment arrangements and credit allowances as set forth in Section 2.4 this Tariff preceding apply.



**LOCAL EXCHANGE SERVICE**

18.0 Foreign Exchange Service

18.6 Rate Regulations

(A) Monthly Charges/Intra-Cooperative Foreign Exchange Service

(1) These rates and charges are applicable in addition to the rates and charges for other services and features.

(a) Single Party Business or Business Trunk Rate of dial tone Exchange as found in Section 5. of this Tariff.

(b) Applicable Service Connection Charges as specified Section 3.0 of this Tariff.

(c) Interoffice Mileage\*

	<u>Monthly</u>	<u>Billing</u> <u>Code</u>	<u>Installation</u>	<u>Billing</u> <u>Code</u>
1. First Mile	***		***	
2. Each Additional mile Fraction Thereof	***			

\* Airline miles apply when calculating mileage between serving wire centers.

\*\*\* Bledsoe Telephone Cooperative concurs with the rates, regulations and conditions applicable to Foreign Exchange Services, as found in Section A9.1 of AT&T-Tennessee Tariffs on file at the Tennessee Regulatory Authority (TRA).

(B) Inter-Company Foreign Exchange Service

Bledsoe Telephone Cooperative concurs with the rates, regulations and conditions applicable to Foreign Exchange Services, as found in Section A9.1 of AT&T-Tennessee Tariffs on file at the Tennessee Regulatory Authority (TRA).

**LOCAL EXCHANGE SERVICE**

19.0 Telecommunication Service Priority (TSP) System

19.1 Service Description

- (A) The Telecommunications Service Priority (TSP) System is a structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U. S. Government and applies only to NSEP telecommunications services to which the Cooperative is able to apply priority treatment. It requires and authorizes priority action by the Cooperative.
- (B) Conditions of emergency or crises that cause invocation of NSEP treatment can only be declared by authorized officials of the Federal Government or other officials (Federal or non-Federal) specified by the Manager - National Communications System (NCS) on behalf of the Executive Office of the President of the United States.

19.2 Service Limitations

- (A) Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations. In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual" (NCS manual 3-1-1 dated July 9, 1990) and "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" (NCS manual 3-1-2 dated July 9, 1990).
- (B) The customer for the TSP System service must also be the same customer for the underlying Exchange Service with which it is associated.
- (C) The Cooperative will arrange for the installation and/or restoration of TSP System service upon receipt of the proper certification as specified in A. preceding.
- (D) It is the responsibility of the TSP user to provide the TSP Authority Code to the Cooperative with each service request.
- (E) When performing Priority Installation or Priority Restoration (repair) on TSP-designated services in compliance with the rules and regulations cited in A. preceding, the Cooperative may not be in a position to notify the customer regarding additional labor charges if additional labor is required. The customer recognizes that quoting charges and obtaining permission to proceed with the installation or restoration of service may cause unnecessary delays and grants the Cooperative the right to quote charges after the installation or restoration has been completed.

**LOCAL EXCHANGE SERVICE**

19.0 Telecommunication Service Priority (TSP) System

19.2 Service Limitations (Cont'd)

(F) Priority Installation or Repair

- (1) When a customer for TSP System service requests that service be installed or repaired on an expedited or emergency basis in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations, the customer will be required to bear the excess costs of providing service on an expedited basis.
- (2) The calculated excess costs would be in addition to all other service and installation charges normally applicable.

19.3 Rules and Regulations

- (A) Under certain conditions, it may be necessary to preempt one or more customer services with a lower (or no) restoration priority in order to install or restore NSEP telecommunications service(s). If preemption is necessary and if circumstances permit, the Cooperative will make every reasonable effort to notify the preempted customer of the action to be taken. Credit allowance for service preemption will adhere to the provisions appearing in Section 2.4 of this Tariff.
- (B) No charge applies when a TSP designation is discontinued.
- (C) With the exception of credit information, a customer obtaining TSP System service acknowledges and consents to the provision of certain customer service details by the Cooperative to the Federal Government to allow for the proper maintenance and administration of the TSP System. That information includes but is not necessarily limited to:
  - Confirmation of completed TSP service orders directly to the Manager, National Communications System (NCS);
  - Verification of installation and/or restoration priority level assignment(s) with the Manager, NCS;
  - Reconciliation of TSP service information with the Manager, NCS, or the customer (prime service vendor).

**LOCAL EXCHANGE SERVICE**

**19.0 Telecommunication Service Priority (TSP) System**

**19.4 Definitions**

National Communications System (NCS) - The NCS is established under the Executive Office of the President of the United States and is responsible for the day-to-day operations of the TSP System. This includes maintaining a twenty-four hour point-of-contact to handle emergency provisioning requests, assigning priority levels and Authorization Codes and maintaining data on TSP assignments.

National Security Emergency Preparedness (NSEP) Services - NSEP services are telecommunications services that are used to maintain a state of readiness or to respond to and manage any events or crises (local, national or international) which causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the NSEP posture of the United States.

Prime Vendor - The service vendor from whom the service user or its authorized agent orders service.

Priority Installation (PI) - Provisioning, on a priority basis, of a new TSP service authorized as so urgent that it must be provided earlier than the Cooperative's standard provisioning interval.

Priority Restoration (PR) - Restoration, on a priority basis, of an existing TSP service for which any interruption would have serious adverse impact on the supported NSEP function.

Subcontractor - The service vendor from whom the prime vendor obtains service for the completion of the prime vendor's end-to-end service.

Telecommunications Service Priority (TSP) System - TSP is a structured coding scheme that establishes the order in which NSEP services are to be installed or restored in the event of an emergency. The TSP System was developed to ensure priority treatment of the nation's most important telecommunications services.

TSP Authorization Code - A twelve character code that identifies an NSEP TSP service and denotes the order in which that service is to be provisioned (installed) and/or restored.

**19.5 TSP Rate Categories**

(A) There are two basic rate categories which apply to TSP System service:

- (1) Priority Installation
- (2) Priority Restoration
  - Level Implementation
  - Level Change
  - Maintenance/Administration

(B) Certain activities associated with the TSP System are included in the rate elements as follows:

- (1) Priority Installation includes order coordination
- (2) Priority Restoration includes system development, verification and confirmation.

**LOCAL EXCHANGE SERVICE**

19.0 Telecommunication Service Priority (TSP) System

19.6 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may be applicable for other services furnished in conjunction with TSP service:

(A) Priority Installation (PI)

(1) Per line or trunk	Nonrecurring Charge	Monthly Rate
(a) Prime vendor	ICB	ICB
(b) Subcontractor	ICB	ICB

(B) Priority Restoration (PR)

(1) Level Implementation, per line or trunk

(a) Prime vendor	ICB	ICB
(b) Subcontractor	ICB	ICB

(2) Level Change, per line or trunk

(a) Prime vendor	ICB	ICB
(b) Subcontractor	ICB	ICB

(C) Maintenance/Administration, per line or trunk

(a) Prime vendor	ICB	ICB
(b) Subcontractor	ICB	ICB

**LOCAL PRIVATE LINE**

20.0 Private Line Services

20.1 General Description

- (A) Private Line Service is the provision of Cooperative facilities for communication between two or more specified locations of its subscribers, generally within a local exchange or EAS geographical area. None of these facilities are connected to, or otherwise made available to, any local exchange switching facility.

20.2 Undertakings of the Telephone Cooperative

- (A) The furnishing of service under this tariff will require certain physical arrangements of the facilities of the Cooperative and is therefore subject to the availability of such facilities.
- (B) It will not be the responsibility of the Cooperative to provide channels, for such use, with a higher transmission level than is found in the circuits used for normal exchange and telephone communication purposes.
- (C) The Cooperative's service responsibility is limited to that furnished by its own facilities.
- (D) The Telephone Cooperative undertakes to maintain and repair the facilities which it furnishes. The customer or authorized user may not rearrange, disconnect or attempt to repair any equipment installed by the Telephone Cooperative except upon the written consent of the Telephone Cooperative.

20.3 Obligations of the Customer

- (A) The subscriber will provide his own terminal equipment.
- (B) The user of such channels must agree that the volume of electrical input will be kept down to a level so low as to not interfere with other facilities and service rendered by the Cooperative; and that any infringement or violation of this provision will subject the service to suspension, and that repeated violations will cancel the contract and cause the removal of the facility.

**LOCAL PRIVATE LINE**

20.0 Private Line Services

20.4 Limitations

- (A) Private Line Service shall not be used for any purpose which payment or other compensation shall be received by the subscriber.
- (B) The Cooperative's service responsibility is limited to that furnished by its own facilities.
- (C) In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of message toll and exchange telephone service shall take precedence over all other.
- (D) The monthly rates quoted herein will be the minimum charge for any installation. Service will be installed and rendered for a shorter period of 30 days, but the charges therefore, will be equal to that specified for a full month.

20.5 Voice Grade Channels

- (A) Mileage Measurements. Intra-exchange private line channels are not based upon the airline mileage but on the route of the channel furnished, route measurement. The mileage is computed separately for each channel, each circuit from the central office is considered a separate channel for route purposes.
  - (1) Voice Grade Channels/2-Wire.
    - (a) Voice Grade Service provides a channel for voice frequency transmission. This service is suitable for use as, but not limited to: off-premise extensions, tie lines, private line voice circuits, paging circuit, radio land line, ring down circuits.
    - (b) Usable frequencies are 300 to 3000Hertz. The transmission interface will be effective 2-wire. Direct current continuity can be provided only on intra-exchange loops.

**LOCAL PRIVATE LINE**

20.0 Private Line Services

20.5 Voice Grade Channels (Cont'd)

(A) Mileage Measurements (Cont'd)

(2) Voice Grade Channels/4-Wire

- (a) Channels with a bandwidth not exceeding 3000 cycles per second, designed to meet certain specifications based on the Telephone Cooperative standards of measurement for analog data transmission, speech, and miscellaneous signaling purposes. These channels are not suitable for the transmission of direct current pulses. The number of stations that may be connected and the distance over which transmission is possible may be limited by operating and transmission factors on channels furnished for data transmission.
- (b) Approximate bandwidth of 300-3000 cycles per second. The transmission interface at the customer's premises and the Cooperative's central office is effective 4-wire.

20.6 Rate Regulations

- (A) Regulations concerning Intra-Cooperative Voice Grade Private Line Services within the same exchange and between different exchanges within Cooperative serving area are set forth following.

	<u>Monthly Charge</u>	<u>Billing Code</u>
(1) Local Channel		
(a) Voice Grade Private Line (2 wire)	\$15.00	
(b) Voice Grade Private Line (4 wire)	\$30.00	
(2) Interoffice Mileage		
See AT&T Tennessee Local Private Line Tariff		
(3) Features and Functions		
See AT&T Tennessee Local Private Line Tariff		



**LOCAL PRIVATE LINE**

20.0 Private Lines

20.6 Rate Regulations (Cont'd)

(4) Installation & Rearrangement or Moves  
To a different Building

Non-Recurring  
Charge

(a) Per 2-wire Channel Termination

AT&T Tennessee Private Line Tariff

(b) Per 4-wire Channel Termination

AT&T Tennessee Private Line Tariff

(B) Regulations concerning Inter-Company Voice Grade Private Line Services with terminations in other Companies' serving area as well as that of Bledsoe.

(1) Bledsoe Telephone Cooperative concurs with AT&T-Tennessee Private Line Service Tariffs on file with the TRA.

**LOCAL PRIVATE LINE**

**21.0 High Capacity Service**

**21.1 General Description**

- (A) High Capacity service is furnished for Private Line Point to Point communications with the Cooperative's serving territory.
- (B) High Capacity service is a service for the transmission of digital signals only and using only digital transmission facilities.
- (C) High Capacity service provides for the simultaneous two-way transmission of asynchronous digital signals at DS1 speeds of 1.544 Mbps, where facilities are available.
- (D) High Capacity Service with Digital Interface Termination provides customers with a cost effective option to deliver voice grade service from the serving central office to a customer's premises. This service is only provided with a High Capacity DS1 facility. This service supports Direct Inward Dialing (DID) Service, Dedicated 800 Service and Local Exchange Business Trunks. The primary users of this service include Internet Service Providers (ISPs), owners of PABX Systems and CMRS Carriers.

**21.2 Limitations**

- (A) The minimum billing for High Capacity Service is one month.
- (B) The provision of High Capacity Service and any associated features are subject to the availability of central office and outside plant facilities.
- (C) As a result of any interface or technical change required of the Cooperative due to FCC rules, the Cooperative shall not be liable if changes in any of the equipment, operations or procedures of the Cooperative utilized in the provision of High Capacity Services, nor be liable if changes render any customer premises equipment provided by a customer obsolete or require modification or alterations of such equipment or systems or otherwise affect its use or performance.
- (D) The Cooperative makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the High Capacity Service.
- (E) In addition to the following, appropriate regulations established in other tariffs of the Cooperative will apply to High Capacity Service.

ORIGINAL SHEET NO. 107  
GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLEDSON TELEPHONE COOPERATIVE  
PIKEVILLE, TENNESSEE

LOCAL PRIVATE LINE

21.0 High Capacity Service

21.3 Rate Regulation  
(Service wholly within Cooperative's serving territory).

	<u>Monthly Charges</u>	<u>Billing Code</u>	<u>Non-recurring Charges</u>	<u>Billing Code</u>
(A) Digital Local Channel, each (A Local Channel is furnished between the Serving Wire Center and the CDP)	\$***		***	
(B) Interoffice channels furnished between Central Offices. Rates are based on airline distance between Central Offices.				
(1) Interoffice Channel				
(a) Channel Mileage Termination	***			
(b) Channel Mileage Facility	***			
Each airline mile, or fraction thereof.				
(C) Optional Features and Functions				
(1) Optional Features and functions				
(a) Multiplexing				
(1) DS1 to Voice	***			
(2) DS1 to DSo	***			
(b) Auto Loop Transfer	***			
(c) Transfer Arrangement per 4 port	***			
(D) Digital Interface Termination	\$390.00			
(E) Trunk Termination, each Trunk (Includes PABX, DID, Interexchange and Dedicated 800 Trunks)	\$ 4.50			

\*\*\* See Intrastate Special Access Tariff

LOCAL PRIVATE LINE

22.0 Integrated Services Digital Network (ISDN)

22.1 ISDN - Individual Line Basic Rate Interface (BRI)

22.1.1 General

- (A) Integrated Services Digital Network (ISDN) Service is an offering supported by Integrated Services Digital Network (ISDN) architecture, ISDN describes the digital end-to-end telecommunications network which supports simultaneous transmission of voice, data, and packet services on the same exchange access line. The ISDN architecture consists of digital switching systems which connected Basic Rate Interface (BRI) lines to their serving central offices. Calling/Called Number Delivery is included with this service.
- (B) Basic Rate Interface (BRI) is an optional service arrangement which uses ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission, and switching of voice, data, and image service via channelized transport. Basic Rate Interface consist of two 64Kbps "B" Channels and one 16 Kbps "D" Channel (2B + D) at the service delivery point.
- (C) "B" Channel - The "B" Channel is a bi-directional synchronous channel capable of supporting 64 Kilobits per second (Kbps) intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or circuit data transmission paths on a per call selection basis. Transmission on the "B" Channel will be circuit switched at 64Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56Kbps. One Directory Number (DN) with one Primary Directory Listing for the first "B" Channel ISDN service line is provided. Additional listings may be provided as specified for Additional Listing Charges in the Directory Listings section of this tariff.
- (D) "D" Channel - The "D" Channel is a 16 Kbps Packet-switched digital signaling channel that carries signaling and control for the "B" Channel and has maximum packet transmission throughput of 9.6Kbps.
- (E) Packet Switching is a technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. Packet Switched Data "D" Channel service provides the ability to originate and receive X.25 packet data calls over the "D" Channel. This arrangement provides a maximum throughput of 9.6Kbps. Each "D" Channel packet terminal will be provided a logical channel up to the technical capabilities of the serving central office. Multiple packet calls can be active simultaneously by a user on a single "D" Channel. Up to eight data terminals can be supported per Basic Rate Interface. Service includes one data telephone number. The following optional features are currently available between all customers residing on the same central office switch, and must be selected at the time of initial installation.

**LOCAL PRIVATE LINE**

22.0 Integrated Services Digital Network (ISDN)

22.1 ISDN - Individual Line Basic Rate Interface (BRI) (Cont'd)

22.1.1 General (Cont'd)

(E) (Cont'd)

- (1) Flow Control Parameter Negotiation (FCPN) - This parameter negotiates on a per call basis the flow control parameters. FCPN consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission. FCPN can be presubscribed (fixed) or it can be established on a per call basis.
- (2) Throughput Class Negotiation - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
- (3) Logical Channels - An arrangement that provides for outgoing logical channels for a packet switching user. It is a virtual circuit identified at the packet level of X.25.
- (4) Incoming Calls Barred - An arrangement that prohibits a data terminal from terminating an incoming call.
- (5) Outgoing Calls Barred - An arrangement that prohibits a data terminal from originating outgoing virtual calls.
- (6) Closed User Groups - An arrangement that allows ISDN users to establish sub-networks of ISDN packet switching data users from which members can communicate with each other. The Closed User Group is established on a per line basis. Each data terminal in a Closed User Group can be arranged in one of the following modes:
  - Closed User Group with Outgoing Access - The data terminal makes outgoing calls only.
  - Closed User Group with Incoming Access - The data terminal receives incoming calls only.
  - Incoming Calls Barred Within a Closed User Group - The data terminal makes outgoing calls only to the data terminals in the Closed User Group with which it is associated.
  - Outgoing Calls Barred within a Closed User Group - The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.
  - Unrestricted Access - The data terminal receives and makes both incoming and outgoing calls.

**LOCAL PRIVATE LINE**

22.0 Integrated Services Digital Network (ISDN)

22.1 ISDN - Individual Line Basic Rate Interface (BRI) (Cont'd)

22.1.1 General (Cont'd)

(E) (Cont'd)

(7) Fast Select - An arrangement that allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.

(8) Fast Select Acceptance - An arrangement that allows the switch to transmit incoming call packets with the Fast Select facility to a destination terminal that has this feature.

(F) Calling/Called Number Delivery - A feature that provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination. This feature is provided with ISDN – BRI.

(G) Calling Number Identification Service - National ISDN - A feature that provides redirected call information in addition to the information provided with Calling/Called Number Delivery. This feature is provided with ISDN - BRI.

22.1.2 Definitions

“B” Channel - A bi-directional synchronous channel capable of supporting 64Kbps of digital transmission.

“D” Channel - A 16 Kbps digital signaling channel also capable of supporting 9.6Kbps or packet information for the Basic Rate Interface. 64Kbps Clear Channel Capacity (CCC) - a “B” Channel connection that provides end-to-end digital connection in which all 64Kbps of bandwidth are available for customer use.

Packet Switching - ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

Circuit Switching - A switching technique in which a specific selection of time slots is dedicated to a given call, through the use of an entire circuit or a digital switch equipped for ISDN.

**LOCAL PRIVATE LINE**

22.0 Integrated Services Digital Network (ISDN)

22.1 ISDN - Individual Line Basic Rate Interface (BRI) (Cont'd)

22.1.2 Definitions (Cont'd)

Clear Channel Capacity - A characteristic of the transmission paths on the "B" Channel that allows the full bandwidth of the "B" Channel, 64Kbps, to be available to the customer, ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56Kbps. This characteristic is inherent with ISDN - BRI.

Alternate Circuit Switched Voice Service/Circuit Switched Data Service - Provides the ability to originate and receive either Circuit Switched Voice or Circuit Switched Data calls over a single "B" Channel, but not simultaneously. This arrangement is available where technology permits. This service is provided with ISDN - BRI.

22.1.3 Regulations

- (A) ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
- (B) The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of BRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
- (C) Customer Premises Equipment (CPE) - The customer will be responsible for providing compatible CPE with the ISDN Interface.
- (D) The company will be responsible for publishing and maintaining ISDN Interface Specifications.
- (E) Service Charges in Section 3 of this Tariff are applicable per Individual Line Basic Rate Interface (BRI) in addition to rates and charges following.
- (F) Temporary suspension of service is not available with ISDN - BRI.

**LOCAL PRIVATE LINE**

22.0 Integrated Services Digital Network (ISDN)

22.1 ISDN - Individual Line Basic Rate Interface (BRI) (Cont'd)

22.1.3 Regulations (Cont'd)

- (G) ISDN - BRI is available at residential rates for use by full-time educational institutions. These institutions must be eligible for accreditation by the Southern Association of Colleges and Schools. This service is intended for in-classroom use of computers by students to access information databases, shared educational programs, and students in other classrooms. Teachers and re-searchers may also subscribe to this service at residential rates or on-campus use. This offering has been expanded to include state libraries and archives, regional and free public libraries. These lines shall not be used to replace existing administrative lines.

22.1.4 Rates and Charges

The following monthly charges and rates are in addition to the rates and charges for any other applicable services to furnish a communications system as referenced in Section 3 of this Tariff.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
(1) ISDN Access Line (Note 1)			
(a) Business -		\$99.50	
(b) Residence -		\$99.50	
(2) Channels Activated (Note 1)			
Circuit Switched Voice/Data "B" Channel			
(a) Business - per channel			
(b) Residence			
(3) Packet Switched Data "D" Channel (Note 1)			
Intra-Switch only			
(a) Business-per channel			
(b) Residence -			

Note 1: The ISDN Access Line Rate includes 2 "B" channels plus 1 "D" Channel  
The user can determine if the "B" Channels are Voice, Data, or Voice/Data and may request the "D" Channel be configured for Packet Switching.



**LOCAL PRIVATE LINE**

**23.0 Integrated Services Digital Network (ISDN) PRI**

**23.1 ISDN - Primary Rate Interface (PRI)**

**23.1.1 General**

- (A) ISDN - PRI is a digital business service that provides access from a customer premises to Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office termination and a 1.544 Mbps channel to the customer's premises. ISDN-PRI and other local services are offered on an end user basis only. Use of such services for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited.

The channel may be a DS1 local or other suitable facility. The rates and charges for the channel, and multiplexing where applicable, are in addition to those for the ISDN - PRI termination.

- (B) ISDN - PRI is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23 B+D). The "D" channel is used for out of band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by two ISDN - PRI's for the same customer. "B" channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types by using the Call-by-Call feature as described in (C) following.

- (C) ISDN - PRI National ISDN Standard PRI provides for the following ISDN Lines:

PRI Lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. PRI lines utilize Customer-Provided Equipment (CPE) that is standard and as such is not dependent on the type of serving Central Office switch.

**23.1.2 Definitions**

- (A) "B" Channel - (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched data and circuit switched voice.
- (B) "D" Channel - (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control information.
- (C) Out of Band Signaling - is a signaling that is separated from the channel carrying the circuit switched data and voice service

**LOCAL PRIVATE LINE**

**23.0 Integrated Services Digital Network (ISDN) PRI**

**23.1 ISDN - Primary Rate Interface (PRI)**

**23.1.3 Standard Features for Circuit Switched and Voice Services**

- (A) Caller Number Identification - allows the caller's number, if not blocked, to be displayed on compatible CPE when an incoming call is received, including calls made to Direct Inward Dialing (DID) Service telephone numbers.
- (B) Call-By-Call - allows the circuit switched data and voice services enabled over the ISDN-PRI to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing voice and Circuit Switched Data calls to utilize "B" channels on a call by call basis. Without this feature, each service type, circuit switched data or voice, must have a dedicated "B" channel.
- (C) Clear Channel Capability - is a characteristic of the transmission paths on the "B" channels for ISDN-PRI service that allows the full bandwidth on each "B" channel, 64 Kbps, to be available to the customer. However, depending on the telecommunications network configuration, customer information may be transmitted at either 56 Kbps or 64 Kbps.
- (D) "D" Channel Control of Multiple ISDN-PRI Lines - provides the capability for a single "D" channel to provide the signaling and control information for several ISDN- PRI's. This arrangement allows the twenty-fourth channel on one or more ISDN- PRI's to be available for incoming or outgoing voice or circuit switched data.
- (E) Dedicated Trunk Groups - allow all 23 "B" channels (24 where technology permits) to be used as stand alone trunk groups. Each "B" channel is capable of handling incoming or outgoing voice or circuit switched data.
- (F) Direct Inward Dialing (DID) - permits incoming dialed calls from the exchange network to reach a specific number served by the Customer Premises Equipment (CPE) without the assistance of an attendant or otherwise provides for unique identification of the call based on digits sent to the CPE by the Central Office. ISDN-PRI will out-pulse digits to the CPE which can further process the calls as desired.
- (G) Equal Access - allows the customer to preselect an interexchange carrier for each trunk group enabled for circuit switched data and voice services.

**LOCAL PRIVATE LINE**

**23.0 Integrated Services Digital Network (ISDN) PRI**

**23.1.4 Optional Features for Circuit Switched Data and Voice Services**

- (A) Call-By-Call for FX - allows Foreign Exchange calls to be directed to and originated from ISDN-PRI "B" Channels. This provides Call-by-Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.
- (B) Call-by-Call for Tie Lines - allows Tie Line calls to be directed to and originated from ISDN-PRI "B" Channels. This provides Call-by-Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.
- (C) "D" Channel Backup - provides for a backup "D" channel for a failed "D" channel. This arrangement can be used where multiple ISDN-PRI's share a single "D" channel. A predetermined channel on another ADS-PRI automatically takes over the signaling and control functions for circuit switched data and voice calls.
- (D) Network Ring Again - enables station users whose Digital PBX is connected to a Central Office by ISDN-PRI to complete calls to a busy station line in another system without redialing. The system may be in the same or a different Central Office.
- (E) Network Name Display - allows the name of a station user calling over ISDN-PRI to be forwarded for display on a properly equipped customer-provided set. The terminating system may be in the same or a different Central Office.
- (F) System Intercommunication Service - is an arrangement that allows the ISDN-PRI "B" channel(s) to connect to a Centrex System or to another ISDN-PRI that is located in the same Central Office. This optional feature is only available on "B" Channel Circuit for Switched Data/Voice.

**23.1.5 Regulations**

**(A) Provision of Service**

- (1) ISDN-PRI is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service.
- (2) The availability, functionality and capabilities of ISD-PRI features may vary by serving Central Office.
- (3) Except as specified in 23.1.5. e (1), following for Government Entity, ISDN-PRI shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.

**LOCAL PRIVATE LINE**

23.0 Integrated Services Digital Network (ISDN) PRI

23.1 ISDN - Primary Rate Interface (PRI)

23.1.5 Regulations (Cont'd)

(B) ISDN - PRI Specifications

- (1) All CPE used to interface with ISDN-PRI is required to conform with Technical Reference Specifications as used by the Company.

(C) Payment for Service

- (1) ISDN-PRI is offered under a monthly plan or a contractual basis commencing on the date service is established.
- (2) Temporary Suspension of Service is not offered with ISDN-PRI.

(D) Cancellation of Service Prior to Establishment of Service

- (1) In the event that IDN-PRI is terminated by the customer prior to completion of the customer's contract period, a termination charge will be paid by the customer to the Telephone Company for the unexpired portion of the applicable contract period. The applicable termination charge will be developed by the Telephone Company and billed to the customer based on the formula and criteria specified below:
- (a) If the customer elects a 12, 36, or 60 month contract and terminates the contract prior to the expiration of the applicable contract period, the termination charge shall be equal to the applicable monthly rate specified in 23.1.7 following. Charges and Rates times the number of ISDN-PRI lines initially in service, times the number of months in the unexpired portion of the applicable contract period.
- (b) In addition to the termination charges specified above, the customer shall also be liable for any unpaid and deferred system and line installation charges.
- (2) In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

**LOCAL PRIVATE LINE**

**23.0 Integrated Services Digital Network (ISDN) PRI**

**23.1.5 Regulations (Cont'd)**

**(E) Government Entity**

- (1) Any Government Entity may authorize any other Government Entity to use its ISDN-PRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred nonrecurring charges and monthly rates.

**23.1.6. Application of Charges and Rates**

- (A) The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariff.
- (B) Circuit Switched Voice calls will be subject to Extended Community Calling Local Message charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this tariff.
- (C) Circuit Switched Data calls will be subject to Local Usage sensitive rates based on minutes of use or Long Distance Telecommunications Service charges as specified elsewhere in this tariff.

**23.1.7 Charges and Rates**

	<u>Non Recurring</u>	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
(A) ISDN – PRI Access Line, each	\$1,700.00	\$1,404.00	\$1,324.00	\$1,244.00
(B) “D” Channel Backup, each	\$200.00	\$115.00	\$110.00	\$105.00
(C) System Intercommunication Service Per “B” Channel Switched Data/Voice	\$150.00			
(D) Call –By-Call				
For FX, each	\$75.00	\$20.00	\$17.50	\$15.00
For Tie Line, each	\$75.00	\$20.00	\$17.50	\$15.00
(E) Network Ring Again per ISDN-PRI Equipped	\$300.00	\$65.00	\$55.00	\$45.00
(F) Network Name Display per ISDN-PRI Equipped	\$300.00	\$65.00	\$55.00	\$45.00
(G) Additions, Deletions, Rearrangements and Changes per Interface, Per Occasion, per Trunk	\$50.00			

**MESSAGE TOLL SERVICE**

24.0 Message Toll Telephone Service

24.1 Message Toll Telephone Service Concurrence

Bledsoe Telephone Cooperative concurs in the standard toll rates, rules, and regulations governing such communications as filed by AT&T-Tennessee, together with any amendments or successive issues thereof, and makes itself a party to such rates and charges until this concurrence is revoked or canceled.

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

24.2 Wide Area Telecommunications Service (WATS)

Bledsoe Telephone Cooperative concurs in the standard Wide Area Telecommunications Service (WATS) rates, rules, and regulations governing such communications as filed by AT&T -Tennessee together with any amendments or successive issues thereof and make itself a party to such rates and charges until this concurrence is revoked or canceled.

24.3 Long Distance Operator Service

Bledsoe Telephone Cooperative concurs with the Long Distance rates, rules and regulations governing such communications as filed by AT&T -Tennessee, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations.

24.4 Long Distance Verification/Interruption Service

Not Available

**INTRASTATE INTEREXCHANGE PRIVATE LINE**

25.0 Intrastate Interexchange Private Line

25.1 Interexchange Foreign Exchange Service

Bledsoe Telephone Cooperative assents to, adopts and concurs with the rates, regulations and conditions applicable to all Foreign Exchange Services, as filed by AT&T-Tennessee on an inter-Company interexchange basis.

25.2 Interexchange Private Line Service

Bledsoe Telephone Cooperative assents to, adopts and concurs with the rates, regulations and conditions applicable to all interexchange private line services and channels as filed by AT&T-Tennessee. This concurrence applies to interexchange inter-Company jointly provided facilities only.

**DUAL PARTY RELAY SERVICE**

26.0 Dual Party Relay Service

26.1 Concurrence

Bledsoe Telephone Cooperative concurs with the Dual Party Relay Service rates, rules and regulations filed with the Tennessee Regulatory Authority by AT&T-Tennessee, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules, and regulations.



**EMERGENCY REPORTING SERVICE**

27.0 911 Emergency Reporting Service

27.1 General

- (A) 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- (B) Basic 911 (B911) Service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911. This service automatically routes 911 calls to a Public Safety Answering Point (PSAP), but provides no information about the location or telephone number of the caller.
- (C) Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911 is a telephone exchange communication service similar to Basic 911 Service whereby a Public Safety Answering Point (PSAP) designated by the E911 customer may receive telephone calls dialed to the telephone number 911. E911 service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911. Enhanced 911 is different from Basic 911 primarily in the provisioning of Automatic Location Identification (ALI) which provides the end users name, primary service address (street name and number), and telephone number associated with the calling party's telephone number and is forwarded to the Enhanced 911 display unit on a per call basis.
- (D) The 911 customer may be a municipality, local governmental unit, an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service. Also, the 911 customer will have public safety responsibility, by law, to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling.
- (E) These service arrangements will provide a 911 Emergency System that will provide use of the exchange network at no charge to the caller on a per call basis. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge. The ability to transfer calls from a Public Safety Answering Point (PSAP) to the proper Emergency Response Agency (ERA) will also be provided.
- (F) Rates and charges for this service are on an Individual Case Basis (ICB) with the customer.
- (G) Publishing, reproducing, re-selling, disclosing, tampering with, modifying, allowing access to, or using for any reason other than emergency response purposes associated with the public safety, any of the 911 database information is prohibited.

## EMERGENCY REPORTING SERVICE

### 27.0 911 Emergency Reporting Service

#### 27.1 General (Cont'd)

(H) Directory rules and regulations regarding 911 Service are covered in Section 8.0 of this Tariff.

#### 27.2 Definitions

Additional 911 Exchange Line - Additional terminating lines at a PSAP that may be ordered by the 911 customer.

Alternate PSAP - A secondary PSAP at an alternate location, where by 911 calls can be routed if the 911 exchange lines to the primary PSAP are out of service for any reason.

Alternate Routing - A feature that will route a 911 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call .

Automatic Location Identification (ALI) - A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Telephones associated with a calling party's telephone number which are physically located elsewhere (off-premises extensions, secondary locations, etc.) can also be identified with the same address associated with the calling party's telephone number at the primary location. However, the E911 customer must enter this information into the remarks section of the ALI record. No ALI data is provided when a call is sent via Default Routing.

ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 911 purposes. This database, once provided to the E911 customer, may include additional information about each location. Company's subscriber names may be omitted as a local option. Company's subscriber information can be used by the E911 customer for the creation of the ALI Database.

Automatic Number Identification (ANI) - A feature by which the calling party's ANI telephone number is forwarded to the PSAP and displayed on the PSAP monitor.

Called Party Hold - Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.

Caller - An individual who places a 911 call in order to obtain emergency assistance. May also be referred to as an end user or subscriber.

## EMERGENCY REPORTING SERVICE

### 27.0 911 Emergency Reporting Service

#### 27.2 Definitions (Cont'd)

Default Routing (DR) - A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits, or other causes. Such incoming calls are routed from the 911 Control Offices to a default PSAP. Each incoming 911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of 911 Service. All party line services will be default routed. No ANI/ALI data is provided when a call is sent via Default Routing.

Display and Transfer Unit - A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position. The unit is used by the attendant to activate Fixed and/or Selective Transfer functions.

Diverse Routing - Diverse routing provides for the processing of 911 calls over alternate paths to reduce service interruptions. This feature is available only where adequate facilities exist.

Emergency Response Agency - For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 911 call received at, or transferred from, a PSAP.

Emergency Ringback - Allows the PSAP attendant to ring back the caller's line. This feature may only be available if the call is routed to the PSAP via dedicated facilities. This feature may not be available with arrangements using tandem switching. Where the caller's line is other than one party service, operating this feature may also ring any additional parties on that line.

Emergency Service Number (ESN) - An Emergency Service Number (ESN) is assigned to all end users served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that end user's location). Thus, the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

End Office - The Central Office(s) in the 911 System from which 911 calls are originated.

Fixed Transfer - A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAPs by use of a single button on the Display and Transfer Unit.

Forced Disconnect - Enables the PSAP attendant to release a connection on a 911 call, even if the calling party remains off-hook.

## EMERGENCY REPORTING SERVICE

### 27.0 911 Emergency Reporting Service

#### 27.2 Definitions (Cont'd)

Host Provider - The telephone company that serves exchanges within the customer's serving area and provides 911 service to the customer. Where applicable, the host provider acts as the coordinator if other regulated telephone companies serve as secondary providers within the customer's serving area.

Manual Transfer - A feature that enables the PSAP attendant to transfer an incoming call by accessing a dial tone line and dialing either a seven-digit or ten-digit telephone number. Manual transfer is associated with the 911 trunk unit and is a standard feature of 911 Service.

Master Street Address Guide (MSAG) - A perpetual database defining the geographic area of a 911 service; such as, by an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers. The E911 customer is responsible for the construction and maintenance of the MSAG.

Public Safety Answering Point (PSAP) - An answering location for 911 calls originating in a given area. The PSAP responds first; the Emergency Response Agencies receive calls on a transfer basis only. PSAPs are public service agencies such as police, fire, emergency medical, or a common bureau serving a group of such entities.

Secondary Provider - A regulated telephone company that participates in offering 911 service under an agreement with the host provider.

Selective Routing - A service that routes calls to the correct PSAP based on the caller's ANI. This service is required when:

(A) An E911 system is served by more than one PSAP.

(B) A central office is split by a political boundary and one of the political areas does not subscribe to 911 services.

(C) Political subdivisions are served by different 911 systems within the same central office.

Selective Transfer - A feature providing attendants at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire", on the Display and Transfer Unit. This type of transfer is only available where the selective routing feature can be provided.

Serving Central Office - The Central Office from which a PSAP, either primary or secondary, is served.

## EMERGENCY REPORTING SERVICE

### 27.0 911 Emergency Reporting Service

#### 27.2 Definitions (Cont'd)

Universal Emergency Number Service - A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls are included.

Universal Emergency Number Service Customer - The customer shall be a municipality, county, local governmental unit, or state that responds to public emergency telephone calls at the minimum for police and fire service. The customer can also be an authorized agent of municipalities, counties, or local governmental units to whom authority has been lawfully delegated within a defined geographic area.

911 Service Area - The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

#### 27.3 Rules and Regulations

- (A) When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use with Public Safety Answering Points (PSAP's) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
- (B) At the request of any county, municipality or political subdivision (customer) subscribing to 911 Service, the Company will spread the applicable non-recurring charges for the initial provisioning or subsequent addition of 911 Service in equal installments, where possible, over a period not to exceed eighteen (18) months.
- (C) The Company shall bill its subscribers (including Tel-Assistance subscribers) the Enhanced 911 monthly fee, as specified in the applicable Enhanced 911 ordinance. Billing of the monthly Enhanced 911 subscriber fee can occur prior to actual provisioning of 911 Service to those subscribers.
- (D) The 911 Service is provided by the Company where facilities and operating conditions permit, subject to rules and regulations in Sections
- (E) The 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP with the potential for extending 911 calls to the appropriate Emergency Response Agency.

**EMERGENCY REPORTING SERVICE**

27.0 911 Emergency Reporting Service

27.3 Rules and Regulations (Cont'd)

- (F) This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any central office. There may be a means to selectively route certain users in order to comply with county boundaries and/or emergency districts. The Company shall not be required to provide 911 Service to less than an entire central office (switching entity).
- (G) The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
- (H) The service is furnished to municipalities and other government agencies only for the purpose of voice reporting emergencies by the public.
- (I) The Company's entire liability to any person for interruption or failure of 911 Service shall be limited by the terms set forth in the General Regulations section of this Tariff, and in all applicable sections of any other tariff in which an element of 911 Service may reside. The Company shall not be liable to any person who dials the digits "911", for whom such digits are dialed, or to the family of such person. The company shall not be liable when any loss or damages arise out of errors, mistakes, omissions, interruptions, defects, failures, or malfunctions of 911 Service (including any and all equipment, including but not limited to transmission equipment and data processing equipment, associated therewith), unless the Company has been notified and has had reasonable time to repair the defects, failures, or malfunctions that caused the loss or damage. In no event shall the Company's liability, to any person, on account of 911 Service exceed an amount equivalent to the charges made for the service affected for the period following such notice until service is restored.

The customer agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operations, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection with 911 Service, 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 911 Service hereunder.

**EMERGENCY REPORTING SERVICE**

27.0 911 Emergency Reporting Service

27.3 Rules and Regulations (Cont'd)

(I) (Cont'd)

The Company shall incur no liability whatsoever to any person arising from its provision of, or failure to provide, 911 Service to any Shared Tenant Service or end user. The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. Any mistakes, omissions, interruptions, delays, or errors and defects in transmission or service, caused or contributed to; the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities, shall relieve the Company from all liability whatsoever.

Where a 911 call is placed by the calling party via interconnection with a carrier other than the Company, the Company cannot guarantee the completion of said 911 call, the quality of the call, or any features that may otherwise be provided with 911 service; however, the Company will work with all carriers interconnecting to any 911 system involving Company facilities to the extent necessary to provide the to provide acceptable transmission quality and to provide all 911 features to which the customer subscribes .

The Company accepts no responsibility for obtaining end user record information from private telecommunications systems, such as PBXs, unless provided to the Company by an end user. At the rates set forth herein, the Company will integrate any records provided to it by the end user in a Company-standard format for inclusion in a 911 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by an end user and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 service due to the attachment of any equipment by an E911 customer to Company facilities. The E911 customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment and other vendors' equipment, including network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration and/or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 911 system, adversely affect Company facilities or otherwise cause harm to its telephone operations.

**EMERGENCY REPORTING SERVICE**

27.0 911 Emergency Reporting Service

27.3 Rules and Regulations (Cont'd)

(I) (Cont'd)

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information, not in the public record. Such information includes non-published or non-listed end user information to emergency service providers responding to calls placed to a 911 service or host providers using such information to provide a 911 service.

(J) Temporary suspension of service is not provided for any part of the 911 Service.

(K) The rates charged for 911 Service do not contemplate the constant monitoring or inspection to discover errors, defects and malfunctions in the service; nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.

Notwithstanding the foregoing, the Company will engage in preventive maintenance and other service quality assurance activities, regarding 911 facilities, at a level at least as great as that generally used in dealing with the balance of the Company's network and switching facilities.

(L) If a central office serves telephones located both within and outside the 911 customer's public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices. The Tele-phone Company, as feasible, shall offer selective routing in central offices such as described in the sentence immediately preceding.

(M) Application for 911 Service must be executed in writing by the customer. The 911 customer must furnish the Company, in writing, with its agreement to the following terms and conditions:

- (1) That at least one PSAP will be provided and staffed on a twenty-four (24) hour, seven (7) days per week basis.
- (2) That the 911 customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
- (3) That the 911 customer will develop an appropriate method of responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.



**EMERGENCY REPORTING SERVICE**

27.0 911 Emergency Reporting Service

27.3 Rules and Regulations (Cont'd)

(M) (Cont'd)

- (4) That the 911 customer will subscribe to a sufficient number of interoffice and 911 access lines to provide a P.01 transmission grade of service to adequately handle incoming calls, as determined by the customer in consultation with the Company; but in all cases subject to a minimum of two (2) lines required from serving central offices to the 911 PSAP.
- (5) That the 911 customer will subscribe to additional local exchange service at the PSAP location for administrative purposes, for placing of outgoing calls. Such lines may, at customer's option, be used to receive calls made to 911 when all 911 trunks are in use, i.e., administrative/outgoing lines may be used for "911 overflow".

(N) Diverse routing is supplied to the extent made possible as determined by the Company, through availability of Company facilities. Provision of diversity at the Public Safety Answering Point and additions to existing facilities to obtain such diversity, where feasible within the 911 network and as determined by the Company, will be based upon costs incurred by the Company and supplied upon customer's request.

(O) Emergency Service Number (ESN) - When the Selective Routing feature is provided due to multiple PSAPs, the customer is responsible for identifying primary and secondary PSAP locations. The customer should also identify the unique combinations of police, fire, ambulance, or any other appropriate agencies responsible for providing emergency service in the 911 serving area. An ESN will be provided by the Company for each unique combination defined by the customer. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 911 serving area. The ESNs will be carried in the central office facilities to permit routing of 911 calls to the primary and secondary PSAPs responsible for the handling of telephone calls in the 911 serving area.

(P) The customer will comply with Tennessee Code Chapter 1220-4-2, and all other applicable statutes and regulations.

(Q) Resolution of Conflicts. In the event that a conflict arises between the Company and the customer, the Tennessee Regulatory Authority (TRA), upon application by the Company or the customer, shall resolve such conflict.

**EMERGENCY REPORTING SERVICE**

27.0 911 Emergency Reporting Service

27.3 Rules and Regulations (Cont'd)

- (R) The E911 customer shall have the sole and exclusive ownership of, control over and responsibility for the ALI database used in the operation of its E911 system. The E911 customer's responsibility in this regard includes, but is not limited to, the verification and validation of all subscriber address information provided to the E911 customer by the Company.
- (S) The E911 customer shall have the sole and exclusive responsibility to secure, operate and maintain all equipment and software required in the construction and operation of its network, up to the point of demarcation at the E911 customer's location.

27.4 Rules and Regulations Governing the provision of End User Data to E911 Customers

- (A) Company will provide the E911 customer with all subscriber name and address information. Also, as requested by the customer, where available, the Company shall include, in the Company's billing database, instructions regarding how to drive to the subscriber's service location. This information shall be provided to the extent not otherwise prohibited by privacy-related laws, regulations or tariff provisions, for the use of the E911 customer in assembling, operating and updating its ALI Database.
- (B) The E911 customer shall use non-listed or non-published telephone number information. Such information is provided by the Company solely for purpose of inclusion in E911 ALI Database and in the discharge of E911 customer's E911 responsibilities. Non-listed or non-published telephone numbers shall not be disclosed by E911 customer to its employees, agents and/or independent contractors for any other purpose.
- (C) Subscriber name and address information provided by the Company may not be relied upon by the E911 customer's independent validation and verification process, or in the assembly, operation and updating of the MSAG component of E911 customer's ALI Database.

**EMERGENCY REPORTING SERVICE**

27.0 911 Emergency Reporting Service

27.4 Rules and Regulations Governing the provision of End User Data to E911 Customers (Cont'd)

(D) THE COMPANY'S OBLIGATION TO PROVIDE NAME AND ADDRESS DATA FROM ITS BILLING DATABASE TO THE E911 CUSTOMER IS LIMITED IN SCOPE TO PROVIDING SUCH INFORMATION AS IT HAS AVAILABLE, WITHOUT ANY REPRESENTATION OR WARRANTY AS TO THE SUITABILITY OF SUCH DATA AS IT HAS AVAILABLE, FOR USE IN THE ASSEMBLY, OPERATION OR UPDATING OF E911 CUSTOMER'S ALI DATABASE.

(1) Company will endeavor to maintain accurate information in its billing database and to provide accurate information to E911 customer, but shall bear no responsibility for validating and verifying the accuracy of that information for the E911 customer's use in its ALI Database.

(E) In order to assist the E911 customer in maintaining an up-to-date ALI Database, Company will provide daily information regarding new subscribers and other changes in subscriber information. The parties hereto will negotiate a methodology for the necessary data transfers required in the ALI database updating process.

The E911 customer recognizes that although updates will be made daily as available, the updates will be generated from Company's completed service orders. Company agrees to give the highest priority to providing the new service information to the E911 customer.

(F) To the extent that E911 customer's process of validating and verifying address information provided by Company reveals errors or discrepancies in addresses, E911 customer shall, at no charge, notify Company in a timely manner of the correct address information. E911 customer shall not be responsible for the accuracy of address information it provides to Company as a result of the validation and verification process.

(G) The information in the ALI Database is and shall remain the property of E911 customer. The E911 customer retains all rights, responsibilities (except as otherwise provided herein) and privileges associated with the ALI Database, and Company will take all reasonable and customary measures to protect the rights of the E911 customer to its data.

(H) The E911 customer shall not publish, reproduce, resell, disclose, allow access to or use for any reason other than emergency response purposes associated with the public safety, any of the subscriber information provided by Company.

**EMERGENCY REPORTING SERVICE**

27.0 911 Emergency Reporting Service (Cont'd)

27.5 Rates and Charges

- (A) The Tariff provisions following are applicable only to those local exchange end users served by the 911 Service who reside in the Company's serving area.
- (B) In such instance wherein the Company has been requested to bill Enhanced 911 fees prorata to local exchange end users, failure to pay the prorata charge affiliated with the payment of the Enhanced 911 fee shall not allow the Company to cut off service to local exchange end users.
- (C) The Enhanced 911 fee billed by the Company pursuant following in this Tariff will be listed individually on the bill.
- (D) The ultimate responsibility for paying the sums due under the contract provisions in this tariff is the customer.
- (E) When an order for 911 Service or requests for additions, rearrangements, relocations or modifications of service are cancelled in whole or in part prior to completion of the work involved, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- (F) At the request of the customer subscribing to 911 Service, the Company will spread the payment of the non-recurring and recurring charges for the initial provisioning or subsequent addition of 911 Service as follows:
  - (1) Installation and other non-recurring charges shall be covered under separate contract between the government and Company. This payment schedule shall not exceed eighteen (18) months from the date subscriber billing is commenced.
  - (2) In addition, at the request of such customer, the Company will bill these Enhanced 911 fees prorata to the local exchange end users served by the 911 Service on an individual access line basis. There is no charge per message for calls placed to the 911 number.
  - (3) Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed as covered in other sections of this Tariff based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.

### EMERGENCY REPORTING SERVICE

#### 27.0 911 Emergency Reporting Service (Cont'd)

#### 27.5 Rates and Charges (Cont'd)

##### (F) (Cont'd)

- (4) The following monthly Rates and Charges are applicable to the customer subscribing to the 911 Service:

B911 (Basic 911 Service) - B911 Service provides for routing all 911 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 911 Service line.

A B911 Service line consists of a central office termination and a local (loop) facility.

B911 lines are furnished at rates and charges applicable for business individual lines or Private Branch Exchange (PBX) trunks, as appropriate, as specified in this Company's Local Exchange Services Tariff.

A B911 call may be directed to a PSAP via dedicated facilities from the caller's central office to the PSAP or by tandem switching using the exchange telephone network from the caller's central office to the central office serving the PSAP.

Basic 911 Feature Package - Features in the Basic 911 Feature Package include:

- (1) Forced Disconnect - Enables the PSAP attendant to release a connection on a 911 call even if the calling party remains off-hook.
- (2) Called Party Hold - Enables the PSAP attendant to hold a B911 connection even if the calling party hangs up.
- (3) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

##### Enhanced 911 - ANI Service

ANI Service provides for the telephone number of the calling party to be forwarded to the PSAP.

ANI Provisioning refers to furnishing the capability in the telephone network to generate and transmit the caller's ANI to a PSAP upon completion of a 911 call.

Trunk Enabling refers to the central office engineering and equipment installation necessary to activate the local loop.

**EMERGENCY REPORTING SERVICE**

27.0 911 Emergency Reporting Service (Cont'd)

27.5 Rates and Charges (Cont'd)

(F) (4) (Cont'd)

ANI Spill does not guarantee the capability of forwarding the number of a multiparty line end user. For calls placed to a PSAP from off premises stations and stations behind business systems, ANI Spill will display the identity of the primary telephone service billing number.

The PSAP's premises equipment used in conjunction with ANI Service must be reviewed by the Company to determine the compatibility of the unit with the E911 Service requested. Any additional costs associated with the bringing of incompatible equipment into compliance with the E911 system will be the responsibility of the customer.

Alternate Routing allows E911 calls to be routed to a designated location if all E911 exchange lines to the primary PSAP are busy or the primary PSAP closes down for a period of time. If a relay unit is required by the E911 customer to provide Alternate Routing, Company charges for such equipment and installation shall be on an Individual Case Basis.

Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. When the Company provides Selective Routing Service, the E911 customer is responsible for the following:

- (1) Providing end user street address validation and PSAP routing information for each central office.
- (2) Verifying the accuracy of the routing information provided.
- (3) Advising the Company of any changes in the routing information on a timely basis.

Inter-office Facilities

Where inter-office facilities are provided from Central Offices not serving the PSAP to the Central Office serving the PSAP, the applicable recurring and non-recurring charges as specified in Section 21 of this tariff will apply.

When the E911 system uses dedicated facilities to connect the secondary PSAP or answering facility to the primary PSAP, applicable mileage charges for intra-exchange and/or interexchange dedicated facilities will apply; as specified in Section 21 of this Tariff.

### EMERGENCY REPORTING SERVICE

#### 27.0 911 Emergency Reporting Service (Cont'd)

##### 27.5 Rates and Charges (Cont'd)

##### (F) (4) (Cont'd)

##### Subscriber Billing

Subscriber Billing Service refers to the billing of the E911 end users by the Company, on behalf of the E911 customer. The end user shall be billed the Enhanced 911 fee that is specified in the customer's Enhanced 911 ordinance. Company shall be paid administrative fees for this billing service as provided by Tennessee law.

##### Individual Case Basis (ICB)

Monthly recurring and the initial non-recurring charges associated with the provision of B911 or E911 Service will be based upon the costs to the Company for the specific configuration, features and services desired by the Emergency Reporting Agency. Upon request from the Emergency Reporting Agency, Company will provide an ICB proposal for customer to provide written acceptance.

ORIGINAL SHEET NO. 136  
GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLED SOE TELEPHONE COOPERATIVE  
PIKEVILLE, TENNESSEE

**28.0 SUMMARY OF RATES**

<u>SERVICE</u>	<u>Section</u>	<u>Residence</u>	<u>Billing Code</u>	<u>Business</u>	<u>Billing Code</u>
Access Line Charge (All Exchanges)					
1-Party with Touch Tone	5.6	\$11.70	L01	\$19.45	L02
Key Line	5.6			\$19.45	
PABX Trunk (Includes Trunk Hunting)	5.6			\$32.95	T03
Trunk Hunting (Rotary) Additive	5.7	\$7.50		\$7.50	
Direct Inward Dialing (DID) Trunk	5.8			\$60.00	T05
DID Number Management group of 20 Numbers	5.8			\$3.20	T07
CLASS Services					
Anonymous Call Rejection	7.7	\$1.50	F17R	\$2.00	F17B
Automatic Recall	7.7	\$3.50	F12	\$4.50	F12B
Automatic Callback	7.7	\$3.00	F13	\$4.00	F13B
Calling Number Delivery (Caller ID)	7.7	\$3.50	F10	\$4.50	F10B
Calling Delivery (Blocking)	7.7	\$2.50	F14	\$3.50	F14B
Calling Number and Name Delivery	7.7	\$6.50	F11	\$7.50	F11B
Selective Call Rejection	7.7	\$3.00	F25	\$3.00	F25
Selective Call Acceptance	7.7	\$3.00	F23	\$3.00	F23
Custom Calling Services					
Call Forwarding	6.7	\$1.75	F03	\$3.00	F03B
Call forwarding Busy Line	6.7	\$1.75	F21	\$1.75	F21
Call forwarding No Answer	6.7	\$1.75	F22	\$1.75	F22
Call Forwarding Busy/No Answer w/Voice Mail	6.7	\$0		\$0	
Call Waiting with Cancel	6.7	\$2.50	F01	\$4.50	F01B
Remote Call Forwarding	6.7	\$13.45		\$22.45	
Ring Again – Residential	6.7	\$1.25		\$N/A	
Speed Call 8	6.7	\$1.50	F06	\$2.25	F06B
Speed Call 30	6.7	\$2.50	F07	\$3.00	F07B
Teen Service/Distinctive Ring	6.7	\$3.75	F09	\$5.75	F09B
3-Way Calling	6.7	\$3.25	F08	\$3.75	F08B
Toll Restriction	6.7	\$2.10	F04	\$2.10	F04
Package Discount Plan 1	6.7	\$9.00		\$13.50	
Package Discount Plan 2	6.7	\$10.00		\$14.25	
Installation Charge 1 or more features same time	6.7	SCC		SCC	

ISSUED: JULY 30, 2009  
ISSUED BY: BLED SOE TELEPHONE COOPERATIVE  
By: Greg Anderson

EFFECTIVE: SEPTEMBER 1, 2009  
TITLE : General Manager



ORIGINAL SHEET NO. 137  
GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLEDSOE TELEPHONE COOPERATIVE  
PIKEVILLE, TENNESSEE

28.0 SUMMARY OF RATES

<u>SERVICE</u>	<u>Section</u>	<u>Monthly</u>	<u>Billing Code</u>	<u>Non Recurring</u>	<u>Billing Code</u>
Directory Assistance and Local Operator Charges					
Directory Assistance per 411 Call	9.2			\$1.50	
Directory Assistance Outside NPA/LATA	9.2			\$1.50	
Directory Assistance Outside Tennessee	9.2			\$1.50	
Local Operator Busy Verification/Interruption	11.1			N/A	
Local Operator Surcharge	11.2			N/A	
		<u>Monthly Residence</u>		<u>Monthly Business</u>	
Directory Listings					
Additional	8.7	\$1.50	AL	\$1.50	AL
Alternate	8.7	\$1.50	AL	\$1.50	AL
Foreign	8.7	\$1.50	FX	\$1.50	FX
Non-Published	8.7	\$1.50	NP	\$1.50	NP
Non-Listed	8.7	\$0		\$0	
Reference	8.7	\$1.50	AL	\$1.50	AL
Extension AND Tie Line Channels Services					
Between Different Building Same Premise					
Each 2 Point Channel	10.6	\$6.00	MI02		
Between different Premises Same building					
Each 2 Point channel	10.6	\$6.00	MI02		
Foreign Exchange Service					
AT&T Tennessee Tariff on File with TRA	A9				
High Capacity Service					
Digital Local Channel	21.3	***		***	
Inter-Office Channel Mileage Termination	21.3	***			
Inter-Office Channel Mileage Facility – Each					
Mile or Fraction Thereof	21.3	***			
Multiplexing – DS1 to Voice	21.3	***			
Multiplexing – DS1 to DSo	21.3	***			
Auto Loop Transfer	21.3	***			
Transfer Arrangement per 4 ports	21.3	***			
*** See Intrastate Special Access Tariff					
Digital Interface Termination	21.3	\$390.00			
Trunk Termination each Trunk	21.3	\$4.50			
ISDN - BRI					
ISDN BRI	22.1.5	\$99.50	ISDN		
Includes 2 “B” plus 1 “D” Channel					

ISSUED: JULY 30, 2009  
ISSUED BY: BLEDSOE TELEPHONE COOPERATIVE  
By: Greg Anderson

EFFECTIVE: SEPTEMBER 1, 2009  
  
TITLE : General Manager

ORIGINAL SHEET NO. 138  
GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLED SOE TELEPHONE COOPERATIVE  
PIKEVILLE, TENNESSEE

28.0 SUMMARY OF RATES

<u>SERVICE</u>	<u>Section</u>	<u>Monthly</u>	<u>Billing Code</u>	<u>Non Recurring</u>	<u>Billing Code</u>
<b>ISDN - PRI</b>					
ISDN – PRI Primary Access Line Same 12 Mo.	23.1.6	\$1404.00		\$1700.00	
ISDN – PRI Primary Access Line Same 36 Mo.	23.1.6	\$1324.00		\$1700.00	
ISDN – PRI Primary Access Line Same 60 Mo.	23.1.6	\$1244.00		\$1700.00	
“D” Channel Backup, each 12 mo.	23.1.6	\$115.00		\$200.00	
“D” Channel Backup, each 36 mo.	23.1.6	\$110.0		\$200.00	
“D” Channel Backup, each 60 mo.	23.1.6	\$105.00		\$200.00	
System Intercommunication Service	23.1.6			\$150.00	
Call-By-Call 12 mo.	23.1.6	\$20.00		\$ 75.00	
Call-By-Call 36 mo	23.1.6	\$17.50		\$ 75.00	
Call-By-Call 60 mo	23.1.6	\$15.00		\$ 75.00	
Network Ring Again 12 mo.	23.1.6	\$65.00		\$300.00	
Network Ring Again 36 mo.	23.1.6	\$55.00		\$300.00	
Network Ring Again 60 mo.	23.1.6	\$45.00		\$300.00	
Network Name Display 12 mo.	23.1.6	\$65.00		\$300.00	
Network Name Display 36 mo.	23.1.6	\$55.00		\$300.00	
Network Name Display 60 mo.	23.1.6	\$45.00		\$300.00	
Additions, Deletions, Rearrangements and Changes per interface per trunk	23.1.6			\$50.00	
Maintenance of Service	3.10			\$40.00	SV031
MTS Message Telephone Service	24.0				
Operator Services – Long Distance	24.0				
Payphone Access Line Service	15.7	\$29.20	L08		
Coin Supervision	15.7	\$ 2.21	CS		
Originating Line Screening	15.7	AT&T Rate			OS
Billed Number Screening	15.7	AT&T Rate			
<b>Private Lines – Voice Grade</b>					
Local Channel – 2 Wire	20.6	\$15.00	C1		
Local Channel – 4 Wire	20.6	\$30.00			
Inter-Office Channel Mileage Termination	20.6	\$31.46			
Inter-Office Channel Mileage Facility per Mile	20.6	\$ 3.13			
Restoration of Service	3.9			\$20.00	SV029
Returned Check Charge	2.4.1			\$20.00	RC

ISSUED: JULY 30, 2009  
ISSUED BY: BLED SOE TELEPHONE COOPERATIVE  
By: Greg Anderson

EFFECTIVE: SEPTEMBER 1, 2009  
TITLE : General Manager

ORIGINAL SHEET NO. 139  
GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLEDSON TELEPHONE COOPERATIVE  
PIKEVILLE, TENNESSEE

28.0 SUMMARY OF RATES

<u>SERVICE</u>	<u>Section</u>	<u>Monthly</u>	<u>Billing Code</u>	<u>Non Recurring</u>	<u>Billing Code</u>
Service Connection Charges					
Initial Service Order	3.9			\$17.00	SV028
Subsequent Service Order	3.9			\$ 8.00	SV042
Premise Visit Charge	3.9			\$15.00	SV043
Central Office Line Connection	3.9			\$ 8.00	SV041
Premises Line Connection	3.9			\$15.00	SV044
Underground Drop (Customer Opens Trench)	3.9			\$15.00	SV46
Suspension/Seasonal/Vacation Service	16.6	50% Normal Charges			
Special Service Arrangements	13.0	ICB			
Telecommunications Relay Service	27.0	AT&T – Tennessee			
Temporary Service	2.3.7	Total Actual Cost			
WATS	24.2	AT&T - Tennessee			

ISSUED: JULY 30, 2009  
ISSUED BY: BLEDSON TELEPHONE COOPERATIVE  
By: Greg Anderson

EFFECTIVE: SEPTEMBER 1, 2009  
TITLE : General Manager

**NON-REGULATED SERVICE OFFERINGS**

100. Customer Premises Inside Facility Protection and Maintenance Plan

100.1 General

- (A) Charges for Local Exchange Access Service as specified elsewhere in this tariff only provide for the maintenance up and including the Network Interface Device (NID) or Point of Demarcation (POD) on Customer's Premises. The Customer is responsible for all wiring and equipment from the NID/POD to terminations within the Customer Premises.
- (B) Under this plan Customer pays a recurring monthly fee as protection against potential large repair bills associated with the maintenance of the facilities inside the customer's premises. This fee provides for the Cooperative to travel to Customer's premises, isolate and repair any service problems from the NID/POD up to and including the modular jack inside the customer premises.
- (C) This Plan is an optional service and is not regulated. Still, failure to pay monthly charges may result in the termination of Local Exchange Access Service. In addition, non payment will result in the immediate termination of this plan and customer will be responsible for one time Maintenance of Service Charges and all other charges that result from a maintenance visit to Customer's premises including the costs of labor and material should the customer elect for Cooperative to isolate and repair wiring and jacks not covered by Customer Premises Inside Facilities Protection and Maintenance.
- (D) Should there be more than one access line on Customer premises then Customer must subscribe to Customer Premises Inside Facility Protection and Maintenance for each line. Key and PABX lines are not eligible for this service.
- (E) Rates, terms and conditions may be changed from time to time with 30 day provided in Customer's monthly billing statement.

100.2 Limitations

- (A) Customer Premises Inside Facility Protection and Maintenance does not provide for the following:
  - 1. Repair or replacement of defective line cords between the jack and customers premises equipment.
  - 2. New jacks, rewiring, first time installation of telephone wiring or if wiring has been intentionally damaged or negligently installed.

**NON-REGULATED SERVICE OFFERINGS**

100. Customer Premises Inside Facility Protection and Maintenance Plan

100.2 Limitations

(A) Continued

3. Devices such as modems, fax machines, satellite equipment or cable TV converters which are causing interference on the telephone line.
4. Replacement of wiring not installed by the Cooperative which does not meet accepted industry standards, as well as improper wire, such as door bell or speaker wire.
5. Any repair that after reasonable efforts by the Cooperative it is determined that the repair/maintenance cannot be performed in a safe manner due to the presence of asbestos or any other hazardous substance or due to the existence of an unsafe condition.

100.3 Disclaimer

COOPERATIVE SHALL NOT BE LIABLE FOR DAMAGES, INCLUDING ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, THAT ARISE FROM (1) ANY DEFECTS IN MATERIALS USED TO MAINTAIN INSIDE WIRE OR JACKS; OR (2) DEFECTS IN WORKMANSHIP PROVIDED UNDER THE PLAN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY, OR WARRANTIES OF FITNESS FOR A SPECIFIC PURPOSE OFFERED WITH THIS PLAN. COOPERATIVE'S LIABILITY FOR DEFECTIVE MATERIALS OR WORKMANSHIP IS LIMITED TO REPAIR OR REPLACEMENT OF THE DEFECTIVE MATERIAL AND/OR A CORRECTIVE SERVICE VISIT.

100.4 Rates

(A) Per Local Exchange Access Line

Monthly  
\$2.00

**NON-REGULATED SERVICE OFFERINGS**

101. Inside Wire Installation and Maintenance (IWIM)

101.1 General

- A. The Federal Communication Commission (FCC) has ruled that the wiring from the NID/POD to the modular jack inside a customer premises is the responsibility of the customer. As such the customer has the right to obtain the installation of the wiring and jacks as well as any required maintenance from vendors of their choice. Customers may elect to obtain these services from the Cooperative on an as needed basis.
- B. Charges for IWIM are in addition to any regulated charges for Local Exchange Service as may be found in Sections 1-99 of the Cooperative's General Subscriber Services Tariff.
- C. The charges specified do not contemplate work performed by Cooperative employees at a time outside the Cooperative's normal business hours of 8:00 AM – 5:00 PM Monday through Friday or on holidays. Service performed outside normal business hours will be subject to additional charges based upon the Cooperative's premium labor rates.

101.2 Definitions

- A. Service Charge – Applies when a Cooperative employee is dispatched to customer premises for either installation or maintenance of inside wiring and jacks. Does not apply if a Maintenance of Service Charge as specified in Section 3 of this Tariff is applicable.
- B. Wiring Charge (Exposed) – Applicable whenever work is performed on the customer premises to install, extend, move or maintain inside wiring from the NID up to and including the modular jack. The charge applies for each modular jack and associated wiring back to the NID. The wiring is placed along base boards, under floors where crawl spaces or basements are available or exposed on exterior walls.
- C. Wiring Charge (Concealed) - Applicable whenever work is performed on the customer premises to install, extend, move or maintain inside wiring from the NID up to and including the modular jack. The wiring is placed inside walls through the attic, crawl spaces or finished between walls at customer request.
- D. Pre-Wire (Maximum of 4 Outlets) – Applicable whenever customer requests Cooperative place wiring in the premises during construction prior to walls being enclosed.
- E. Jack Charge – Applicable for each jack installed on customer premises that have been pre-wired.

**NON-REGULATED SERVICE OFFERINGS**

101. Inside Wire Installation and Maintenance (IWIM) (Continued)

101.3 Disclaimer

COOPERATIVE SHALL NOT BE LIABLE FOR DAMAGES, INCLUDING ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, THAT ARISE FROM (1) ANY DEFECTS IN MATERIALS USED TO MAINTAIN INSIDE WIRE OR JACKS; OR (2) DEFECTS IN WORKMANSHIP PROVIDED UNDER THE PLAN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY, OR WARRANTIES OF FITNESS FOR A SPECIFIC PURPOSE OFFERED WITH THIS PLAN. COOPERATIVE'S LIABILITY FOR DEFECTIVE MATERIALS OR WORKMANSHIP IS LIMITED TO REPAIR OR REPLACEMENT OF THE DEFECTIVE MATERIAL AND/OR A CORRECTIVE SERVICE VISIT.

101.4 Charges\*

A. Service Charge per Trip	\$40.00
B. Wiring Charge (Exposed) per Outlet	\$20.00
C. Wiring Charge (Inside Walls) per Outlet	\$30.00
D. Pre-Wire Charge (Maximum 4 Jacks)	\$25.00
E. Pre-Wire Jack Install each Jack	\$ 5.00

\* Charges are only applicable to single line residence and business lines.

**NON-REGULATED SERVICE OFFERINGS**

102.0. Telephone Station Set Lease Service

102.1 General

- (A) The rates and charges associated with provision of Telephone Station Set Lease Service contemplate this service being available only to subscribers of Bledsoe Telephone Cooperative. Should the Cooperative decide to make this service available to other customers it reserves the right to do so at whatever rates and charges it deems appropriate.
- (B) All costs associated with the maintenance and repair of Telephone Station Equipment, except as specified elsewhere, are borne by the Cooperative.
- (C) The Cooperative will be reimbursed for any loss or damage to its equipment on the customer's premises resulting from intentional destruction or any other cause, except from fire or unavoidable accidents.
- (D) Access to customer's premises, at any reasonable hour, will be given to representatives at the Cooperative for the purpose of inspecting, repairing, testing, or removing any part of the Cooperative's facilities.
- (E) The liability of the Cooperative for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occurs.
- (F) The customer indemnifies and saves the Cooperative harmless against the following:
  - 1. Any defacement or damage to the customer's premises resulting from the existence of the Cooperative's instruments, apparatus, and associated wire on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Cooperative.
  - 2. Any accident, injury, or death occasioned by its equipment or facilities, when such is not due to negligence of the Cooperative.
- (G) All rates and charges specified are in addition to and are above and beyond all rates and charges as may be specified by the Cooperative as being applicable under its regulated tariffs.



**NON-REGULATED SERVICE OFFERINGS**

102.0. Telephone Station Set Lease Service

102.1 General (Cont'd)

- (H) Since the offering of these services is deemed as being deregulated the Cooperative reserves the right to discontinue the provision of these services or change its rates and charges at any time it deems appropriate and reasonable notice has been furnished the subscriber.
- (I) Charges for Inside Wire Maintenance are in addition to Telephone Station Set Lease rates.
- (J) Inside Facility Protection and Maintenance Plan is required for leasing of Telephone Station Sets.

102.2 Rates

	<u>Monthly Rate</u>	<u>Bill Code</u>
(A) Standard Touch Dial Desk or Wall Phone	\$2.00	
1. Applies to All Instruments Leased After Effective Date of This Tariff.		
(B) Standard Touch Dial Desk or Wall Phone	\$2.00	
1. Applies Only to Instruments Leased Prior To Effective Date This Tariff.		
2. If Instrument is deemed beyond repair it will be replaced by Standard Instrument as Provided in (A) above.		
(C) Slenderette dial In Handset Telephone	\$2.00	
1. Not Available for Lease after Effective Date of this Tariff)		
2. If Instrument is deemed beyond repair it will be replaced by Standard Instrument as Provided in (A) above.		
(D) Two Line Telephone	\$8.00	
1. Not Available for Lease after Effective Date of this Tariff		

NON-REGULATED SERVICE OFFERINGS

103.0 Voice Mail Service

103.1 General

- (A) Voice Mail Service (VMS) is a central office based service which provides customers with the capability to receive, send, store, and retrieve voice messages over the telephone network. VMS answers incoming calls to the customer's telephone line, when the called number is busy and/or if there is no answer by the called number. The service will greet incoming callers with a personal or a Cooperative-provided greeting. It then receives and records caller messages for review by the customer. Customers may retrieve messages left for them from any touchtone telephone.
- (B) Customer lines programmed for VMS are also programmed in the central office with the Call Forwarding – Busy and Call Forwarding – No Answer Custom Calling feature. This service is furnished as a part of VMS and charges as specified elsewhere in these tariffs do not apply.
- (C) The Cooperative is not responsible for any claimed damage associated with the installation, provision, termination, maintenance, repair or restoration of service. The Cooperative is not responsible for any other claimed damage (i.e., lost messages, service interruptions, etc.) The Cooperative makes no warranties to the customer and it expressly excludes and disclaims any implied warranties such as warranties of fitness for a particular purpose or merchantability.
- (D) The Cooperative may disconnect without advance notice, any VMS which is used in such a manner as to prevent, obstruct, delay or otherwise interfere with the service of other users.
- (E) The Cooperative, at its discretion, may change the customers' interface such as the recorded prompts and directions, the length of time available for leaving messages, the number of messages which may be left and other aspects of the service without prior notice to the customer.
- (F) A one (1) month minimum service period applies to VMS.
- (G) The rates for VMS are in addition to all other rates and charges in these Cooperative tariffs unless a charge is specifically waived in this VMS tariff.
- (H) Non-recurring charges do apply to VMS.

ORIGINAL SHEET NO. 147  
GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLEDSOE TELEPHONE COOPERATIVE  
PIKEVILLE, TENNESSEE

**NON-REGULATED SERVICE OFFERINGS**

103.0 Voice Mail Service (Cont'd)

103.2 Rates

<b>Options</b>	<b>VMS Basic</b>	<b>VMS Enhanced</b>	<b>VMS Enhanced Plus</b>
	<b>\$3.95 per month</b>	<b>\$5.95 per month</b>	<b>\$7.95 per month</b>
Max Sub Mailboxes	3	9	9
Silence Suppress	5 seconds	5 seconds	5 seconds
Max Messages	100	100	100
Max Msg. Length	60 seconds	60 seconds	60 seconds
Max Mailbox Time	5 minutes	10 minutes	20 minutes
New Msg. Retention	30 days	30 days	30 days
Saved Msg. Retention	61 days	61 days	61 days
E-Mail Notification	No	No	Yes
E-mail Encoding	Default	Default	Default
Pager Notification	No	Yes	Yes
Pager Attempts	N/A	3	3
Pager Retry Interval	N/A	5 minutes	5 minutes
Pager Initial Delay	N/A	Immediate	Immediate
Daily Notification	No	No	No
Allow Msg. Reply	No	No	No
Allow Out Dial	No	No	No
Allow Msg. Forwarding	Yes	Yes	Yes
Allow Memo	No	No	No
Allow Distribution Lists	No	No	No
Enable Auto Login	Yes	Yes	Yes
Announce Caller	Yes	Yes	Yes
Allow Multiple Greeting	No	No	Yes up to 10
Greeting Only Mailbox	No	No	No
Retrieve Only Mailbox	No	No	No
Language	English	English	English

**NON-REGULATED SERVICE OFFERINGS**

104.0    PABX, Key and Pushbutton Telephone Service

104.1

(A) Grandfather Statement

1. All PABX Systems, Key and Pushbutton Systems in place on the effective date of this tariff are hereby declared obsolete and grandfathered. To the extent in place systems are repairable the Cooperative will continue to provide maintenance at the rates existing on the effective date of this tariff below. Effective with this tariff future installations and maintenance of PABX, Key and Pushbutton Telephone Systems shall be on an Individual Contract Basis (ICB).

**NON-REGULATED SERVICE OFFERINGS**

105.0 Personal Paging Signaling Service

105.1 General

- (A) Personal Paging Signaling Service is a one-way service in which a radio receiver is actuated through a land radio-telephone station by dialing a telephone number associated with a telephone central office. The paging receiver is a small portable radio unit which may be carried on the person of the subscriber.
1. Definitions - Personal Paging Signaling Service provides one-way communication through a radio base station between a telephone and a radio paging receiver.
  2. Availability of Service -- Personal Paging Signaling Service is available to radio paging units within range of the radio base station through which such service is furnished and is subject to transmission, atmospheric, and like limitations, and to delay by usage of the radio base station by another customer.
  3. Provision of Service
    - (a) Personal Paging Signaling Service is offered through land radio-telephone stations located in the following exchange(s): Pikeville.
    - (b) For billing purposes, each signal call to a personal receiver in the above exchange(s) is treated as any other call to an access number of the aforementioned exchange(s), either local or long distance.
    - (c) Personal Paging Signaling Service is offered in the following exchanges: Dunlap, Pikeville, Fall Creek Falls, College Station, Nine Mile.
  4. Personal Paging Signaling Service is subject to all applicable service connection charges.

105.2 Rates

		<u>Monthly</u>	<u>Bill Code</u>
(A)	Personal Signaling Service (Tone & Voice Only) w/Pager	\$20.00	
	Without Pager	\$14.00	
(B)	Personal Signaling Service (Display Only) w/Pager	\$20.00	
	Without Pager	\$20.00	

**NON-REGULATED SERVICE OFFERINGS**

106.0    Miscellaneous Signaling Equipment

106.1

(A) Grandfather Statement

1. All Miscellaneous Signaling Equipment in place on the effective date of this tariff is hereby declared obsolete and grandfathered. To the extent in place equipment is repairable the Cooperative will continue to provide the equipment at the rates existing on the effective date of this tariff. Once the in place equipment is deemed to no longer be functional by the Cooperative customer will be responsible for the purchase, installation and maintenance of replacement equipment.

**NON-REGULATED SERVICE OFFERINGS**

107.0 Video Service Offerings

	<u>Monthly</u>	<u>Bill Code</u>
107.1 <u>Analog CATV</u>	\$21.95*	
107.2 <u>IPTV Digital</u>		
(A) Lifeline w/ 1 Set Top Box Local affiliates plus WGN, Home Shopping Network Weather Channel & more.	\$13.95*	
(B) Basic w/1 Set Top Box Lifeline channels plus ESPN, Discovery, CMT FSN South and more – over 50 channels plus 45 music channels.	\$33.95*	
(C) Expanded Basic w/ 1 Set Top Box All Basic and Lifeline Channels plus Nickelodeon ESPN News, Disney, Cartoon Network more than 80 channels plus 45 music channels.	\$49.95*	
(D) Additional Video Stream	\$ 4.95	

\* Optional Premium Channels are available for an additional charge.

107.3 Non-Recurring Charges\*\*

(A) Initial Installation		
1. Wiring Required		
a. 1 TV	\$55.00	(C) (I)
b. 2 TVs	\$70.00*	(C) (I)
c. 3 TVs	\$85.00*	(C) (I)
d. Each TV Over 3	\$15.00*	(C) (I)
2. No Wiring Required		
a. 1 TV	\$45.00	(C) (I)
b. 2 TVs	\$50.00*	(C) (I)
c. 3 TVs	\$55.00*	(C) (I)

\* Assumes all work performed at the same time and only one visit to premises required.

\*\* Cooperative may from time to time waive Non-Recurring Charges in connection with Promotional Activities or performance of Customer Service for the aged or disabled.

**NON-REGULATED SERVICE OFFERINGS**

107.0 Video Service Offerings (Continued)

107.3 Non-Recurring Charges\*\* (Continued)

(B) Subsequent Service Requests

1. Move from one premises to another or install additional outlet.
  - a. Wiring Required
    1. One TV \$46.00 (C) (I)
    2. Each Additional TV Same Trip \$15.00 (C) (I)
  - b. No Wiring Required (Trip Required)
    1. One TV \$45.00 (C) (I)
    2. Each Additional TV Same Trip \$ 5.00 (C) (I)
  - c. Move to new premises no trip required.  
Make changes in OCCAM \$16.00 (C) (I)
  - d. Add / Delete Features (No trip Required) \$ 8.00 (C) (I)
- (C) Networking \$55.00 per hour (C) (I)  
Plus Materials



**NON-REGULATED SERVICE OFFERINGS**

108.0 ADSL

108.1 General

- A. Bledsoe Telephone Cooperative will supply one ADSL modem that will allow one computer with already installed Ethernet card to access the internet – the use of one or more than one computer is allowed, but the customer must provide and configure the router correctly to allow more than one computer to access the internet – use of a wireless device is permitted, but Bledsoe Telephone Cooperative does not provide technical support – you must contact the wireless manufacturer’s technical support for help. Note: the default connection on most wireless routers will work with Bledsoe Telephone’s ADSL server because Bledsoe Telephone only uses DHCP without the use of a username and password – do not run the setup disk that comes with the wireless router. Bledsoe Telephone will only provide one public, dynamically assigned by DHCP, IP address with each ADSL connection. A static IP address may be obtained for \$20 a month per IP address.
- B. ADSL may not be available in all exchanges of Bledsoe Telephone Cooperative. As well, there may be certain technical limitations that may limit maximum operating speeds to customer premises.

108.2 Limitations

- A. Bledsoe Telephone Cooperative does not provide anti-virus or anti-hacking protection on ADSL connections. It is the customer’s responsibility to safeguard against the risks of hacking, viruses, eavesdropping, and all other such hazards.
- B. Bledsoe Telephone Cooperative does not support print of any data on this connection on any Bledsoe Telephone Cooperative devices. The customer may use their own printer with a direct connection to their computer.
- C. Bledsoe Telephone Cooperative does not provide technical support or data connection support for any personal devices not supplied by Bledsoe Telephone Cooperative that may use this connection. The customer is responsible for setting up their computer and attached devices as needed for either direct or wireless connection to the internet.
- D. Bledsoe Telephone Cooperative does not provide technical support for the computer’s operating system and any programs on the customer’s computer.

**NON-REGULATED SERVICE OFFERINGS**

108.0 ADSL

108.3 Rates

A. Basic Charges

<b><u>Product</u></b>	<b><u>Down Load Speed*</u></b>	<b><u>Upload Speed*</u></b>	<b><u>Price***</u></b>	<b><u>Set Up Fee****</u></b>
ADSL Lite	256K*	28K*	\$29.95	\$99.00
ADSL Bronze	758K*	256K*	\$39.95	\$99.00
ADSL Premium	1.5 Meg*	512K*	\$49.95	\$99.00
ADSL Gold**	3.0 Meg*	768K*	\$59.95	\$99.00
ADSL Platinum**	6.0 Meg*	768K*	\$79.95	\$99.00

B. Other Non-Recurring Charges

1. Move by customer from one premises to another and no visit required by Bledsoe Telephone personnel. \$16.00 (C) (I)
2. Request for change in operating speed by customer. No visit required by Bledsoe Telephone personnel. \$ 8.00 (C) (I)
3. Move DSL from one premise to another (trip required). \$49.50 (C) (I)

\* Certain restrictions may apply. All speeds not available in all areas – Bledsoe Telephone Cooperative does not guarantee Download and Upload speeds.

\*\* For Residential Customers Only.

\*\*\* Total price for ADSL does not include price for taxes, local and long distance phone services as well as any special calling features like Call Waiting and Caller ID.

\*\*\*\* Other setup charges may apply.