

PRODUCT GUIDE

Citizens Telecommunications Company of Tennessee

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PRODUCT GUIDE

FOR THE

STATE OF TENNESSEE

This Product Guide contains regulations and rates applicable for the furnishing of Basic Local Exchange Service, Long Distance Message Telecommunications, Wide Area Telecommunication Service and for other general customer services and facilities associated with the above services offered by Citizens Telecommunications Company of Tennessee, hereinafter referred to as the Telephone Company and/or Company, within this State.

Intrastate communication services are furnished through facilities provided by the Company for the transmission of intelligence of electrical impulse, principally by means of wire, radio, or a combination thereof.

EXPLANATION OF SYMBOLS

When changes are made in any page, a revised page will be issued cancelling the page affected; such changes will be identified through the use of the following symbols:

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, regulation or text.
- (I) Signifies an increase.
- (M) Move from one page to another with no change in rate, regulation or text.
- (N) Signifies a new rate, regulation or text.
- (R) Signifies a reduction.
- (S) Signifies matter already appearing in another part of the tariff and repeated for clarification.
- (T) Signifies a change in text but no change in rate or regulation.
- (U) Signifies a Service Order Code added or changed only.

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

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Effective: September 1, 2013

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d/b/a

CITIZENS COMMUNICATIONS COMPANY OF TENNESSEE

Rates, Rules and Regulations for Furnishing

TELEPHONE SERVICE

Effective: September 1, 2013

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S1. Definition of Terms

Access Line

Automatic Access Line is a central office line that provides communications capacity between the serving central office and multi-line communications switching equipment normally installed on the customer's premises that is arranged in such a manner that the station user has no control over which access line is connected to the station or other equipment for incoming or outgoing calls.

Exchange Access Line is the serving central office line equipment and all Company plant facilities up to and including the Company-provided network interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the use offering selected by the customer.

Manual Access Line is a central office line that provides communications capacity between the serving central office and multi-line communications switching equipment installed on the customer's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the station for incoming or outgoing calls.

Account Lock

A service offering that blocks the placing of monthly recurring charges on telephone bills by third party service providers.

Airline Mileage

See "Mileage and Zone Charges."

Applicant

A person, firm, partnership, corporation, cooperative organization, governmental agency, etc., requesting service from the Company .

S1. Definition of Terms (Continued)

Authorized User

A person, firm, or corporation (other than the customer) on whose premises a private line service or channel is located and who may communicate over such channels in accordance with the terms of the Product Guide.

Base Rate

A scheduled rate for any form of exchange service or equipment which does not include mileage charges.

Base Rate Area

A specific section of an exchange area within which primary classes of service are available without extra exchange line mileage or zone charges.

Basic Monopoly Services

Services which are only provided by the Local Exchange Companies and are essential to basic telephone service.

Basic Termination Charge

See "Termination Charge."

Building

A building is a structure under one roof, or two or more structures connected by enclosed passageways which do not cross public thoroughfares other than alleys and are regularly used as corridors by persons. Pipes and conduits are not considered enclosed passageways.

S1. Definition of Terms (Continued)

Business Service

Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional, or occupational nature.

Central Office

A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Designation

See "Telephone Number."

Central Office District

The specific section or area served by a single central office.

Certificate

Certificate of Public Convenience and Necessity issued by the Commission to telephone utilities.

Channel

A channel is an electrical path suitable for the transmission of telephonic communications.

S1. Definition of Terms (Continued)

Class of Service

The classes of customer telephone service are residence service, business service.

Coin Telephone

A telephone station equipped with a device for collecting money in payment of telephone messages.

Commission

Tennessee Public Service Commission.

Communications Systems

Communications systems are channels or other facilities which are capable, when not connected to the telecommunications systems of two-way communications between customer-provided terminal equipment or Company stations.

Company

Wherever used in this Product Guide, "Company" refers to Citizens Communications Company of Tennessee, unless the context clearly indicates otherwise.

Competitive Service

Services for which identical or close substitutes are widely available in comparable price and quality combinations.

S1. Definition of Terms (Continued)

Connecting Company

A corporation, association, firm, or individual licensed and operating as a communications common carrier with whom the Company interchanges traffic.

Construction Charge

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the exchange Product Guide.

Continuous Property

A continuous plot of ground occupied by the customer which is not separated by a public thoroughfare or space occupied by others.

Customer

A person, firm, partnership, corporation, cooperative organization, governmental agency, etc., receiving service from the Company.

Demarcation Point

The subscriber's side of the Company provided protector, or its equivalent thereof in cases where a protector is not employed, or a Network Interface Device (NID).

Digital Centrex Service

An electronic switching system provided from a central office which offers premium, versatile, and advanced communication features and service.

Digital Channel Service (DCS)

The term "Digital Channel Service" denotes a service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0's on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises.

S1. Definition of Terms (Continued)

Direct Electrical Connection

A physical connection of the electrical conductors in the communications path.

Directory Listings

(A) The publication in the Company's directory of information relative to a customer's telephone number, by which telephone users may ascertain the call number of a desired station.

(1) Caption Listing: The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches of different departments of the business.

(2) Foreign Listing: The listing of a customer in the alphabetical list of an exchange other than that for the exchange from which the customer is served.

(3) Free Listing: A directory listing for which no specific charge is made.

(4) Indented Listing: A directory listing indented under another listing.

(5) Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

Drop Facility

Wires used to extend service from the basic distribution facility to the point where connection is made with the Demarcation Point.

S1. Definition of Terms (Continued)

Dormitory Station

See "Digital Centrex Service."

Drop Facility

Wires used to extend service from the basic distribution facility to the point where connection is made with the Demarcation Point.

Exchange

A central office or group of central offices, together with the customer stations and lines connected thereto, forming a local communications system furnishing means of telephonic intercommunication without toll charges between customers within a specified area, usually a single city, town, or village and its environs. When an exchange includes only one central office, it is termed a single office exchange, but when it includes more than one central office, the exchange is termed a multi-office exchange.

Exchange Area

The corporate limits of the municipality or the local community area in which adequate local exchange telephone service is, or is proposed to be furnished, together with such rural areas contiguous thereto as are served, or as are proposed to be served with reasonably adequate local exchange service from the exchange in question.

S1. Definition of Terms (Continued)Exchange Service

The general telephone service rendered in accordance with Product Guide provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this Product Guide.

(A) Flat Message and Usage Sensitive Service

- (1) Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
- (2) Message Rate Service (MRS): A classification of exchange service consisting of (1) a regular monthly charge for incoming service and for access to the local network, and (2) a charge for each local call originated and completed.
- (3) Usage Sensitive Service (USS): A classification of exchange service consisting of (1) a regular monthly charge for incoming service and for access to the local network, and (2) usage charges for each local call originated and completed based on duration, time of day, day of week and distance between originating and terminating central offices.

(B) Individual and Party Access Line Service

- (1) Individual Access Line Service: A classification of exchange service which provides that only one customer shall be served by the line connecting the customer with the central office.

S1. Definition of Terms (Continued)

Exchange Service (Continued)

(B) Individual and Party Access Line Service (Continued)

- (2) Party Access Line Service: A classification of exchange service which provides that two or more customers may be served by the same central office line. Party access line service is further classified by the grade of line, as follows:
- (a) Two-Party Access Line Service: The same central office line serving no more than two customers.
 - (b) Four-Party Access Line Service: The same central office line serving no more than four customers.
 - (c) Foreign Central Office Service: A classification of exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.
 - (d) Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.
 - (e) Touch Calling Service: A classification of exchange service furnished from certain specified central offices whereby calls are originated through the use of pushbuttons in lieu of a rotary dial.

S1. Definition of Terms (Continued)

Exchange Service (Continued)

(B) Individual and Party Access Line Service (Continued)

(2) Party Access Line Service (Continued)

(f)

(g)

(h) Access Line: Automatic Access Line is a central office line that provides communications capacity between the serving central office and multi-line communications switching equipment normally installed on the customer's premises that is arranged in such a manner that the station user has no control over which access line is connected to the station or other equipment for incoming or outgoing calls.

S1. Definition of Terms (Continued)

Exchange Service (Continued)

(B) Individual and Party Access Line Service (Continued)

(2) Party Access Line Service (Continued)

(h) Access Line (Continued)

Manual Access Line is a central office line that provides communications capacity between the serving central office and multi-line communications switching equipment installed on the customer's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the station for incoming or outgoing calls.

Extended Area Service

A type of telephone service furnished under Product Guide provisions whereby customers of a given exchange may complete calls to and, where provided by the Product Guide, receive messages from one or more exchanges without the application of long distance message telecommunications charges.

Extra Exchange Line Mileage

See "Mileage and Zone Charges."

Facilities

All property, means and instrumentalities owned, operated, leased, licensed, used, furnished, or supplied for, by or in connection with the rendition of telephone service.

S1. Definition of Terms (Continued)

Flat Rate Service

See "Exchange Service."

Foreign Central Office

Any central office other than that which serves the area in which the customer is located.

Foreign Central Office Mileage

See "Mileage and Zone Charges."

Foreign Central Office Service

See "Exchange Service."

Foreign Exchange

Any other exchange but that in which the customer is located.

Foreign Exchange Listing

See "Directory Listing."

Foreign Exchange Mileage

See "Mileage and Zone Charges."

Foreign Exchange Service

See "Exchange Service."

S1. Definition of Terms (Continued)

Grade of Service

A term used in describing exchange service with regard to the number of customers which may be connected to one central office line.

Imperfectly Competitive Services

Services for which identical or close substitutes are available. However, the substitute services are not available in comparable price and quality combinations, or they are available only in limited supply or from limited sources.

Indented Listing

See "Directory Listing."

Initial Charge

See "Installation Charge."

Initial Service Period

The minimum period of time for which service, facilities, and equipment are provided.

Installation Charge

A separate initial charge for the establishment of service which may or may not be associated with other charges for the service furnished. An installation charge is not a recurring charge, although the other charges, if any, with which it is associated ordinarily are recurring charges.

S1. Definition of Terms (Continued)

Intercepting Service

A service arrangement whereby a person calling a disconnected or discontinued telephone number is informed that the called telephone number has been discontinued, or disconnected, or changed to another number, or that calls are received by another telephone.

Interexchange Channel

That portion of a channel which connects stations in two or more exchanges.

Listing

See "Directory Listing."

Local Calling Area

See "Local Service Area."

Local Message

See "Message."

Local Service

Telephone service furnished between customer's stations located within the same exchange area.

S1. Definition of Terms (Continued)Local Service Area

The area within which telephone service is furnished customers under a specific schedule of exchange rates and without toll charges. A local service area may include one or more exchange areas.

Long Distance Message Telecommunications Service

- (A) The furnishing of facilities for telecommunication between stations in different local service areas in accordance with the regulations, and system of charges specified in this Product Guide.
- (1) Appointment Call: An arrangement made in advance with a particular party for the establishment of a person-to-person long distance message telephone connection at a specified tile.
 - (2) Messenger Service: An arrangement whereby the Company, when possible and at the request of the calling party, will arrange to notify the called party of a long distance call. The Company shall be reimbursed by the calling party for the amount expended for such messenger service, such charges being subject to prior authorization by the calling party to the extent that they can be determined in advance. Such charges for messenger service are in addition to the charges for the message.
 - (3) Person-to-person Call: A service whereby the person originating the call specified to the Company operator a Particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex attendant.

S1. Definition of Terms (Continued)

- (4) Station-to-Station Call: A service whereby the person originating the call either dials the telephone number desired, or gives to the Company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which such number is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX or Centrex attendant.

Maintenance of Service Charge

The charge for each visit by the Telephone Company to the premises of the customer, or authorized user, where the report results from the use of equipment provided by the customer, or authorized user.

Message

- (A) A communication between two stations. Messages may be classified as follows:
 - (1) Local Message - A communication between stations within the same local service area.
 - (2) Toll Message - A communication between stations in different exchange areas for which a toll charge is made.

Messenger Service

See "Long Distance Message Telecommunications Service."

S1. Definition of Terms (Continued)Mileage and Zone Charges

- (A) A charge applying for the use of part or all of a channel furnished by the Company.
- (1) Airline Measurement: The shortest distance between two points.
 - (2) Extra Exchange Line Mileage or Zone Charge: A charge applying in addition to the base rate for service when a customer's line, PBX, or Centrex system is outside the base rate area but is located within the exchange area.
 - (3) Mileage for Circuits Connecting Stations: The measurement applying on a line, for the use of which a circuit charge is made in accordance with Product Guide provisions.
 - (4) Foreign Central Office Mileage: The measurement applying to a line within the exchange connecting a customer's main station, PBX or Centrex system with a central office other than that from which the customer would normally be served, for the use of which a separate charge is made in addition to the base rate, plus zone charges if applicable.
 - (5) Foreign Exchange Mileage: The measurement applying to a line connecting a customer's main station, PBX or Centrex system with a central office of an exchange other than that from which the customer would normally be served, for the use of which a separate charge is made in addition to the base rate, plus zone charges if applicable.
 - (6) Route Measurement: The actual length of a circuit between two (2) points.

S1. Definition of Terms (Continued)

- (7) Tie Line Mileage: The measurement upon which the rate for tie lines is based in accordance with Product Guide provisions.

Miscellaneous Common Carriers

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

Minimum Contract Period

The minimum length of time for which a customer is obligated to pay for service and facilities, whether or not retained by the customer for such minimum length of time.

Mobile Telephone Service

A communication service through a land radiotelephone base station.

National Security Emergency Preparedness (NSEP) Services

The term "National Security Emergency Preparedness (NSEP) Services" denotes telecommunications services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

S1. Definition of Terms (Cont'd)Network Control Signalling

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signalling (dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Network Interface Device

A device which readily permits the disconnection of all Customer Premises Inside wiring from the Company network and provides access to the Company network through an industry registered jack of a type provided for in Part 68 of the FCC Rules and Regulations, for testing purposes, and is provided as part of the Exchange Service Line, WATS or Private Line Service.

Non-Published Telephone

An exchange station which has the listing omitted from both the telephone directory and directory assistance records at the customer' s request.

NSEP Treatment

The term "NSEP Treatment" denotes the provisioning of a telecommunications service before others based on the provisioning priority level assigned by the Executive Office of the President.

Other Monopoly Services

Services which are only provided by the Local Exchange Companies but are not essential to basic telephone service.

S1. Definition of Terms (Continued)

PBX Trunk

See "Access Line".

Person

Any corporation, company, person, partnership, firm, association or any cooperative non-profit membership corporation or limited dividend or mutual association now or hereafter created.

Plant

Property which is necessary to provide service to the public as set forth in the various fixed capital accounts of the Uniform System of Accounts for telephone companies.

Premises

- (A) The term "same premises" (except in connection with inside moves) shall be interpreted to mean:
- (1) The building or buildings, together with the surrounding land occupied as, or used in the conduct of, one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others;
 - (2) The portion of the building occupied by the customer, either in the conduct of the customer's business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; or
 - (3) The continuous property operated as a single farm whether or not intersected by a public road.

S1. Definition of Terms (Continued)Private Branch Exchange Service (PBX Service)

- (A) A type of service providing an arrangement of customer premises switching equipment and stations for connections through the local and long distance message telephone network to other customers.
- (B) Lines (circuits) furnished in connection with PBX service include the following:
 - (1) Trunk: See "Access Line."
 - (2) Tie Line: A circuit connecting private branch exchange switchboards.
 - (3) Automatic Access Line: Automatic Access Line is a central office line that provides communications capacity between the serving central office and multi-line communications switching equipment normally located on the customer's premises that is arranged in such a manner that the station user has no control over which access line is connected to the demarcation point for incoming or outgoing calls.

Private Line Service

As opposed to exchange service, this refers to channels furnished to a customer for direct communication between various points without access to the Company's exchange switching network.

S1. Definition of Terms (Continued)

Private Right-of-Way

A facility route granted to the Company on or over private property.

Public Telephone

(A) An exchange station installed on the Company's initiative, or at the Company's option, at a location chosen or accepted as suitable and necessary for furnishing service to the general public.

- (1) Coin Public Telephone: A public telephone equipped with coin collecting device into which all payments for the use of the telephone are deposited prior to (prepayment) or at (postpayment) the time the operator establishes the desired connection.

Rate Centers

Points upon which the airline distances for the determination of message toll telephone rates are based. In general, each city, town, or locality is designated as a rate center except that certain small towns and localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

Reference Listing

See "Directory Listing."

Residence Service

Exchange service furnished to customers where the actual or obvious use is for domestic purposes.

S1. Definition of Terms (Continued)Ringling

- (A) There are three methods of signalling stations on party or multi-party line circuits.
- (1) Code Ringling: The method of signalling stations on a party or multi-party line circuit whereby the bells of all stations on the circuit are rung whenever one station is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.
 - (2) Selective Ringling: The method of signalling stations on a party-line circuit, which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.
 - (3) Semi-Selective Ringling: The method of signalling stations on a party or multi-party line circuit, whereby the bells of only a portion of the stations on a circuit are rung when one of the stations is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.

Rotary Service

An arrangement whereby two or more lines furnished to a customer are assigned numbers in sequence and equipped so that calls to the first number are automatically completed to the first non-busy line in the sequence. Lines beyond the first line are referred to as "auxiliary lines."

Route Measurement

See "Mileage and Zone Charges."

S1. Definition of Terms (Cont'd)

Same Building

See "Building."

Same Premises

See "Premises."

Secretarial Lines

Lines of patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

Selective Ringing

See "Ringing."

Service

The act or means of supplying communication to the public.

Service Connection Charge

The charge applying to the establishment of basic telephone service for a customer.

S1. Definition of Terms (Continued)

Special Reversed Charge Toll Service

A service plan by which a customer can offer his out-of-town customers in selected exchanges the privilege of calling to that customer without payment of toll charges and without having to request that charges be reversed.

Suspension of Service

An arrangement made at the request of the customer, or initiated by the Company for violation of Product Guide regulations by the customer, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the customer's premises.

System

The coordinated facilities, including central office equipment, outside plant and customer instrumentalities, used to provide telephone service to the public.

Product Guide

The rates, charges, rules and regulations adapted by the Company.

Telecommunications Service Priority (TSP) System

The term "Telecommunications Service Priority (TSP) system" or "TSP system" refers to the regulatory, administrative and operational system authorizing and providing for priority treatment (i.e., the provisioning and restoration) of NSEP Services.

S1. Definition of Terms (Continued)

Telephone Company

A person, firm, partnership, cooperative organization, or corporation engaged in the business of furnishing telephone service to the public under the jurisdiction of the Tennessee Public Service Commission.

Telephone Number

A designation assigned to a telephone station or private branch exchange necessary for placing calls to the telephone station or private branch exchange and for identification in the assessment of message charges, etc.

Temporary Disconnection

An arrangement made at the request of the customer for temporarily discontinuing service without the contract or removing the telephone equipment from the customer's premises.

Terminal Equipment (Customer Premises Equipment)

Terminal Equipment is any equipment other than transmission equipment (equalizers, amplifiers, etc.) installed at a customer's premises.

Termination Charge

A charge applied under certain conditions, when a contract for service is terminated by the customer before the expiration of the minimum contract period.

Tie Line Mileage

See "Mileage and Zone Charges."

S1. Definition of Terms (Continued)

Toll Line

For the purpose of distinguishing between certificates for exchange areas and for toll lines, a toll line is a "line" as herein defined used in the transmission of communication between any two or more exchanges, as distinguishing from inter-office trunks between individual central offices within a single exchange area.

Utility

Any person as herein defined engaged in supplying telephone service to the public in Tennessee.

Wide Area Telephone Service (WATS)

The furnishing of facilities for telephone communication between wide area service access line and other exchange and toll station telephones in the area prescribed in the Product Guide.

Zone

See "Mileage and Zone Charges."

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S2. General Regulations

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S2. General Regulations (Continued)

S2.1 Application

S2.1.1 General Applications

The regulations specified herein are applicable to all communication services offered in this Product Guide by Citizens Telecommunications Company of Tennessee, hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this Product Guide.

_____ nd Use of Service

S2.2.1 Use of Customer's Service

- (A) Telephone equipment and facilities are furnished for the use of the customer employees, agents or representatives of the customer or members of the customer's domestic establishment except as the use of the service may be extended, in addition to other service which may be separately ordered, patrons of hospitals or of hotels, members of clubs, students living in quarters furnished by schools, colleges or universities, to persons temporarily subleasing a customer's residential premises, or to tenants living in retirement complexes, or to customers of access line service for customer provided public telephones.

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- S2. General Regulations (Continued)
- S2.2 Limitations and Use of Service (Continued)
- S2.2.1 Use of Customer's Service (Continued)

any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to a customer who is engaged as a communications common carrier for message telegraph communications, or on service furnished to customers of access line service for customer provided public telephones.

- (C) In view of the fact that the customer has exclusive control of the customer's communications over the facilities furnished by the Company, and of the other uses for which facilities may be furnished by the Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions, and limitations herein specified.
- (D) The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as Feature Group "A" (FGA) usage charges located in the company's state access tariffs.

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.2 Establishment of Identity

- (A) The calling party shall establish the calling party's identity in the course of any communication as often as may be necessary.
- (B) The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

S2.2.3 Miscellaneous Devices Provided by the Customer

- (A) Devices which aid a customer's convenience in the use of the facilities of the Company in the service for which they are furnished under this Product Guide, provided any such device so used would not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company, except as provided for in Section S12.1.C; or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telephone system or the teletypewriter system or otherwise injure the public in its use of the Company's services.

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.3 Miscellaneous Devices Provided by the Customer (Continued)

- (B) Except as otherwise provided in this Product Guide, nothing herein shall be construed to permit the use of a recording device, or of a device to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other person.

S2.2.4 Broadcast of Recordings of Telephone Conversations

The broadcasting of a recording of a telephone conversation is allowed during the period of recording provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with customer-provided voice recording equipment as specified in this Product Guide.

S2.2.5 Recorded Public Announcements

- (A) Use of Company facilities or service in connection with recorded public announcements are subject to the following conditions:

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.5 Recorded Public Announcements (Continued)

(A) Continued

- (1) For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company 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, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.
- (2) Private telephone numbers will not be furnished for use with recorded public announcements.
- (3) Failure to comply with the provisions of this Product Guide shall be cause for termination of the service.

S2.2.6 Limited Communication

- (A) The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.6 Limited Communication (Continued)

- (B) The emergency provisioning and restoration of facilities shall be in accordance with Part 64, Subpart D, Paragraph 64.401, of the FCC's Rules and Regulations, which specifies the priority system for such activities. Section S11.11 describes the service arrangement.

S2.2.7 Transmitting Messages

The Company does not transmit messages but offers the use of its facilities for communications between customers. If because of transmission difficulties, the operator, in order to accommodate the customer, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between customers because of the errors.

S2.2.8 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.9 Cancellation of Service for Cause

(A) The Company may without notice either suspend service or terminate the customer's contract without suspension of service by dis-connecting the service and removing any of its equipment from the customer's premises upon:

- (1) Abandonment of the service.
- (2) Impersonation of another with fraudulent intent.
- (3) Listening in on party line conversations.
- (4) Use of service in such a way as to impair or interfere with the service of other customers; such improper use includes, but is not limited to, the use of telephone service by a customer or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such customer at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.
- (5) Use of service or facilities for a call or calls, anonymous in a manner reasonable to be expected to frighten, abuse, torment, or harass another.

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.9 Cancellation of Service for Cause (Continued)

- (B) The Company will provide 5 days notice before suspending service or terminating the customer's contract without suspension of service by disconnecting the service and removing any of its equipment from the customer's premises upon:
- (1) Failure of a customer to make suitable deposit as requested by this Product Guide.
 - (2) Non-payment of any sum due for exchange, long distance or other services.
 - (3) Any other violation of the Company's regulations.
- (C) The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service

S2.3.1 Availability of Facilities

- (A) The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provisions of such service.
- (B) The rates and charges quoted in this Product Guide provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- (C) When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section S5. "Charges Applicable Under Special Conditions", except as otherwise specified.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.1 Availability of Facilities (Continued)

(D) In certain instances, i.e., when spare facilities and/or equipment are not available, it may be necessary to preempt existing services to provision or restore National Security Emergency Preparedness (NSEP) Services. If, in its best judgment, the Telephone Company deems it necessary to preempt, then the Telephone Company will ensure that:

- (1) The service(s) preempted have a lower or do not contain NSEP assigned priority levels.
- (2) A reasonable effort is made to notify the preempted service customer of the action to be taken.
- (3) A credit allowance for any preempted service shall be made in accordance with the provisions set forth in section S2.4.4.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.2 Party Line Service

Applications for party line service are accepted by the Company with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by the other customer or customers on the same line. The Company reserves the right to cancel any party line service, upon thirty days' notice, whenever in the judgment of the Company, the use of the customer holding such contract is such, from large use or other causes, as to interfere with the reasonable use of others connected with the same line.

S2.3.3 Application for Service

- (A) Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.3 Application for Service (Continued)

- (B) The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for services previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former customers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

d or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.3 Application for Service (Continued)

- (D) When an application for service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

Any costs due to a rearrangement of equipment caused by a suspension of a portion of a service will be borne by the customer.

- (E) When equipment has been ordered for the specific needs of a customer and the installation thereof is unduly delayed by or at the request of the customer, appropriate charges apply for such equipment for the period of the delay.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.3 Application for Service (Continued)

- (F) When a customer requests a change in location of all or a part of the facilities covered by his application for service or request for additions, rearrangements or modifications of his existing service and equipment prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.

S2.3.4 Application of Rates for Business and Residence Service

- (A) Although in general business rates apply at business locations and residence rates apply at residence locations, the determination as to whether customer service should be classified as business or residence is based on the character of use to be made of the service.
- (B) Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature where the listing required is such as to indicate business use.

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S2. General Regulations (Continued)

on of Rates for Business and Residence Service (Continued)

(B) Continued

Business rates apply for:

- (1) Offices, stores, factories, mines and all other places of a strictly business nature.
- (2) Boarding houses, except as modified under S2.3.4.C(2); offices of hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under S2.3.4.C(5); public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and churches.

Note: For the purpose of this Product Guide, a boarding house is defined as a house or apartment where rooms are rented or boarders taken or both. Such houses or apartments may obtain service at residence rates when in the judgment of the Company they are not conducted primarily for business purposes and are listed as residences.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.4 Application of Rates for Business and Residence Service (Continued)

(B) Continued

- (3) Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.
- (4) Residence locations, where an extension station or extension bell is located in any place where business rates would apply under the provisions of this Product Guide.
- (5) Service terminating solely on the secretarial facilities of a secretarial answering firm will carry business rates.
- (6) Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under S2.3.4.C(3).
- (7) All other locations where the customer's primary use of the service is for business purposes.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.4 Application of Rates for Business and Residence Service (Continued)

(C) Residence rates apply when the use of the service is of domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

(1) Private residences on service not employing business listings. Work@Home Program, allows residential customers who operate business out of their home for products and/or services that may not otherwise be available to the general public, to advertise their business in the Yellow Pages. Residents with this type of business would not have a separate office or building in which products could be purchased and walk-in traffic isn't an option. These products and/or services would solely be available to customers based on incoming phone traffic to their place of residence. Examples of this type of business include cosmetics, household storage products, home interior decorating products, etc. The Work@Home Program allows residential customers to purchase a Yellow Page ad to advertise their product or service. However customers would not be allowed to:

- Change their white page listing from their residential name
- Include the business name in Directory Assistance
- Receive a free semi-bold listing in the yellow page as a courtesy

Their Yellow Page ad would be categorized based on the type of product or service and then listed alphabetically. Customers would be contacted directly by Frontier's 3rd party vendor for directory printing on placing their Yellow Page Ad. Charges for the advertisement could be placed on their monthly invoice provided customer is served by Frontier.

- (2) Private apartments in hotels, clubs, and boarding houses where service is confined to the domestic use of the customer and business listings are not employed.
- (3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the customer's residence which is used as an office, but is located in the customer's domestic establishment, and provided no business designation is employed. Titles such as "Dr.," "Rev.," "Judge," and "Professor" are not considered business designations.
- (4) Private stable or garage when strictly a part of the customer's domestic establishment.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.4 Application of Rates for Business and Residence Service (Continued)

(C) Continued

(5) College fraternity and sorority houses where members lodge within the house.

(6) Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.

(D) Changes from business service to residence service are made only in the event of a change in the customer's arrangements which would entitle him to a residence classification of his service, as specified in (C) above.

The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer to be used substantially for business purposes.

(E) Changes from residence to business service may usually be made without change to telephone number, if the customer so desires.

S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.5 Transfer of Service Between Customers

- (A) Service previously furnished one customer may be assumed by a new customer upon due notice of cancellation, or in case abandonment, provided there is no lapse in the rendition of service. Such transfers are subject to the service charge as shown in Section S4.3 and may be arranged for in either of two ways:
- (1) If the new customer, fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder, future bills are then rendered to him without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and directory listing. Under this arrangement the Network Access Change Charge specified in Section S4.3.A(2) of this Product Guide will be applicable.

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Citizens Telecommunications Company of Tennessee

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.5 Transfer of Service Between Customers (Continued)

(A) Continued

- (2) If the new customer does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the transfer is effective. Under this arrangement the Network Access Establishment Charge specified in Section S4.3.A(1) and the Central Office Line Connection Charge specified in Section S4.3.C will apply.

- (B) Under either method of transfer the reassignment of the old telephone number to the service of the new party is arranged for only after the former customer has given his consent to its use, and then only when, in the judgement of the Company, there exists no relationship, business or otherwise, between the old and new customers, and when in the judgement of the Company a change in the telephone number is not required.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.5 Transfer of Service Between Customers (Continued)

- (C) When a relationship does exist, business or otherwise, between the old and new customer, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgement of the Company a change in the telephone number is not required.
- (D) Where the new customer requests an addition to the existing service, or a rearrangement or change of the existing service, the appropriate service charges specified in Section S4.3 will apply.

S2.3.6 Initial Service Periods

- (A) Unless otherwise specified, the initial service period for all services offered in this Product Guide is one month commencing with the date of installation of the service.
- (B) For services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated in brackets following the basic termination charge listed in that section of this Product Guide containing the service offered.

S2.3.7 Charges Applicable for Facility Extension

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.6 Initial Service Periods (Continued)

- (C) The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

S2.3.7 Floor Space, Electric Power and Operating at the Customer's Premises

- (A) The customer is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting, proper relative humidity and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the customer by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the customer.
- (B) Except as may be specified elsewhere in this Product Guide, all operating required for the use of communications facilities provided by the Company at the customer's premises will be performed at the expense of the customer, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.8 Provision and Ownership of Equipment and Facilities

- (A) Equipment and facilities furnished by the Company on the premises of a customer or authorized user of the service are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this Product Guide, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the customer's premises, or upon termination or cancellation of the service, to remove such equipment and facilities.
- (B) Customers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Company, except upon the written consent of the Company.
- (C) Equipment and facilities furnished by the Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof accepted.

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.9 Provision and Ownership of Directories

Telephone directories distributed from time to time by the Company remain the property of the Company, shall not be mutilated and shall be surrendered upon request.

No binder, holder, insert or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the directories owned by the Company, except that this prohibition shall not apply to a customer-provided binder, holder, insert, or auxiliary cover which is not so attached as to impede reference to essential service information or otherwise interferes with service.

S2.3.10 Provision and Ownership of Telephone Numbers

- (A) Telephone numbers are the property of the Company and are assigned to the service furnished the customer. The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.10 Provision and Ownership of Telephone Numbers (Continued)

(B) Reserved Telephone Numbers

- (1) Subject to the availability of facilities, a customer may reserve telephone numbers for future use.
- (2) The charge for this service is \$5.00 per reserved number, per month, plus applicable service charges.

S2.3.11 Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this Product Guide, is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the customer or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.12 Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable, to employees of the Company, the customer may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, any remuneration to be based on the conditions involved.

S2.3.13 Work Performed Outside Regular Working Hours

The rates and charges specified in this Product Guide contemplate that work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of the service be performed outside the Company's regular working hours or that once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the customer may be required to pay, in addition to the other rates and charges specified in this Product Guide, the amount of additional costs incurred by the Company as a result of the customer's special requirements.

S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.14 Termination of Service

(A) Termination of Service by the Company

- (1) Violation of any of the regulations contained in this Product Guide on the part of the customer may be regarded as sufficient cause for termination of the customer's service.
- (2) When the service is terminated on the initiative of the Company because of violation of its regulations by the customer, the regulations stipulated below for termination of service at the customer's request apply.
- (3) The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.
- (4) No Lifeline customer can be disconnected from Local Service for non-payment of Toll charges. If partial payments are received from a Lifeline customer, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.14 Termination of Service (Continued)

(B) Termination of Service at the Customer's Request

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination the customer 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 a initial service period or applicable termination charges, or both.

S2.3.15 Ringer Limitations

(A) The number of ringers directly connected to the line (including that furnished with the main station) is limited to four per main station in the case of individual and two-party lines, and to two per main station in the case of four-party lines.

(B) Ordinarily in connection with individual line and party lines, a ringer is permanently connected to the line.

S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances

S2.4.1 Advance Payments

- (A) An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other non-recurring charges plus charges for one month of service.
- (B) The amount of any advance payment collected is credited to the subscriber's account after service is established.
- (C) In addition to the advance payment specified in the preceding paragraph, an applicant for telephone service (the furnishing of which involves an unusual installation expense) may, if it is deemed necessary by the Company in safeguarding its interests, be required to make an advance payment of such proportion of the estimated cost as is to be borne by the applicant in addition to such service connection charges as are applicable.

S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.1 Advance Payments (Continued)

- (D) The amount of any advance payment collected because of unusual installation expense is credited to the applicant's account as applying against the construction or installation charge. If the amount of such advance payment collected is in excess of the proportion of such costs to be borne by the applicant, the amount of excess is either returned to the customer or credited to the customer's account.

S2.4.2 Deposits

- (A) The Company may, in order to safeguard its interest, require an applicant for or customer to its services to make a suitable deposit to be held by the Company as a guarantee of the payment of charges. Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.
- (B) Such deposit shall not exceed the sum of the monthly amount to be paid in advance plus twice the estimated monthly amount to be paid after the rendition of service.

S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

- (C) Interest shall be paid by the Company upon such deposits at the rate of 6% per year, payable annually for the time such deposits were held by the Company and the customer was served by the Company, unless period is less than six months. Such interest shall be calculated to December 1 of each year, and the payment shall be made by credit to customer's account on the January billing.
- (D) The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation or constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due the Company.

S2.4.3 Payment for Service

- (A) All charges due by the customer are payable at the Company's Business Office or at any agency duly authorized to receive such payments.

PRODUCT GUIDE

S2. General Regulations (Continued)

angements and Credit Allowances (Continued)

S2.4.3 Payment for Service (Continued)

- (B) The customer shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The customer is responsible for payment of all charges for services furnished the customer, including charges for services originated or charges accepted at the customer's location.
- (C) Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein.
- (D) Should service be suspended for non-payment of charges, it will be restored only as provided under "Restoration Charge" in Section S4. of this Product Guide.
- (E) When the service has been disconnected for non-payment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Product Guide.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.3 Payment for Service (Continued)

- (F) In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for nonpayment of any such or other charges due and unpaid or for the violation of the provisions of this Product Guide; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.
- (G) A return check charge as specified in Section S4. of this Product Guide will be applied to each dishonored check received. Regulations contained in this Product Guide regarding suspension or discontinuance of telephone service will remain applicable.
- (H) A Late Payment Charge of 1 1/2% or \$9.00, whichever is greater, applies to each residence customer's bill and 1 1/2% and \$14.00 applies to each business customer's bill when the previous month's bill has an unpaid balance of \$70.00 or more. The late charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. (R)

S2. General Regulations (Continued)

ts and Credit Allowances (Continued)

S2.4.4 Allowance of Interruptions

- (A) Customers experiencing a service outage exceeding the periods described in (B) following will receive a credit allowance as provided in (B) following, and a Service Performance Guarantee credit as provided in S2.4.5 of this Product Guide.
- (B) When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the customer, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to the Company, except as otherwise specified in this Product Guide. For the purpose of administering this regulation, every month is considered to have thirty days.

S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.5 Service Performance Guarantee

(A) Business

- (1) If a business customer requests installation or repair of Company-owned facilities used to provide exchange, message toll, private line or enhanced services offered under this Product Guide and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes in this Product Guide.
- (2) Each credit shall be limited to the amount described in the above regulation for the particular line or lines associated with the service to be installed or repaired.
- (3) Credit will be provided in accordance with the above conditions at the request of the customer.
- (4) Credit will be extended in accordance with the above conditions only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company-owned facilities used to provide those services.

S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.5 Service Performance Guarantee (Continued)

(A) Business (Continued)

(5) The credit will not apply to "out of service" conditions resulting from:

- (a) Willful neglect, misuse or abuse by the customer.
- (b) Problems in the customer's premises equipment or in the customer's inside wire.
- (c) Natural disasters, labor difficulties, governmental orders, civil commotions, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.
- (d) Temporarily or permanently discontinued service due to nonpayment of bills.

S2. General Regulations (Continued)

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S2.4.5 Service Performance Guarantee (Continued)

(B) Residence

- (1) If a residence customer requests installation or repair of Company-owned facilities used to provide service offered under this Product Guide, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes in this Product Guide.
- (2) Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
- (3) Credit will be provided in accordance with the above conditions at the request of the customer.
- (4) Credit will be extended in accordance with the above conditions only for installation or repair of Company-owned facilities used to provide services offered in accordance with this Product Guide.

S2. General Regulations (Continued)

ditions resulting from:

- (a) Willful neglect, misuse or abuse by the customer.
- (b) Problems in the customer's premises equipment or in the customer's inside wire.
- (c) Natural disasters, labor difficulties, governmental orders, civil commotions, general network failure, cable cuts affecting more than 5% of the Company's customers or circum-stances beyond the control and/or knowledge of the Company.
- (d) Temporarily or permanently discontinued service due to nonpayment of bills.

S2. General Regulations (Continued)

S2.5 Liability of the Company

S2.5.1 Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

S2.5.2 Use of Facilities of Other Connecting Carriers

When suitable arrangement can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by this Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of the publications of such errors in the directory nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listings published in its directories. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such of the subscriber's service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

S2. General Regulations (Continued)

by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

S2.5.4 Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of service on such premises or by the removal thereof, when such defacement or damage is not the result of negligence of employees of the Company.

_____ tion of Claims

With respect to claims for overbilling or incorrect billing, the Company will not be liable for refunds of excess charges in any case where the claim is not presented within six years after the alleged overbilling or incorrect billing occurs. The Company may require a written description of the alleged overbilling or incorrect billing.

red, but unbilled charges up to twenty- four months after the service was provided.

In the adjustment of charges for overbilling or incorrect billing by the Telephone Company: (1) when both the excess charge and the time period during which the excess charge was paid can be determined from available records, a refund will be given in the amount of the excess charge for each billing cycle or other time period during which the excess charge was paid; (2) when the exact amount of the excess charge cannot be determined from available records, the Company will estimate the excess charge and will give a refund in the amount of the estimated excess charge for each billing cycle or other time period during which the estimated excess charge was paid; (3) when the time period during which the excess charge was paid cannot be determined from available records, the Company will estimate the time period and will give a refund in the amount of the excess charge for the estimated period, up to a maximum of three years. No adjustment will be made nor refund given if no records exist to substantiate a claim of overbilling or incorrect billing.

The subscriber must promptly notify the Telephone Company whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Telephone Company's wiring or equipment; and the subscriber agrees to pay the Telephone Company's current charges for such changes. The Telephone Company may, at its option, require a written description of the alterations or construction, including plans, drawings, maps, schematics, and such like.

S2.6 Customer Premises Wiring

S2.6.1 General

- (A) Customer Premises Inside Wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends between the Demarcation Point and those standard jack locations on the customer's premises to which terminal equipment can be connected for access to the Exchange Service Line.

S2. General Regulations (Continued)

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S2.6.1 General (Continued)

- (B) The demarcation point is provided as part of the Exchange Service Line, WATS or Private Line Services. If a Network Interface Device (NID) is employed as the demarcation point, this NID will normally be installed outside the customer's building at a location determined by the Company which is accessible to the customer. If the NID is installed inside a customer's building due to customer request, and not at the initiative of the Company, charges will apply as specified in Section S4. of this Product Guide. The normal location of the NID is in close proximity to where the Company facilities attach to the customer's building, wherever practicable.

- (C) When a NID is installed at the customer's request on existing service, a Secondary Service Order charge and a Premises Visit charge will apply as covered in Section S4. of this Product Guide.

S2. General Regulations (Continued)

S2.6 Customer Premises Wiring (Continued)

S2.6.2 Responsibility of the Customer

- (A) The installation and maintenance of Customer Premises Inside Wire is the sole responsibility of the customer.
- (B) The customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or the customer's agent that may result from any installation or maintenance activity undertaken by that customer or the customer's agent.
- (C) The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's premises inside wire activity.

S2.6.3 Violation of Regulations

- (A) Where Customer Premises Inside Wire is found to be causing network related harm, the Company will promptly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.

S2. General Regulations (Continued)

S2.6 Customer Premises Wiring (Continued)

S2.6.3 Violation of Regulations (Continued)

- (B) It is the customer's responsibility to discontinue such use and correct the situation causing the network harm.
- (C) Failure of the customer to discontinue such use to correct the problem will result in suspension of the customer's service until such times as corrections a made.

S2.7 Provision of Network Interface Devices

S2.7.1 General

The following rules will apply to new installations for telephone service using Network Interface Device (NID).

- (A) All wiring on the customer's premises that is connected to the telephone network shall connect to the Telephone Company network through the Telephone Company provided NID.
- (B) Maintenance of the NID shall be the responsibility of the Telephone Company.
- (C) For single unit premises, the Company will terminate its network facilities no further than 12 inches upon entering the customer's premises. A single unit location is a premises or building occupied by a single customer.

S2. General Regulations (Continued)

Network Interface Devices (Continued)

S2.7.1 General (Continued)

- (D) In locations with multiple customers, i.e., multiple premises, the Company will terminate its network facilities no further than 12 inches at the minimum point of entry to the building or property.
- (E) The Company will allow customers access to inside wiring at points up to and including the point of demarcation. The customer is no longer required to interconnect through a plug and jack arrangement where a customer's premises is served by no more than two lines. This refers to all one and two-line telephone wiring (including associated jacks) on the customer's side of the demarcation point, whether owned and installed by the customer premises owner, agent, or another vendor.
- (F) The Telephone Company shall instruct the customer of the location, purpose and use of the NID.

S2. General Regulations (Continued)

S2.8 Special Promotions

The Company may offer special promotions of new or existing services or products upon 1 day notice to the Authority Subject to the availability of products, services and facilities, promotions will be available on a completely nondiscriminatory basis to all subscribers meeting the eligibility criteria for each promotion within the classification of service and area for which the promotion is available. Each subscriber meeting the eligibility criteria will have an equal opportunity for participation. Notification will include the time period during which the promotion will be conducted as well as the terms and conditions of the promotion.

S2. General Regulations (Continued)S2.9 Schools And Libraries Discount ProgramS2.9.1 General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this Product Guide at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the Tennessee Regulatory Authority in its Opinion and Docket No. 97-00888 Order Establishing Intrastate Discounts For Schools and Libraries, issued September 18, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R-) 54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the Federal Universal Service Fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

S2. General Regulations (Continued)

S2.9 Schools And Libraries Discount Program (continued)

S2.9.2. Regulations

a. Obligation of eligible schools and libraries

(1) Requests for service

- (a) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- (b) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- (c) Services requested will be used for educational purposes.
- (d) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

b. Obligations of the Company

- (1) The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this Product Guide. Those services contained in this Product Guide which are excluded from the discount program, in accordance with the Rules, are included as an attachment to this Product Guide.
- (2) The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
- (3) In competitive bidding situations, the Company may offer flexible pricing or rates other than in this Product Guide, where specific flexible pricing arrangements are allowed.

S2. General Regulations (Continued)

S2.9 Schools And Libraries Discount Program (continued)

S2.9.3. Discounted Rates For Schools And Libraries

- a. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- b. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
- c. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
- d. The discount matrix for eligible schools, libraries and consortia is included as an attachment to this Product Guide.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.9 Schools And Libraries Discount Program (continued)

S2.9.4. Attachment

a. SERVICES INELIGIBLE FOR SCHOOLS AND LIBRARIES DISCOUNT

- (1) Informational Services such as Voice Mail
- (2) Equipment (personal computers, personal software, fax machines, modems, training, electrical upgrades, asbestos removal)
- (3) And/or such other items specified in the FCC order (FCC 97-157)

b. SCHOOLS AND LIBRARIES DISCOUNT MATRIX

<u>HOW DISADVANTAGED</u> % of students eligible for national school lunch program	<u>% DISCOUNT LEVEL</u>	
	<u>Urban discount</u>	<u>Rural discount</u>
<1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

S2. General Regulations (Continued)

S2.10 Do Not Call Register

S2.10.1 General

Local exchange companies and inter-exchange carries are prohibited from providing any network element or service to telephone solicitors that would block or otherwise interfere with on a per line basis, the display of the telephone solicitor's name and telephone number on the residential subscriber's caller ID equipment.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.11 Electronic Bill Payment Program

S2.11.1 General

Frontier Online Bill Payment program is a voluntary program available to customers to view and/or pay their telephone bill on-line. Frontier customers can go to Frontieronline.com to register, view invoices and make payments. Once a customer registers for the service, a paper bill will continue to come for two months. After two months, the customer may opt to no longer receive a paper bill.

S2.11.2 Regulations

1. Frontier Online Bill Payment is a discretionary service.
2. An Email reminder will be sent to customer when their bill is available
3. If the customer opts to receive only the electronic bill and not the paper bill, the monthly recurring charge will be waived.

S211.3 Rates

Monthly

Rate for Online Bill Payment with duplicate paper bill

\$2.00

S2. General Regulations (Continued)

S2.12 Residence Customer Incentive Program

S2.12.1 General

The Residence Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

S2.12.2 Regulations

- (A) This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- (B) For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- (C) To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
- (D) For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.12 Residence Customer Incentive Program (Continued)

S2.12.2 Regulations (Continued)

- (E) The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in S2.12.3 following.
- (F) The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Product Guide and the amount does not exceed the maximum amount set forth in S2.12.3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- (G) Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under S2.12.3 following.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- (H) The Company reserves the right to discontinue this offer.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.12 Residence Customer Incentive Program (Continued)

S2.12.3 Rates

(A) The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- (1) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
- (2) A waiver of up to three months of the recurring rate(s) or charge(s), or
- (3) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
- (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of (3) above, shall be used.

(B) The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

(C) Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.13 Business Customer Incentive Program

S2.13.1 General

The Business Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

S2.13.2 Regulations

- (A) This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
- (B) For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- (C) To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
- (D) For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.13 Business Customer Incentive Program (Continued)

S2.13.2 Regulations (Continued)

- (E) The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in S2.13.3 following.
- (F) The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Product Guide and the amount does not exceed the maximum amount set forth in S2.13.3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- (G) Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under S2.13.3 following.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- (H) The Company reserves the right to discontinue this offer.

PRODUCT GUIDE

S2. General Regulations (Continued)

S2.13 Business Customer Incentive Program (Continued)

S2.13.3 Rates

- (A) The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
- (1) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
 - (2) A waiver of up to three months of the recurring rate(s) or charge(s), or
 - (3) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
 - (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of (3) above, shall be used.
- (B) The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
- (C) Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

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S3. Basic Local Exchange Service

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S3. Basic Local Exchange Service (Continued)

S3.1 General

- (A) Local exchange service rates in this Product Guide are identified with Citizens Telecommunications Company of Tennessee.
- (B) Base Rate Areas, Sub-base Rate Areas, Exchange Service Areas and Zoned Areas for each exchange are identified on maps filed in this Product Guide section.
- (C) The rates for service not specifically shown in this section are presented in other sections of this Product Guide.

S3.2 Monthly Exchange Rates

- (A) Monthly exchange rates as authorized by the Tennessee Public Service Commission are shown below.
- (B) The following abbreviations are employed in this Section S3.:
 - BRA - Base Rate Area
 - EA - Exchange Area
- (C) Local exchange service rates, excluding semipublic service, do not include the provision of a telephone set. Individual and party line residence and business service is comprised of the following:

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S3. Basic Local Exchange Service (Continued)

S3.2 Monthly Exchange Rates (Continued)

(C) Continued

(1) Exchange Service Line - The serving central office line equipment and all the Company plant facilities up to and including the Company-provided Network Interface Device. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the use offering selected by the customer.

(D) The rates specified herein also entitle customer to an unlimited number of messages to all stations located within the geographic boundaries of the county in which the customer resides. Toll-free countywide calling is not applicable for sent paid coin, pager numbers, cellular numbers, remote call forwarding numbers, foreign exchange numbers, WATS, 800, 900/976, and 700 types of calls.

To the extent that an originating or terminating exchange is split between two or more counties, only those stations located within the same county may be called without incurring toll charges. Many exchanges can be called to some degree on a toll-free intracounty basis, but not completely on a toll-free basis, i.e., the exchange is split between counties.

County-wide calls originated by a Frontier customer which are carried by an IXC (Interexchange Carrier) via 1+ dialing and terminate to a customer of another Local Exchange Company (LEC) or a Competitive Local Exchange Carrier (CLEC) that is not participating in County-wide Calling (code not available in the TAR code database) are rated and billed at the applicable toll charge. Any Frontier customer who is billed for an intra-county call of this type who notifies Frontier of the billing error will receive credit for the associated toll charges if Frontier is the billing agent for the IXC involved. At the time credit is issued Frontier will notify the TRA of the billing violation caused by non-compliance of the terminating LEC or CLEC so the TRA can take proper corrective action.

S3. Basic Local Exchange Service (Continued)

S3.2 Monthly Exchange Rates (Continued)

(D) (Continued)

Calls made to exchanges outside the customer's serving local calling area, but within the geographic boundaries of the county, are accessed by dialing 1+ and/or 0+ even though these particular calls may be intracounty and local. Calls to exchanges within the county which can only be reached by 1+ dialing will be blocked for those customers who subscribe to toll restricted service on their line.

S3.2.1 Flat Rate Service

(A) Rates and Charges

<u>Class & Grade of Service</u>	<u>All Exchanges</u>					
<u>Residence One Party Access Line</u>						
One Party Access Line						\$16.25
Manual Access Line						\$20.50
<u>Business Flat Rate</u>						
One Party Access Line						\$45.00 (I)
One Party Access Line ^{(2) (4)}						\$45.00 (I)
Manual Access Line						\$45.00 (I)
<u>Contract Period ⁽¹⁾</u>	<u>MTM</u>	<u>6 mo *</u>	<u>1 yr *</u>	<u>2 yr *</u>	<u>3 yr *</u>	<u>5 yr *</u>
Market Area A						
Market Area B						
Market Area "A" ^{(2) (4)}	\$45.00 (I)	N/A	\$23.00	N/A	\$18.00	\$14.00
Market Area "B" ⁽³⁾	\$45.00 (I)	\$15.50	\$15.00	\$14.50	\$14.00	N/A

* Includes Touch Tone

Note (1) Termination charges for 6 month - \$100, 1 Year - \$200, 2 Year - \$300, 3 Year - \$400, and 5 Year - \$500

Note (2) Applicable to the Crossville, Pleasant Hill and Tansi Exchanges

Note (3) Applicable to the McMinnville and Sparta exchanges only. Rate applies to existing and future customers.

Note (4) The Ad Valorem reduction to certain rates no longer applies due to withdrawal of tariffs on October 1, 2013. These rates remain in effect for now due to high competition in these exchanges.

S3. Basic Local Exchange Service (Continued)

S3.2 Monthly Exchange Rates (Continued)

S3.2.1 Flat Rate Service (Continued)

(A) Rates and Charges (Continued)

Business Flat Rate (Continued)

Automatic Access Line \$54.00 (l)

<u>Contract Period</u> ⁽¹⁾	<u>MTM</u>	<u>1 yr</u> *	<u>2 yr</u> *	<u>3 yr</u> *	
Market Area "A" ⁽²⁾	\$37.00	\$30.00	\$28.00	\$26.00	(l)
Market Area "B" ⁽³⁾	\$37.00	N/A	N/A	N/A	(l)

Monthly Credits ⁽²⁾⁽³⁾

Monthly Credit will be applied to the monthly rate for Business Flat Rate Customers who purchase Citizens Long Distance Service and/or Citizens Business DSL or Dedicated Internet Service.

1. A \$0.50 per month credit will be applied to each Business Flat Rate Line, if the customer selects Citizens Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).
2. A \$0.50 per month Credit will be applied to each Business Flat Rate Line if the customer subscribes to Citizens Business DSL or Dedicated Internet Service.
3. A \$1.00 per month credit will be applied to each Business Flat Rate Line if the customer subscribes to both, Citizens Long Distance and Citizens Business DSL or Dedicated Internet Service (1. and 2. preceding).

* Includes Touch Tone

Note (1) Termination charges will not exceed six percent (6%) of the total term plan amount.

Note (2) Applicable to the Crossville, Pleasant Hill and Tansi Exchanges

Note (3) Applicable to the McMinnville and Sparta exchanges only. Rate applies to existing and future customers.

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S3. Basic Local Exchange Service (Continued)

S3.2 Monthly Exchange Rates (Continued)

S3.2.1 Flat Rate Service (Continued)

(A) Rates and Charges (Continued)

Class & Grade of Service

Exchanges

Algood
Cookeville
Crossville
Dresden
Latham
Martin
McMinnville
Monterey
Palmersville
Pleasant Hill
Sharon
Sidonia
Sparta
Tansi

(B) The rate specified herein entitle customers to an unlimited number of messages to all stations bearing the designation of central offices within the serving exchange and additional exchanges as shown in Section S3.3, Local Calling Area.

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.2 Monthly Exchange Rates (Continued)

S3.2.1 Flat Rate Service (Continued)

(C) Service Offerings

- (1) One-party residence service and one-party business services are furnished within the Base Rate Area. Beyond the Base Rate Area, and the Sub-base Rate Area, one and four-party residence (except as discussed herein) and one-party business are furnished.
- (2) Residential two-party service is limited to existing customers at present locations within the Base Rate Area.
- (3) The Company will upgrade the Two-Party and Four-Party residence service to One-Party and will apply the One-Party rate when the main stations on a Two-Party residence or Four-Party residence line drops to one (1), after sixty (60) days written notice to the customer. Four-Party residence service will continue to be provided in areas where One-Party residence service facilities are not available.

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S3. Basic Local Exchange Service (Continued)

S3.2 Monthly Exchange Rates (Continued)

S3.2.1 Flat Rate Service (Continued)

(D) Educational and Public Library Lines and Auto Dialers/Voice Mail Communications Systems

(1) The Auto Dialers/Voice Mail Communication Systems enable schools to notify parents of important school events and also of child absenteeism. This discount will apply to lines installed for the sole purpose of school/parent communication systems.

(a) For schools and public libraries with flat rate business lines, a credit equal to the business flat rate less the residential flat rate will be granted to access lines used for School/Parent Communication Systems (Grades K-12 only).

If grouping (rotary) is needed on these lines, a credit equal to the business grouping charge less the residential rotary charge will also be granted.

For schools and public libraries with measured business lines, a credit equal to the business measured rate less the residential measured rate will be granted to access lines used for School/Parent Communication Systems.

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S3. Basic Local Exchange Service (Continued)

S3.2 Monthly Exchange Rates (Continued)

S3.2.1 Flat Rate Service (Continued)

(D) Educational and Public Library Lines and Auto Dialers/Voice Mail Communications Systems (Continued)

(1) Continued

(a) Continued

For schools and public libraries with Centrex a credit equal to the Network Access Register rate less the residential trunk rate (flat rate), will be granted to access lines used for School/Parent Communication Systems.

(b) Schools and public libraries will only be permitted one credit per 100 students, or fraction thereof.

(c) Autodialers are to be used only to contact persons providing written consent to the school and public library to be contacted or to contact to act on behalf of persons providing written consent.

(d) This credit will apply only to lines installed after January 1, 1997.

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S3. Basic Local Exchange Service (Continued)

S3.2 Monthly Exchange Rates (Continued)

S3.2.1 Flat Rate Service (Continued)

(D) Educational and Public Library Lines and Auto Dialers/VoiceMail Communications Systems (Continued)

(2) Educational and public library Lines used for the purposes shown below will be billed the following discount rates:

(a) Local telephone lines for the use of computers and modems to access various informational databases and shared educational programs as well as accessing public libraries and classrooms for the purpose of sharing information and learning experiences.

(b) Local telephone lines for teacher or librarian workroom use of computers and modems to access various informational databases and to share information and ideas with other teachers and librarians in an effort to enhance the educational experience of the students.

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S3. Basic Local Exchange Service (Continued)

S3.2 Monthly Exchange Rates (Continued)

S3.2.1 Flat Rate Service (Continued)

(D) Educational and Public Library Lines and Auto Dialers/Voice Mail Communications Systems (Continued)

(2) Educational and public library Lines used for the purposes shown below will be billed the following discount rates: (Continued)

(c) Local telephone lines for teacher workroom and public library use to make outgoing only calls to parents or students necessary to enhance the educational experience of the students.

(3) Discount Rates:

	Monthly Rate	<u>GSEC</u>
<u>Business Flat Rate</u>		
One-Party Access Line	\$9.85	B1SPC
<u>Usage Sensitive Service</u>		
<u>Business</u>		
One-Party Access Line	5.40	B1USSPC
<u>Rotary Line Service</u>		
<u>Business</u>		
One-Party Service	2.30	B1RLSPC

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S3. Basic Local Exchange Service (Continued)

S3.3 Local Calling Areas

S3.3.1 General

The rates specified in Section S3.2 entitle customers to access all stations bearing the central office designations of additional exchanges as shown below. The local calling area of the exchange in the left hand column also includes the exchanges listed in the right hand column.

<u>Exchange</u>	<u>Additional Exchanges</u>
Algood ¹	Baxter, Cookeville, Cookeville South and Monterey
Cookeville ¹	Algood, Baxter, Cookeville South and Monterey
Crossville ¹	Pleasant Hill and Tansi
Dresden ¹	Gleason, Greenfield, Latham, Martin, Palmersville, Sharon, and Sidonia
Latham ¹	Dresden, Gleason, Greenfield, Martin, Palmersville, Sharon, and Sidonia
Martin ¹	Dresden, Gleason, Greenfield, Latham, Palmersville, Sharon, and Sidonia
McMinnville ¹	Beersheba, Centertown, Dibrell, McMinnville Rural, Rock Island and Viola

¹ See S3.2.D for countywide calling.

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S3. Basic Local Exchange Service (Continued)

S3.3 Local Calling Areas (Continued)

S3.3.1 General (Continued)

<u>Exchange</u>	<u>Additional Exchanges</u>
Monterey ¹	Algood, Baxter, Cookeville, Cookeville South, and Crawford
Palmersville ¹	Dresden, Gleason, Greenfield, Latham, Martin, Sharon, and Sidonia
Pleasant Hill ¹	Crossville and Tansi
Sharon ¹	Dresden, Gleason, Greenfield, Latham, Martin, Palmersville, and Sidonia
Sidonia ¹	Dresden, Gleason, Greenfield, Latham, Martin, Palmersville, and Sharon
Sparta ¹	Cookeville, Bon DeCroft, Doyle, Old Zion, Sparta Rural, and Spencer
Tansi ¹	Crossville and Pleasant Hill

¹ See S3.2.D for countywide calling.

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S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service

S3.4.1 General

- (A) Usage Sensitive Service (USS) and Message Rate Service (MRS) are exchange services which provide for calling into stations within the local service area as shown in S3.4.5.
- (B) Billing for USS consists of (1) a regular monthly charge for incoming service and for access to the local network and (2) usage charges for each local call originated and completed. Local call charges for USS are based upon (1) number of calls, (2) duration, (3) distance called, and (4) time-of-day (including day-of-week).
- (C) Billing for MRS consists of (1) a regular monthly charge for incoming service and for access to the local network and (2) a charge for each local call originated and completed. Local call charges are based upon the number of calls.
- (D) The local calling area for each exchange is shown in Section S3.3.

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S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.1 General (Continued)

- (E) USS is available to business customers for one party access line, manual access line and automatic access line service, and to residence customers for one party access line and manual access line service. MRS is available only to residence customers for one party access line and manual access line service.
- (F) Neither USS nor MRS is available on party line.
- (G) Neither USS nor MRS will be offered in connection with foreign exchange (FX) services, public telephones, mobile, and paging systems.
- (H) Neither USS nor MRS usage charges will apply to calls to the Telephone Company Business Office, Repair Service, Directory Assistance, or for 911 Emergency Service.
- (I) A combination of any flat rate, usage sensitive, or message rate service configuration will not be furnished to the same customer on the same premises.

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.1 General (Continued)

- (J) USS and MRS are subject to all telephone station charges, exchange zone charges, service charges, except as stated herein, and all specialized local operator assistance charges which are applicable to flat rate service.
- (K) The local exchange access rate is billed in advance. The usage charges for each local call are billed in arrears.

S3.4.2 Elements of Message Rate Service (MRS)

- (A) Local Exchange Access Rate - A monthly rate for the provision of incoming calls and access to the local network.
- (B) Local Call Rate - A charge applied to each local call originated and completed.

S3.4.3 Elements of Usage Sensitive Service (USS)

- (A) Local Exchange Access Rate - A monthly rate for provision of incoming calls and access to the local network.
- (B) Call Connection - A charge applied to each completed outgoing call placed during the month.

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.3 Elements of Usage Sensitive Service (USS) (Continued)

- (C) Minutes of Use - A charge per minute or fraction thereof, for duration of call. Monthly billing is based on cumulative minutes of usage with the total fraction rounded to the next higher minute.
- (D) Distance - Bands A, B, and C relate to incremental Call Connection and Minutes of Use rates based upon interexchange mileage determined by measuring the airline distance between central offices within the local service (calling) area, using the V&H coordinate procedure. There are no distance charges associated with calls originating and terminating within a customer's serving exchange.
- (E) Timing of USS Local Messages
 - (1) Chargeable time for all calls begins when connection is established between the calling station and the called station. Chargeable time ends when the calling station "hangs-up", thereby releasing the network connection. If the called station "hangs-up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the telephone company operator.

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.3 Elements of Usage Sensitive Service (USS) (Continued)

(E) Timing of USS Local Messages (Continued)

- (2) The time-of-day and day-of-week discounts apply to all calls which are originated within the designated discount periods. The charges are determined separately for each rate period and the results are totaled.
- (3) The discount for the reduced rate period given in the Time-of-Day Discounts and Periods table following is expressed as a percent reduction of the sum of the Call Connecting and Minutes of Use charges calculated at the rates shown in the Usage Rates Table following.

S3.4.4 Local Exchange Access Rates for USS and MRS

- (A) A monthly charge for the provision of incoming service and access to the local network. This rate does not include the provision of a telephone set. MRS is available only to the residence service as shown in S3.4.4(C).

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S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.4 Local Exchange Access Rates for USS and MRS (Continued)

	Monthly <u>Rates</u>
(B) <u>Business Service</u> Individual Line*	\$31.95 (I)
Manual Access Line*	\$31.95 (I)
Automatic Access Line*	\$31.95 (I)

* The Rotary Service Charge in Section S3.7 is applicable to all USS and MRS Access Lines.

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.4 Local Exchange Access Rates for USS and MRS (Continued)

(C)	<u>Residence Service</u>	Monthly <u>Rates</u>
	Individual Line- Message Service	\$11.65 (I)
	Individual Line -Usage Service	\$11.65 (I)
	Manual Access Line – Message Service	\$11.65 (I)
	Manual Access Line - Usage Service	\$11.65 (I)

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.5 Usage Rates for USS and MRS

Rates applicable to each call originated and completed within the local service area and apply in addition to the access line rate shown in S3.4.4.

<u>Exchange</u>	<u>Additional Exchanges</u>	<u>Distance Bands for USS</u>
Algood	Baxter	B
	Cookeville	A
	Cookeville South	A
	Monterey	A
Cookeville	Algood	A
	Baxter	A
	Cookeville South	A
	Monterey	B
Crossville	Pleasant Hill	A
	Tansi	A
Dresden	Gleason	A
	Greenfield	B
	Latham	A
	Martin	A
	Palmersville	A
	Sharon	A
	Sidonia	B
Latham	Dresden	A
	Gleason	B
	Greenfield	C
	Martin	A
	Palmersville	A
	Sharon	B
	Sidonia	B

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.5 Usage Rates for USS and MRS (Continued)

<u>Exchange</u>	<u>Additional Exchanges</u>	<u>Distance Bands for USS</u>
Martin	Dresden	A
	Gleason	C
	Greenfield	B
	Latham	A
	Palmersville	B
	Sharon	A
	Sidonia	A
McMinnville	Beersheba	C
	Centertown	A
	Dibrell	A
	McMinnville Rural	A
	Rock Island	A
	Viola	B
Monterey	Baxter	C
	Cookeville	B
	Cookeville South	C
	Crawford	A

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.5 Usage Rates for USS and MRS (Continued)

<u>Exchange</u>	<u>Additional Exchanges</u>	<u>Distance Bands for USS</u>
Palmersville	Dresden	A
	Gleason	B
	Greenfield	C
	Latham	A
	Martin	B
	Sharon	C
	Sidonia	C
Pleasant Hill	Crossville	A
	Tansi	B
Sharon	Dresden	A
	Gleason	B
	Greenfield	A
	Latham	B
	Martin	A
	Palmersville	C
	Sidonia	A
Sidonia	Dresden	B
	Gleason	B
	Greenfield	A
	Latham	B
	Martin	A
	Palmersville	C
	Sharon	A

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.5 Usage Rates for USS and MRS (Continued)

<u>Exchange</u>	<u>Additional Exchanges</u>	<u>Distance Bands for USS</u>		
Sparta	Bon DeCroit	A		
	Doyle	A		
	Old Zion	A		
	Sparta Rural	A		
	Spencer	B		
Tansi	Crossville	A		
	Pleasant Hill	B		
(A)	MRS Service Local call, each	\$.10		
(B)	USS Service			
	<u>Distance Bands</u>	<u>Airline Miles</u>	<u>Full Rate Period</u>	
	Serving Exchange	---	Call Connection, <u>Each</u>	Minutes of Use, <u>Each</u>
	A	0 - 10	\$.02	\$.01
	B	11 - 16	.04	.02
	C	17 - 22	.05	.03
			.06	.04

Note 1: Residence customers who have been certified to the Telephone Company as having a hearing and/or speech impairment which requires them to communicate over telephone facilities by means other than voice, and who use Data Transmitting and Receiving Terminals of speeds of 110 bauds or less, provided either by the Telephone Company or the customer, will be allowed the Time-of-Day discount during regular day periods (8:00 a.m. - 9:00 p.m.).

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.6 Time-of-Day Discounts and Periods for USS

	<u>From</u>	<u>Up to but Not Including</u>	<u>Discount</u>
Everyday	9:00 p.m.	8:00 a.m.	50%
Saturdays, Sundays & Certain Holidays (See Note 1)	8:00 a.m.	9:00 p.m.	50%

Note 1: Holiday discount applies on New Years Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the Fourth Thursday in November), and Christmas Day (December 25).

S3.4.7 Usage Sensitive Service Detail Billing

The monthly rates for USS do not include the provision of monthly billing detail. When a billing details is furnished, the following charges, plus a Records Service Ordering Charge, will apply. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the period for which detail is desired.

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.7 Usage Sensitive Service Detail Billing (Continued)

Detail Billing USS

		<u>GSEC</u>
Per Customer Bill, per month	\$1.75	USSDBC
Charge per page of billing detail	.10	CB

S3.4.8 Service Charges for USS and MRS*

- (A) A service charge of \$11.00 per residence line and \$11.60 per business line will apply for changing from Flat Rate Service to either Usage Sensitive or Message Rate Service.

GSEC: Residence - FRTOMRSR, FRTOUSSR
Business - FRTOUSSB

- (B) A customer with MRS or USS may change to flat rate service without paying a service charge provided the customer makes the change within 90 days of the date MRS or USS was initially furnished the customer.

GSEC: Residence - MRSTOFRRNC, USSTOFRNC
Business - USSTOFRBNC

* For a period of six months from the date USS and MRS Service is offered in an exchange, a customer will be allowed to make changes within the three Exchange Services, Flat, Message, and Usage Sensitive, without incurring any Service Charge, for example, from Flat to USS or vice versa, or from MRS to USS or vice versa.

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.8 Service Charges for USS and MRS* (Continued)

(C) A service charge of \$11.00 per residence line and \$11.60 per business line will apply for changing from MRS to USS to flat rate service after the 90 day period specified in (B) above.

GSEC: Residence - MRSTOFRR, USSTOFRR
Business - USSTOFRB

(D) A service charge of \$11.00 per residence line will apply for changing from USS to MRS or MRS to USS.

GSEC: Residence - USSTOMRSR, MRSTOUSSR

(E) If no other changes are being made on the service, charges shown in Section S4.3(A) will not apply in addition to the charges specified above.

* For a period of six months from the date USS and MRS Service is offered in an exchange, a customer will be allowed to make changes within the three Exchange Services, Flat, Message, and Usage Sensitive, without incurring any Service Charge, for example, from Flat to USS or vice versa, or from MRS to USS or vice versa.

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S3. Basic Local Exchange Service (Continued))

S3.4 Usage Sensitive and Message Rate Service (Continued)

S3.4.8 Service Charges for USS and MRS* (Continued)

- (F) The Company may offer, with Commission approval, special promotions for limited periods which waive the service charges as specified in S3.4.8(A), (C), and (D). These promotions will be offered on a completely non-discriminatory basis with each customer in the classification of service and area for which the promotion is offered having an equal opportunity for participation, subject to the availability of services and facilities.

* For a period of six months from the date USS and MRS Service is offered in an exchange, a customer will be allowed to make changes within the three Exchange Services, Flat, Message, and Usage Sensitive, without incurring any Service Charge, for example, from Flat to USS or vice versa, or from MRS to USS or vice versa.

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.5 (Reserved for Future Use)

S3.6 Local Operator Services

S3.6.1 Operator Assisted Local Calls

This service is categorized as Imperfectly Competitive and receives Promotional and Flexible Pricing treatment as specified in Section S2.1 of this Product Guide.

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

S3.6.1 Operator Assisted Local Calls (Continued)

S3.6.1.1 Operator Assisted Charges

- (A) All types of local exchange service have local calling areas which are the areas that can be called on a flat rate basis (no charge for individual calls).
- (B) Local dial call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
- (C) The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.

		Rate Band ¹ Non-recurring Charge		
		<u>Minimum</u>	<u>Maximum</u>	
(1)	Station-to-Station customer dialed credit card local call, each	*	*	(C)
(2)	Station-to-Station operator assisted sent-paid, collect, third number and non-customer-dialed credit card calls, each	*	*	(C)

¹ See Section S19. for current Price List.

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)
(N)

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

S3.6.1 Operator Assisted Local Calls (Continued)

S3.6.1.1 Operator Assisted Charges (Continued)

(C) Continued

		Rate Band ¹ Non-recurring Charge		
		<u>Minimum</u>	<u>Maximum</u>	
(3)	Person-to-Person operator assisted local call, each	*	*	(C)
(D)	The following Operator Assisted Local Calls are exempted from the service charge:			
(1)	Calls to designated Company numbers for official telephone business.			
(2)	Emergency calls to recognizable authorized civil agencies.			
(3)	Those cases where a Company operator provides assistance to:			
(a)	Re-establish a call which has been interrupted after the calling number has been reached.			

¹ See Section S19. for current Price List.

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)
(N)

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S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

S3.6.1 Operator Assisted Local Calls (Continued)

S3.6.1.1 Operator Assisted Charges (Continued)

(D) Continued

(3) Continued

- (b) Reach the called telephone number where facility problems prevent customer dial completion.
- (c) Place a sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.
- (d) Place calls when the caller advises he has had service trouble in reaching the terminating number.

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

S3.6.2 (Reserved for Future Use)

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Citizens Telecommunications Company of Tennessee

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S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

S3.6.2 (Reserved for Future Use)

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Citizens Telecommunications Company of Tennessee

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S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

(D)

S3.6.3 Directory Assistance Call Completion (DACC)

(A) General

- (1) Directory Assistance Call Completion (DACC) provides an incoming Directory Assistance customer requesting telephone numbers of customers, a mechanized announcement offering call completion to the listed local, intraLATA or interLATA number requested. The call is completed on a sent-paid basis (paid for by the calling customer).

PRODUCT GUIDE

- S3. Basic Local Exchange Service (Continued)
- S3.6 Local Operator Services (Continued)
- S3.6.3 Directory Assistance Call Completion (DACC) (Continued) (T)
- (A) General (Continued)
- (2) The mechanized announcement will instruct the caller that for an additional charge the caller may have the call automatically completed by depressing a specific digit on the touch-tone key pad. All completed calls will be charged the DACC charge, in addition to any other appropriate charges. (T)
- (3) DACC will only be furnished where facilities and operating conditions permit. DACC will only be available from those coin phones owned and operated by Citizens Telecommunications Company of Tennessee which are equipped for 1 + 411 dialing. (T)
- (4) DACC will not be provided to the following services: (T)
- 800 Service
 - 976 Service
 - 900 Service
 - Access Line Service for Customer-Provided Public Telephones

PRODUCT GUIDE

- S3. Basic Local Exchange Service (Continued)
- S3.6 Local Operator Services (Continued)
- S3.6.3 Directory Assistance Call Completion (DACC) (Continued) (T)
 - (A) General (Continued)
 - (5) The Telephone Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Telephone Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.
 - (a) This service is furnished solely for the telephone calling purposes of the caller.
 - (b) Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section S2. of this Product Guide.
 - (6) DACC charges will be applicable to persons with a visual, physical or reading handicap. (T)
 - (7) The calling party will incur a \$.10 per minute usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, not withstanding the identity of the presubscribed intraLATA carrier (ILC PIC) selected by the customer. (N)
 - (N)

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

S3.6.3 Directory Assistance Call Completion (DACC) (Continued)

(B) Rates and Charges

- (1) When a customer elects to have a call automatically completed to the number for which the Directory Assistance listing was requested, a charge of * shall apply per call. The DACC charge is in addition to any applicable usage charges. Only completed calls will be charged; if the customer encounters a busy or no answer condition, the DACC charge will not apply.

(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)
(N)

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

S3.6.4 National Directory Assistance Service

(A) General

The Company furnishes a National Directory Assistance Service for the purpose of aiding customers in obtaining interLATA telephone numbers. Access to National Directory Assistance is provided when customers dial 1-411.

(1) National Directory Assistance Service provides customers with assistance in determining telephone numbers outside their LATA/state.

(2) The application of charges set forth below apply to customer requests for National Directory Assistance Service. Customers are charged when they receive a telephone listing of any party located outside their LATA or state.

(3) Customers will receive up to two listings per call. As long as one of the listings received is for a number outside their LATA/state, then the call will be billed as National Directory Assistance.

(4) There are no call allowances for National Directory Assistance Service.

(5) Customers will be billed for listings that are non-published or not found. Customers who receive an incorrect National Directory Assistance listing, National Directory Assistance that is not found or non-published may call the business office, once they receive their monthly bill, and request that any of these charges be credited.

(6) National Directory Assistance Service is only available where technically feasible.

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S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

S3.6.4 National Directory Assistance Service (Continued)

(B) Customer Name and Address Service

General

Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer’s name and/or address from National Directory Assistance after giving the Directory Assistance Operator a complete telephone number.

Conditions

- (1) The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney’s fees) that may arise from the use of such information.
- (2) The customer will have access to any number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message “Non-published number/address” or ‘NP” is displayed and no information will be available.
- (3) National Directory Assistance/Customer Name and Address Service will be available when technology permits.
- (4) There are no call allowances for Customer Name and Address Service.

(C) Rates

	<u>Rate</u>
National Directory Assistance Service - Per call	* (C)
Customer Name and Address Service – Per call	* (C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)
(N)

S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

S3.6.5 Directory Assistance Service

A. General:

Directory Assistance is a service provided by a Directory Assistance operator whereby a customer may obtain assistance in obtaining a local or intraLATA telephone number.

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B. Regulations:

1. There will be a charge for Directory Assistance as specified in S3.6.5.C. All requests for Directory Assistance will be charged with the exception of those circumstances listed in S3.6.5.B.4.
- 2.
3. No call allowances apply.
4. No charge applies for:
 - a. Calls for local and intraLATA directory assistance originating from all coin telephones with the exception of customer-owned, coin-operated telephones.
 - b. Calls for Directory Assistance placed from telephones served by central office equipment of other telephone companies.
 - c. Calls for Directory Assistance from handicapped persons who have requested exemption from the Directory Assistance charge and who have been certified to the Telephone Company as being unable to use telephone directories because of a visual or physical handicap. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or a social agency that conducts programs for the handicapped in cooperation with an official agency of the State of Tennessee or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for the use of the facilities of an agency for the blind.

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S3. Basic Local Exchange Service (Continued)

S3.6 Local Operator Services (Continued)

S3.6.5 Directory Assistance Service (Continued)

4. (Continued)

- d. Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance Operator provided that the calling party reports the wrong number to the Telephone Company.
- e. Requests for telephone numbers of non-published service, as defined by the Product Guide.

C. Charges:

For residence services, business services, and calls placed over Outward WATS access lines, each number requested is charged *. Requests for information other than telephone numbers will be charged for as requests for numbers.

(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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S3. Basic Local Exchange Service (Continued)

S3.7 Rotary Line Service

S3.7.1 General

- (A) Rotary line service provides a means whereby calls made to the first number of a rotary group will be automatically completed over the first idle line in the rotary group. If all lines are busy, the calling party will receive the busy signal.
- (B) This service is furnished only when the rotary numbers are available and only in connection with individual main station lines, manual access line and all USS and MRS access lines.
- (C) See Section S6. for the regulations applicable to directory listings in connection with provision of main services on a rotary basis.

S3.7.2 Rates

- (A) The rotary line rate shown below is applicable in addition to the monthly rate for one party access lines and manual access lines as shown in S3.2.1. The rotary line rate does not apply to automatic access lines.

BUSINESS				RESIDENCE			
<u>1-Party</u>	<u>Billing Code</u>	<u>Manual Access Line</u>	<u>Billing Code</u>	<u>1-Party</u>	<u>Billing Code</u>	<u>Manual Access Line</u>	<u>Billing Code</u>
\$19.50 ⁽²⁾	RNHB	\$19.50 ⁽²⁾	RLBM	\$2.30	RRL	\$1.35	RLRM
\$ 2.00 ⁽¹⁾	RNHB9	\$ 2.00 ⁽¹⁾	RLBM9				

NOTE (1) Applicable to the McMinnville, Sparta, Crossville, Pleasant Hill and Tansi exchanges only. New rate applies to existing and future customers.

NOTE (2) The tariffed rate for this service was \$20.00. The rate has temporarily been reduced to \$19.50 as a result of a tax offset credit provided under Public Chapter No. 195 and Tennessee Code Annotated §67-6-222. This rate is subject to change in the future since it is dependent upon recovery funding levels issued by the State of Tennessee.

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S3. Basic Local Exchange Service (Continued)

S3.7 Rotary Line Service

S3.7.2 Rates (Continued)

(B) Rotary Telephone Numbers may be reserved for future use, subject to the availability of facilities, at the rate shown in Section S2.3.10(B).

S3.8 Citizens Dial Data Service

S3.8.1 General

(A) Citizens Dial Data Service is an enhancement to single line residential and single line business service that provides higher quality transmission standards than those normally provided for voice transmission. It is designed for those single line residential and single line business customers who need a better grade of service for data transmission. This service is offered subject to the availability of suitable facilities.

(B) Lines conditioned for Citizens Dial Data Service may also be used for normal voice communication.

(C) The parameters of Citizens Dial Data Service are designed to support transmission of data up to 4800 bits per second on the line from the point of demarcation at the customer's premises to the customer's serving central office.

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.8 Citizens Dial Data Service (Continued)

S3.8.1 General (Continued)

- (D) The quality of the line is guaranteed only between the customer's demarcation point and the customer's serving central office. The Company makes no guarantee for the transmission level over the whole circuit.
- (E) A line enhanced with Citizens Dial Data Service cannot operate with the Call Waiting feature shown in Section S11.4 of this Product Guide. This service also cannot operate with Rotary Line or Off Premises Extension Services. Custom Calling Services will be furnished only when compatibility exists with Citizens Dial Data Service.

S3.8.2 Rates

- (A) The rate for Citizens Dial Data Service is the applicable monthly rate for individual line service, in addition to the following rates:

	Installation <u>Charge</u>	<u>GSEC</u>	Monthly <u>Rate</u>	<u>GSEC</u>
Residence, per line	\$25.00	DDLRL-IC	\$5.00	DDLRL
Business, per line	\$25.00	DDLRLB-IC	\$5.00	DDLRLB

- (B) The applicable service charges as described in Section S4. shall also apply for this service.

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.9 Network Access Register Package

S3.9.1 General

The Network Access Register (NAR) Package provides for exchange and long-distance message network calling to and from Main Stations and attendant positions of a Digital Centrex System. The NAR Package provides for network access.

S3.9.2 Rates and Charges

- (A) The Flat Rate (NAR) Package includes an unlimited number of dialed sent paid local calls.
- (B) The rates shown are applicable whether the NAR Package is used for Inward, Outward, or Combination applications.
- (C) The conditions and rates specified in other sections of this Product Guide for service which may be associated with these services are in addition to those specified herein.
- (D) Flat Rate Network Access Register (NAR) Package:

<u>Exchanges</u>	<u>Monthly Rate</u>	<u>GSEC</u>
All Exchanges, per NAR	\$45.25	CNET NARS

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.10 Lifeline Assistance Program

S3.10.1 General

- (A) The Lifeline Assistance Program adopted by the Tennessee Regulatory Authority provides for a Federal credit off the monthly access line rate. The total Lifeline credit is as follows. ⁽¹⁾ (C)

Federal Lifeline Support Credit	\$9.25
---------------------------------	--------

(D)

The federal credit and the access credit are applied to the local service bills for qualified residential recipients of Federal Public Housing (Section 8); Supplemental Security Income (SSI); Supplemental Nutrition Assistance Program; Medicaid; Low-Income Home Energy Assistance Program; National School Lunch Program's free lunch program; or Temporary Assistance for Needy Families; or to customers who have a total gross annual income that does not exceed 135% of the federal poverty income guidelines.

- (B) Toll blocking functionality is offered at no charge to those Lifeline customers who request this service. Reference Section 11, Miscellaneous Services, B., Custom Calling Services, Toll Denial.
- (C) No customer deposit is required from a Lifeline customer if optional toll blocking is added to the customer's line at no charge.
- (D) No Lifeline customer can be disconnected from Local Service for non-payment of Toll charges. If partial payments are received from a Lifeline customer, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

Note (1): The Dial Tone Line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero.

PRODUCT GUIDE

S3. Basic Local Exchange Service (Continued)

S3.10 Lifeline Assistance Program (Continued)

S3.10.1 General (Continued)

(E) Discounts will not exceed Local Service charges and the Federal Subscriber Line Charge.

(F) For participants of the Lifeline Assistance Program who choose to subscribe to Message Rate Service, the total monthly bill for the residential monthly rate plus the additional local message charges will not exceed the monthly rate for residence flat rate service as specified in S3.2.1 of this Product Guide.

S3.10.2 Applications and Regulations

(A) Guidelines for implementation of this program are as follows:

(1) Certification Procedures

All applications for this service will be verified with the state agency responsible for administration of the programs mentioned preceding

(2) Processing Procedures

The Company will process all applications and apply the appropriate credit on the customer's monthly bill.

(3) Verification Procedures

The Company will reconcile and confirm eligibility semi-annually by providing the agency involved with a computer tape (directly or through a third party) of all credit recipients. A verification of eligible recipients will be made. The credit will be discontinued on the bill following written notification of ineligibility and the ineligible customer's service will be converted to flat rate unless otherwise requested by the customer.

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S4. Service Charges

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S4. Service Charges (Continued)

S4.1 Definitions

S4.1.1 Service Charges

A service charge consists of one or more of the following charges for work required due to customer request. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

- (A) Service Order Charge - Applicable for receiving, recording and processing a customer's order for installations, moves or changes. The service order charge varies according to the type of activity involved. When an order for service contains more than one activity, the highest service order charge will apply. Service order charges are classified as initial and subsequent. (T)
(T)
(T)
(T)
- (B) Access Line Work Charge - Applicable for work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers. (T)
|
(T)
- (C) Central Office Connection Charge - Work associated with testing and connecting the line within the central office and extending the line from the serving central office to the customer's premises. Includes, but is not limited to central office connections and cable cross connections. (T)

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S4. Service Charges (Continued)

S4.1 Definitions (Continued)

S4.1.1 Service Charges (Continued)

(D) Installation Charge - These charges are identified and presented throughout this Product Guide as part of the offering of service features.

S4.1.2 Protector

Point of connection between inside wire and outside wire.

S4.1.3 Termination Charge

A charge applying when a customer discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item.

S4.1.4 Restoration Charge

A charge applying to restore service following a temporary suspension of such service for nonpayment of charges.

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S4. Service Charges (Continued)

S4.2 General

- (A) Service charges are applicable for services furnished to the customers as herein provided and may be required to be paid before the work is started.
- (B) Service charges do not apply when service is reestablished at a location which has been destroyed by fire or made untenable by fire, or in connection with the establishing of service at a new location occupied by the customer on account of the old location being untenable for reasons beyond the control of the customer. If service is established at a new location and the customer later moves back to the old location, the service charges are made in connection with the reestablishment of service at the old location.
- (C) A service order charge will be applicable in addition to any appropriate service charges in Section S4.3. Only one service order charge is applicable for all installations, connections or changes requested on one account at one time. (T)
(T)
 - (1) The Initial Service Order Charge is applicable for requests for (1) initial connection of telephone service; (2) connection of additional local exchange lines, local private lines, tie lines, off-premises stations and other services involving central office connections. (T)
 - (2) The Subsequent Service Order Charge is applicable for all changes and additions to existing service, except as covered in (1) above. (T)

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S4. Service Charges (Continued)

S4.2 General (Continued)

(C) Continued

- (3) The initial and subsequent charge cannot be applied on the same order. Only the service charge appropriate for the greatest degree of work is applicable. (T)
- (D) An access line work charge is applicable if a premises visit is required to complete any requested work on the customer's premises with the exception of restoral of service. (T)
- (E) The central office connection charge applies for the connection of local exchange lines, local private lines, outside station lines, and any testing and connection functions carried out within the central office. (T)
- (F) Each terminal of a tie line, or local private line, and an off-premises station line is treated as an exchange line for the purpose of applying service charges.

PRODUCT GUIDE

S4. Service Charges (Continued)

S4.2 General (Continued)

(G) The charge applicable for changes in telephone numbers are as follows:

- (1) Where a local exchange line number is changed the subsequent order charge plus the central office line connection work charge will apply. (T)
 - (2) These charges do not apply when, in the judgment of the Company, a change in a telephone number is necessary for continuation of satisfactory service. (T)
- (H) Changes in the locations of terminations to points outside the customer's premises are considered new installations at the new location.
- (I) The Company shall offer customers installment billing on all inward movement service charges as shown in Section S4 which may be spread over three months for business customers and three months for residence customers. (C)
(C)

PRODUCT GUIDE

S4. Service Charges (Continued)

S4.2 General (Continued)

(J) Service charges do not apply to:

- (1) Non-recurring Charges for Touch Calling Service.
- (2) Upgrade of service, e.g., two-party service to one-party service.

S4.3 Schedule of Charges ^{1,2}

	<u>Business</u>	<u>Residence</u>
(A) Service Order		
(1) Initial	\$35.00 (I)	\$30.00 (I)
(2) Subsequent	25.00 (I)	25.00 (I)
(B) Access Line Work Charge	20.00 (I)	20.00 (I)
(C) Central Office Connection	35.00 (I)	30.00 (I)

Note 1 Installment billing is applicable as shown in Section S4.2(I).

Note 2 NRC charges ((A)(1), (B), (C) above) will be waived for any new R1, B1 Flat rate or Versaline customer who agrees to retain service for a minimum of six (6) months. If the customer terminates service prior to six months, then the customer will be required to pay NRC charges that were waived at the time of installation. NRC waiver does not apply to Inside Wiring, Jacks or any Customer Owned Equipment (CPE). This waiver applies only to the McMinnville and Sparta exchanges.

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S4. Service Charges (Continued)

S4.4 Installation Charges

Installation charges for service other than that furnished for basic telephone service are identified and presented throughout this Product Guide if applicable as a part of the offering of service features. These charges apply in addition to the charges listed in S4.3 proceeding as appropriate.

Installation charges do not apply where service is established without connection or change of service.

S4.5 Termination Charge

- (A) A termination charge is determined by applying to the basic termination charge the percentage which the unexpired portion of the initial service period bears to the full initial service period.
 - (1) The basic termination charge and the initial service period are indicated in the section of this Product Guide covering the service items to which they apply. The initial service period is shown in brackets following the amount of the basic termination charge.
- (B) When a customer discontinues one or more units of a group of the same item, the equipment latest installed shall be considered as the equipment first discontinued.

PRODUCT GUIDE

S4. Service Charges (Continued)

S4.5 Termination Charge (Continued)

- (C) When a customer cancels an order for service carrying a basic termination charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained through disposal, the termination charge in this event will not exceed the basic charge.

S4.6 Restoration (Reconnect) Charge

- (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 Company, a substantial portion thereof, and in addition a reconnect charge of \$40.00 for residence customers and (I)
\$40.00 for business customers will apply. (I)

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S4. Service Charges (Continued)

S4.7 Relocation of Drop

(A) For relocation of the drop, requested by the customer, the following charges are applicable:

(1) First 30 minutes, each premises, Business or Residence \$42.00

(2) Each additional 30 minutes or fraction thereof, each premises, Business or Residence \$16.00

S4.8 Return Check Charge

A return check charge will be applied to each check dishonored by the bank.

Each check, each instance \$ 10.00

PRODUCT GUIDE

S4. Service Charges (Continued)

S4.9 Business Traffic Study Service

S4.9.1 General

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

S4.9.2 Regulations

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
2. A separate traffic study report is required for each access line, hunt line, or trunk group.
3. Business Traffic Study Service is available to business customers and only where technically feasible.
4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
6. Studies are done in 7-day intervals.
7. Types of studies include (but are not limited to):
 - Line or Trunk Study
 - Remote Call Forwarding Study
 - Multiline Hunt Group Study

S4.9.3 Rates

Monthly

Set up Charge and first week per access line or trunk group	\$60.00
Each additional week per access line or trunk group	\$25.00

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S5. Charges Applicable Under Special Conditions

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S5. Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges

S5.1.1 General

- (A) Construction charges are applicable to customers under certain conditions for the establishment or rearrangement of telephone service when suitable plant facilities are not available or when the construction of the necessary facilities involves excessive costs.
- (B) Construction charges apply in addition to the rate for the class of service furnished and any service connection charge, service change charge, installation charge, nonrecurring charge, mileage charge or other similar charges that may apply.
- (C) Title to all construction, provided wholly or partly at a customer's expense, is vested in the Company.
- (D) The word "cost", when used in this Section, means the inplant cost consisting of labor, engineering, materials, supervision, and other overhead expenses associated with the construction. Estimated cost will be used; however, where the customer requests, actual cost will be used where practicable.

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Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges (Continued)

S5.1.1 General (Continued)

- (E) When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under the provisions of this Section, the attachment rental charges to the Company for such attachments may be assessed to the applicant(s) in whole or in part as the particular circumstances may warrant.
- (F) Except as otherwise provided herein, the regulations in this Product Guide contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction proposed by the Company is desired.
- (G) When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company 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.
- (H) Where a customer elects to provide and install underground conduit, dig and backfill trenches, and provide and erect poles, it must be in accordance with the specification of the Company.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges (Continued)

S5.1.2 Construction on Public Highways

- (A) No construction charge is applicable for the general provision of service along public highways or other public easements, except as follows:

Where an applicant desires service in an area not presently served and where there is no foreseeable potential growth, the Company will provide 2500 feet of new construction at no charge, and all other construction charges will be borne by the applicant.

S5.1.3 Construction on Private Property

- (A) Distribution Facilities

- (1) No charge is made for construction of distribution facilities on private property, when such construction conforms to Company construction practices and is to be used in serving customers in general. Where an applicant desires any type of construction other than that determined to be appropriate by the Telephone Company, the applicant may be required to bear the increased costs incurred by the Telephone Company.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges (Continued)

S5.1.3 Construction on Private Property (Continued)

(A) Distribution Facilities (Continued)

- (2) Where construction of distribution facilities is provided on private property and is not to be used in serving customers in general, the applicant may be required to bear all costs incurred by the Telephone Company for construction in excess of 500 feet.

(B) Service Entrance Facilities

- (1) Construction charges will not apply to the drop facility which extends from the distribution facility to the general location of the station instrument when such construction conforms to Company construction practices. Where an applicant desires any type of construction other than that determined to be appropriate by the Company, the applicant may be required to bear the increased cost incurred by the Telephone Company.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges (Continued)

S5.1.3 Construction on Private Property (Continued)

(B) Service Entrance Facilities (Continued)

- (2) Cable or wire installed in conduit will be maintained and replaced at the expense of the Company where the conduit has been inspected in place by the Company and approved, but repairs or replacements of cable or wire in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
- (3) Where armored cable is laid in a trench, the trench shall be constructed and backfilled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable - including the cost of installing - less the estimated cost to the Company of installing such aerial drop as would be (or is) required to furnish the same service.
- (4) Where facilities are changed from aerial to underground in addition to the above, the customer may be charged the cost of dismantling and removing the aerial facilities.

PRODUCT GUIDE

S5. Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges (Continued)

S5.1.3 Construction on Private Property (Continued)

(C) Supporting Structures for Plant Facilities for Extension Lines

Where for the purpose of furnishing extension lines, it is necessary to lay underground conduit, to trench, or to set poles on the customer's premises, the customer is required to provide and install such underground conduit, to dig and back fill trenches and to provide and erect such poles or the Company will perform the work at the customer's expense.

S5.1.4 Rearrangement of Existing Plant

When the Company is requested to move or change existing plant for which no specific charge is quoted in this Product Guide, the person at whose request such move or change is made may be required to bear the costs incurred.

S5.1.5 Construction Required for Temporary Service

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the customer may be required to bear all or a portion of the cost of such construction, plus the estimated cost of removal of the plant minus net salvage.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges (Continued)

S5.1.6 Special Types of Construction

When a special type of construction other than those covered preceding is desired by a customer or where the individual requirements of a particular situation make the construction unusually expensive, the customer is required to pay the additional expense incurred by the Telephone Company, determined as follows: the difference between the expense incurred by the Telephone Company for such construction, facilities or installation and the expense which would otherwise be incurred for a normal type of construction or facilities or a normal installation.

S5.2 Special Service Arrangements

(A) Where practicable, special equipment and arrangements, not otherwise provided for in this Product Guide, are furnished if they are in accord with authorized service offerings and if they are to be used in connection with and not detrimental to any of the services furnished by the Company. Charges for such special service arrangements will be based on the estimated costs of furnishing them, such costs to consist of the following items to the extent they are applicable.

- (1) Cost of maintenance.
- (2) Cost of operation.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.2 Special Service Arrangements (Continued)

(A) Continued

- (3) Depreciation on the estimated cost installed of the facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- (4) Administration and taxes on the basis of reasonable average charges for these items.
- (5) Any other specific items of expense associated with the particular situation.
- (6) A reasonable amount, computed on the estimated cost installed of the facilities provided, for return and contingencies.

- (B) Estimated cost installed as mentioned in (3) and (6) above includes cost of equipment and materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and any other investment items.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.2 Special Service Arrangements (Continued)

S5.2.1 Page-A-Phone - Cookeville, TN

Service Through Miscellaneous or Radio Common Carrier

(A) General

- (1) Only customers of Miscellaneous Common Carriers may be interconnected with the exchange and toll network facilities of the Telephone Company. Contractual arrangements will be made between the Miscellaneous Common Carrier and the Telephone Company for the interchange of telephone traffic and are subject to the regulations, rates, and charges specified herein.
- (2) The Telephone Company will provide the necessary circuits to the point of connection which will be utilized to interconnect the facilities of the Miscellaneous Common Carrier and the facilities of the Telephone Company. The point of connection with the facilities of the Miscellaneous Common Carrier will be located within the service area of the Miscellaneous Common Carrier base station and within the exchange boundary of the serving exchange.

PRODUCT GUIDE

S5. Charges Applicable Under Special Conditions (Continued)

S5.2 Special Service Arrangements (Continued)

S5.2.1 Page-A-Phone - Cookeville, TN (Continued)

(A) General (Continued)

- (3) The Miscellaneous Common Carrier will be responsible on behalf of its subscribers for provision of the interconnection facilities and access arrangements with the telecommunications network facilities of the Company.
- (4) The service is available to the Miscellaneous Common Carrier only on a flat rate basis.
 - (a) Customers of a Miscellaneous Common Carrier mobile radio system are furnished interconnected local service at rates provided in the tariffs of the Miscellaneous Common Carrier.
 - (b) Interconnected local service as used herein is defined as telephone messages between Telephone Company stations located within the local calling area of the exchange serving the Miscellaneous Common Carrier and the radio telephone units of the Miscellaneous Common Carrier which are within range of the Miscellaneous Common Carrier base station.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.2 Special Service Arrangements (Continued)

S5.2.1 Page-A-Phone - Cookeville, TN (Continued)

(A) General (Continued)

(5) The exchange which services the base station of the Miscellaneous Common Carrier will determine the long distance telecommunications rate center for purposes of rating interconnected long distance calls.

(6) One directory listing is provided without charge for each common carrier mobile radio system. Additional listing may be furnished subject to regular business additional listing regulations, rates and charges.

(B) Rates and Charges

(1) Interconnected local service is furnished to customers of a Miscellaneous Common Carrier, to provide dial mobile telephone service or personal paging service, at the monthly charges to the Miscellaneous Common Carrier as specified below.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.2 Special Service Arrangements (Continued)

S5.2.1 Page-A-Phone - Cookeville, TN (Continued)

(B) Rates and Charges (Continued)

(2) Central Office Switching Equipment and Local Traffic Sensitive Outside Plant.

		Monthly Rate	Installation Charge	S.O. Code
(a)	Central Office Switching & Local Traffic, Sensitive Outside Plant, per Block of 100 Numbers	\$9.15	---	PGSVC100
(b)	Non-Traffic Sensitive Central Office Equipment, each circuit	34.00	Applicable charge as shown in S4.3	COENTS
(c)	Connecting Channel, one required for each circuit	---	Applicable Private Line channel rates & charges as shown in S15.	---

(3) Special Requirement - Special central office construction or rearrangements may be required to meet particular needs of a Miscellaneous Common Carrier. These costs will be determined upon the actual costs incurred by the Telephone Company.

(M)

PRODUCT GUIDE

S5. Charges Applicable Under Special Conditions (Continued)

S5.2 Special Service Arrangements (Continued)

S5.2.2 Tennessee Technological University - Cookeville, TN

(A) General

The following rates and charges will provide Digital Channel Service which will provide DID and DOD trunks over High Capacity Digital DS1 Service.

In addition, the rates for other services shown in other sections of this Product Guide will also apply. Service charges as shown in Section S4. are not applicable.

(B) Rates and Charges

	<u>Rates</u>	<u>GSEC</u>
Digital Channel Service		
Monthly Rate	\$7,038.86	DCSSATN92004E
Non-Recurring Charge	\$2,346.42	DCSSATN92004E-1

PRODUCT GUIDE

S5. Charges Applicable Under Special Conditions (Continued)

S5.2 Special Service Arrangements (Continued)

S5.2.3 University of Tennessee at Martin - Martin, TN

(A) General

The following rates and charges will provide Digital Channel Service which will provide DID and DOD trunks over High Capacity Digital (DS1) service.

In addition, the rates for other services shown in other sections of this Product Guide will also apply. Service charges as shown in Section S4. are not applicable.

(B) Rates and Charges

	<u>Rates</u>	<u>GSEC</u>
Digital Channel Service		
Monthly Rate	\$6,303.86	DCSTN93010E
Non-Recurring Charge	\$2,346.42	DCSTN93010E-1

S5.3 Contract Service Arrangements

S5.3.1 General

- (A) Contract Service Arrangements will be performed for specific customers for services categorized as Imperfectly Competitive. Contracts priced within the rate band will be filed with the Commission. Contracts will be considered proprietary subject to existing legal constraints.

PRODUCT GUIDE

S5. Charges Applicable Under Special Conditions (Continued)

S5.3 Contract Service Arrangements (Continued)

S5.3.1 General (Continued)

- (B) Special discounts priced within the rate band will be allowed; however, such discounts will be made automatically available to all qualifying customers, i.e., those which meet the same terms and conditions of sale. Such discounts for which no contract exists will be subject to increase if the rate floor increases. Rates set by contract will be adjusted at the termination of the contract.
- (C) Discounts and contracts priced outside the rate band will be permitted, subject to adequate cost justification and the approval of the Commission. Contracts will be considered proprietary, subject to existing legal constraints.

S5.3.2 Rates and Charges

- (A) The following is a listing of rates and charges to customers requiring contract service arrangements.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.3 Contract Service Arrangements (Continued)

S5.3.2 Rates and Charges (Continued)

(A) Continued

(1) L. E. Vickers and Associates

- (a) This contract service arrangement provides facilities for Digital Data Service furnished for the simultaneous two-way transmission of synchronous data utilized for 19.2 Kbps data speed. Digital Data facilities may be provided on a two point or multi-point basis.
- (b) The Special Transport rate element provides for the transmission facilities between the serving wire centers associated with two customer designated locations, between a serving wire center associated with a customer designated location and a Telephone Company Hub Wire Center or between two Telephone Company Hub Wire Centers. This rate element is distance sensitive and varies with type of capability and type of facility.
- (c) Regulations for IntraLATA Private Line Service as specified in Section S15.1.1 of this Product Guide shall apply.

PRODUCT GUIDE

S5. Charges Applicable Under Special Conditions (Continued)

S5.3 Contract Service Arrangements (Continued)

S5.3.2 Rates and Charges (Continued)

(A) Continued

(1) L. E. Vickers and Associates (Continued)

- (d) The following Digital Data Service Special Transport rate shall apply for this customer. This rate is stabilized for three years with a thirty-six month service period.

	36 Months Monthly Rate	<u>GSEC</u>
Special Transport, per airline mile or fraction thereof	\$4.50	PLTN93004E

- (e) This rate is in addition to any other applicable rates covered in the Company's Product Guide.
- (f) If the service is terminated prior to the minimum service period, the customer will be responsible for all termination charges. The termination charges will be the monthly rate times the number of months between the time of disconnection and the end of the thirty-six month service.

PRODUCT GUIDE

S5. Charges Applicable Under Special Conditions (Continued)

S5.3 Contract Service Arrangements (Continued)

S5.3.2 Rates and Charges (Continued)

(A) Continued

(2) Citizens Bank

- (a) This contract service arrangement provides facilities for Digital Data Service furnished for the simultaneous two-way transmission of synchronous data utilized for 56Kbps data speed. Digital Data facilities may be provided on a two point or multi-point basis.
- (b) The Special Transport rate element provides for the transmission facilities between the serving wire centers associated with two customer designated locations, between a serving wire center associated with a customer designated location and a Telephone Company Hub Wire Center or between two Telephone Company Hub Wire Centers. This rate element is distance sensitive and varies with type of capability and type of facility.
- (c) Regulations for IntraLATA Private Line Service as specified in Section S15.1.1 of this Product Guide shall apply.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.3 Contract Service Arrangements (Continued)

S5.3.2 Rates and Charges (Continued)

(A) Continued

(2) Citizens Bank (Continued)

(d) The following Digital Data Service Special Transport rate shall apply for this customer. This rate is stabilized for three years with a thirty-six month service period.

	36 Months Monthly Rate	<u>GSEC</u>
Special Transport, per airline mile or fraction thereof	\$4.50	PLTN93011E

(e) This rate is in addition to any other applicable rates covered in the Company's Product Guide.

(f) If the service is terminated prior to the minimum service period, the customer will be responsible for all termination charges. The termination charges will be the monthly rate times the number of months between the time of disconnection and the end of the thirty-six month service.

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S5. Charges Applicable Under Special Conditions (Continued)

S5.3 Contract Service Arrangements (Continued)

S5.3.2 Rates and Charges (Continued)

(A) The following is a listing of rates and charges to customers requiring contract service arrangements (Continued)

Case No. TN-0108

This Contract Service Arrangement provides for Business One Party Line Option for a minimum service period of twelve (12) months. Additional terms and conditions that are specific to this contract have been filed with the Tennessee Regulatory Authority and will be made available to interested customers.

	12 Months <u>Monthly Rate</u>	<u>ASOC</u>
(1) Business 1-Party Line		
(a) B-1 Line each	\$20.00	I0138

Case No. TN-0205

This Contract Service Arrangement provides for Business One Party Line Option, PBX Trunks and DCS Service for a minimum service period of twelve (12) months.

	12 Months <u>Monthly Rate</u>	<u>ASOC</u>
(1) Four (4) B-1 Lines, each	\$25.00	I0194
(2) Eight (8) PBX Trunks, each	\$27.00	I0192
(3) One (1) DCS (T1)	\$782.86	I0193

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S5. Charges Applicable Under Special Conditions (Continued)

S5.4 Relocation of Utility Facilities

When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation of aerial or underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Utility for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

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S6. Directory Listings

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S6.4	<u>Rates</u>	5	(C)

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S6. Directory Listings (Continued)

S6.1 General

(C)

The following applies to light faced listings in the white pages (alphabetical section of the directory).

- (A) Only information necessary to identify the customer is included in these listings.
- (B) The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
- (C) The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
- (D) Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
- (E) A name made up by adding a term such as Company, Shop Agency, Works etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
- (F) Listing charges date from the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
- (G) Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.

(C)

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S6. Directory Listings (Continued)

S6.1 General (Continued)

- (H) The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
- (I) Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

S6.2 Composition of Listings

(A) Name

(1) Business Service

If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.

- (a) The name of a subscriber
- (b) The name of each business enterprise which the subscriber conducts
- (c) The name of a corporation which is the parent or subsidiary of the subscriber

(2) Residence Service

- (a) The name of the subscriber
- (b) Another authorized residential name
- (c) Dual name listings authorized by the subscriber, i.e. Smith, Mary and John
- (d) Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

(C)

(C)

PRODUCT GUIDE

S6. Directory Listings (Continued)

S6.2 Composition of Listings (Continued)

(C)

(B) Designation

A designation can be used on a business service to assist the public in calling but not to advertise the business.

(C) Address

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

S6.3 Types of Listing

(A) Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.

(B) Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing, i.e. JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.

(C) Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place.

(D) Extra Line of Information – descriptive text that does not have a telephone number.

(E) Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.

(F) Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

(C)

PRODUCT GUIDE

S6. Directory Listings (Continued)

S6.4 Rates

	Monthly <u>Rate</u>
Additional Listing	
Business	\$6.00 (l)
Residence	6.00 (l)
Foreign Listing	
Business	\$6.00
Residence	5.00
Extra Line of Information	
Business	\$6.00
Residence	5.00
Non-published	\$7.00 (l)
Non-listed	\$6.50 (l)

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S7. Coin Telephone Service

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S7.1. Rates and Charges	2

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S7. Coin Telephone Service (Continued)

S7.1 Coin Transmission Line

S7.1.1 Rates and Charges

- (A) Access line service for a Coin Transmission Line is a flat rate plus a usage rate.

	Monthly <u>Rate</u>	Minute of Use <u>Rate</u>
Coin Transmission Line	\$15.22 (l)	\$0.00175

- (B) The FCC End User Common Line (EUCL) Charge will be billed to each Coin Transmission Line as set forth in Section 4 of Citizens' FCC No. 1 Tariff.

PRODUCT GUIDE

S7. Coin Telephone Service (Continued)

S7.1 Coin Transmission Line (Continued)

S7.1.1 Rates and Charges (Continued)

(C) Optional Operator Screening is offered to prevent operator assisted calls from being billed to the line and provides central office blocking of 011+ calls direct distance dialed to numbers outside the North American Numbering Plan. This feature is offered subject to the availability of facilities.

	<u>Monthly Rate</u>	<u>Billing Code</u>
Per Access Line	\$ 0.00	PTALOA

(D) Coin Supervision/Transmission

Optional Coin Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. The signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

	<u>Monthly Rate</u>	<u>Billing Code</u>
Per Access Line	\$ 3.98	PTCST

PRODUCT GUIDE

S7. Coin Telephone Service (Continued)

S7.1 Coin Transmission Line (Continued)

S7.1.1 Rates and Charges (Continued)

(E) Conditions

- (1) Service charges are applied on the same basis as for individual line business service covered in Section S4. of this Product Guide.
- (2) At the request of the customer, Touch Calling Service may be provided as covered in section S11. of this Product Guide.
- (3) Maintenance of service charges are applied on the same basis as for individual line business service covered in Section S4. of this Product Guide.
- (4) Other rates and regulations in this Product Guide not discussed herein that pertain to Business Service apply.
- (5) Directory listings in connection with two-way public telephone access lines are furnished under the same rates and regulations in Product Guide Section S6. as other business service. Listings are not available for outward coinless public telephone access lines.

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S8. Telephone Answering Service Facilities

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	S8.2.1 Billing to the Client	3

PRODUCT GUIDE

S8. Telephone Answering Service Facilities (Continued)

S8.1 General Provisions

S8.1.1 Facilities

- (A) The Company will provide facilities, as outlined herein, for telephone answering bureaus (secretarial firms) for their use in furnishing telephone answering service for customers to exchange services, excluding multi-party line service, when they are absent or do not desire to answer their calls personally.
- (B) Main station and local private line terminations may also be provided where the customer contracts with a telephone answering bureau to receive all incoming calls or where the telephone answering bureau wishes to terminate administrative service for answering purposes only.
- (C) Outward Wide Area Telephone Service access lines therefrom may not be terminated in telephone answering bureaus. Inward Wide Area Telephone Service access lines may be terminated in telephone answering bureaus for the purpose of answering calls at such times as the customer is not available at the main station.
- (D) Foreign exchange service and secretarial lines associated therewith may be terminated in telephone answering bureaus for answering purposes only.

PRODUCT GUIDE

S8. Telephone Answering Service Facilities (Continued)

S8.1 General Provisions (Continued)

S8.1.1 Facilities (Continued)

- (E) Automatic Access Lines may be terminated in a telephone answering bureau for the purpose of completing local or long distance calls to and from administrative telephones furnished with and on the same premises as the telephone answering switchboard.
- (F) The Telephone Answering Bureau may forward calls from secretarial lines to the general exchange network over local exchange central office lines furnished the bureau for its administrative use; however, the secretarial service facilities furnished by the Telephone Company are not designed for such call forwarding. The answering bureau forwards calls at its own risk and the Telephone Company will not be liable for defects in transmission or other service difficulties arising out of or resulting from this type of connection.

PRODUCT GUIDE

Citizens Telecommunications Company of Tennessee

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S8. Telephone Answering Service Facilities (Continued)

S8.2 Rates and Charges

S8.2.1 Billing to the Client

(A) Secretarial Line Mileage

(1) Line terminating directly in the telephone answering equipment:

(a) Where different buildings are involved, mileage charges are computed on airline measurements from the point where the secretarial line leaves the building in which is located the main line or private branch exchange switchboard to the place of location of the telephone answering firm, except that in those cases where the secretarial line is bridged to the main line in the central office, mileage charges are computed on the airline measurement from the location of the central office where bridged, to the place of location of the telephone answering firm. In cases where secretarial line service is provided from a foreign central office, the facility between the central offices involved will be provided in accordance with Section S9. (Foreign Central Office Service) of the Product Guide.

PRODUCT GUIDE

S8. Telephone Answering Service Facilities (Continued)

S8.2 Rates and Charges (Continued)

S8.2.1 Billing to the Client (Continued)

(A) Secretarial Line Mileage (Continued)

(1) Continued

(a) Continued

For each quarter mile or fraction thereof, airline measurement, per month, refer to Section S11.1.1.D.

NOTE: In connection with the provision of a secretarial line where the client is located in a building other than that in which the telephone answering firm is located, mileage measurements shall be computed to produce the lowest total mileage charge to the customer, e.g., if the client's location is closer to the telephone answering firm, then the mileage measurement is computed from the client's location rather than the central office location where bridged.

PRODUCT GUIDE

S8. Telephone Answering Service Facilities (Continued)

S8.2 Rates and Charges (Continued)

S8.2.1 Billing to the Client (Continued)

(B) Service Connection Charges

(1) Secretarial lines connected to the telephone answering facility - The charges specified in the "Service Charges" section of this Product Guide for additional stations apply; however, where the secretarial line is bridged in the central office this charge does not apply in connection with a change of address within the same central office area.

(2) Main station lines, the charges specified in the "Service Charges" section of this Product Guide for main service apply.

(C) Where main station lines of clients are terminated only in telephone answering facilities for answering purposes only, the rate quoted in the "Basic Exchange Service" section of this Product Guide for individual access line service applies.

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S9. Foreign Exchange Service and Foreign Central Office Service

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Attachment

A9. Foreign Exchange Service and Foreign Central Office Service
(South Central Bell Telephone Company of Tennessee)

A9.1 Foreign Exchange Service

- A9.1.1 Regulations
- A9.1.2 Reserved for Future Use
- A9.1.3 Rates and Charges

A9.2 Foreign Central Office Service

- A9.2.1 General
- A9.2.2 Rates and Charges

A9.3 Reserved For Future Use

PRODUCT GUIDE

S9. Foreign Exchange Service and Foreign Central Office Service (Continued)

S9.1 Foreign Exchange Service

S9.1.1 General

- (A) This Product Guide is applicable to Foreign Exchange Service furnished or made available by Citizens Telecommunications Company of Tennessee, hereinafter referred to as the Company, within the state of Tennessee.
- (B) This class of service will be furnished insofar as the facilities of the Company permit, in accordance with the following concurrence.
- (C) Toll-free countywide calling is not applicable to any call made from a Foreign Exchange line or terminated to a Foreign Exchange line.

S9.1.2 Concurrence

- (A) This Company concurs in the regulations and rates governing Foreign Exchange Service as filed by South Central Bell Telephone Company (Tennessee). Any amendments thereto or successive issues thereof are hereby adopted and made part of this Product Guide, with the provision that this Company reserves the right to cancel this concurrence.

PRODUCT GUIDE

S9. Foreign Exchange Service and Foreign Central Office Service (Continued)

S9.2 Foreign Central Office Service

S9.2.1 General

- (A) Foreign central office service is exchange service furnished to a customer in a multi-office exchange from a central office other than the one from which service would normally be furnished.
- (B) Foreign central office service is offered in connection with individual line main station service and PBX service only.
- (C) Other services, equipment or facilities used in connection with foreign central office service, except as otherwise indicated in this Product Guide, are furnished subject to the rates and regulations applying in the foreign central office from which the customer is served.

PRODUCT GUIDE

S9. Foreign Exchange Service and Foreign Central Office Service (Continued)

S9.2 Foreign Central Office Service (Continued)

S9.2.2 Rates and Charges (FCOMI)

The rate for foreign central office service is the monthly rate for the class of service desired, plus a foreign central office mileage charge of \$5.00 per month per quarter mile or fraction thereof, for the distance, airline measurement, between the central office from which the customer would normally be served and the foreign central office, i.e., the central office from which the customer desires to be served. In addition, the customer is charged any zone mileage or extra exchange line mileage, which would apply for connection with the central office from which service normally would be rendered.

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S10. Central Office Non-Transport Service Offering

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PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service

S10.1.1 General

(A) Digital Centrex Service is an electronic switching system provided from a central office which offers premium, versatile, and advanced communication features and service. Centrex Basic Service and Versaline Centrex includes various features and the ability to establish groups of lines with common and/or unique characteristics. The customer purchases his access line (local loop) separately from his flat usage component (blocks of busy hour capacity minutes-of-use (MOUS)). The flat usage component is commonly referred to as a Network Access Register (NAR).

(A) (1) Versaline Centrex Service includes full Network Access. So the Network Access Register (NAR) does not apply.

(B) A Digital Centrex System may be comprised of the following components:

Network Access¹
Main Station¹
Wire Center Lines¹
Terminating Arrangements Features

(C) Service Features will be grouped as follows:

- Series 1000 - Section S10.1.2.A(2)
- Series 2000 - Section S10.1.2.A(3)
- Series 3000 - Section S10.1.2.A(4)
- Attendant Feature Package - Section S10.1.2.A(5)
- Versaline – Section S10.1.2.A (6)

Note 1 Every Centrex Basic Service system will include these components.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.1 General (Continued)

(C) Service Features (Continued)

A Digital Centrex customer must subscribe to at least one of the above feature packages.

(D) Digital Centrex service will be furnished at the rates and charges specified herein to customers in serving areas where facilities permit.

(E) Customer premises equipment associated with this service is provided by the customer.

(F) Directory listings of Digital Centrex Service will be provided in accordance with the regulations and rates as specified in Section S6. of this Product Guide.

(G) The main station rate includes Basic Service Features. In addition, a wire center line charge will apply per main station for the facilities from the system dial switching equipment to the Network Interface of the Main Station Line. Together, these two elements constitute a main station line.

(H) The rates and charges specified herein for Main Stations are applicable to each Main Station location to which a customer-provided instrument can be connected.

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Citizens Telecommunications Company of Tennessee

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.1 General (Continued)

- (I) Service Charges as specified in Section S4. of this Product Guide apply to all customer-requested moves and changes performed by the Company on the customer's premises.
- (J) Rates for the Main Stations of Digital Centrex customers will be based on the following criteria:
 - (1) Main Station Group Size
 - (2) The type of payment plan selected by the customer
- (K) The total Main Station size will consist of Main Station Lines and Attendant Access Lines for all locations served by the same Digital Centrex system.
- (L) Exchange Access
 - (1) Exchange Access for Centrex Basic Service is provided by means of Network Access Registers.
 - (2) Presubscription of a Carrier of Preference is specified in Section 9 of the FCC Citizens Telecommunications Company #1 Tariff.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.1 General (Continued)

(M) (Reserved for Future Use)

(N) Where the Digital Centrex station being provided involves a location in a different central office area of an exchange, the mileage charge and measurement as specified in Section S9.2.2 for foreign central office mileage is applicable for each inter-office channel required.

(O) Where Digital Centrex stations of the same system are located in different exchanges, a foreign exchange mileage charge applies for each interexchange channel involved as specified in Section S9.1.1.

(P) End User charges as specified in Section 4 of the Citizens Telecommunications Company Tariff F.C.C. No. 1 will apply to each Digital Centrex Local Access Lines.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.2 Digital Centrex Features

(A) All features may not be available on all switches. Features provided via Digital Centrex Service from host central office interface equipment and software include:

(1) Basic Service Features:

Automatic Identification of Outward Dial (AIOD), Common Recorded Announcement on Intercept, Direct Inward Dialing/ Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling, and Touch Call.

(2) Line Feature Package-Series 1000:

Call Alternation, Call Forward (All, Busy, No Answer-Fixed/ Variable), Call Hold, Call Pick-Up (Extended, Direct, and Group), Call Transfer (all types), Call Waiting Dial, Call Waiting Originating, Call Waiting Terminating/Cancel, Consultation Hold, Hunting (Pilot Number, Directory Number and Secretarial), Last Number Redial, Speed Call Short List (Individual), Station Restriction, Three-Way Calling, and Toll/Code Restriction.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.2 Digital Centrex Features (Continued)

(A) (Continued)

(3) Line Feature Package-Series 2000:

Digital Centrex 1000 plus the following features: Automatic Callback (Camp-On) Call Park (Multiple), Circular Hunting, Data Line Security, Multiple Classes of Service, Saved Number Redial, Speed Call Long List (System), and Uniform Call Distribution.

(4) Line Feature Package-Series 3000:

Digital Centrex 1000 and 2000 plus the following features: Call Forward/Busy No Answer Split, Executive Busy Override, Incoming Call Forward, MultiLevel Restriction, Off-Hook Queuing, Remote Access to Features, Ringback Queuing, Speed Call Long List (Individual), and Within Group Call Forward.

(5) Attendant Feature Package:

Access to Paging, Autodial, Automatic Recall, Busy Verification, Call Hold, Call Park, Call Selection, Camp On, Code Calling Line Termination, Conference, Console Activation of Call Forward, Console Test, Control of Trunk Group Access, Control of Virtual Facility Groups, Delayed Operation, Display of Queued Calls by ICI Key, Flexible Console Alerting, Interposition Calls, Locked-Loop Operation, Lockout, Multiple Listed Directory Numbers, Position Busy, Priority Console Alerting, Recorded Announcement, Secrecy, Serial Call, Speed Call, Transfer, Two-Way Split, Wildcard Key.

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Citizens Telecommunications Company of Tennessee

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.2 Digital Centrex Features (Continued)

(A) (Continued)

(6) Versaline Features ¹

- Call Forward Variable
- Call Forward No Answer Variable Timer
- Call Forward No Answer (30 seconds)
- Call Forward Fixed
- Call Forward Busy
- Speed Call 8
- Speed Call 30
- Call Pick up
- Directed Call pick up
- Last number redial
- 3 Way Conference call
- Call hold
- Call Waiting (customer specific)
- Hunting (customer specific)
- Touch Tone
- Call Transfer
- Ring Again
- Group Intercom (dependent on customer equipment)
- Station-to-Station Calling (four digit dial)
- Anonymous Call Rejection
- Call Park (Multiple)

Note 1 – Customers subscribing to Versaline may order additional optional features individually at the rates shown in Section S10.1.6.B(6) or in Section 11.4 of this Product Guide. Certain Optional Feature capabilities as shown in Section S10.1.6.B(6) and in Section 11.4 may not be compatible with other Series or Optional features.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.2 Digital Centrex Features (Continued)

(A) (Continued)

(7) Optional Features:

Attendant Flexible Night Answer, Attendant Identification-Multiple Directory Numbers, Attendant Predetermined Night Answer (PNA), Attendant Universal Night Answer (UNA), Authorization Codes (per group of 100), Automatic Route Selection (ARS), Code Calling Access, Conference Calling (8, 16, 24 port), Dictation Access, ETS/CCSA Access, FX/FCO Access, Meet-Me Conference, Music-On-Hold, Paging/ Public Address Access, Preset Conference, Priority Queuing, Proprietary Set Interface, Pseudo Number, Recorded Announcement (Custom), Second and Third Recorded Announcement, Speed Call Long List (Additional System), Station Message Detail Recording, Stop Hunt, Terminal Make Busy, Tie Facility Access, T1 Access, WATS Access, 800 Access.

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Citizens Telecommunications Company of Tennessee

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features

- (A) A customer subscribing to one of the Line Feature Packages in S10.1.2.A(2), (3), (4), and (5) may order additional optional features at the rates shown in Section S10.1.6.B(6) of this Product Guide.
- (B) Digital Centrex Basic Service includes the following basic service features:

Automatic Identification of Outward Dial:

This feature identifies all calls leaving the customer group by the station number from which calls are placed.

Common Recorded Announcement on Intercept:

This provides a standard recording for intercept of calls to unassigned numbers.

Direct Inward Dialing:

This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.

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Citizens Telecommunications Company of Tennessee

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(B) (Continued)

Direct Outward Dialing:

This feature allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing:

This feature permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling:

This feature allows station users to call each other using abbreviated dialing.

Touch Call:

This feature equips all station lines for touch call dialing.

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Citizens Telecommunications Company of Tennessee

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000

Call Alternation:

This feature allows a station user to hold one call, make another call then talk alternately between the two parties.

Call Forwarding:

This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Includes all calls or only calls reaching a busy or no answer condition (Fixed Forwarding is established and changed by the Telephone Company, whereas variable forwarding is established and changed by the station user).

Call Hold:

Allows a Main Station user to place any call involving their Main Station on hold by flashing and dialing a special code. The Main Station is then free to originate another call. The call is then retrieved by dialing the hold code a second time or by hanging up the phone.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Call Pick-Up Direct:

This feature permits a station user to pick up any ringing station in the business group by dialing feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended:

This feature permits a station user to dial a code to apply call pick up to groups other than its own.

Call Pick Up-Group:

This feature permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Transfer:

Call Transfer provides for the transfer, by a Digital Centrex station, of calls within or outside the business group. The Three-Way Calling Feature is needed in addition to Call Transfer for this feature to work.

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Citizens Telecommunications Company of Tennessee

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Call Waiting Cancel:

Call Waiting Cancel allows the customer with Call Waiting Service to inhibit the operation of Call Waiting for one call.

Call Waiting Dial:

This feature provides the ability for originating Main Stations to invoke call waiting service on selected intragroup calls by dialing an access code followed by the extension number of the called station. This differs from Call Waiting Originating in that the call wait tone activation is selective, rather than automatic, on all calls.

Call Waiting Originating:

This feature allows the party making the call to activate Call Waiting on a busy line at completion of dialing on a per call basis.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Call Waiting Terminating:

Informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

Consultation Hold:

This feature allows the initiator of a three-way call or transfer to speak privately with the third party before completing the connection.

Directory Number Hunting:

This feature activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will start with that line and continue to the end of the list.

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Citizens Telecommunications Company of Tennessee

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Hunting (Distributed):

Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached.

Hunting (Pilot Number):

This feature provides for an incoming call to a fictitious pilot number to hunt through a rotary group of main station lines to the end of that group.

Hunting (Secretarial):

This feature provides hunting within a department to hunt to the secretary last.

Last Number Redial:

This feature allows a station user to redial the last number dialed by utilizing an access code.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Speed Calling Short List (Individual):

Lets the Main Station user place calls to a list of frequently called telephone numbers by dialing fewer digits than the complete directory number. Where technology exists, up to 24 dialed digits can be stored.

Station Restriction:

Semi-restricted permits the customer to have selected Main Station restricted from receiving any calls from outside the business customer group or from making any calls outside the business customer group. Intercom calling and private facilities are accessible. Fully restricted blocks calls to and from the attendant in addition to those from/to outside the customer business group.

Three-Way Calling:

This feature permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Toll-Code Restriction:

This feature prevents customer designated stations from placing any chargeable calls. Arrangements to deny access to Directory Assistance and/or Public Announcement Services are not assured. These features are intended to limit main station direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for as specified in other sections of this Product Guide. Non-recurring charges will be waived for customers subscribing to the 900/976 Toll Restriction Only Option (Series 1000).

(D) Digital Centrex Series 2000

Digital Centrex Series 2000 (The features below are in addition to the Digital Centrex Series 1000 Package features).

Automatic Callback:

Automatic Callback permits a Main Station user who attempts an intercommunication call to a busy Main Station to be automatically connected to that line when both called and calling lines are subsequently idle.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(D) Digital Centrex Series 2000 (Continued)

Call Park-Multiple:

This feature permits a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer business group.

Circular Hunting:

This system tests all lines in the multiline hunt group regardless of the point of entry.

Data Line Security:

This feature prohibits interruption to a busy line by features such as Call Waiting, Executive Busy Override, etc.

Multiple Classes of Service:

This option gives each station a class of service which defines its calling privileges and any features restricted from its use.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(D) Digital Centrex Series 2000 (Continued)

Saved Number Redial:

This feature permits a station user to store a number in memory and then later redial the number using a code.

Speed Call Long List (System):

This feature allows members of a customer business group to share a common speed call list of 30 members. One list is provided with Package 2000. Additional lists are available (see optional feature rates).

Uniform Call Distribution (UCD) Hunting:

Uniform Call Distribution provides an even distribution of incoming network and intercom calls among the individual Main Stations of a hunt group and includes Circular Hunt. Also may include queue Status Lamp, which will provide an indication at the customer premises of how long the first call in the incoming-call queue has been waiting.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(E) Digital Centrex Series 3000

Digital Centrex Series 3000 (The features below are in addition to the Digital Centrex Series 1000 and Digital Centrex Series 2000 Package features).

Call Forwarding (Busy No Answer Split):

Single feature which allows the customer to specify the destination of a forwarded call based on the call being an intra-system call or an inter-system call.

Call Forwarding/Incoming:

When activated by a Main Station user, automatically routes incoming calls from outside the Digital Centrex System intended for the user's Main Station to any other Main Station selected within the same system or outside the Digital Centrex system. The Main Station selected may also be the attendant. The attendant may also activate call forwarding for a Main Station.

Call Forwarding/Within Group:

This feature restricts a station user so that calls may only be forwarded to other stations in the business group.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(E) Digital Centrex Series 3000 (Continued)

Executive Busy Override:

This feature allows a station user to access a busy station after a break-in tone alerts the busy station.

Multi-Level Restriction:

This feature permits the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NNX) or a six-digit area code (NPA) and NNX basis.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(E) Digital Centrex Series 3000 (Continued)

Offhook Queuing:

When used with Automatic Route Selection (ARS), queuing is available on primary (first choice) routes in ARS patterns. The text and announcement provided with the optional recorded announcement feature will be provided by the Company. The music or music-on-queue will be provided by the customer. This requires a voice-grade channel between the central office and the customer-provided music source, and the optional Music-On-Hold feature. This feature is only available with off-hook queuing. The customer must specify the length of time a call is held in the queue before being routed to a reorder tone. Incoming tie lines have only off-hook queuing. All main station lines must be equipped with the same type of queuing. Off-hook queuing must have either a recorded announcement or music. The audio input is applied to incoming calls waiting in the attendant queue or in the UCD queue. The customer must specify the length of time, etc.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(E) Digital Centrex Series 3000 (Continued)

Remote Access to Features:

This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group.

Ringback Queuing:

This feature permits a station user with activated queuing to go on-hook and be called when the busy facility becomes available.

Speed Call Long List (Individual):

This feature allows a station user to place calls to 30 commonly called destinations using two to four digits.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(F) Attendant Feature Package

These features will be provided where facilities are available.

Access to Paging:

This feature allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial:

This feature permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall:

This feature allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Busy Verification:

This feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold:

This feature allows an attendant to hold a call manually on the loop by pressing a key.

Call Park:

This feature allows the attendant to park calls against any directory number in the customer group.

Call Selection:

This feature enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Camp-On:

This feature allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Code Calling Line Termination:

With this feature, the attendant can access customer provided code-call equipment using an access code and a called party code.

Conference:

This feature allows the attendant to establish a conference with up to 30 conferees.

Console Activation of Call Forward:

This feature allows attendants to activate, deactivate, and program Call Forwarding for stations.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Console Test:

Allows attendant to test the functional operations of a console.

Control of Trunk Group Access:

This feature allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

Control of Virtual Facility Groups (VFG):

This feature allows the attendant to control the access of all stations and incoming trunks to VFGs by a single key.

Delayed Operation:

This feature allows the attendant to place a call for a calling station while the calling station waits on hook.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Display of Queued Calls by ICI Key:

This feature provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting:

Allows an attendant to be alerted to a call requiring attention.

Interposition Calls:

This feature allows an attendant to call, speak to, and transfer a call to another attendant.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Locked-Loop Operation:

This feature allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, manual and automatic. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

Lockout:

Prevents the attendant from re-entering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers:

Each directory number is assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Position Busy:

This feature allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting:

This feature allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

Recorded Announcement:

This feature permits the routing of either originated or extended attendant calls to an optional announcement.

Secrecy:

This feature allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Serial Call:

This feature allows an attendant to extend a call to more than one station.

Speed Call:

This feature allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

Transfer:

This feature allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

Two-Way Split:

This feature allows the attendant to talk privately to either the calling party of the called party.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Wildcard Key:

This feature allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

(G) Versaline Features

Call Forward Variable

Allows a station user to redirect all calls for that line to another telephone number. The number that calls are forwarded to is restricted by the line's class-of-service.

Call Forward No Answer Variable Timer

Allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group

Call Forward No Answer (30 seconds)

Allows incoming calls to a centrex line to be automatically routed to a preselected centrex line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(G) Versaline Features (Continued)

Call Forward Fixed

Provides an automatic connection between a calling station going off hook and a predetermined terminating number.

Call Forward Busy

Allows incoming calls to a busy line to be automatically routed to a preselected centrex line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

Speed Call 8

Provides a Centrex line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

Speed Call 30

Provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

Call Pick up

Allows a station to answer incoming calls to another station within a defined call pickup group. This feature is provided on individual stations within a customer group.

Directed Call pick up

Allows a Centrex line user to answer calls directed to a specific Centrex line from any other Centrex line in the customer group by dialing a feature code and the number of the ringing station.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(G) Versaline Features (Continued)

Last number redial

This feature allows a station user to redial the last number dialed by utilizing an access code.

3 Way Conference call

This feature permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Call hold

This feature allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call

Call Waiting (customer specific)

Informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(G) Versaline Features (Continued)

Hunting (customer specific)

This is a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines. Three types of hunting are available

- 1) Directory Number Hunting (DNH) - DNH may be either circular or sequential
- 2) Circular hunting hunts all lines in the group regardless of the starting point.
- 3) Sequential hunting starts at the number dialed and ends with the last number in the group.

Multi-Line Hunting - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.

Distributed Line Hunting (DLH) - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

Touch Tone

This feature equips all station lines for touch call dialing.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(G) Versaline Features (Continued)

Call Transfer

Call Transfer provides for the transfer, by a Digital Centrex station, of calls within or outside the business group. The Three-Way Calling Feature is needed in addition to Call Transfer for this feature to work.

Ring Again

Automatic Callback permits a Main Station user who attempts an intercommunication call to a busy Main Station to be automatically connected to that line when both called and calling lines are subsequently idle.

Group Intercom (dependent on customer equipment)

Provides abbreviated dialing for station to station calls within the customer group.

Anonymous Call Rejection

Anonymous Call Rejection is an arrangement that allows a called party to reject calls from parties that have per line Number/Name Display Prevention or have activated the *67 per call blocking feature to prevent the display of the calling telephone numbers to Caller ID – Number Only subscribers or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again by unblocking the per line Number/Name Display Prevention or without activating the *67 per call blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID – Number Only and Caller ID Services.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features*

(The features below can be ordered individually at the rates shown in Section S10.1.6.B(6) or in Section 11.4 of this Product Guide).

Attendant Flexible Night Answer:

This feature permits the attendant to change the Predetermined Night Answer station number by dialing a feature code plus the new night answer station number.

Attendant Identification-Multiple Directory Numbers:

The attendant is able to identify an incoming call by Directory Number using the console display. If the customer has multiple directory numbers, the attendant will know by the number appearing on the console display which department is being called.

Attendant Predetermined Night Answer:

This feature, activated by the attendant, routes calls placed to the listed directory number to some predetermined station, hunt group, or station. This feature also allows transfer of calls during commercial power failure.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Attendant Universal Night Answer:

When activated by attendant, listed number calls are routed to this equipment. Calls can then be answered by individual stations by dialing the associated feature code. This feature also allows transfer of calls during commercial power failure.

Authorization Codes (AC):

The AC feature allows the customer to define a set or sets of dialing privileges, to associate an AC with each set, and to use the AC to restrict the dialing privileges to authorized personnel. The AC must be dialed before a call can be advanced. A customer cannot have authorization codes with a different amount of digits.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Automatic Route Selection (ARS):

ARS provides for the origination of ten-digit, off-network calls to a public telephone number. An access code is dialed followed by the destination digits. A pattern is selected and the route list is checked for an idle route with the proper FRL (if a feature). If no idle route is available, the call is put into queue for the primary route or sent to reorder tone. Routes may include Foreign Exchange, WATS, and interexchange carrier lines. A maximum of 3 patterns will be allowed for each NPA or NPA NXX list. A maximum of 10 routes is allowed per pattern. Each WATS band is considered a separate route.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Automatic Route Selection (ARS): (Continued)

A maximum of 64 NPA NXX lists will be allowed. ARS does not allow for toll restriction or toll diversion. This feature may also include:

- Expensive Route Warning (ERWT):

A tone will be assigned to certain routes as designated by the customer. When one of these designated routes is selected, a tone will be returned to the originating caller. The caller has a specified number of seconds to hang up or the call will be advanced on the expensive route.

- Facilities Restriction Level (FRL):

Each main station line is assigned an FRL as is every facility in all routes. When a call is originated, the FRL of the main station line is compared to the FRL of the facility selected for routing. If the FRL on the facility is equal to or less than the main station FRL, the call is advanced. If the FRL on the facility is greater than the FRL on the line, a tone is returned. An Authorization Code can be dialed to override the FRL. FRL's are furnished only with ARS. The maximum number of FRL's available is 8. All main station lines and incoming tie-line terminations with ARS capability must be assigned an FRL.

- Time of Day Routing:

This feature provides for route selection based on the most economical path for a particular time of day.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(G) Optional System Features* (Continued)

Caller ID ⁽¹⁾ is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multi-line hunt group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made via some large PABX systems within the Custom Calling Local Area Signalling Service calling area, from most cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

Note (1) Ordered individually at the rates shown in Section 10.1.6(B) of this Product Guide.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Caller ID ⁽¹⁾ (Continued)

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone numbers are not available on operator handled or credit card calls.

Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Product Guide.

Caller ID Name & Number ⁽¹⁾

Caller ID – Name & Number is an arrangement which permits a customer who subscribes to Caller ID service to receive the calling parties phone number and name, pursuant to Caller ID limitations, on their customer provided display device. When calls are marked "private" by the calling party, number and name cannot be received.

* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

Note (1) Ordered individually at the rates shown in Section 10.1.6(B) of this Product Guide.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Automatic Call Return⁽¹⁾

Allows a customer to automatically return the last incoming call, if that call is not marked "private", whether it is answered or not. The call is returned by customer activation of a code. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed. Calls marked "private" are not identified by and cannot be returned via this feature.

Automatic Call Return is provided on a monthly subscription basis where available.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

Note (1) Ordered individually at the rates shown in Section 10.1.6(B) of this Product Guide.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Conference Calling:

This feature permits a station user or attendant to form a conference with a maximum of twenty-four parties, including other stations and/or parties reached over trunks. The capability for offering the feature is provided in multiples of six or eight, dependent on central office technology.

Code Call Access:

Code Calling provides dial access to customer premises located code calling equipment by Main Station attendant access of a Digital Centrex system. The dialed two- or three-digit code activates signaling devices on the customer's premises to produce a coded signal corresponding to the dialed code. The called party, upon recognition of the signal, is automatically connected to the calling party by dialing a special code from any Main Station in the system. For Rates and Charges applicable for control channels when required for supervision purposes with equipment and/or apparatus located on the customer premises, refer to Section S15. of this Product Guide for Private Line rates.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Dictation Access and Control:

This feature provides for station access to customer provided dictation equipment. For Rates and Charges applicable for control channels when required for supervision purposes with equipment and/or apparatus located on customer premises, refer to Section S15. of this Product Guide for Private Line rates.

ETS/CCSA Access:

This feature provides access to and from an ETS/CCSA network.

FX/FCO Access:

This feature provides access to and from an InterLATA or IntraLATA Foreign Exchange Circuit or Foreign Central Office Circuit.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Inspect Key

Gives users of Meridian Business Sets with display easy access to important information about both the set's assigned features and incoming calls.

Multiple Appearance Directory Number (MADN)⁽¹⁾

A directory number (DN) that is assigned to more than one Telephone Set. MADN is a soft-ware number that has no real switch hardware attached, but is given all the data base characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Centrex customer group.

* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract

Note (1) Ordered individually at the rates shown in Section 10.1.6(B) of this Product Guide.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Meet-Me Conference

This feature allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time. (Requires Conference Calling Feature).

Music-on-Hold:

This feature provides access to a common music source for use with call hold, transfer, park, and queuing features.

Paging/Public Address Access:

This feature provides a central office interface to a customer premises for paging and/or public address.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Preset Conference:

This feature allows a station or attendant console to establish a preset conference by dialing a specific directory number. The dialing of the DN invokes a simultaneous ringing of the preselected conferees. (Requires Conference Calling feature).

Priority Queuing:

This feature permits a station user remaining off-hook to queue for a facility to obtain a line ahead of another station user queuing for a facility that goes on-hook.

Proprietary Set Interface:

This interface provides capability to connect business sets to Digital Centrex. When Display sets are used, this will allow the activation, where available, of calling number display (intra-business group only), call announce, and visual message waiting indication.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Pseudo Number:

A software number that has no real switch hardware attached, but is given all the data base characteristics associated with a normal line. The pseudo number provides multi-line set capability, allows the user to originate and receive calls, and to use Digital Centrex features as assigned just as though the pseudo number was a real line identity. Pseudo numbers may also be assigned in a hunt group configuration.

Recorded Announcement:

This feature routes calls to a recording (may be customized) at the Telephone Company's Central Office.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Second and Third Recorded Announcements:

Allows customers to specify delay periods between announcements to calls in UCD or ACD queues and the type of treatment callers are given during those delays.

Speed Call Long List (System):

This feature allows members of a customer business group to share a common speed call list of 30 members. The first list is included in the Series 2000 package rate. This rate is for an additional list (not to exceed eight (8) lists).

Station Message Detail Recording (SMDR):

This feature provides an SMDR formatted-type record of chargeable and nonchargeable calls for each customer group.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

Stop Hunt:

This feature uses a code which allows the hunting process to stop when a particular line is reached in a hunting sequence.

Terminal Make Busy:

This feature uses a code to make a specific terminal, or groups of terminals in a hunting group look busy.

Tie Facility Access:

This feature provides access to and from an InterLATA or IntraLATA tie facility.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(H) Optional System Features* (Continued)

T1 Access:

This feature provides a trunk side connection to a High Capacity Digital Channel within the Digital Centrex system. Each T1 Access termination is equivalent to 24 derived voice grade circuits.

WATS Access:

This feature provides the customer access to an inter-exchange carrier for bulk toll calling.

800-Service Access:

This feature permits 800 Service Access to terminate in the Digital Centrex Service System.

- * The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(I). Additional Versaline Features

a. Automatic Busy Redial

Is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

b. Automatic Call Return

Allows a customer to automatically return the last incoming call, if that call is not marked "private", whether it is answered or not. The call is returned by customer activation of a code. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed. Calls marked "private" are not identified by and cannot be returned via this feature.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.3 Definition of Features (Continued)

(I). Additional Versaline Features (Continued)

c. Call Restrict - Per Line (CR-PL)

CR-PL blocks the display of the customer's directory number and or directory number/name on all calls made from a particular line on the terminating subscriber's display equipment. Also prevents their calls from being identified or returned via use of Call Return Service. The customer can unblock a single call by dialing the unblocking code, *82 or 1182 for rotary lines before dialing the number being called. Once the call is completed the line is automatically blocked, therefore, the blocking code *67 is not an applicable, usable and has no effect on the blocking of the call. The CR-PL feature does not prevent the delivery of billing number information through the use of Automatic Line Identification (ANI) technology such as Feature Group D Switched Access Service. It also has no effect on the information transmitted to Enhanced 911 (E911) emergency system operators.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.4 Liability of the Telephone Company

(A) The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Digital Centrex Service Features except as shown in Section S2.5 of this Product Guide.

S10.1.5 Conditions

(A) The rates and charges shown for Digital Centrex Service apply to establishment of Digital Centrex Service only. Other services as provided for in other sections of the Product Guide may be furnished in connection with this service at rates and charges specified for such services.

(B) Digital Centrex Service is offered on a contractual basis commencing on the date the service is established.

(1) The rates per Digital Centrex Line as set forth following, plus the selected Feature Series rate per line as set forth following, apply each month from the time the System is placed in service until the Digital Centrex Service is discontinued.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.5 Conditions (Continued)

- (C) In the event that the Digital Centrex Service is terminated by the customer prior to completion of the initial contract period, the Company will develop the applicable contract termination charge using the formula described below and levy it for payment by the customer.
 - (1) In the event of termination of Digital Centrex Service during the contract period, the customer will remain liable for the balance of contract period rates adjusted to their then present worth equivalent, based upon a 12% discount rate, which shall upon any such termination immediately become due and payable in their entirety.
 - (2) In the event the customer reduces the number of Digital Centrex lines initially contracted, by 20% or more, the termination liability as specified in (1) above is applicable and will be based upon the initial number of lines under contract, as set forth following.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.5 Conditions (Continued)

(C) (Continued)

(3) Expiration of Contract Period

- (a) Digital Centrex customers must upon the expiration of their contract select a new contract period as offered in the current Product Guide.
- (b) A Digital Centrex customer may at any time during his selected payment period resubscribe for an equal or longer payment period at the current Product Guide rates subject to the following conditions.
 - i. No credit will be given for payments made during the formerly selected period. Non-recurring charges will not be reapplied.
 - ii. The new payment period begins with the billing date following the date the new payment period is requested.
 - iii. No termination charge applies for the former payment period.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.5 Conditions (Continued)

(C) (Continued)

(3) Expiration of Contract Period (Continued)

(b) (Continued)

iv. A Network Access Change charge as specified in Section S4. of this Product Guide will apply.

(c) A Digital Centrex customer may at any time during his selected payment period resubscribe for a payment period, shorter in length than the time remaining in the existing service agreement, subject to the following conditions:

i. No credit will be given for payments made during the formerly selected period. However, non-recurring charges will not be reapplied.

ii. The new payment period begins with the date requested.

iii. A termination charge applies to the former payment period.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.5 Conditions (Continued)

(C) (Continued)

(3) Expiration of Contract Period (Continued)

(c) (Continued)

iv. A Network Access Change charge as specified in Section S4. of this Product Guide will apply.

(D) Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

(1) Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 50E to 80E Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.

(2) Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.5 Conditions (Continued)

- (E) Rotary dial stations may not be capable of accessing all Digital Centrex Service features shown in Section S10.1.2.
- (F) Digital Centrex Service system lines are not subject to Business Exchange Service Rates set forth in Section S3. of this Product Guide.
- (G) This Product Guide contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
- (H) This Product Guide (including the rates and charges shown herein) for Digital Centrex Service is subject to such changes or modifications as the Commission may from time to time direct or allow in the exercise of its jurisdiction.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.5 Conditions (Continued)

- (I) Subsequent lines additions/deletions.
 - (1) Subsequent line additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract. If the line addition results in the customer's total Digital Centrex line count exceeding the threshold of the line group previously contracted, lines will be billed at the rate for the larger group.
 - (2) Subsequent line deletions resulting in reductions equal to or exceeding 20% of the initial lines under contract will be treated as set forth in S10.1.5.C(2) preceding. If the reduction causes the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group as set forth in Section S10.1.6.B(3).
- (J) Vacation Rates are not applicable to Digital Centrex Service.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.5 Conditions (Continued)

- (K) If a customer chooses to combine Digital Centrex Service stations terminating at different locations into a single Digital Centrex Service system, then all stations must be served by the same central office switching equipment.
- (L) Private line arrangements connected with Digital Centrex Service are subject to applicable rates and charges shown in Section S15. of this Company's Product Guide.
- (M) Certain Optional Feature capabilities as shown in Section S10.1.6.B(6) may not be compatible with other Series or Optional features.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges

(A) Non Recurring

(1) The following non-recurring charges for service are in addition to any applicable service connection, move, change, and installation charges provided for in Section S4. of this Product Guide.

(2) The Network Access Change Charge as specified in Section S4. is applicable when an NAR is added subsequent to the initial installation of the Digital Centrex service. No Central Office Line Work charge is applicable.

(3) Data Base Changes*

		Non-Recurring <u>Charge</u>	<u>GSEC</u>
(a)	Major Software Additions	\$100.00	CEN MASC
	1. Add Customized Dialing Plan		
	2. Add Customer Re-requested Data Base Profile		

* Data Base Additions or Changes not listed in this Product Guide will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(A) Non-recurring (Continued)

(3) Data Base Changes* (Continued)

		<u>Non-Recurring Charge</u>	<u>GSEC</u>
(b)	Routine Software Change**	50.00	CEN RSC
	1. Change Trunk Group		
	2. Change Non-Data-Link Attendant ¹		
	3. Change Custom Recording		
	4. Change ARS Translations		
	5. Change Translations Tables		
(c)	Minor Software Change**	25.00	CEN MISC
	1. Change Subgroup		
	2. Hunt Groups		
	3. ACD Hunt Group ¹		
	4. Simulated Facility Group		

¹Additional minor change charge for each additional console.

* Data Base Additions or Changes not listed in this Product Guide will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

** Applies to changes in existing services.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(A) Non-recurring (Continued)

(3) Data Base Changes* (Continued)

		Non-Recurring <u>Charge</u>	<u>GSEC</u>
(c)	Minor Software Change**	25.00	CEN MISC
	5. Queuing Groups ²		
	6. Night Answer (UNA/PNA) ³		
	7. Paging/Public Address /Code Calling ⁴		
	8. Conference Calling - 8, 16, 24 Ports		
	9. Remote Access Directory Number ⁵		
	10. Authorization Code Validation ⁶		

¹Additional minor change charge for each recording, queuing, and station change.

²Additional minor change charge for each trunk group.

³Additional minor change charge for each PNA number, zone, area.

⁴Additional minor change charge for each area.

⁵Additional minor change charge for each authorization code.

⁶Additional minor change charge for each two (2) codes.

* Data Base Additions or Changes not listed in this Product Guide will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

** Applies to changes in existing services.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(A) Non-recurring (Continued)

(3) Data Base Changes* (Continued)

(c) Minor Software Change**
(Continued))

Non-Recurring
Charge

GSEC

25.00

CEN MISC

- 11. Music On Hold Access
- 12. Dictation Link Access
- 13. Standard Recording
- 14. Extended Pick Up Code
- 15. Executive Busy Override
- 16. Multi-Level Restriction^{7,8}

⁷Additional minor change charge for each 10 codes.

⁸Additional minor change charge to add toll control.

* Data Base Additions or Changes not listed in this Product Guide will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

** Applies to changes in existing services.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(B) Recurring ⁽¹⁾

(1) The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Product Guide.

(2) Digital Centrex Service line rates are determined by the total number of Digital Centrex lines requested (i.e., if a customer requests twenty-eight [28] lines, all lines will be billed at the "26 and greater" group line rate).

(3) The following rates apply during the contract period and until the service is discontinued ⁽²⁾

<u>MTM</u> ⁽³⁾	<u>Monthly Rate</u>	<u>ASOC</u>
03-25 Stations, Per Station	\$9.50	CW25M
26 Stations & greater, Per Station	9.25	CW49M
<u>12 Month Contract</u>		
50-100 Stations, Per Station	9.00	C1001
101-250 Stations, Per Station	8.75	C2501

Note (1) Digital Centrex is not available in the McMinnville and Sparta Exchanges – Versaline Centrex replaced Digital Centrex in these two exchanges.

Note (2) Digital Centrex Service Arrangements exceeding four hundred (400) lines will be offered as a Special Service Arrangement case basis.

Note (3) Minimum MTM (Month-to-Month) Contract Period for 3 Lines and greater is one month.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(3) (Continued)

	<u>Monthly Rate</u>	<u>GSEC</u>
<u>36 Month Contract</u>		
50-100 Stations, Per Station	\$8.50	CEN100G36
101-250 Stations, Per Station	8.25	CEN250G36
251-400 Stations, Per Station	8.05	CEN400G36
 <u>60 Month Contract</u>		
50-100 Stations, Per Station	8.05	CEN100G60
101-250 Stations, Per Station*	7.95	CEN250G60
251-400 Stations, Per Station	7.85	CEN400G60
 <u>84 Month Contract</u>		
50-100 Stations, Per Station	7.95	CEN100G84
101-250 Stations, Per Station*	7.85	CEN250G84
251-400 Stations, Per Station	7.75	CEN400G84
Wire Center Line Charge applies for each loop from the Network Interface Location to the Central Office Location.	6.00	CEN WCLC

* Digital Centrex Service Arrangements exceeding four hundred (400) lines will be offered as a Special Service Arrangement case basis.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(4) The following Feature Series and Package rates apply for as long as the system is in service.

	<u>Monthly Rate</u>	<u>GSEC</u>
Feature Series 1000, per line	\$ 2.00	CENFS1000
Feature Series 2000, per line	3.20	CENFS2000
Feature Series 3000, per line	3.50	CENFS3000
Attendant Feature Package, per attendant	65.00	CEN ATTPKGM

(5) Digital Centrex NAR access, each¹

(6) Optional System Features

The following charges apply to initial and subsequent additions of these features:

	<u>Monthly Rate</u>	<u>GSEC</u>
(a) Attendant Flexible Night Answer		
Non-recurring Charge, per console	\$39.50	CEN FNA
Monthly Rate, per console	.75	CEN FNAM

¹ Apply appropriate rates and charges as specified in Section S3.9 for Network Access Registers (NARS).

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

	<u>Monthly Rate</u>	<u>GSEC</u>
(b) Attendant Identification - Multiple Directory Numbers		
Non-recurring Charge, per console	\$1.45	CEN MLN
Monthly Rate, per console	.70	CEN MLNM
(c) Attendant Pre-Determined Night Answer		
Non-recurring Charge, per console	39.50	CEN PNA
Monthly Rate, per console	.50	CEN PNAM
(d) Attendant Universal Night Answer (UNA) ¹		
Non-recurring Charge, per console	5.25	CEN UNA
Monthly Rate, per console	.20	CEN UNAM
(e) Authorization Codes, per group of 100		
Non-recurring Charge, per 100 codes	3.00	CEN ATHCDS
Monthly Rate, per 100 codes	.30	CEN ATHCDSM

¹ Requires data link console.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

	Monthly *	
	<u>Rate</u>	<u>ASOC</u>
(f) Automatic Route Selection		
Non-recurring Charge, per system	\$150.00	CEN ARS
Rate, per line	2.00	CARSM
(f1) Caller ID ⁽¹⁾		
Rate, per Line	7.00	CXCID
(f2) Caller ID Name & Number ⁽¹⁾		
Rate, per Line	7.95	CCIDN
(f3) Automatic Call Return (#69) ⁽¹⁾		
Rate, per Line	4.50	CENCR
(g) Code Calling Access		
Non-recurring Charge, per system	25.00	CMSCN
Monthly Rate, per system	40.00	CCCSM
(h) Conference Calling, Each Port Group ²		
Non-recurring Charge, per port group	100.00	CMSAM
Monthly Rate, per port group	150.00	CCCPM
(i) Dictation Access		
Non-recurring Charge, per system	25.00	CMSCM
Monthly Rate, per system	40.00	CEN DICALLM

* Optional features are available only where facilities and conditions permit.

Note (1) Feature and rate are applicable on a per station and/or primary DN.
An Inspect Key will be needed on all Meridian 5000 Series Sets if
Caller ID is requested on other Call Appearances.

Note 2 Port groups are groups of 6 or 8 ports.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

	Monthly *	<u>ASOC</u>
	<u>Rate</u>	
(j) ETS/CCSA Access ⁽¹⁾		
Non-recurring Charge, per termination	\$50.00	CRSCN
Monthly Rate, per termination	20.00	CCSAM
(k) FX/FCO Access ⁽¹⁾		
Non-recurring Charge, per termination	50.00	CRSCN
Monthly Rate, per termination	20.00	CEN FXALLM
(k1) Multi Appearance Directory Number (MADN), Single Call Arrangement (SCA)		
Monthly Rate, per appearance	1.00	SMADN
Multiple Call Arrangement (MCA) ⁽²⁾		
Monthly Rate, per appearance	1.00	MMADN
(l) Meet-Me Conference		
Non-recurring Charge, per system	100.00	CMSAN
Monthly Rate, per system	40.00	CMMC
(m) Music On Hold ⁽³⁾		
Non-recurring Charge, per system	4.00	CMSCN
Monthly Rate, per system	25.00	CMOHM

* Optional features are available only where facilities and conditions permit.

Note (1) Each of the rate elements shown provides only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.)

Note (2) MCA is available only within a Centrex customer group.

Note (3) Where facilities and conditions permit. Does not include music source for Music on Hold.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

	<u>Monthly Rate</u>	<u>GSEC</u>
(n) Paging/Public Address Access		
Non-recurring Charge, per system	\$25.00	CEN PGALL
Monthly Rate, per system	40.00	CEN PGALLM
(o) Preset Conference		
Non-recurring Charge, per system	100.00	CEN PCONF
Monthly Rate, per system	40.00	CEN PCONFM
(p) Priority Queuing ⁶		
Non-recurring Charge	---	---
Monthly Rate, per line in queue group	.30	CEN PRQUEM
(q) Proprietary Set Interface		
Non-recurring Charge	---	---
Monthly Rate, each	5.00	CEN PSIM

⁶ Requires off hook queuing.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

	<u>Monthly Rate</u>	<u>GSEC</u>
(r) Pseudo Number		
Non-recurring Charge	---	---
Monthly Rate, each	\$6.00	CEN PSEUDOF
(s) Recorded Announcement - Custom		
Non-recurring Charge, per system	145.00	CEN RANCUS
Monthly Rate, per system	40.00	CEN RANCUSM
(t) Second and Third Recorded Announcements		
Non-recurring Charge, per system	50.00	CEN ANNC2
Monthly Rate, per system	35.00	CEN ANNC2M
(u) Speed Call Long List (Additional Systems)		
Non-recurring Charge, per line	---	---
Monthly Rate, per line	.30	CEN SC30SM

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

	<u>Monthly Rate</u>	<u>GSEC</u>
(v) Station Message Detail Recording		
Non-recurring Charge, per system	---	---
Monthly Rate, per system	\$40.00	CEN SMDRM
(w) Stop Hunt ^{5,7}		
Non-recurring Charge, each	---	---
Monthly Rate, each	1.00	CEN STPHNTM
(x) Terminal Make Busy ⁷		
Non-recurring Charge, each	---	---
Monthly Rate, each	1.00	CEN TRMMBM
(y) Tie Facility Access ³		
Non-recurring Charge, per termination	50.00	CEN TFA
Monthly Rate, per termination	20.00	CEN TFAM

³ Each of the rate elements shown provides only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.)

⁵ Requires one or more hunt groups.

⁷ May require additional hardware.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

	<u>Monthly Rate</u>	<u>GSEC</u>
(z) TI Access ³		
Non-recurring Charge, per termination	\$100.00	CEN TI
Monthly Rate, per termination	350.00	CEN TIM
(aa) WATS Access ³		
Non-recurring Charge, per termination	100.00	CEN WTSACC
Monthly Rate, per termination	1.50	CEN WTSACCM
(bb) 800 Service Access ³		
Non-recurring Charge, per termination	100.00	CEN 800 SVCALL
Monthly Rate, per termination	1.50	CEN 800 SVCALLM

³ Each of the rate elements shown provides only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.)

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(C) Versaline Centrex

a. Application

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Product Guide.

Versaline Service is normally offered on an individual station basis, Versaline Service features are available to Automated Access Line (PBX) or Key Line customers. Refer to Section 10.1.6 (D) for trunk additive. Versaline Service cannot be used as a surrogate for the Automatic Access Line serving a PBX or Key System.

b. Service Rates

Monthly Recurring Rates – 2 lines and greater

<u>Versaline Available</u>	<u>MTM</u>	<u>6 mo</u> ⁽¹⁾	<u>1 yr</u> ⁽¹⁾	<u>2 yr</u> ⁽¹⁾	<u>3 yr</u> ⁽¹⁾
ASOC	VER01	VER02	VER03	VER04	VER05
Market Area "A" ⁽²⁾	N/A	N/A	\$23.25 (I)	\$22.25 (I)	\$21.25 (I)
Market Area "B" ⁽³⁾	\$25.25 (I)	\$24.25 (I)	\$23.25 (I)	\$22.25 (I)	\$21.25 (I)

Note (1) – Termination charges will not exceed six percent (6%) of the total Product Guide term plan amount.

Note (2) – Crossville, Pleasant Hill and Tansi exchanges

Note (3) – McMinnville, Sparta exchanges (Versaline Centrex replaced Conventional Digital Centrex in the McMinnville and Sparta Exchanges).

PRODUCT GUIDE

S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.6 Rates and Charges (Continued)

(C) Versaline Centrex (Continued)

c. Monthly Credits

Monthly Credit will be applied to the monthly rate for Versaline Customers who purchase Citizens Long Distance Service and/or Citizens Business DSL or Dedicated Internet Service.

1. A \$1.00 per month credit will be applied to each Versaline, if the customer selects Citizens Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).
2. A \$1.00 per month Credit will be applied to each Versaline if the customer subscribes to Citizens Business DSL or Dedicated Internet Service.
3. A \$2.00 per month credit will be applied to each Versaline if the customer subscribes to both, Citizens Long Distance and Citizens Business DSL or Dedicated Internet Service (1. and 2. preceding).

(D) Automatic Access Lines (PBX) and Key Lines ⁽¹⁾

Versaline Service features may be extended to PBX trunk and Key Line customers at the applicable Versaline Rates as specified in Section S10.1.6 (C)(b) and the following:

	<u>Monthly Recurring</u>	<u>Billing Code</u>
Versaline PBX Trunk		
Add-On Rate - Per Trunk	\$4.00	CXPXM
Versaline Key Line		
Add-On Rate - Per Line	\$4.00	CXKLM

Note (1) Rates are not subject to volume discounts

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.7 Subsidiary System Arrangement

(A) General

- (1) A Subsidiary System of a Digital Centrex system is a customer-provided equipment system which is furnished Automatic Access lines from the central office serving the customer's Digital Centrex system and which is connected by tie lines to that Digital Centrex system .
- (2) A Subsidiary System Arrangement provides station numbers which are in sequence with the main station line numbers of the customer's Digital Centrex system to the stations of one or more Subsidiary Systems.

(B) Regulations

- (1) Subsidiary System Arrangement (SSA) station numbers are provided by the same central office equipment and facilities which furnish Direct-Inward-Dialing (DID) service and will only be furnished where adequate DID facilities are available in the central office serving the customer's system and where the Subsidiary System is properly equipped for DID service.
- (2) The Automatic Access Lines of the Subsidiary System are provided at the same rates and charges as specified for such PBX Access Lines furnished from the central office serving the customer's Digital Centrex system. In addition, foreign central office or foreign exchange mileage charges are applicable to those Automatic Access Lines when the Subsidiary System is located outside the area of that serving central office.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.7 Subsidiary System Arrangement (Continued)

(B) Regulations (Continued)

- (3) The same rates and charges as specified for DID service apply for SSA station numbers. Where more than one Subsidiary System is involved, each Subsidiary System is considered a separate service and the count of station numbers furnished will commence anew at each such system for the purpose of determining the applicable rates and charges.
- (4) Tie lines connecting the Digital Centrex and Subsidiary Systems are provided at the same rates and charges as specified for Digital Centrex tie line terminals, tie lines, and tie line terminals in a customer-provided equipment system.
- (5) SSA station numbers are furnished subject to the condition that all inward and outward local and toll network calling by Subsidiary System stations be via the central office serving the customer's Digital Centrex system.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.7 Subsidiary System Arrangement (Continued)

(B) Regulations (Continued)

(5) (Continued)

- (a) Where the Subsidiary System station's outward local and toll network calls are placed via tie lines and the network access registers of the Digital Centrex system, the charges for such calls are identified and billed as primary directory listing calls of the Digital Centrex system .
 - (b) Where the Subsidiary System station's outward local and toll network calls are placed via PBX trunks, the charges for such calls are identified as primary directory listing calls of the Digital Centrex system .
- (6) At the option of the customer, identification of outgoing toll network calls by SSA station number will be provided at the same rates and charges as specified for Identified-Outward-Dialing (IOD) service subject to the following conditions:

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.7 Subsidiary System Arrangement (Continued)

(B) Regulations (Continued)

(6) (Continued)

(a) The identification of outgoing toll calls by SSA station number will only be provided on calls routed via Automatic Access Lines.

(b) Where more than one Subsidiary System is arranged for the identification of outgoing toll calls by SSA station number, each system shall be considered a separate service and the count of connecting channels which serve as IOD trunks will commence anew at each system for the purpose of determining the applicable rates and charges.

(7) The Digital Centrex Subsidiary System Arrangement is provided solely for the furnishing of SSA station numbers to Subsidiary Systems for local and toll network and intercommunication calling and does not provide any of the basic or optional service features of Digital Centrex service to stations of the Subsidiary Systems.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.7 Subsidiary System Arrangement (Continued)

(C) Rates and Charges

(1) Each Subsidiary System Arrangement

(a) Direct-Inward-Dialing¹

(b) Identified-Outward-Dialing²

(c) Exchange Access, per Automatic Access Line³

(d) Tie Line Service⁴

¹ Apply rates and charges as specified in Section S11. of this Product Guide for DID service.

² Apply rates and charges as specified in Section S11. of this Product Guide for IOD service.

³ Apply rates and charges as specified in Section S3. of this Product Guide for Automatic Access Line.

⁴ Tie lines are provisioned using Automatic Access Lines. Apply rates and charges specified in Section S3. of this Product Guide.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.8 Telephone Numbers and Facilities Reserved for Future Use

(A) General

- (1) A customer may reserve preassigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- (2) Telephone numbers reserved for future use services include preassigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- (3) The assignment of telephone numbers and the sequence of numbers assigned to a Digital Centrex system is made at the discretion of the Company.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.1 Digital Centrex Service (Continued)

S10.1.8 Telephone Numbers and Facilities Reserved for Future Use (Continued)

(A) General (Continued)

- (4) The service is furnished subject to the availability of facilities and telephone numbers.
- (5) Calls to reserved (unassigned) telephone numbers will be routed to intercept over Digital Centrex common recorded announcement facilities as specified in Section S10.1.3.B.
- (6) Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Digital Centrex main station.
- (7) Reserved numbers not assigned to a main station as agreed in S10.1.8 will be billed at the following rates until removed from reserved status or billed as an active Digital Centrex main station.

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- S10. Central Office Non-Transport Service Offering (Continued)
- S10.1 Digital Centrex Service (Continued)
- S10.1.8 Telephone Numbers and Facilities Reserved for Future Use (Continued)
 - (B) Rates and Charges
 - (1) Reserved Digital Centrex Telephone Numbers
 - (a) Per Reserved Telephone Number Monthly
Rate Note 1

Note 1: Apply sixty percent (60%) of the monthly rate applicable for a Station Line, as specified preceding for a main station line.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.2 Multi-Account Digital Centrex Service

S10.2.1 General

- (A) Multi-Account Digital Centrex Service is a fully partitioned Digital Centrex service for use in an environment serving multiple tenants located in the building or buildings on the same continuous or contiguous properties. The property area for each Multi-Account Digital Centrex Service must be specifically identified and under the control of a single owner or management unit. Areas so designated may be intersected or transversed by public and semi-public thoroughfares, provided that the adjacent property segments created by such intersecting or transversing thoroughfares would be continuous or contiguous in the absence of the thoroughfare. The designated service area must be wholly within the confines of the serving wire center boundary. In any instance, Multi-Account Digital Centrex service shall be offered at the sole discretion of Citizens Telecommunications Company of Tennessee.
- (B) Rates and conditions for Multi-Account Digital Centrex Service as specified following and where applicable are in addition to the rates and conditions specified for Digital Centrex Service in other sections of this Product Guide.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.2 Multi-Account Digital Centrex Service (Continued)

S10.2.2 Regulations

- (A) The provision of Multi-Account Digital Centrex Service is dependent upon the establishment of a Primary Account. All other customers to Multi-Account Digital Centrex Service are considered Secondary Accounts. All Secondary Account agreements for Multi-Account Digital Centrex Service must terminate either on or before the expiration date of the Primary Account's subscription agreement for Multi-Account Digital Centrex Service.
- (B) The Primary Account accepts responsibility for assisting in the training of Secondary Accounts and will provide assistance in the coordination of Digital Centrex Service for Secondary Accounts. The Primary Account is also responsible for insuring that the minimum system size established for Multi-Account Digital Centrex Service is maintained throughout the life of the agreement.
- (C) Multi-Account Digital Centrex Service will provide partitioned Digital Centrex Service for each account subscribing to Multi-Account Digital Centrex Service. Each Multi-Account Digital Centrex Service subscriber is required to have separate Network Access Registers (NARs) to provide network access.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.2 Multi-Account Digital Centrex Service (Continued)

S10.2.2 Regulations (Continued)

- (D) Station-to-Station calling is limited to Digital Centrex Service main station lines within each Multi-Account Digital Centrex Service. Intercom calling between unaffiliated accounts is not permitted under Multi-Account Digital Centrex Service.
- (E) Each subscriber to Multi-Account Digital Centrex Service is subject to all rates, rules and regulations of Digital Centrex Service as specified and where applicable in Section S10.1 of this Product Guide.
- (F) Each account will be directly responsible to the Company for all charges associated with its service. The Company will bill each account directly for its service.
- (G) System size will be determined by the total number of main station lines in a Multi-Account System. The minimum number of main station lines per Multi-Account System will be ten (10).
- (H) Each account must designate its preferred carrier for long distance service.
- (I) Digital Centrex Service features are provided individually to each account.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.2 Multi-Account Digital Centrex Service (Continued)

S10.2.3 Definitions

Account: A customer of Multi-Account Digital Centrex Service may be either a Primary Account or a Secondary Account.

Multi-Account System: Consists of a Primary Account with or without Secondary Account(s).

Primary Account: The customer who accepts responsibility for the coordinating role of the Multi-Account system as specified in this Section.

Secondary Account: Any Multi-Account Digital Centrex service customer of a system other than the Primary Account.

S10.2.4 Conversion

(A) Conversion from Digital Centrex Service to Multi-Account Digital Centrex Service .

(1) When a customer with Digital Centrex service elects to convert to a Multi-Account Digital Centrex Service, the following conditions apply :

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S10. Central Office Non-Transport Service Offering (Continued)

S10.2 Multi-Account Digital Centrex Service (Continued)

S10.2.4 Conversion (Continued)

(A) (Continued)

(1) (Continued)

(a) When a Digital Centrex account with a minimum of ten (10) station lines wants to become the Primary Account, conversion must be for at least the remaining contract term, if any.

(b) When a Digital Centrex account wants to become a Secondary Account, conversion to the new rates must be for at least the remaining contract term, if any.

(B) Conversion from Multi-Account Digital Centrex Service to Digital Centrex Service.

(1) When a customer with Multi-Account Digital Centrex Service elects to convert to Digital Centrex Service, the following conditions apply:

(a) The Primary Account will not be allowed to convert unless there are no remaining Secondary Accounts. Each conversion will be for at least the remaining contract term, if any.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.2 Multi-Account Digital Centrex Service (Continued)

S10.2.4 Conversion (Continued)

(B) (Continued)

(1) (Continued)

(b) When a Secondary Account wants to become a Digital Centrex Account, conversion to the new rates must be for at least the remaining contract terms, if any.

S10.2.5 Rates and Charges

(A) Common Equipment - The following rates and charges are for the Multi-Account Digital Centrex Service feature only and are in addition to the appropriate and applicable service charges, monthly rates and non-recurring charges for Digital Centrex Service, Network Access Registers, and other services to which Multi-Account Digital Centrex Service customers may subscribe. Rates and charges for Multi-Account Digital Centrex Service apply only to each Secondary Account.

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S10. Central Office Non-Transport Service Offering (Continued)

S10.2 Multi-Account Digital Centrex Service (Continued)

S10.2.5 Rates and Charges (Continued)

(B) Term Payment Plan Monthly Rate

- 1 Month
- 12 Months
- 36 Months
- 60 Months
- 84 Months

Per Secondary Account apply appropriate rates and charges as specified in Section S10.1.

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S11. Miscellaneous Service Arrangements

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S11. Miscellaneous Service Arrangements (Continued)

S11.1 Provision for Circuits Connecting Stations

S11.1.1 General

- (A) Extension service may be provided to a different premises in connection with all classes and grades of telephone service, excluding coin telephone service. The mileage charges as shown in S11.1.1.D will apply for each circuit required.
- (B) When it is known or realized that the life of all or a part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the customer.
 - (1) An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replaced facilities as if such facilities are installed new and appropriate adjustments are made in the monthly carrying charges.
 - (2) A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years.

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S11. Miscellaneous Service Arrangements (Continued)

S11.1 Provision for Circuits Connecting Stations (Continued)

S11.1.1 General (Continued)

Extension station service for residence class of service may be located on another party's premises or a different premises owned by the same party provided the location of the extension service has basic local residence service at the location of the extension service.

Extension services must be so located that their use will be restricted to those entitled to use the customer's service, except that extension service may be located on the premises of a party other than the customer to provide for the answering of calls during the customer's absence. Such extension service is furnished only on the condition that use of separate exchange service is available to the other party on the same premises.

(D) Mileage Charges:

- (1) Between locations on the same or different premises within the same exchange:

	Monthly <u>Rate</u>
For each quarter mile or fraction thereof, airline measurement, per month	\$5.00

- (2) Between locations in different exchanges:

See Private Line Service and Channels Product Guide

- (3) Mileage charges are computed separately for each off premises circuit.

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Touch Calling Service

S11.2.1 General

- (A) Touch Calling Service provides for the origination of telephone calls through the use of pushbuttons in lieu of a rotary dial.
- (B) The service is furnished for use with one-party, two-party, four-party, and manual access lines. It may be furnished to all customers on a party line.
- (C) Touch Calling Service, for one-party, party line, manual access lines, and Centrex requires special central office equipment and will be provided only from central offices where facilities are available.

S11.2.2 Application of Charges

- (A) The customer's existing stations on a central office line or existing stations of a Centrex System will be equipped for Touch Calling at the appropriate service charges in Section S4.

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Touch Calling Service (Continued)

S11.2.2 Application of Charges (Continued)

(B) When stations equipped for Touch Calling Service can be arranged for operation with lines not equipped for Touch Calling Service, charges based on cost will apply.

S11.2.3 Rates and Charges

(A) The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Rate</u>
(1) Exchange Access Lines	
(a) Business - per line*	\$0.75**
(b) Residence - per Line*	0.55**
(2) Touch Calling Service for PBX Systems	
(a) Per Line (applicable for customer or Company provided PBX Systems)	\$0.75**

** This monthly rate does not include an instrument.

* The Central Office Line Connection Charge does not apply when service is changed from rotary dial operation to touch calling operation.

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S11. Miscellaneous Service Arrangements (Continued)

S11.3 Subscriber Transfer Service

S11.3.1 General

- (A) Subscriber transfer service is an arrangement which enables a customer to have calls incoming on one line transferred to a second previously designated line at a different location when there is no one available to answer on the first line. The transfer arrangement is restricted to business or domestic establishments on the same or different premises of the same customer, his representatives and associates or to members of the customer's immediate family.
- (B) Subscriber transfer service may be used only in connection with individual line service.
- (C) When subscriber transfer service is established between central offices in a multi-office exchange, foreign central office mileage charges as set forth in Section S9. will apply.

S11.3.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Non-recurring Charge</u>
(A) Subscriber transfer arrangement including transfer key, each, per month	---	\$10.00
(B) Change from one line to another	One-half the Non-recurring Charge	

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services

S11.4.1 General

- (A) The following services are limited to those areas served by central offices arranged for Custom Calling Services, and are subject to the availability of facilities.
- (B) These services are available to individual line residence and/or business customers, dependent upon the serving central office, exclusive of Coin Telephone Service. Custom Calling Services are available on an individual feature basis or defined combination thereof.
- (C) Call Forwarding shall not be used to extend calls on a planned and continuing basis to avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred.
- (D) Call Forwarding will not be offered as a feature at the Call Forwarding terminating station.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.1 General (Continued)

(E) Thirty (30) Day Money Back Guarantee

If the customer notifies Citizens of dissatisfaction with the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Thirty Day Money Back Guarantee will apply to the following services:

- (1) Call Waiting
- (2) Call Forwarding
- (3) Three Way Calling
- (4) Speed Calling 8
- (5) Speed Calling 30
- (6) Cancel Call Waiting
- (7) Distinctive Ring
- (8) Custom Calling Prime PAK
- (9) Distinctive Ring with Custom Calling Prime or Custom Calling 4400 and 4900 PACs.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.1 General (Continued)

- (F) Service charges will not be applicable to residence and business customers who subscribe to any new Custom Calling Services during a six (6) month period after the effective date of the service or for six (6) months after a central office conversion which makes Custom Calling Services available for the first time .

S11.4.2 Definitions

Call Forwarding*

This provides an arrangement for transferring an incoming call to another telephone number by dialing a code at the Call Forwarding station. Calls may be transferred to either a local or a long distance message telecommunications point, subject to the availability of the necessary facilities.

Call Waiting/Cancel Call Waiting

(C)

By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that number. The customer may alternately talk to either the first or second party through the use of hook switch flashes; or he may terminate the first call and receive the second call; or he can put the first call on hold so that the second call can be answered. The customer can cancel the Call Waiting feature on a per call basis using a specific code. Call Waiting ID as described in S11.4.4 (B) is included in Call Waiting/Cancel Call Waiting service.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.2 Definitions (Continued)

Three-Way Calling*

This permits an existing call to be held, and, by dialing, a second telephone call can be established and added to the connection. All three parties may be conferenced together if desired.

Speed Calling*

This provides for the calling of a telephone number by dialing an abbreviated code. The two arrangements available are an eight number capacity (Speed Calling 8) and a thirty number capacity (Speed Calling 30). Eight number speed calling lists are controlled by the station user, but the thirty number speed calling lists must be changed by the Telephone Company.

Toll Denial*

This service blocks access to the Long Distance Message Telecommunications Network, either by direct or operator assistance.

This prevents the customer from dialing an operator for all purposes including emergencies, assistance and the placing of toll calls. The customer indemnifies and saves harmless the Telephone Company from any and all claims, losses or damages caused by restriction of access to operator services.

S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.2 Definitions (Continued)

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Distinctive Ring*

This feature allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a "Distinctive Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for Directory Listings set forth in Section S6. of this Product Guide will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

Call Forwarding Busy Line*

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number. The customer selected forward-to telephone number is pre-programmed at the time service is established and can only be changed via service order. Call Forwarding Busy Line shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Line Service.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.2 Definitions (Continued)

Call Forwarding No Answer*

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a preselected interval, to another telephone number. The customer selected forward-to telephone number is pre-programmed at the time service is established and can only be changed via service order.

Call Forwarding Busy/No Answer*

This feature provides for calls terminating to a subscriber's busy directory number and/or a subscriber's idle directory number to be forwarded, after a preselected interval, to another telephone number. The customer selected forward-to telephone number is pre-programmed at the time service is established and can only be changed via service order.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.2 Definitions (Continued)

Call Forwarding of a Call Waiting Call*

This feature provides for the Call Waiting subscriber to forward a call held in queue, after a preselected interval, to another telephone number. This occurs when the directory number is busy. The calling party will not receive a busy signal. The customer selected forward-to telephone number is pre-programmed at the time service is established and can only be changed via service order.

Call Forwarding of a Call Waiting Call/No Answer*

This feature provides for the Call Waiting subscriber to forward a call held in queue, after a preselected interval, to another telephone number. This occurs when the directory number is busy or unanswered (no answer). The calling party will not receive a busy signal. The customer selected forward-to telephone number is pre-programmed at the time service is established and can only be changed via service order.

*The Company does not assure the delivery or nondelivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Call Forwarding, Caller Waiting, Three-Way Calling, Speed Calling, Cancel Call Waiting, Distinctive Ring, Call Forwarding Busy Line, Call Forwarding No Answer, Call Forwarding of a Call Waiting Call, Call Forwarding of a Call Waiting Call/No Answer services and other similar services identified in this Product Guide. Some calls may not display name and/or number information and/or Busy Redial may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Call Forwarding, Caller Waiting, Three-Way Calling, Speed Calling, Cancel Call Waiting, Distinctive Ring, Call Forwarding Busy Line, Call Forwarding No Answer, Call Forwarding of a Call Waiting Call, Call Forwarding of a Call Waiting Call/No Answer services or other similar services identified in this Product Guide.

S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.2 Definitions (Continued)

Call Forwarding Multipaths

This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Call Forward Multipaths is restricted to voice use only.

Call Forwarding Multipaths is available only as an enhancement to one or more of the following features, Call Forwarding, Call Forwarding Busy, Call Forwarding No Answer.

Call Forwarding Multipaths is limited to; ten (10) call forwarding paths per telephone number and voice applications only.

Call Forwarding Multipaths can be used with any of these services; B1, PBX , Centrex or ISDN BRI.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.3 Rates

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
Call Forwarding, per line	\$8.50	\$6.99
Call Waiting/Cancel Call Waiting, per line	\$9.00	\$13.99 (I)
Three-Way Calling, per line	\$9.25	\$6.99
per occurrence/activation	\$2.00 [#]	\$2.00 [#]
Speed Calling 8 *, per line	\$6.50	\$6.99
Speed Calling 30, per line	\$6.50	\$6.99
Toll Denial, per line	\$2.75	\$4.75
Distinctive Ring, per line	\$6.99	\$7.50
Call Forwarding, Busy, per line	\$7.50	\$5.00
Call Forwarding, No Answer, per line	\$7.50	\$5.00
Call Forwarding Busy/No Answer, per line	\$7.50	\$5.00

The maximum monthly charge is \$15.00 per line.

* Limited to existing customers at their existing locations effective July 20, 2014.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.3 Rates (Continued)

		<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
(12)	Call Forwarding of a Call Waiting Call, per line	\$2.50	\$2.50
(13)	Call Forwarding of a Call Waiting Call / No Answer, per line	\$2.50	\$2.50
(14)	Call Forwarding Multipaths - per Path	---	\$11.00 (I)

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.3 Rates (Continued)

(B) Package - Custom Calling Services on same line

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
(1) <u>Custom Calling Prime PAK</u> Call Waiting, Call Forwarding, Three-Way Calling and Speed Calling 8, per line	\$4.50	\$7.00
(2) <u>Custom Calling Services PAK</u> Call Waiting and Call Forwarding, per line	3.70	5.50
(3) <u>Custom Calling Plus PAK</u> Call Waiting, Call Forwarding and Toll Denial, per line	4.25	6.25
(3a) <u>Custom Calling Premium PAK⁽¹⁾</u> Call Waiting, Call Waiting ID (CWID), Caller ID N & N, Call Forwarding, Cancel Call Waiting, Small Business Basic Mailbox	N/A	9.95

Note 1 – Custom Calling Premium PAK is available only in the McMinnville and Sparta Exchanges.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.3 Rates (Continued)

(B) Package - Custom Calling Services on same line (Continued).

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
(4) Distinctive Ring when purchased with Custom Calling Prime or Custom Calling 4400 and 4900 PAKs features, per line (1)	3.00	3.00
(5) <u>Custom Calling Package</u> Call Waiting, Cancel Call Waiting, Call Forwarding, Three-way Calling and Speed Calling (8-Code) - per line	4.95	6.95

(C) There are no non-recurring charges applicable when Custom Calling Services are provided at the same time as the business or residence individual line service is established.

Note (1) Rates for Item (4) are in addition to the Custom Calling Prime, 4400 or 4900 PAK feature package rates.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.3 Rates (Continued)

- (D) When features are added or rearranged on an existing line, the Network Access Change charge as shown in Section S4. will apply. (Note: Central Office Line Connection Work charge does not apply when features are added or rearranged).
- (E) When a new line is added, and features are given to the new line initially, the feature charges will not apply.
- (F) In addition to the monthly rate in this Product Guide for the call forwarding feature, the call forwarding customer is responsible for the applicable customer-dialed station-to-station charges for calls forwarded outside the local calling area. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

S11.4.4 Custom Calling Local Area Signalling Service

(A) Conditions

- (1) Custom Calling Local Area Signalling Service is a group of Custom Calling Services offered to single line residential and single line business customers subscribing to one party local exchange service.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(A) Conditions (Continued)

- (2) The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Calling Local Area Signalling Service features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
- (3) Operator assisted calls are designed to override the feature calls for emergency purposes.
- (4) Coin phones will not be enabled with Custom Calling Local Area Signalling Service features, just as they are not enabled with other Custom Calling Services. They will operate with the Custom Calling Local Area Signalling Service system, however, and interaction with all the features will be permitted.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(A) Conditions (Continued)

(5) Thirty (30) Day Money Back Guarantee

If the customer notifies Citizens of dissatisfaction with the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Thirty Day Money Back Guarantee will apply to the following services:

- (a) Automatic Busy Redial
- (b) Automatic Call Return
- (c) Selective Call Rejection
- (d) Caller ID
- (e) Custom Calling PAK 4400
- (f) Custom Calling PAK 4900
- (g) Selective Call Acceptance
- (h) Selective Call Forwarding
- (i) VIP Alert
- (j) Caller ID Name & Number
- (k) Caller ID Name & Number Basic Pak
- (l) Caller ID Name & Number Enhanced Pak
- (j) Anonymous Call Rejection

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(B) Description

(1) Busy Number Redial is an arrangement, which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed. (T)

Busy Number Redial is provided on a monthly subscription basis, or on a pay per use basis where available. The maximum monthly pay per use charge is \$15.00 for residential customers and \$15.00 for business customers, regardless of the number of times the service is activated within a month. The pay per use charge is applied when the feature is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. (T)
(I)

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(B) Description (Continued)

(2) Call Return (*69) allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature the customer receives an automated voice response message stating the number of the last party who called, and is given the option of returning the call. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/ idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed. (T)

Call Return (*69) is provided on a monthly subscription basis, or on a pay per use basis where available. The maximum monthly pay per use charge is \$15.00 for residential customers and \$15.00 for business customers, regardless of the number of times the service is activated within a month. The pay per use charge is applied when the feature is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. (I)

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(B) Description (Continued)

- (3) Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone. (T)
- (4) Selective Call Rejection allows a customer to block incoming calls from a maximum of twelve (12) 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.
- (5) Selective Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of twelve [12]) from which incoming calls are to be forwarded. During the period that Selective Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(B) Description (Continued)

(6) Selective Call Acceptance allows a customer to select up to twelve (12) 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.

(7) Call Tracing Service allows a customer to automatically activate a trace record of the last incoming call. By activating the call tracing feature the customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system. Call Tracing Service is provided on a pay per use basis where available. The maximum monthly charge is \$32.50 per line.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(B) Description (Continued)

(8) Caller ID - Number is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multi-line hunt group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made via some large PABX systems within the Custom Calling Local Area Signalling Service calling area, from most cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

(T)

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(B) Description (Continued)

(8) Caller ID - Number (Continued) (T)

Any customer subscribing to Caller ID - Number will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein. (T)

Telephone numbers are not available on operator handled or credit card calls.

Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Product Guide.

(9) Caller ID (T)

Caller ID is an arrangement which permits a customer who subscribes to Caller ID service to receive the calling parties phone number and name, pursuant to Caller ID limitations, on their customer provided display device. When calls are marked "private" by the calling party, number and name cannot be received. (T)

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(B) Description (Continued)

- (10) Caller ID Blocking - Per Line blocks the display of the customer's directory number on all calls made from a particular line on the terminating subscriber's display equipment. Also prevents the customer's calls from being identified or returned via use of Automatic Call Return. The blocking feature does not prevent the delivery of billing number information through the use of Automatic Line Identification (ALI) technology such as Feature Group D Switched Access Service. It also has no effect on information transmitted to Enhanced 911 (E911) emergency system operators.

This feature is available upon request, where facilities and conditions permit, to the following customer groups:

Agencies - established shelters of private, non-profit and publicly funded domestic violence intervention agencies and federal, state and local law enforcement agencies and their agents.

Subscribers of Non-Published Listing Service as described in Section 6 of this Product Guide.

Caller ID Blocking - Per Call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code prior to placing a call. The feature is automatically deactivated when the customer hangs up.

Caller ID Blocking does not prevent the delivery of billing number information through the use of Automatic Number Identification (ANI) such as Enhanced 911 (E911) information transmitted to emergency system operators.

S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(B) Description (Continued)

- (10) Caller ID Blocking - Per Call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code prior to placing a call. The feature is automatically deactivated when the customer hangs up.

Caller ID Blocking does not prevent the delivery of billing number information through the use of Automatic Number Identification (ANI) such as Enhanced 911 (E911) information transmitted to emergency system operators.

Caller ID Blocking is available for Feature Group D Switched Access Service only and is provided subject to the availability of facilities where technically feasible.

- (11) Call Waiting ID (CWID) (T)

CWID provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscribers' 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/Cancel Call Waiting, as well as Calling Name and/or Call Number Delivery. CWID is included in the Call Waiting/Cancel Call Waiting service feature. (C)

- (12) Anonymous Call Rejection

Anonymous Call Rejection allows the called party the ability to reject calls if the calling number is marked private. The customer only receives calls for which the identity of the calling party is available (the call terminates if the number is not available). Calls with the calling number marked private are routed directly to an announcement. A typical announcement states, "You have attempted to reach a party who is not accepting calls marked private."

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signaling Service (Continued)

(C) Rates (Continued)

(1) The following charges are for the features only and are in addition to applicable charges for service. Service Charges apply as set forth in Section S4. of this Product Guide, except as shown herein.

	<u>Per Use Rate</u>	<u>Monthly Rate</u>		
		<u>Residence</u>	<u>Business</u>	
Busy Number Redial, per line		\$6.50	6.99	
Busy Number Redial, per use	2.00			
Call Return (*69), per line		6.50	6.99	
Call Return (*69), per use	2.00			
Priority Call, per line		6.50	6.00	
Selective Call Rejection, per line		6.50	6.00	
Selective Call Forwarding, per line		7.00	6.99	
Selective Call Acceptance, per line		6.50	5.00	
Call Tracing Service, per line ³		5.99	6.00	
Call Tracing Service, per use	4.99			
Caller ID-Number, per line		13.75	16.00 (I)	
Caller ID Blocking, per call ¹		.00	.00	
Caller ID Blocking, per line ²		.00	.00	
Caller ID		13.75	19.75 (I)	
Remote Activated Call Forward, per line		7.00	5.99	
Anonymous Call Rejection		6.00	4.00	

¹ This feature is provided subject to the availability of facilities where technically feasible.

² Available only where conditions and facilities permit and only to specific customer groups as specified in S11.4.4(B)(10).

³ Limited to existing customers at their existing locations effective July 20, 2014.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(C) Rates (Continued)

(1) Continued

	<u>Monthly Rate</u>		<u>GSEC</u>
	<u>Residence</u>	<u>Business</u>	
Caller ID Name & Number Basic PAK:* Caller ID Name & Number, Automatic Call Return, VIP Alert	11.75	14.75	CNBFR CNBFB
Caller ID Name & Number Enhanced PAK:* Caller ID Name & Number, Automatic Call Return, Call Forwarding, Call Waiting, Speed Call 8, VIP Alert	15.75	18.75	CNEFR CNEFB
CLASS Basic Feature PAK* Automatic Call Return, Caller ID, VIP Alert, (Selective Call Waiting)	9.95	13.95	CLASSBFPR CLASSBFPB
CLASS Enhanced Feature PAK* Automatic Call Return, Caller ID, Call Forwarding, Call Waiting, Speed Call 8, VIP Alert (Selective Call Waiting)	13.95	16.95	CLASSEFPR CLASSEFPB
Custom Calling PAK 4400* (includes Call Waiting, Automatic Busy Redial, Automatic Call Return and Selective Call Rejection), each line	8.75	10.75	SMTCALL 4400R 4400B
Custom Calling PAK 4900* (includes Call Waiting, Call Forwarding, Speed Call 8, Three-Way Calling, Cancel Call Waiting, Automatic Busy Redial, Automatic Call Return, VIP Alert and Selective Call Rejection), each line	13.25	15.25	SMTCALL 4900R 4900B

(2) Service charges are not applicable when Custom Calling Local Area Signalling Service features are provided at the same time as the business or residence individual line service is established. When features are added or rearranged on an existing line, the Network Access Change charge as shown in Section S4. will apply. (Note: Central Office Line Connection Work charge does not apply when features are added or rearranged).

* Limited to existing customers at their existing locations effective July 20, 2014.

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S11. Miscellaneous Service Arrangements (Continued)

S11.4 Custom Calling Services (Continued)

S11.4.4 Custom Calling Local Area Signalling Service (Continued)

(C) Rates (Continued)

- (4) Service charges will not be applicable to residence and business customers who subscribe to Custom Calling Local Area Signalling Service during a six (6) month period after the effective date of this service or for six (6) months after a central office conversion which makes Custom Calling Local Area Signalling Service available for the first time.

S11.5 Remote Call Forwarding

S11.5.1 General

- (A) Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number in one exchange (the call location) is automatically forwarded by Telephone Company central office equipment to another station designated by the RCF customer (the terminating station) which is located in a different exchange.

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S11. Miscellaneous Service Arrangements (Continued)

S11.5 Remote Call Forwarding (Continued)

S11.5.2 Limitations

- (A) RCF service is offered subject to availability of suitable facilities.
- (B) RCF service is not offered when the terminating station is a coin telephone.
- (C) The Telephone Company will not provide identification of the originating telephone number to the remote call forwarding customer.
- (D) Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- (E) RCF is not represented as suitable for satisfactory transmission of data.
- (F) Call forwarding should not be offered as a feature at the RCF terminating station.

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S11. Miscellaneous Service Arrangements (Continued)

S11.5 Remote Call Forwarding (Continued)

S11.5.2 Limitations (Continued)

- (G) RCF is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional RCF features at the call forwarding location or facilities at the terminating station line are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.
- (H) When the call forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.
- (I) RCF will not be provided when the Call Forwarding number and the terminating station are both located in the same local calling area. This will not apply if the RCF calls are forwarded on a 1+ basis within the county.
- (J) RCF is offered as an individual service or as an additional feature with multi-line hunt Foreign Exchange Service for overflow when the Foreign Exchange Service is busy.

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S11. Miscellaneous Service Arrangements (Continued)

S11.5 Remote Call Forwarding (Continued)

S11.5.2 Limitations (Continued)

- (K) An RCF Service number is not to be used as a terminating station number to which calls are forwarded from another RCF Service.
- (L) RCF Service provides for handling only one call at a time. An additional service feature is required for each additional call to be handled while the first call continues.
- (M) If the use of RCF service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, i.e., nonresidential, or if the listing used is such as to indicate nonresidential use, then calls will not be forwarded to any telephone number for which residential rates apply.

S11.5.3 Directory Listings

- (A) One listing in the alphabetical section of the Directory covering the exchange in which the call forwarding central office is located is provided without additional charge.

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S11. Miscellaneous Service Arrangements (Continued)

S11.5 Remote Call Forwarding (Continued)

S11.5.4 Rates and Charges

- (A) The following charges are for the RCF feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used (the terminating station). Residential and business exchange service line rates do not apply at the call forwarding location.

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
Remote Call Forwarding		
(1) Per feature arranged	\$21.99 (1)	\$25.90 (1)
(2) Per additional access facility	\$21.99 (1)	\$25.90 (1)

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S11. Miscellaneous Service Arrangements (Continued)

S11.5 Remote Call Forwarding (Continued)

S11.5.5 Message Charges

(A) Between the RCF location and the terminating station -

The RCF customer is responsible for the applicable customer dialed station-to-station charges specified in Section S13. of this Product Guide or charges specified in Section S14. when an intrastate INWATS (800 Service) number is used as the terminating station. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

S11.5.6 Service Charges

Service Charges as shown in Section S4. of this Product Guide apply as follows:

- (A) The Network Access Establishment charge and the Central Office Line Connection Work charge apply when the RCF feature is initially installed or when an additional access facility is provided.
- (B) The Network Access Change charge and Central Office Line Connection Work charge apply for all subsequent number changes, either the call forwarding location number or the terminating location number.

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S11. Miscellaneous Service Arrangements (Continued)

S11.6 Direct Inward Dialing Service - (DID)

S11.6.1 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 S12.1 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.
- (I) New Customers requesting DID Service will be required to take sequential blocks of twenty (20) numbers.

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S11. Miscellaneous Service Arrangements (Continued)

S11.6 Direct Inward Dialing Service - (DID) (Continued)

S11.6.1 General (Continued)

- (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 S6.
- (K) The rates and charges contained in S11.6.2 are in addition to the rates and charge. for any other facilities or services provided by the Company in association with this service.

S11.6.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>
(A) Central office equipment (applicable for customer or Company provided PABX systems) Each group of 20 numbers assigned or reserved	\$10.00	89.00
(B) Direct Inward Dialing Trunk, each	25.00 ¹	---
(C) Central Office Engineering Charge	---	1,526.00

Note 1 – Direct Inward Dialing Trunk Charges are not applicable to ISDN-PRI Service.

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S11. Miscellaneous Service Arrangements (Continued)

S11.6 Direct Inward Dialing Service - (DID) (Continued)

S11.6.2 Rates and Charges (Continued)

- (D) Access lines furnished in connection with the provision of DID will be charged for at the automatic access line rate specified in Section S3.2.1 for the applicable exchange, together with the service charges in Section S4.3. Access lines associated with an existing PABX system will be converted for DID service at the service connection charge shown in Section S4.3.

S11.7 Identified Outward Dialing Service - IOD

S11.7.1 General

- (A) The service is furnished subject to facility and equipment availability and is available only where Direct Inward Dialing Service (DID) is provided.
- (B) The service is provided for identification of outgoing toll messages and billing of toll messages by station number.
- (C) The service must be provided on all trunks which have exchange and toll network access capability.
- (D) The rates contained in S11.6.2 are in addition to the rates and charges for any other facilities or services provided by the Company in association with this service.

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S11. Miscellaneous Service Arrangements (Continued)

S11.7 Identified Outward Dialing Service - IOD (Continued)

S11.7.2 Rates and Charges

		<u>Monthly Rate</u>	<u>Installation Charge</u>
(A)	Central office identification (applicable for customer or Company provided PABX systems) Each group of 20 numbers	\$10.00	89.00
(B)	Direct Outward Dialing Trunk, each	25.00	---
(C)	Central Office Engineering Charge	---	1,526.00

(C) Access lines furnished in connection with the provision of IOD will be charged for at the automatic access line rate specified in Section S3.2.1 for the applicable exchange, together with the service charges in Section S4.3. Access lines associated with an existing PABX system will be converted for IOD service at the service connection charge shown in Section S4.3.

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S11. Miscellaneous Service Arrangements (Continued)

S11.8 Blocking Services to NPA 900 and 976 Codes

S11.8.1 General

- (A) This service is provided to restrict outgoing calls from being placed over business and residence exchange lines to NPA 900 and 976 telephone numbers.

S11.8.2 Regulations

- (A) Blocking is furnished only from central offices equipped to provide this service and where facilities permit.
- (B) When blocking is provided from central offices other than the customer's normal serving central office, Foreign Central Office charges as specified in Product Guide Section S9. will apply to all lines equipped with blocking.
- (C) Subscribing to blocking does not relieve customers of responsibility for calls charged to their numbers.

S11.8.3 Options

- (A) PIC Freeze – TRA Rule 1220-4-2.56 (13)(a)(1-3)

Subscribers who wish to reduce the chance of a change in their local exchange carrier, intraLATA and/or interLATA toll service provider(s) without their express written or verbal consent may request, at no charge, to have their preferred carrier selection frozen to their carrier of choice. Preferred Carrier Freezes shall be implemented or removed by one of the following three methods:

S11. Miscellaneous Service Arrangements (Continued)

S11.8 Blocking Services to NPA 900 and 976 Codes (Continued)

S11.8.3 Options (Continued)

(A) PIC Freeze (Continued)

1. In written form by the use of a Letter of Agency (LOA) that must conform with Rule 1220-4-2-58 (2)(a). The Tennessee Verification of Orders for Changes of Long Distance Carrier; or
2. Verbally, with subscriber and the Company; or
3. Verbally with three-way conference call between the Company, the subscriber, and the preferred carrier.

(B) Rates

	Non-recurring <u>Charge</u>
PIC Freeze	
Change Charge	No Charge

(C) Account Lock (Third Party Blocking)

This service will give the subscriber the ability to better prevent unauthorized charges appearing on his or her telephone bill by not allowing a third party service provider i.e. ISP, voice mail service, etc., the ability to place monthly recurring charges on the customer's bill without proper verification. The method of verifying charges for customers with the account lock (third party block) is described below:

1. The third party service provider i.e. ISP, alarm company, etc. shall not submit charges to the Company without first obtaining a letter of authorization ("LOA") from an authorized individual for the telephone account. The LOA shall include the name and address of the company providing the service, a description of the service, an itemization of the cost including whether the charge is one-time or a recurring fee and a statement confirming that the person signing up for the service is an authorized individual for the telephone service.

Account Lock will not be removed without first calling the subscriber and obtaining verbal approval.

Excluded from Account Lock are casual billing of toll calls such as collect, third party and calls to carrier's toll access number, and directory advertising.

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S11. Miscellaneous Service Arrangements (Continued)

S11.8 Blocking Services to NPA 900 and 976 Codes (Continued)

S11.8.4 Rates and Charges

(A) This service is provided without a monthly recurring charge or a non-recurring service charge.

	<u>Monthly Rate</u>	<u>Non-recurring Charge</u>	<u>GSEC</u>
Residence, each	---	---	BLOCKR
Business, each	---	---	BLOCKB

S11.9 International Toll Blocking

S11.9.1 General

(A) International Toll Blocking is a service offering to provide for the automatic blocking of all international calls from a customer's billing number. This service is established for each telephone number via service order.

(B) International Toll Blocking is available to residential and business customers on one or more lines as requested by the customer, whether or not the lines are billed together or separately.

(C) This service offers blocking of all calls beginning with 011 (direct dialed) or 01 (operator assisted).

(D) The company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of International Toll Blocking Service, including the inability of the station user to access an operator for international calling.

(E) Persons who dial the restricted codes will be sent to an appropriate recorded announcement stating that the call cannot be completed.

(F) It shall be the responsibility of the subscriber to notify all users of his telephone service that International Toll Blocking is in effect on that line.

S11.9.2 Rates and Charges

(A) The following monthly rates are applicable to International Toll Blocking Service:

	<u>Monthly Rate</u>	<u>Billing Code</u>
011 / 01 Blocking	No Charge	BL011

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S11. Miscellaneous Service Arrangements (Continued)

S11.10 Reserved for Future Use

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S11. Miscellaneous Service Arrangements (Continued)

S11.11 Telecommunications Service Priority (TSP) System

S11.11.1 Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Central Office Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for NSEP service by the Telephone Company.

The rates and charges associated with a customer subscribing to the TSP System are as specified in Section S11.11.7.

S11.11.2 Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for NSEP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a twelve-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

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S11. Miscellaneous Service Arrangements (Continued)

S11.11 Telecommunications Service Priority (TSP) System (Continued)

S11.11.2 Obtaining TSP System Service (Continued)

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

S11.11.3 Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for NSEP, the customer may elect to invoke NSEP Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 or 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date. Rates and charges associated with "E" provisioning are as specified in Section S11.11.7.B(1).

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S11. Miscellaneous Service Arrangements (Continued)

S11.11 Telecommunications Service Priority (TSP) System (Continued)

S11.11.3 Provisioning Priority (Continued)

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

S11.11.4 Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

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S11. Miscellaneous Service Arrangements (Continued)

S11.11 Telecommunications Service Priority (TSP) System (Continued)

S11.11.5 Obligations of the Customer

- (A) In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.
- (B) The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer or its authorized agent as indicated in a letter of agency on file with the Telephone Company is allowed to order TSP System service.
- (C) All points of a multi-point service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.
- (D) In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the NSEP service.

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S11. Miscellaneous Service Arrangements (Continued)

S11.11 Telecommunications Service Priority (TSP) System (Continued)

S11.11.5 Obligations of the Customer (Continued)

- (E) When a customer invokes NSEP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking NSEP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after provisioning of the service.
- (F) During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.
- (G) The customer must request and justify revalidation of all priority level assignments at least every three years.

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S11. Miscellaneous Service Arrangements (Continued)

S11.11 Telecommunications Service Priority (TSP) System (Continued)

S11.11.5 Obligations of the Customer (Continued)

(H) Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated July 9, 1990 prescribes specific conditions which warrant NSEP Treatment and related procedures.

S11.11.6 Obligations of the Telephone Company

(A) The Telephone Company will allocate resources to ensure best efforts to provide NSEP services by the time required.

(B) The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore NSEP services assigned restoration priority 1
- Provision Emergency (E) NSEP services
- Restore NSEP services assigned restoration priority 2, 3, 4 or 5
- Provision NSEP services assigned provisioning priority 1, 2, 3, 4 or 5.

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S11. Miscellaneous Service Arrangements (Continued)

S11.11 Telecommunications Service Priority (TSP) System (Continued)

S11.11.6 Obligations of the Telephone Company (Continued)

(C) The Telephone Company will work cooperatively with other providers of NSEP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

(D) Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Hand-book 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated July 9, 1990.

S11.11.7 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for other services offered under this Product Guide which operate in conjunction with the TSP System.

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S11. Miscellaneous Service Arrangements (Continued)

S11.11 Telecommunications Service Priority (TSP) System (Continued)

S11.11.7 Rates and Charges (Continued)

(A) Establishment of TSP System Service

The establishment of TSP System service charge is a non-recurring charge (NRC), per access line and/or circuit, in the amount of \$14.50 (GSEC TSP SERV NRC) which applies when the service is ordered with provisioning and/or restoration priority. If both (provisioning and restoration priority) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels.

(B) Provisioning Priority

There are two basic levels of priority provisioning, Emergency (Provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(1) Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in S5., Charges Applicable Under Special Conditions.

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S11. Miscellaneous Service Arrangements (Continued)

S11.11 Telecommunications Service Priority (TSP) System (Continued)

S11.11.7 Rates and Charges (Continued)

(B) Provisioning Priority (Continued)

(2) Essential Provisioning

The Telephone Company will adjust its available resources to meet the customer's requested due date.

(C) Restoration Priority

Restoration Priority is a monthly rate, per access line and/or circuit, for the ongoing administration and maintenance of the TSP System. This monthly rate only applies when a restoration priority code (1, 2, 3, 4 or 5) is specified in position twelve (12) of the authorization code. The monthly rate, per access line and/or circuit, is in the amount of \$4.90. (GSEC TSP PRI SERV: TSP SEC SERV).

S11.12 Duplicate Bill Charge (T)

S11.12.1 General

(A) A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing. (C)

S11.12.2 Rates and Charges

	<u>Residence</u>	<u>Business</u>	
(A) Duplicate Bill Charge, per copy of bill requested	\$5.00	\$5.00	(C)

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S11. Miscellaneous Service Arrangements (Continued)

(D)

(D)

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S11. Miscellaneous Service Arrangements (Continued)

(D)



(D)

S11.13 Billed Number Screening (BNS)

S11.13.1 General

- (A) Billed Number Screening (BNS) is a service offering providing for the automatic blocking of incoming third number billing, collect billing, or both. The BNS feature is established for a particular billing number via service order.
- (B) BNS is available for residential and business customers on one or more lines, whether or not the lines are billed together or separately.
- (C) Bulk Billed Number Screening (BBNS) is a volume discount offered to business customers only who request BNS on 50 lines or more.

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S11. Miscellaneous Service Arrangements (Continued)

S11.13 Billed Number Screening (BNS)

S11.13.2 Rates and Charges

(A) The following monthly rates are applicable for Billed Number Screening (BNS) on 1-49 lines:

	<u>Monthly Rate</u>
(1) Option A - No Collect or Third-Number Billing	
(a) Per billing line screened (BNSA)	\$2.00
(2) Option B - No Third-Number Billing	
(a) Per billing line screened (BNSB)	2.00
(3) Option C - No Collect Billing	
(a) Per billing line screened (BNSC)	2.00

(B) The following monthly rates are applicable for Bulk Billed Number Screening (BBNS) on 50 lines and above:

	<u>Monthly Rate</u>
(1) Option A - No Collect or Third-Number Billing	
(a) Per billing line screened (BNSBLKA)	\$1.00
(2) Option B - No Third-Number Billing	
(a) Per billing line screened (BNSBLKB)	1.00
(3) Option C - No Collect Billing	
(a) Per billing line screened (BNSBLKC)	1.00

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S11 Miscellaneous Service Arrangements (Continued)

S11.14 Extended Number Referral Service

S11.14.1 General

Extended Number Referral Service is an optional service that provides an intercept arrangement for the continued referral of a disconnected number beyond the minimum period. The minimum time period of the company provided intercept announcement is sixty (60) days for residential customers and one (1) year for business customers. Extended Number Referral Service provides the caller of a disconnected number a recorded announcement or a live announcement on where the disconnected customer can be reached. This service is available for a time period specified by customers when the customer's number(s) are permanently disconnected or there is a change in the line number(s).

Basic Number Referral Service is a recorded intercept announcement stating that the called number has been disconnected. No further information is provided about the called number. Basic number referral service will be provided by the Company when the customer does not subscribe to the Company's Extended Number Referral Service.

There is no charge for Basic Number Referral Service.

S11.14.2 Regulations

- A. Extended Number Referral Service is provided to residential and business customers where facilities permit.
- B. Customers may designate only one telephone number for use as the referral number.
- C. This service is not available to 556, 700, 900 and 976 numbers.
- D. If a customer does not subscribe to Extended Number Referral Service at the time the number is disconnected, the Company assumes no liability. If a customer wishes to extend the time period of the original request the Company reserves the right to refuse such request due to billing limitations.

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S11 Miscellaneous Service Arrangements (Continued)

S11.14 Extended Number Referral Service (Continued)

S11.14.2 Regulations (Continued)

- E. For Centrex, Digital Channel Service, and DID customers, the number of messages available per system may be determined as facilities permit.
- F. The disconnected number will be kept idle for the customer's selected period of referral unless the Company determines it necessary to reassign.

S11.14.3 Rates

- A. Application of Rates
 - 1. Customer requests for termination of Extended Number Referral Service prior to the agreed upon termination date will be honored, and credit/ reimbursement arrangements are available for the unused portion of service. Customers are responsible for an initial one-month minimum charge and the monthly charge for each full or partial subsequent month that service was provided.
 - 2. The monthly recurring charge for Extended Number Referral Service is applied to each line number for the length of the service requested and paid in advance. For example, if a customer requests three (3) months service, the monthly recurring charge would be multiplied by three (3) and paid in advance.
 - 3. The subsequent service order charge will not be applied to subscribers of this service.

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S11 Miscellaneous Service Arrangements (Continued)

S11.14 Extended Number Referral Service (Continued)

S11.14.3 Rates (Continued)

A. Rates

The following rates apply for Extended Number Referral Service.

Monthly Recurring Charge

Residence	\$ 5.00
Business	\$ 7.00

Effective: September 1, 2013

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S11. Miscellaneous Service Arrangements (Continued)

S11.15 SMDI Interface (Simplified Message Desk Interface)

S11.15.1 General

- (A) SMDI Interface is a feature that provides connections to a customer-provided voice mail system via a data link and a DS1 link.

The data link passes call related information from the equipped central office to the customer's voice mail system. This information includes the originating telephone number (intra-office only), called telephone number, i.e., the voice mail client number, and the reason for forwarding the call (busy or no answer).

The DS1 link provides voice paths between the serving central office and the customers voice mail system for the delivery of messages.

- (B) SMDI Interface also provides the capability to activate and deactivate Message Waiting Indication-Audible on a voice mail client's line via the data link.
- (C) The SMDI Interface arrangement includes a SMDI data port and modem at the equipped central office. Appropriate private line data channel charges also apply, from the equipped central office to the voice mail system.

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S11. Miscellaneous Service Arrangements (Continued)

S11.15 SMDI Interface (Simplified Message Desk Interface) (Continued)

S11.15.1 General (Continued)

(C) (Continued)

The initial SMDI Interface also includes 24 voice port terminations equipped with Uniform Call Distribution. Additional voice ports may be ordered in quantities of 24. Appropriate Private Line charges for DS1 service for each 24 terminations apply, from the equipped central office to the voice mail system.

S11.15.2 Regulations

(A) SMDI Interface is furnished only from central offices that have been arranged to provide this feature.

S11.15.3 Rates and Charges

(A) Applicable services order charges are in addition to SMDI Arrangement rates and charges.

	<u>Monthly Rate</u>	<u>Non-recurring Charge</u>
(B) SMDI Arrangement Initial 24 ports	\$350.00	\$500.00
Additional 24 ports	\$200.00	\$500.00

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S11. Miscellaneous Service Arrangements (Continued)

S11.16 Reserved For Future Use

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S11. Miscellaneous Service Arrangements (Continued)

S11.17 Reserved for Future Use

S11. Miscellaneous Service Arrangements (Continued)

S11.18 Non-Emergency 311 Service

S11.18.1 General

- A. 311 for Non-Emergency Municipal Use (311) is a three digit local dialing arrangement available in specified areas for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code of access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding cc Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.

- B. 311 is available from CTC-Tennessee territory only. To provide access to 311 to end users in another incumbent Local Exchange Carrier's (ILEC) territory or to a Competitive Local Exchange Carriers (CLEC) end users per central office switch, the 311 subscriber must make appropriate arrangements with the ILEC or CLEC serving the territory. The 311 subscriber should work separately with CLECs to ascertain that its end user customers will be able to reach non-emergency police and other government agencies by dialing 311.

- C. 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. If central offices are merged, and a 311 "point to" number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 'point to' number in the merged central office.

- D. 311 for Non-Emergency Municipal Use can be accessed via regular exchange access line (by individual business lines, PBX trunks, etc) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.

- E. Access to 311 is not available to the following classes of service
 - 1. Payphone Service Provider telephones (PSPs)
 - 2. Hotel/Motel/Hospital service
 - 3. 1+
 - 4. 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - 5. Inmate Service
 - 6. 101XXXX
 - 7. Cellular-Type 2a

S11. Miscellaneous Service Arrangements (Continued)

S11.18 Non-Emergency 311 Service (Continued)

S11.18.1 General (Continued)

In addition, operator assisted calls to the 311 subscriber will not be completed.

- F. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- G. An affiliate of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one 311 numbers within 6 months of the merger or acquisition.
- H. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service.
- I. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber. The announcement provided may refer the caller to another telephone number.

S11.18.2 Requirements

- A. All requests for 311 must be submitted in writing to the Tennessee Regulatory Authority (TRA). The TRA will allocate the 311 code in the specified central office based upon requirements and/or standards established by the FCC.
- B. Within 30 days of the number assignment by the TRA, the 311 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 number will be recalled and the number will be considered available for reassignment.

S11. Miscellaneous Service Arrangements (Continued)

S11.18 Non-Emergency 311 Service (Continued)

S11.18.2 Requirements (Continued)

- C. The 311 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 311 number and as agreement to return the code upon receipt of 6 month written notice of such a recall from the Company and abide by all terms and conditions identified by the FCC in CC Docket 92-105 regarding the use and return of such 311 codes. If a recall is affected, the Company will work with all 311 subscribers affected by such a recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 311 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 311 subscriber will be charged the appropriate rates for the establishment of the new access arrangements.
- D. Only one 7 or 10-digit number or one 10 digit toll free number may be used as the lead number per central office. Appropriate rates will apply.
- E. The 311 is provided where facilities permit.
- F. The 311 subscriber should work separately with the cellular companies to ascertain whether Type 1 cellular customers will be able to reach non-emergency services provided by dialing 311.
- G. The 311 subscriber should work separately with CLECs to ascertain that its end users customer will be able to reach non-emergency services provided by dialing 311.
- H. 311 will be provided under the following conditions.
 - 1. For network sizing and protection, the 311 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 311.

S11. Miscellaneous Service Arrangements (Continued)

S11.18 Non-Emergency 311 Service (Continued)

S11.18.2 Requirements (Continued)

2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 311 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 311 Dialing Service.
3. The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other right from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
4. The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account therefore, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of libel and slander.
5. The 311 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 311 number. If requested by the Company, the 311 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.

S11. Miscellaneous Service Arrangements (Continued)

S11.18 Non-Emergency 311 Service (Continued)

S11.18.2 Requirements (Continued)

6. A written notice will be sent to any 311 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- I. If a pre-recorded announcement is provided by the 311 subscriber, the following conditions apply.
 1. 311 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 311 subscriber from sponsoring the same or similar announcement or recorded program service.
 2. The provision of access of the 311 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 3. The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

S11. Miscellaneous Service Arrangements (Continued)

S11.18 Non-Emergency 311 Service (Continued)

S11.18.2 Requirements (Continued)

4. The 311 subscriber assumes, according to other specific rates and charges, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- J. The Company may take all legal and practical steps to disassociate itself from 311 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Product Guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.
- L. The municipality ordering the service must establish procedures to deal with calls from those within the central office but outside of their jurisdiction.

S11.18.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In instances where a CLEC provides the 311 to its ends user per central office switch, terms and conditions for 311 are as defined in the appropriate Interconnection Agreement.
 1. For purposes of providing a CLEC end user access to the 311 subscriber per central office switch, appropriate arrangements must be made by the CLEC with the 311 subscriber.
 2. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

PRODUCT GUIDE

S11. Miscellaneous Service Arrangements (Continued)

S11.18 Non-Emergency 311 Service (Continued)

S11.18.4 Rates and Charges

A. Application of Rates

1. Service Establishment charge shall apply per central office.
2. 311 subscribers will pay the normal charges for the local exchange access arrangements used for transporting and terminating messages at the 311 subscriber's designated premises.
3. Applicable Service Order Charges will apply in addition to the following rates.
4. A charge will apply to changes to the point-to number at the subscriber's request, per 311 Dialing Service, per central office switch.
5. Charges applicable to the 311 For NON-Emergency Municipal Use Subscriber

<u>Service Establishment Charge</u> Per Central Office	<u>Non-Recurring</u> \$625.00
<u>Central Office Activation</u> Per Central Office	\$107.00
<u>Change of Point-to Number By Subscriber</u> Per Central Office	\$4.00

S11. Miscellaneous Service Arrangements (Continued)

S11.19 Travel Information 511 Service

S11.19.1 General

- A. 511 Dialing Code ("511") is a three digit local dialing arrangement for telephone voice transmission access to all certified Travel Information Service entities as a toll free call. The Federal Communications Commission (FCC) assigned the 511 dialing code for nationwide access to Travel Information Services.
- B. The three digit 511 abbreviated dialing code is assigned to the Approved Travel information Service Provider ("511 Provider") for use in providing community Travel Information services to the public by way of voice grade facilities.
- C. 511 is available from Citizens Telecommunications Company of Tennessee (the Company) within the Company's service area only. To provide access to 511 to end users in another company service area or to a Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 511 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 511 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 511.
- D. All 511 abbreviated dialing code calls must be local in nature and will not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
- E. The 511 Service is not available for the following classes of service: 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 511 Service is otherwise available wherever local service is accessible.
- F. 511 Service is offered subject to the availability of facilities

S11.19.2 Obligations Of The Approved Travel Information Services Provider

- A. The 511 Provider must submit a written application to the Company for 511 Service at the local exchange level. The 511 Provider may establish 511 Service in all or part of the Company's local exchanges. There may be only one 511 Provider per exchange.

S11. Miscellaneous Service Arrangements (Continued)

S11.19 Travel Information 511 Service (Continued)

S11.19.2 Obligations Of The Approved Travel Information Services Provider (Continued)

- B. The 511 Provider's written application to establish 511 Service in a Company local exchange must include the following.
 - 1. The local, foreign exchange or toll free telephone number into which the Company should translate the dialed 511 abbreviated code. If the 511 Provider desires to change the telephone number into which the 511 abbreviated dialing code is translated, the 511 Provider must pay a Number Change Charge.
 - 2. A location description of the 511 Provider call center where 511 calls made from the Company local exchange will be routed.
 - 3. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 511 Service.
 - 4. An acknowledgment of the possibility that the FCC's assignment of the 511 abbreviated dialing code may be recalled at any time.
- C. Local Calling for Company Subscribers
 - 1. The 511 Provider, in cooperation with the Company, will assure that all 511 Service calls are local and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - 2. When the 511 Provider applies for 511 Service in a Company local exchange, the 511 Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange's local calling area. The Company will translate the 511 digits into the telephone number provided by the 511 Provider.
 - 3. When the 511 Provider applies for 511 Service in a Company local exchange and a 511 Provider call center is not located within the local exchange's local calling area, the 511 Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 511 Service calls do not incur toll charges

S11. Miscellaneous Service Arrangements (Continued)

S11.19 Travel Information 511 Service (Continued)

S11.19.2 Obligations Of The Approved Travel Information Services Provider (Continued)

- D. The 511 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 511 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the 511 Provider or others, arising out of or resulting directly or indirectly from the 511 Service.
- E. The 511 Provider must develop an appropriate method for responding to 511 calls directed to it out of confusion or in error by Company subscribers.
- F. The 511 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 511 Provider to receive calls to the 511 Service during normal business hours.
- G. The 511 Service is provided on the condition that the 511 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 511 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 511 Provider subscribes.
- H. The 511 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes, including any and all requirements to relinquish the 511 abbreviated dialing code in the event of a national assignment contrary to that made by the Tennessee Regulatory Authority.
- I. The 511 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 511 Service. The 511 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all holders of copyrights, trademarks and patents used in connection with the said service.

S11. Miscellaneous Service Arrangements (Continued)

S11.18 Travel Information 511 Service (Continued)

S11.19.2 Obligations Of The Approved Travel Information Services Provider (Continued)

- J. The 511 Provider must respond promptly to all complaints lodged with any regulatory authority against the 511 Service. If requested by the Company, the 511 Provider must assist the Company in responding to complaints made to the Company concerning the 511 Service.
- K. The 511 Provider shall not promote the 511 Service with the use of an autodialer or broadcasting of tones that dial the 511 abbreviated dialing code.
- L. The 511 Service is available only to end users located in Company local exchanges. To establish 511 calling to end users in non-Company local exchanges, the 511 Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- M. The 511 Provider must work separately with competitive local exchange carriers ("CLECs") operating and serving customers in the Company's local exchanges to ascertain whether 511 abbreviated dialing will be available to their end users.

S11.19.3 Obligations Of The Company

- A. The Company will establish the 511 Service within ninety days after receipt of the 511 Provider's completed application(s) for service.
- B. When a 511 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 511 Service call, the quality of the call or any features that may otherwise be provided with 511 Service.
- C. The Company will route 511 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling Company service. Otherwise, the Company is not responsible for establishing 511 Service for calls originating from other telecommunications providers.

S11. Miscellaneous Service Arrangements (Continued)

S11.19 Travel Information 511 Service (Continued)

S11.19.3 Obligations Of The Company (Continued)

- .D. The Company does not undertake to answer and forward 511 Service calls but furnishes the use of its facilities to enable the 511 Provider to respond to such calls at the 511 Provider established call centers.
- E. The rates charged for 511 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 511 Provider must conduct such operational tests as, in the judgment of the 511 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 511 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

S11.19.4 Liability

- A. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 511 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 511 Provider for the 511 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- B. The Company is not liable for any losses or damages caused by the negligence of the 511 Provider.
- C. The Company's entire liability to any person for interruption or failure of the 511 Service is limited to the terms set forth in this and other sections of this Product Guide.
- D. The Tennessee Regulatory Authority's local assignment and the 511 Service Provider's use of the 511 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 511 Service Provider for any damages the 511 Service Provider may incur that results from a national assignment of the 511 abbreviated dialing code.

S11. Miscellaneous Service Arrangements (Continued)

S11.19 Travel Information 511 Service (Continued)

S11.19.4 Liability (Continued)

- E. The Company will make every effort to route 511 calls to the appropriate 511 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.

S11.19.5 Other Terms And Conditions

- A. The 511 Service will not provide calling number information in real time to the 511 Provider. If this type of information is required, the 511 Provider must subscribe to compatible Caller ID service as described in S11 of this Product Guide. The Caller ID service will only provide calling name and/or number information as described in this Product Guide.
- B. The 511 Service is provided for the benefit of the 511 Provider. The provision of the 511 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 511 Provider.
- C. A written notice will be sent to the 511 Provider following oral notification when its 511 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 511 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 511 Provider is unwilling to accept the modifications, or if the 511 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- D. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

S11. Miscellaneous Service Arrangements (Continued)

S11.19 Travel Information 511 Service (Continued)

S11.19.6 Rates And Charges

- A. Central Office Charge applies for each Company host central office out of which the 511 Provider orders 511 Service, as follows:
 - 1. When a Company local exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that local exchange.
 - 2. If the 511 Provider establishes 511 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge applies. However, the full Central Office Charge applies whether or not the 511 Provider requests 511 Service in all the Company local exchanges served by that host central office.

- B. An Exclusion Charge applies in lieu of a Central Office Charge for the establishment of 511 Service as follows:
 - 1. When the 511 Provider does not make simultaneous applications to establish 511 Service in every Company local exchange served by a host central office, the 511 Provider must pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
 - 2. When a Company local exchange is once excluded, but the 511 Provider later makes application to establish 511 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
 - 3. When the 511 Provider requests a different telephone number be translated to the 511 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 511 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.

- C. A Number Change Charge applies when the 511 Provider established service or applies to change the telephone number into which the 511 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

PRODUCT GUIDE

S11. Miscellaneous Service Arrangements (Continued)

S11.19 Travel Information 511 Service (Continued)

S11.19.6 Rates And Charges (Continued)

D. When translating the seven or ten digit number to the 511 abbreviated dialing code, applicable Service Charges as specified in S4 of this Product Guide will apply as follows, in addition to the rates listed in F. below.

1. A business rate Service Ordering Charge per order, as found in S4 of this Product Guide.

E. The minimum service period for 511 Service is one month.

F. Rates

	<u>Nonrecurring Charge</u>
<u>Central Office Charge</u> (per host Central Office)	\$ 175.00
<u>Exclusion Charge</u> (per host Central Office)	\$ 325.00
<u>Number Change Charge</u> (per telephone number)	\$ 25.00

PRODUCT GUIDE

S11. Miscellaneous Service Arrangements (Continued)

S11.20 Telecommunications Relay 711 Service

S11.20.1 General

- A. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all certified Telecommunications Relay Services entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the FCC assigned 711 dialing code for nationwide access to Telecommunications Relay Services (TRS) entities, to be implemented not later than October 1, 2001.
- B. 711 is available from Citizens Telecommunications of Tennessee, (the Company) within the Company's service area only. To provide access to 711 to end users in another company service area or to a Competitive Local Exchange Carrier (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the other company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- E. Limitations and Use of Service are as stated in Section U2 of this Product Guide.
- F. Directory Listings may be provided for 711 at rates and regulations as specified in Section U6 of this Product Guide.
- G. Access to 711 is not available to the following classes of service:
 - 1. Hotel/Motel/Hospital Service (toll call only)
 - 2. 1+
 - 3. 0+,0- (Credit Card, Third-Party Billing, Collect Calls)
 - 4. 101XXXX
 - 5. Cellular – Type 2A
 - 6. In addition, operator assisted calls to 711 will not be completed

S11. Miscellaneous Service Arrangements (Continued)S11.20 Telecommunications Relay 711 Service (Continued)S11.20.2 Obligations Of The TRS Entity

- A. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telecommunications relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate rates for the establishment of the new access arrangement.
- B. The TRS entity should work separately with wireless companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- C. The TRS entity should work separately with Competitive Local Exchange Companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- D. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
 1. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with the TRS entity. The term "control" (including the terms "controlling," "controlled by," and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

S11. Miscellaneous Service Arrangements (Continued)

S11.20 Telecommunications Relay 711 Service (Continued)

S11.20.2 Obligations Of The TRS Entity (Continued)

- E. The 711 Dialing Code will be provided by the Company to the TRS entity under the following conditions: (Continued)
 - 1. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and the expected holding time for each call to the 711 dialing code.
 - 2. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone facilities.
 - 3. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.

- F. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply:
 - 1. The TRS entity will provide announcements. The company will provide only the delivery of the call.
 - 2. The provision of access to the 711 network by the Company for the transmission of announcements is subject to availability of such facilities and the requirements of the local exchange network.
 - 3. The TRS entity assumes all financial responsibility for all costs involved in providing announcements including, but not limited to, the recorder announcement equipment located on the TRS entity's premises.
 - 4. The TRS entity assumes, according to other specific rates and charges, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.

S11. Miscellaneous Service Arrangements (Continued)

S11.20 Telecommunications Relay 711 Service (Continued)

S11.20.3 Obligations Of The Competitive Local Exchange Carrier (CLEC)

- A. In those instances where a CLEC provides the 711 dialing code to its end user within the local calling area, terms and conditions for 711 dialing code are as defined in the appropriate Interconnection Agreement
 - 1. For purposes of providing a CLEC end user access to the TRS entity within the local calling area, appropriate arrangements must be made by the CLEC with the TRS entity serving the local calling area.
 - 2. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

S11.20.4 Liability

- A. The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense, liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander. Unless otherwise specifically provided in this Product Guide, the Company shall be authorized to disconnect any service provided to the TRS entity utilized, directly or indirectly, with the 711 dialing code, which fails to comply with regulations and conditions set forth herein, upon five (5) days of notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the TRS entity is in compliance with regulations and conditions of the Product Guides. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.
- B. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 711 dialing code. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.

S11. Miscellaneous Service Arrangements (Continued)

S11.20 Telecommunications Relay 711 Service (Continued)

S11.20.4 Liability (Continued)

- C. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- D. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Product Guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

S11.20.5 Other Terms And Conditions

- A. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- B. The 711 Dialing Code is provided where facilities permit.
- C. The 711 Service will not provide calling number information in real time to the TRS entity. If this type of information is required, the TRS entity must subscribe to compatible Caller ID Service as described in Section U13 of this Product Guide.
- D. The 711 Service is provided solely for the benefit of the TRS entity. The provision of the 711 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the TRS entity.

S11.20.6 Rates And Charges

- A. The 711 Service is ordered by the F.C.C. to be provided without charge. Therefore, there are no rates or charges for the 711 Service.

S11. Miscellaneous Service Arrangements (Continued)

S11.20 Information & Referral 211 Service

S11.21.1 General

- A. The 211 Service for Information and Referral Service is a locally assigned three digit abbreviated dialing code provided to an Approved Information and Referral Service Provider (211 Provide) for use in making available community information and referral services to the public by way of voice grade facilities. The 211 abbreviated dialing code is available to the 211 Provider (211 Provide) as a local calling area based service (the "211 Service").
- B. The 211 Service allows a Company subscriber to access a 211 Provide call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Product Guide, Company subscribers shall be able to make the 211 Provide shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- C. All 211 abbreviated dialing code calls must not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
- D. The 211 Service is not available for the following classes of service: inmate Service, 1+ and 0+ calling, 0- operator assisted calling and 101 XXXX calling. The 211 Service is otherwise available wherever local service is available.

S11.21..2 Obligations Of The Approved Information And Referral Service Provider

- A. The AIRS Provider must submit a written 211 Provider application for 211 Service to the Company at the local exchange level. The 211 Provider may establish 211 Service in all or part of the Company's local exchanges. There may be only one 211 Service Provider per exchange.
- B. The 211 Provider written application to establish 211 Service in a Company local exchange must include the following
 - 1. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the 211 Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated, the 211 Provider must pay the Number Change Charge

S11. Miscellaneous Service Arrangements (Continued)

S11.20 Information & Referral 211 Service (Continued)

S11.21.2 Obligations Of The Approved Information And Referral Service Provider (Continued)

- B. The 211 Provider written application to establish 211 Service in a Company local exchange must include the following (Continued)
 - 2. A location description of the 211 Provider call center where 211 calls made from the Company local exchange will be routed.
 - 3. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
 - 4. An acknowledgment of the possibility that the Federal Communications Commission (FCC) assignment of the 211 abbreviated dialing code may be recalled at any time.
- C. Local Calling for Company Subscribers
 - 1. The 211 Provider, in cooperation with the Company, must assure that all 211 Service calls are local in nature and do not generate, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - 2. When the 211 Provider applies for 211 Service in a Company local exchange, the 211 Provider must supply the Company with a toll tree telephone number so that Company subscribers' 211 Service calls remain local in nature.
 - 3. When the 211 Provider applies for 211 Service in a Company local exchange and a 211 Provider call center is not located within the local exchange's local calling area, then the 211 Provider must establish foreign exchange service or supply the Company with a toll tree telephone number so that Company subscribers' 211 Service calls do not incur toll charges

S11. Miscellaneous Service Arrangements (Continued)

S11.21 Information & Referral 211 Service (Continued)

S11.21.2 Obligations Of The Approved Information And Referral Service Provider (Continued)

- D. The 211 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 211 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the 211 Provider or others, arising out of or resulting directly or indirectly from the 211 Service.
- E. The 211 Provider must develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
- F. The 211 Provider must be prepared to receive all calls to the 211 Service during normal business hours. To this end, the 211 Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
- G. The 211 Service is provided on the condition that the 211 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. For each line subscribed to by the 211 Provider, there will be one path available.
- H. The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
- I. The 211 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
- J. The 211 Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 211 Service. If requested by the Company, the 211 Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service..

S11. Miscellaneous Service Arrangements (Continued)

S11.21 Information & Referral 211 Service (Continued)

S11.21.2 Obligations Of The Approved Information And Referral Service Provider (Continued)

- K. The 211 Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code
- L. The Company can only make 211 Service available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the 211 Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- M. The 211 Provider must work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

S11.21.3. Obligations Of The Company

- A. The Company will establish the 211 Service within ninety days after receipt of the 211 Provider's completed application(s) for service.
- B. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
- C. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the 211 Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
- D. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved information and Referral Service Provider shall make such operational tests as, in the judgment of the 211 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 211 Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

S11. Miscellaneous Service Arrangements (Continued)S11.20 Information & Referral 211 Service (Continued)S11.21.4 Liability

- A. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to 211 Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- B. The Company is not liable for losses or damages caused by the negligence of the 2511 Provider.
- C. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to the terms set forth in this section and other sections of this Product Guide.
- D. The Company shall not be liable to the 211 Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national reassignment of the 211 abbreviated dialing code.

S11.21.5 Other Terms And Conditions

- A. The 211 Service will not provide calling number information in real time to the 211 Provider. If this type of information is required, the 211 Provider must subscribe to compatible Caller ID service as described in S11 of this Product Guide. The Caller ID service will only provide calling name and/or number information as described in S11 of this Product Guide.
- B. The 211 Service is provided solely for the benefit of the 211 Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 211 Provider.

S11. Miscellaneous Service Arrangements (Continued)

S11.21 Information & Referral 211 Service (Continued)

S11.21.5 Other Terms And Conditions (Continued)

- C. A written notice will be sent to the 211 Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 211 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 211 Provider is unwilling to accept the modifications, or if 211 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- D. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

S11.21.6 Rates And Charges

- A. Subject to other terms and conditions of this Product Guide, Company subscribers shall be able to make and the 211 Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service
- B. A nonrecurring Central Office Charge applies for each Company host central office out of which 211 Service is established, as follows:
 - 1. When a Company local exchange is served by more than one host central office a Central Office Charge is applicable for each host central office in the Company local exchange.
 - 2. If the 211 Provider establishes 211 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the 211 Provider requests 211Service in all the Company local exchanges served by that host central office.

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S11. Miscellaneous Service Arrangements (Continued)

S11.21 Information & Referral 211 Service (Continued)

S11.21.6 Rates And Charges (Continued)

C. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of 211 Service as follows:

1. When the 211 Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the 211 Provider shall pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
2. When a Company local exchange is once excluded, but the 211 Provider later applies to establish 211 Service in the Company local exchange, an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
3. When the 211 Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 211 abbreviated dialing code in the host central office, an Exclusion Charge applies per host central office.

D. A nonrecurring Number Change Charge applies when the 211 Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

E. When translating the seven or ten digit number to the 211 abbreviated dialing code, applicable service order charges specified in Section S4 of this Product Guide will apply as follows in addition to the rates listed below.

1. A business Service Ordering Charge per order.

F. Rates

	<u>Nonrecurring Charge</u>
<u>Central Office Charge</u> (per host Central Office)	\$ 175.00
<u>Exclusion Charge</u> (per host Central Office)	\$ 325.00
<u>Number Change Charge</u> (per telephone number)	\$ 25.00

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S12. Connections With Certain Facilities and/or Equipment of Others

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S12. Connections With Certain Facilities and/or Equipment of Others (Continued)

S12.1 Regulations

S12.1.1 General

- (A) Customer-provided terminal equipment and communications systems may be used with the facilities of the Company for telecommunications services as provided in the following paragraphs of this Section. In all such cases the customer-provided terminal equipment or communications systems will be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.

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S12. Connections With Certain Facilities and/or Equipment of Others (Continued)

S12.1 Regulations (Continued)

S12.1.1 General (Continued)

- (B) Where telecommunications service is available under this Product Guide for use in connection with customer-provided terminal equipment or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Company employees or the public, damage, require change in or alteration of, the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of Company charges, as specified in S4.7, for visits by the Company to the customer's premises where a service difficulty or trouble report results from the customer-provided equipment or system.

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S12. Connections With Certain Facilities and/or Equipment of Others (Continued)

S12.1 Regulations (Continued)

S12.1.1 General (Continued)

- (C) The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications systems. Telecommunications service is not represented as adapted to the use of customer-provided terminal equipment or systems and where such are connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems.

- (D) The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities, operations or procedures of the Company render any customer-provided equipment or communications systems obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.

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S12. Connections With Certain Facilities and/or Equipment of Others (Continued)

S12.1 Regulations (Continued)

S12.1.1 General (Continued)

(D) (Continued)

The Company may make changes in its communications facilities, equipment, operations, or procedures, where such action is reasonably required in the operation of its business and is not inconsistent with the rules and regulations in VOLUME X, Part 68, of the Federal Communications Commissions Rules and Regulations. If such changes can be reasonably expected to render any customer's terminal equipment incompatible with Company Communications facilities, or require modification or alteration of such terminal equipment, or otherwise materially affect its use or performance, the customer shall be given adequate notice in writing, to allow the customer an opportunity to maintain uninterrupted service.

- (E) The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with use of facilities of customers and not caused solely by the negligence of the Company.

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S12. Connections With Certain Facilities and/or Equipment of Others (Continued)

S12.1 Regulations (Continued)

S12.1.1 General (Continued)

- (F) Where any customer-provided or system is used with telecommunications service in violation of any of the provisions in this Product Guide, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall immediately discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within ten (10) days, following the receipt of written notice of the violation from the Company, that such use has ceased or that the violation has been corrected.

Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Product Guide.

- (G) The customer indemnifies and saves the Company harmless against claims of infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

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S12. Connections With Certain Facilities and/or Equipment of Others (Continued)

S12.1 Regulations (Continued)

S12.1.2 Recording to Two-Way Telephone Conversations

- (A) Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer-provided voice recording equipment may be connected with telecommunications services as stated herein.

- (B) A distinctive recorder tone that is repeated at intervals of approximately fifteen (15) seconds is required when recording equipment is in use and is electrically connected with services of the Telephone Company, except that the distinctive recorder tone described is not required:
 - (1) When used by a Federal Communications Commission licenses broadcast station customer for recording of two-way telephone conversations solely for broadcast over the air.

 - (2) When used by the United States Secret Service of the Department of Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

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S12. Connections With Certain Facilities and/or Equipment of Others (Continued)

S12.1 Regulations (Continued)

S12.1.2 Recording to Two-Way Telephone Conversations (Continued)

(B) (Continued)

- (3) When used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees, to record two-way telephone conversations solely for broadcast over the air by a licensed broadcast station.
- (4) When used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services.

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S12. Connections With Certain Facilities and/or Equipment of Others (Continued)

S12.1 Regulations (Continued)

S12.1.2 Recording to Two-Way Telephone Conversations (Continued)

(B) (Continued)

- (5) Additionally, recorder connector equipment which does not contain the automatic recorder tone device may be furnished to law enforcement agencies, fire departments and Public Safety Answering Points in connection with 911 Service for use on central office lines assigned exclusively for the receipt of local or intrastate law enforcement, fire or other emergency calls and attended at all times for such purpose provided that the department or agency certifies these conditions will be observed.
- (6) When used by the United States Nuclear Regulatory Commission of the Department of Energy, with respect to the telephone systems located at its Operations Center for recording of two-way telephone conversations.
- (7) When all parties to the telephone conversation give their prior consent to the recording of the conversation, and the prior consent is obtained in writing or is part of, and obtained at the start of, the recording.

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S13. Long Distance Message Telecommunications Service

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S13. Long Distance Message Telecommunications Service

S13.1 Application

This Product Guide applies to Long Distance Message Telecommunications Service (MTS) furnished or made available by the Company and its connecting companies, over facilities within the state of Tennessee, between two or more points within the state of Tennessee where the respective rate centers of such points also are located within the same LATA in said state.

S13.2 General

- (A) Long Distance Message Telecommunications Service is that of furnishing facilities for communications between stations in different centers for either two-point or conference service.
- (B) Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in Bell South's General Subscriber Services Tariff Section A18.5.
- (C) Customer or Other Common Carrier-provided terminal equipment or systems may be used with facilities furnished to the customer by the Company for Long Distance MTS.
- (D) Long Distance MTS is provided for use by the Customer and may be used by others when so authorized by the Customer. Use of the service is subject to regulations in Section 2, with the exception of 2.2.1 (A) and 2.2.1 (B) which restrict the use of service and prohibit payment to the Customer by another for use of the service.

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S13. Long Distance Message Telecommunications Service (Continued)

S13.3 Two Point Service

S13.3.1 Service Between Land Wire Stations - Residence and Business

(A) Classes of Service

Service is offered to residential customers on a Station-to-Station basis, as either Dial, Dial Calling Card, or Operator, or on a Person-to Person basis.

(B) Rates and Charges

1. Charges for each Long Distance MTS message between any two points within the state are determined as follows:

- a. First minute and additional minute rates for all messages are specified in the Basic Rate Schedule table in 2 following.
- b. If a connection is established in a reduced rate period, the Basic Rate Schedule charges are discounted , as specified in 3 following.
- c. For any Dialed Calling Card Station, Operator Station, or Person-to-Person message, the Service Charge specified in 4 following is added to the Basic Rate Schedule charge.

2. Basic Rate Schedule

- a. The following table contains the first minute and additional minute rates for the Day rate period for all call classes. These rates are based on chargeable time (duration) of the message, as specified in C, following, and the airline mileage between that rate centers of the two stations connected, as specified in Bell South's General Subscriber Services Tariff Section A18.5

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S13. Long Distance Message Telecommunications Service (Continued)

S13.3 Two Point Service (Continued)

S13.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

(B) Rates and Charges (Continued)

2. Basic Rate Schedule (Continued)

b. Basic Rate Schedule (Day Rate Period)

(1) Rate Mileage

	<u>Initial Minute</u>	<u>Additional Minutes, Each Or Fraction Thereof</u>	<u>Billing Code</u>
(a) 1-10 miles	\$.10	\$.10	NA
(b) 11-16 miles	.10	.10	NA
(c) 17-22 miles	.15	.15	NA
(d) 23-30 miles	.15	.15	NA
(e) 31-40 miles	.19	.19	NA
(f) 41-55 miles	.19	.19	NA
(g) 56-70 miles	.21	.21	NA
(h) 71-85 miles	.21	.21	NA
(i) 86-100 miles	.21	.21	NA
(j) 101+	.21	.21	NA

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S13. Long Distance Message Telecommunications Service (Continued)

S13.3 Two Point Service (Continued)

S13.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

(B) Rates and Charges (Continued)

3. Rate Periods and Rate Discounts

a. Rate periods and rate discounts are described in the table following:

Rates and Applicable Periods

	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
8:00AM to 5:00PM ¹	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	53% Disc	53% Disc
5:00PM to 11:00PM ¹	30% Disc	30% Disc	30% Disc	30% Disc	30% Disc	53% Disc	30% Disc
11:00PM to 8:00AM ¹	53% Disc	53% Disc	53% Disc	53% Disc	53% Disc	53% Disc	53% Disc

Day Rate Period = Full Rate

Evening Rate Period = 30% Discount

Night and Weekend Rate Period = 53% Discount

Note 1: To, but not including.

b. Discounts for the Evening, Night and Weekend reduced rate periods are expressed as a percent reduction of the Basic Rate Schedule (2 preceding). The discount is applied to the total Basic Rate Schedule charge for a message which is established within the reduced rate period. When application

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S13. Long Distance Message Telecommunications Service (Continued)

S13.3 Two Point Service (Continued)

S13.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

(B) Rates and Charges (Continued)

3. Rate Periods and Rate Discounts (Continued)

b. (Cont'd)

of the discount results in a fractional charge, the amount will be rounded to the lower cent.

c. No discount applies for a message which is established in the Day rate period.

d. When a message spans more that one rate period, the rate in effect at the time the connection is established applies.

4. Service Charges

a. For any message in the call classes listed following, add the Service Charges shown following to the total Basic Rate Schedule Charge. Discounts do not apply to the Service Charges.

	<u>Rate</u>	<u>Billing Code</u>
(1) Station-to-Station		
(a) Dial Calling Card	\$.70	NA
(b) Operator	1.50	NA
(2) Person-to-Person		
(a) Each	3.00	NA

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S13. Long Distance Message Telecommunications Service (Continued)

S13.3 Two Point Service (Continued)

S13.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

(C) Timing of Messages

1. First minute rates given in the rate schedule in S13.3.1(B)2 preceding are for connections of one minute or any fraction thereof. All additional minute rates given in the rate schedule in S13.3.1(B)2 preceding are for each additional minute or any fraction thereof that the connection continues beyond the first minute.
2. The time when the connection is established determines the applicable rate period. The time observed at the rate center of the calling station applies, whether the call is originated as sent-paid or collect.
3. On all Station-to-Station calls, chargeable time begins when connection is established between the calling telephone and the called telephone, Miscellaneous Common Carrier, mobile radio system, or PBX system.
4. On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
5. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
6. Chargeable time does not include time lost because of faults or defects in service.

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S13. Long Distance Message Telecommunications Service (Continued)

S13.3 Two Point Service (Continued)

S13.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

(D) Reversal Of Charges (Collect Calls)

1. Collect calls are permissible for all telephone calls, provided the charges are accepted at the called station. When a collect call is attempted to a pay telephone, the charges must be billed to a calling card or third party number, or the call may be reoriginated from the called station.
2. The regularly established Operator Station-to-Station or Person-to-Person rates apply.

(E) Rates Applicable On Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day, the Holiday rate applicable is the Evening rate, unless a lower rate would normally apply.

(F) Rates for Hearing or Speech Impaired Customers or Users of the Tennessee Relay Center

1. Rates for certain MTS calls are reduced for hearing and/or speech impaired customers who meet requirements (a) through (d), following, or for any customer who meets requirement (e), following.
 - a. The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.

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S13. Long Distance Message Telecommunications Service (Continued)

S13.3 Two Point Service (Continued)

S13.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

(F) Rates for Hearing or Speech Impaired Customers or Users of the Tennessee Relay Center (Continued)

1. (Continued)

- b. The customer has non-voice equipment used for telecommunications.
- c. The customer makes written application to the Company for the reduced MTS rates.
- d. The customer designates to the Company one and only one telephone number associated with that customer's residence service. Reduced rates apply only to calls originated from this telephone number.
- e. The customer uses the Tennessee Relay Center which permits hearing and speech impaired customers to use a Telecommunications Device for the Deaf (TDD) to exchange telephone messages with voice customers.

2. Rates for certain MTS calls are reduced for an agency that assists hearing or speech impaired persons under the following conditions:

- a. The agency provides non-voice telecommunications equipment solely for the use of hearing or speech impaired persons.
- b. The agency makes written application to the Company for the reduced MTS rates.

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S13. Long Distance Message Telecommunications Service (Continued)

S13.3 Two Point Service (Continued)

S13.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

(F) Rates for Hearing or Speech Impaired Customers or Users of the Tennessee Relay Center (Continued)

2. (Continued)

c. The agency designates to the Company one and only one local exchange telephone number associated with each piece of non-telecommunications equipment. Each such number may be used only for calls through the non-voice telecommunications equipment. Reduced rates apply only to calls originated from such designated telephone numbers.

3. The reduced rates specified following apply for all Dial Station-to-Station (DDD) Day or Evening calls originated from the designated telephone number.

a. A DDD call made in the Day period is rated at the DDD Evening rates specified in S13.3.1(B).

b. A DDD call made in the Evening rate period is rated at the DDD night rates specified in S13.3.1 (B).

S13.3.2 Service Through Miscellaneous Common Carriers

(A) Service is available to and from customers of a Miscellaneous Common Carrier with which arrangements have been made for the interchange of telephone traffic and is furnished through interconnecting equipment and local connecting facilities provided by the Company.

(B) The rates between the applicable wire telephone rate center and the rate center of the Miscellaneous Common Carrier are the rates set forth in this Product Guide for two-point service. The rate center of the Miscellaneous

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S13. Long Distance Message Telecommunications Service (Continued)

S13.3 Two Point Service (Continued)

S13.3.2 Service Through Miscellaneous Common Carriers (Continued)

(B) (Continued)

Common Carrier is the wire telephone rate center of the Company serving exchange. An additional charge which the Miscellaneous Common Carrier bills to and collects from its customer is applicable to the remainder of the haul as set forth in the Miscellaneous Common Carriers tariff on file with the Tennessee Regulatory Authority.

S13.4 Airline Mileage Between Rate Centers

S13.4.1 General

Citizens Telecommunications Company of Tennessee concurs with Bell South Telecommunications - Tennessee in its description, regulations and calculations of airline mileage between rate centers as found in Bell South's General Subscriber Services Tariff.

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S14. Wide Area Telecommunications Service (Continued)

S14.1 Regulations

S14.1.1 General

- (A) Wide Area Telecommunications Service (WATS) is the furnishing of facilities by Citizens Telecommunications Company of Tennessee for dial type telecommunications between an exchange line or a WATS access line and terminations using the public switched network within the same LATA in the State of Tennessee in accordance with the regulations and schedule of charges specified in this Product Guide. The WATS charges set forth herein are in payment for the service furnished between the calling and called terminations. Citizens Telecommunications Company of Tennessee provides IntraLATA WATS service and a Statewide WATS Service in conjunction with an interLATA carrier. For both Outward WATS and 800 Service, intraLATA service may be subscribed to separately or may be subscribed to in combination (Combined WATS) with an interLATA carrier's interLATA WATS or WATS-like service requiring the use of the Company's WATS serving office. Combined WATS (outward or 800 service) and intraLATA only Outward WATS requires the use of a WATS access line from S14.5.2 of this Product Guide. IntraLATA Only 800 Service, however, can be terminated, at the direction of the customer, on a WATS access line from S14.5.2 of this Product Guide or on an exchange line purchased from the appropriate tariff. See

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S14. Wide Area Telecommunications Service (Continued)

S14.1 Regulations (Continued)

S14.1.1 General (Continued)

(A) (Continued)

S14.5.13 following for applicable charges when terminating on an exchange line.

(B) Dial type telecommunications, as specified in S14.1.1.A preceding, for Combined WATS (Outward or 800 Service) and intraLATA Only Outward WATS must be dialed and completed from or to a WATS access line. For IntraLATA Only 800 Service, service can be completed to a WATS access line or an exchange line. In all cases, communications must be completed without the assistance of a Company operator, except that a Company operator will:

- (1) Reach the called telephone number where facilities are not available for customer dial completion, or
- (2) Reach the called telephone number when the customer reports making an unsuccessful attempt for reasons other than a busy, don't answer or wrong number condition,
- (3) Re-establish a call which has been interrupted by cutoff or poor transmission after the called number has been reached.

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S14. Wide Area Telecommunications Service (Continued)

S14.1 Regulations (Continued)

S14.1.1 General (Continued)

- (C) WATS is provided as either Outward WATS or 800 Service. The Combined and IntraLATA Outward WATS customer is furnished a WATS access line which is arranged for outward calling only. The combined 800 Service customer is furnished a WATS access line which is arranged for inward calling only. IntraLATA Only 800 Service, at the direction of the customer, can be terminated on a WATS access line arranged for inward calling only or on an exchange line. For service terminating on an exchange line, only one 800 number can be assigned to terminate on any one exchange line number.
- (D) A WATS access line or exchange line for IntraLATA Only 800 Service is the transmission path between a WATS termination and the customer's serving wire center. Additionally, special transport applies between the customer's wire center and the WATS serving office.
- (E) The WATS access line or exchange line may terminate in one of the following:
 - (1) A connection to a network control signaling unit on the customer's premises.

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S14. Wide Area Telecommunications Service (Continued)

S14.1 Regulations (Continued)

S14.1.1 General (Continued)

(E) (Continued)

- (2) A connection to terminal equipment or a terminating system on the customer's premises.
- (3) A connection to switching equipment in the Company central office.
- (4) A connection to an Other Common Carrier (OCC) channel in the Company central office.

The terminating point of a WATS access line (any of the arrangements listed preceding) is a WATS termination. The first such termination associated with a WATS access line is the WATS main termination. Any additional termination associated with the same WATS access line is a WATS extension termination. A WATS extension termination must be located in the same LATA as its associated WATS main termination.

- (F) Communications systems provided by Other Common Carriers may be connected with the facilities furnished by the Company for WATS as specified in S12. preceding.

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S14. Wide Area Telecommunications Service (Continued)

S14.1 Regulations (Continued)

S14.1.1 General (Continued)

- (G) Customer-provided terminal equipment or protective circuitry may be connected to WATS in accordance with effective provisions of the Federal Communications Commission's Registration program.
- (H) Combined WATS is furnished only in offices where the interLATA carrier has purchased appropriate Feature Group C or D access facilities.
- (I) IntraLATA Only 800 Service is provided utilizing 800 Number Service
 - (1) 800 Number Assignment

800 Number Service provides for the assignment of a single ten digit 800 Number (i.e., 800+xxx+xxxx) to the customer which can be used on a statewide basis for intraLATA calling. 800 Number Service allows for, but does not require the 800 Number customer to use one 800 number statewide for intraLATA calling. 800 Number Service can be selected for an area consisting of less than an entire state by specifying the desired Area of Service. Area of Service is described in S14.1.1.I(2) following. The assigned 800 number can terminate to a WATS Access provided in

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S14. Wide Area Telecommunications Service (Continued)

S14.1 Regulations (Continued)

S14.1.1 General (Continued)

(I) (Continued)

(1) 800 Number Assignment (Continued)

S14.5.2 following of this Product Guide or to an exchange line. S14.5.13, following, provides the applicable charges for IntraLATA Only 800 Service terminating to an exchange line.

(2) Area of Service

Area of Service defines the geographic locations (LATAs) within a state from which the IntraLATA Only 800 Service customer desires to accept calls for a given 800 Number. The Area of Service may range from a single LATA to the entire state. A WATS Access Line or exchange line is required within each LATA specified by the Area of Service for termination of 800 Service traffic that originated within that LATA. The desired Area of Service must be specified by the customer at the time IntraLATA Only 800 Service is ordered. Customers desiring an Area of Service encompassing more than one LATA are required to subscribe to the Variable Call

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S14. Wide Area Telecommunications Service (Continued)

S14.1 Regulations (Continued)

S14.1.1 General (Continued)

(1) (Continued)

(2) Area of Service (Continued)

Destination feature described in S14.1.1.(3), following.

(3) Variable Call Destination

The Variable Call Destination feature provides for multiple terminations (one ten-digit telephone number per LATA) of IntraLATA Only 800 Service when the customer specifies an Area of Service greater than one LATA. This allows for the assignment of one 800 Number, for statewide use, with termination to a WATS Access Line or exchange line within the LATA where the 800 call originated. Rates for Variable Call Destination record establishment and record changes are provided in S14.5.13, following.

PRODUCT GUIDE

S14. Wide Area Telecommunications Service (Continued)

S14.2 Use Of The Service

S14.2.1 General

- (A) The service is furnished subject to the condition that all applicable regulations in Section S2 of this Product Guide will be adhered to, with the exceptions of S2.2.1.A and B, which restrict the use of service and prohibit payment to the customer by another for use of the service.
- (B) The service is provided for use by the customer and may be used by others when so authorized by the customer, provided that all such usage is subject to the provisions of this Product Guide.
- (C) The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:
 - (1) The placing or acceptance of a WATS call in response to an uncompleted long distance call placed to send information and to avoid the Message Telecommunications Service (MTS) charge.
 - (2) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, WATS through any fraudulent means with intent of avoiding the payment of the regular charges for such service.

(M)

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S14. Wide Area Telecommunications Service (Continued)

S14.3 Limitation of Service

S14.3.1 Limitations

- (A) WATS does not include person-to-person, collect, conference, or other calls requiring operator handling except as provided in S14.1.1.B preceding.
- (B) WATS is not represented as adapted for connection to other services of the Company, or to customer-provided systems. This service contemplates the provision of satisfactory transmission only between the WATS access line or exchange line for IntraLATA Only 800 Service and the called or calling termination.
- (C) WATS access lines and extensions will be terminated only at premises located within the same LATA in the state of Tennessee.
- (D) 800 Service is furnished upon condition that the customer contracts for an adequate number of access lines or exchange lines for IntraLATA Only 800 Service to permit the use of this service without injurious effects upon it or any other service rendered by the Company. The Company may terminate or refuse to furnish 800 Service to any applicant, without incurring any liability, if the use of the service would interfere with or impair WATS or any other service rendered by the Company.

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S14. Wide Area Telecommunications Service (Continued)

S14.4 Continuity of Service

In case of connection of a WATS access line for a customer at a location where any WATS class of service has been disconnected by the customer less than two weeks previous, charges for the service so established will commence one day following the disconnect date of the prior service.

S14.5 Rates and Charges

S14.5.1 General

- (A) WATS monthly usage charges are for intraLATA telecommunications between a WATS termination and another termination in a specified service area within the state of Tennessee. Monthly usage charges for Outward WATS are based on the average intraLATA hours of use per access line in a WATS service group. Each Outward WATS customer's usage charges will be based on separate schedules for both intra and interLATA service. Monthly usage charges for 800 Service (Inward WATS) are based on the average hours of use per WATS access line in a WATS service group or the total hours of use per exchange line utilized for IntraLATA Only 800 Service. WATS access lines and exchange lines will not be mixed at any one customer location for termination of IntraLATA Only 800 traffic associated with a given 800 number. Each 800 Service (Inward WATS) customer's usage charges will be based on separate schedules for both intra and interLATA service. The intraLATA portion of the customer's

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.1 General (Continued)

(A) (Continued)

800 Service (Inward WATS) bill will be calculated based upon the intraLATA portion of the total minutes of use on the customer's lines.

(B) WATS Service Group and Areas

(1) WATS Service Group

A WATS service group is composed of either Combined Outward WATS, Outward WATS (intraLATA service only) or Combined 800 Service (inward WATS) access lines or IntraLATA Only 800 Service access lines (but not all).

(a) A Combined 800 Service (Inward WATS) group is composed of all 800 Service (Inward WATS) access lines provided to a single customer for the same service area, and arranged in Company central office equipment as part of a given hunting arrangement.

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.1 General (Continued)

(B) WATS Service Group and Areas (Continued)

(1) WATS Service Group (Continued)

(b) For Combined Outward WATS, each individual line is a service group. Due to technical limitations, all Outward WATS lines provided to the same customer, for the same service area, for calls originating from the same Common Control Switching Arrangement, will be treated as one service group. For each such service group having more than one line, the total usage charge, as determined in S14.5.3 following, will be multiplied by a factor of .94.

(c) An IntraLATA Only 800 Service service group is composed of all 800 Service access lines of a single customer arranged in Company central office equipment as part of a hunting arrangement.

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.1 General (Continued)

(B) WATS Service Group and Areas (Continued)

(1) WATS Service Group (Continued)

(d) For Outward WATS-IntraLATA, each individual line is a service group. Due to technical limitations, all Outward WATS-IntraLATA lines provided to the same customer, for the same service area, for calls originating from the same Common Control Switching Arrangement, will be treated as one service group. For each such service group having more than one line, the total usage charge, as determined in S14.5.3 following, will be multiplied by a factor of .94.

(2) WATS Service Area

(a) The service area of Area WATS includes all terminations within an area code. The service area for Tennessee State WATS includes all terminations in Tennessee. The service area for Outward WATS (intraLATA service only) includes all terminations within the same LATA.

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.1 General (Continued)

(B) WATS Service Group and Areas (Continued)

(2) WATS Service Area (Continued)

(b) Customers located in a given service area have a choice of Area WATS, Tennessee State WATS, or an intraLATA Outward WATS service.

(C) Chargeable Time

(1) Chargeable time begins when the connection is made between the WATS termination and the calling or called termination.

(2) Chargeable time ends when the calling termination hangs up. However, if the calling termination does not hang up after the called termination hangs up, then chargeable time ends when timing equipment in the network terminates the connection.

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.1 General (Continued)

(C) Chargeable Time (Continued)

- (3) Total monthly usage is subject to a Minimum Average Time Requirement (MATR) of one minute per completed call. This means that if the average duration per message for all messages in a service group, or messages associated with an IntraLATA Only 800 Service terminating on an exchange line during a billing period is less than one minute, charges will be based on an average duration of one minute per message.

S14.5.2 Monthly Rates and Charges

(A) Hourly Rates

- (1) The hourly rates apply to the average use (rounded to the nearest tenth of an hour) of each access line in a service group or total IntraLATA Only 800 Service usage terminating on an exchange line(s). These rates are applied according to the method specified in S14.5.3 following.

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.2 Monthly Rates and Charges (Continued)

(A) Hourly Rates (Continued)

(2) The hourly rates as specified in Section A19.5.4 of the South Central Bell Telephone Company (Tennessee) General Subscriber Services Tariff shall apply for Combined Outward WATS and Outward WATS-IntraLATA Service; and Combined 800 Service and 800 Service-IntraLATA Only Service.

(B) Monthly Line Rates

The Special Transport Line rate and/or the Special Access Line rate as specified in Section 20.1.5 of the FACILITIES FOR INTRASTATE ACCESS TARIFF will apply in addition to the monthly usage charges as specified in S14.5.2.A.

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.3 Method of Determining Usage Charges

The monthly usage charge for a service group is determined as follows:

Due to technical limitations, all Outward WATS lines provided to the same customer, for the same service area, for calls originating from the same Common Control Switching Arrangement, will be treated as one (1) service group. For each such service group having more than one (1) line, the total usage charge, as determined in this section will be multiplied by a factor of ninety-four (94).

(A) Number of Access Lines

Determine the total number of access lines in the service group in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by thirty (30) days.

(B) Total Hours of Use

Determine the total chargeable hours of use for the service group. This is the greater of the following (rounded to the nearest tenth of an hour):

- (1) The total actual hours for all lines in the service group (chargeable time for each call is specified in S14.5.1.C preceding), or

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.3 Method of Determining Usage Charges (Continued)

(B) Total Hours of Use (Continued)

(2) The total "equivalent" hours for the service group, which is what the use would have been if the average duration of all completed calls for the group had been one minute (i.e., the total number of completed calls for all lines in the group multiplied by one minute).

(C) Average Use Per Access Line

Determine the average use per access line for the service group by dividing the total chargeable hours of use (as specified in S14.5.3.B preceding) by the total number of access lines (as specified in S14.5.3.A preceding). The average use is rounded to the nearest hundredth of an hour.

(D) Usage Charge Per Line

Use the table of hourly rates (in S14.5.2.A preceding) and the average use per line (from S14.5.3.C preceding) to determine the usage charge per line. Multiply the hourly rate(s) from the rate table's usage band(s) by the number of hours used in each band and total these charges to obtain the usage charge per line.

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.3 Method of Determining Usage Charges (Continued)

(E) Total Usage Charge - Service Group

Determine the total usage charge for the service group by multiplying the usage charge per access line (from S14.5.3.D preceding) by the number of access lines (from S14.5.3.A preceding). This total usage charge will be adjusted for certain outward WATS service group, as specified in the paragraph preceding S14.5.3.A.

(F) Total Usage Charge for IntraLATA Only 800 Service Terminating On An Exchange Line

Monthly usage charges are calculated separately for each LATA in which the service terminates on an exchange line. The usage charge is determined as follows:

(1) For each exchange line (telephone number) termination of a given 800 number (maximum of one per LATA) the total chargeable hours of use for that termination is the greater of the following:

(a) The total actual IntraLATA Only 800 Service hours associated with a given 800 number and exchange line (chargeable time for each call is specified in S14.5.1.C), or

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.3 Method of Determining Usage Charges (Continued)

(F) (Continued)

(1) (Continued)

(b) The total "equivalent" hours associated with a given 800 number for the exchange line termination, which is what the use would have been if the average duration of all completed calls had been one minute (i.e., the total number of completed calls multiplied by one minute).

(2) Using the total chargeable hours determined in S14.5.3.F(1), preceding and the table of hourly rates from S14.5.2.A, preceding, multiply the hourly rate(s) from the rate tables usage band(s) by the number of hours used in each band. The total charge is the sum of all the usage bands.

S14.5.4 Charges for Fractional Periods

The charges for a fractional part of a month are a proportionate part of the monthly charge based on the actual number of days the service is provided. For the purpose of administering this regulation with respect to the determination of charges for a fractional part of a month, every month is considered to have thirty (30) days.

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.5 Non-recurring Access Line Charges

Non-recurring charges specified in Section 20.1.5 of the FACILITIES FOR INTRASTATE ACCESS TARIFF apply for WATS.

S14.5.6 Access Line Terminations

The WATS access line may terminate in any of the arrangements listed in S14.1.1.E preceding.

S14.5.7 WATS Extensions

The Special Access Line rate as specified in Section 20.1.5 of the FACILITIES FOR INTRASTATE ACCESS TARIFF will apply for WATS extensions.

S14.5.8 Minimum Service Period

The minimum service period for WATS is one day.

S14.5.9 Allowance for Interruptions

(A) When the WATS access line is interrupted for a period of less than two (2) hours, no credit applies.

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.9 Allowance for Interruptions (Continued)

(B) When the WATS access line is interrupted for a period of two (2) hours to twenty-four (24) hours, a credit applies.

(1) WATS Access Line Interruptions

Credit
Amount

(a) Credit Allowance,
Per Access Line

\$15.00

(C) When the WATS access line is interrupted for a period of more than twentyfour (24) hours, the preceding credit applies for each twenty-four (24) hour period or any fraction thereof.

(D) The credit in S14.5.9.B and C preceding includes all credit to be applied for an interruption.

(E) None of the preceding credit allowances will be made for:

(1) Non-completion of WATS messages due to busy network conditions,

(2) Interruption of service due to customer-provided equipment or systems,

(3) Interruption of service due to the negligence of the customer,

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.9 Allowance for Interruptions (Continued)

(E) (Continued)

(4) Interruption of service during any period in which the Company is not afforded access to the premises at which the WATS access line is terminated, and

(5) Interruption of service during any period when the customer has released the WATS access line to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangement

(F) Long Distance Message Telecommunications Service furnished at a customer's request when WATS is interrupted is charged for at the Long Distance Message Telecommunications Service rates specified in Section S13. of this Product Guide.

S14.5.10 Directory Listing

Directory Listing may be provided for 800 Service at rates applicable for additional business listings as covered in Section S6. of this Product Guide.

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.11 Connecting Arrangements

Connecting arrangements may be used with customer-provided voice transmitting and/or receiving equipment which is used in conjunction with a network control signaling unit.

S14.5.12 Data Access Arrangements

Data access arrangements, for connection of customer-provided data transmitting and receiving equipment is permitted.

S14.5.13 Citizens Business Line 800 IntraLATA Only Services Charges

(A) Citizens Business Line 800 Number Service Terminating On An Exchange Line.

(1) The following rates apply when IntraLATA Only 800 Service terminates on an exchange line.

	<u>Non-recurring Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>
(a) Per 800 Number Service Terminating on an Exchange Line, per LATA	\$25.00	GTE800 NRC	\$3.00

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S14. Wide Area Telecommunications Service (Continued)

S14.5 Rates and Charges (Continued)

S14.5.13 Citizens Business Line 800 IntraLATA Only Services Charges

(B) Variable Call Destination Rates

(1) The following rates apply when an Area of Service greater than one LATA is selected. It provides for multiple terminations (one ten-digit telephone number per LATA) of IntraLATA Only 800 Service.

		Non-recurring <u>Charge</u>	<u>GSEC</u>	Monthly <u>Rate</u>
(a)	Per 800 Record Established	\$10.00	VCD800 NRC	\$2.00
(b)	Per 800 Number Record Changed	\$15.00	VCD800	---

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S15. Private Line Service and Channels

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S15. Private Line Service and Channels (Continued)

S15.1 IntraLATA Private Line Service

S15.1.1 Interexchange Private Line Service

- (A) This communication service is furnished through facilities provided wholly by Citizens Telecommunications Company of Tennessee or jointly with another company for the provision of a transmission path between two or more customer designated locations.
- (B) This service will be provided according to the rates and regulations set forth in Section 7 of the FACILITIES FOR INTRASTATE ACCESS TARIFF for Special Access, with the following exception. The customer may not resale Intrastate IntraLATA Private Line Services.
- (C) Where the service is provided jointly with another telephone company, Citizens Telecommunications Company of Tennessee will bill the customer for the portion of service it provides according to the rules and regulations set forth in Section 2.4.5 of the FACILITIES FOR INTRASTATE ACCESS TARIFF.
- (D) Miscellaneous Services available to the customer from Section S9 of the FACILITIES FOR INTRASTATE ACCESS TARIFF include the following:
- Additional Labor
 - Maintenance of Service Charge

(M)

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S15. Private Line Service and Channels (Continued)

S15.1 IntraLATA Private Line Service (Continued)

S15.1.1 Interexchange Private Line Service (Continued)

(D) (Continued)

- Telecommunications Service Priority (TSP) System
- Additional Testing

(E) This Company concurs in the rates and regulations for channels for program transmission service as set forth in Citizens Telecommunications Company of Tennessee Tariff FCC No. 1.

S15.1.2 Distance Learning Video Transport Service

(A) General

Pursuant to Tennessee Public Service Commission Order No. 91-07159, this Product Guide offering provides DS1 transport service only to educational institutions that will use the service for classroom instruction. This offering has been expanded to include state libraries and archives, regional libraries, and free public libraries.

(B) Regulations

- (1) This offering is available to full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools and is to be used for classroom instruction.

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S15. Private Line Service and Channels (Continued)

S15.1 IntraLATA Private Line Service (Continued)

S15.1.2 Distance Learning Video Transport Service (Continued)

(B) Regulations (Continued)

(2) Unless otherwise specified, all regulations for DS1 service, as contained in Section 7 of the FACILITIES FOR INTRASTATE ACCESS TARIFF apply.

(C) Types of Rates and Charges

(1) The two types of rates and charges are monthly rates and non-recurring charges and are described as follows:

(a) Monthly rates are recurring charges that apply each month or fraction thereof that a service is provided. For billing purposes, each month is considered to have 30 days. Monthly rates for Distance Learning Video Transport service are set forth in S15.1.2.D following.

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S15. Private Line Service and Channels (Continued)

S15.1 IntraLATA Private Line Service (Continued)

S15.1.2 Distance Learning Video Transport Service (Continued)

(C) Types of Rates and Charges (Continued)

(1) (Continued)

(b) Non-recurring Charges are one-time charges that apply for a specific work activity. A description of the non-recurring charges and the associated charges are set forth in Sections 7.2.2 and 20.1.5, respectively, of the FACILITIES FOR INTRASTATE ACCESS TARIFF.

(2) Following are the basic monthly rate elements which apply to Distance Learning Video Transport service.

(a) A digital local channel provides for a communication path between a designated customer premises and the serving wire center. A monthly rate applies for the digital local channel.

(b) An interoffice channel denotes the path (or paths) for digital transmission between Company serving wire centers within a LATA. A fixed monthly rate and a rate per mile applies for interoffice channel mileage.

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S15. Private Line Service and Channels (Continued)

S15.1 IntraLATA Private Line Service (Continued)

S15.1.2 Distance Learning Video Transport Service (Continued)

(D) Rates and Charges

- (1) A Digital Local Channel is furnished between a serving wire center and the customer's premises.

	Monthly Rate	GSEC
Digital Local Channels, each	\$70.00	1LDTV

- (2) Interoffice Channels are furnished between wire centers. Rates are based on airline distance between Central Offices.

	Monthly Rate	GSEC
Interoffice Channel		
Fixed Monthly Rate	\$53.00	1L7FV
Each Airline Mile, or fraction thereof	11.50	1L7AV

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S15. Private Line Service and Channels (Continued)

S15.2 Intraexchange Private Line Service

S15.2.1 Local Private Line Service

(A) Regulations

(1) Scope of Service

- (a) Local private lines connect two or more points within the same exchange service area for telephone communications, but are not connected to general telephone facilities for either exchange or toll service. Station Equipment and channels for local private line telephone service shall be provided by the Company as stated in the Product Guide.
- (b) Both two-point and multi-point service ordinarily contemplates communication between two stations only at the same time.

In connection with multi-point service, arrangements may be made to permit communication between three or more stations at the same time. Special equipment and arrangements which may be required to furnish such service are furnished at rates and charges based upon estimated costs.

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S15. Private Line Service and Channels (Continued)

S15.2 Intraexchange Private Line Service (Continued)

S15.2.1 Local Private Line Service (Continued)

(A) Regulations (Continued)

(1) Scope of Service (Continued)

(c) The minimum contract period for local private line telephone service is one month.

(d) It is expressly declared that fully metallic facilities are in continually decreasing supply, and the Company is not obligated to continue to make such facilities available or to furnish to existing customers fully metallic facilities.

(2) Allowance for Interruptions

No allowance is made for interruptions of less than twenty-four (24) hours. For interruptions of twenty-four (24) hours or more, credit is allowed for the proportionate part of the monthly charge in multiples of one day for each twenty-four (24) hours or major fraction thereof, of interruption for the portion of the facilities rendered inoperative by reason of the interruption.

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S15. Private Line Service and Channels (Continued)

S15.2 Intraexchange Private Line Service (Continued)

S15.2.1 Local Private Line Service (Continued)

(B) Rates and Charges

(1) Channels

		Monthly <u>Rate</u>	<u>GSEC</u>
(a)	For the first mile or fraction thereof, airline measurement	\$17.10	PLNCH, PLCTL, PLMTR, PLALR, ADTALR
(b)	For each additional quarter mile or fraction thereof, airline measurement	4.30	PLNCHQ, PLCTLQ, PLMTRQ, ADTALRQ

Note: Where because of the characteristics of the customer's equipment or operation or at the request of the customer, it is necessary to provide two pairs of circuits, a charge for two local channels will apply.

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S15. Private Line Service and Channels (Continued)

S15.2 Intraexchange Private Line Service (Continued)

S15.2.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(2) Special Arrangements

(a) Special arrangements requested by the customer are furnished where feasible and if not detrimental to the service at rates and charges based on estimated costs. Where arrangements as covered elsewhere in this Product Guide may be used with local private line service without modification or change, the rates and charges for such arrangements are as specified in the other Product Guide sections.

(3) Non-recurring Charges

(a) For installation, move or change of each channel termination. Charges specified in Section S4 will apply.

(b) Transfer of Service and responsibility from one customer to another. Charges specified in Section S4 will apply.

Note: In conjunction with non-recurring charges shown above, each local private line channel is considered to have two terminations only, except that where different buildings are involved each building is considered to have one termination per building only.

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S15. Private Line Service and Channels (Continued)

S15.2 Intraexchange Private Line Service (Continued)

S15.2.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(4) Channel Conditioning Arrangement

(a) Type C1 - Description (For a two-point or multi-point channel)

The envelope delay distortion shall not exceed:

- Between 1000 and 2400 cps, a maximum difference of 1000 mcs.

The loss deviation with frequency (from 1000 cps reference) shall not exceed:

- Between 1000 and 2000 cps, -1dB to +3dB
- Between 300 and 2700 cps, -2dB to -6dB

(Note: + means more loss)

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S15. Private Line Service and Channels (Continued)

S15.2 Intraexchange Private Line Service (Continued)

S15.2.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(4) Channel Conditioning Arrangement (Continued)

(b) Type C2 - Description (For two-point or multi-point)

The envelope delay distortion shall not exceed:

- Between 1000 and 2600 cps, a maximum difference of 500 mcs.
- Between 600 and 2600 cps, a maximum difference of 1500 mcs.
- Between 500 and 2800 cps, a maximum difference of 3000 mcs.

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S15. Private Line Service and Channels (Continued)

S15.2 Intraexchange Private Line Service (Continued)

S15.2.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(4) Channel Conditioning Arrangement (Continued)

(b) Type C2 - Description (For two-point or multi-point)
(Continued)

The loss deviation with frequency (from 1000 cps reference) shall not exceed:

- Between 500 and 2800 cps, -1dB to +3dB
- Between 300 and 3000 cps, -2dB to +6dB

(Note: + means more loss)

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S15. Private Line Service and Channels (Continued)

S15.2 Intraexchange Private Line Service (Continued)

S15.2.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(4) Channel Conditioning Arrangement (Continued)

(c) Type D1 - For a two-point channel not arranged for switching.

Certain data transmission characteristics necessary for high performance data transmission cannot be assured on all facilities generally available for data transmission. However, Type 3002 voice grade two-point channels may be specially arranged to provide for the following technical parameters at the request of the customer:

Signal to C-Notched Noise Ratio 28db

Nonlinear Distortion:

(1) Signal to second order distortion 35db

(2) Signal to third order distortion 40db

When the channel equipped with this conditioning is utilized for voice communications, the Telephone Company does not undertake to represent that the channel will be suitable for such voice transmission.

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Citizens Telecommunications Company of Tennessee

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S15. Private Line Service and Channels (Continued)

S15.2 Intraexchange Private Line Service (Continued)

S15.2.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(4) Channel Conditioning Arrangement (Continued)

(d) When, at the request of the customer, a channel is conditioned in accordance with the specifications in (4) (a) (b) and (c) preceding, a channel conditioning charge applies to the first station only at each building except that two channel conditioning charges apply for a channel located within the same building, at the following charges:

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>GSEC</u>
Between buildings in the same exchange on a two-point or multi-point channel (not arranged for switching), or for a channel located within the same building			
Type C1, per termination	\$29.15	\$25.00	CHCDC1
Type C2, per termination	62.55	25.00	CHCDC2
Type D1, per termination	9.25	304.00	CHCDD1

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Citizens Telecommunications Company of Tennessee

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S15. Private Line Service and Channels (Continued)

S15.2 Intraexchange Private Line Service (Continued)

S15.2.2 Channels for Metering, Control, or Other Purposes Not Involving Telephonic Communications

Rates and charges are as specified for Local Private Line Service in Section S15.2.1 preceding.

S15.2.3 Channels for Program Transmission

(A) General

- (1) The service and channels provided under this section are not furnished for the commercial transmission of communications between exchanges nor for the use in competition with any service by the Telephone Company or its connecting companies.
- (2) Provision of all service described herein is subject to the availability of facilities and limitation in operating characteristics of the equipment.

(B) Rates

- (1) These services are furnished in accordance with the rates and regulation set forth in Citizens Telecommunications Company of Tennessee Tariff FCC No. 1.

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S15. Private Line Service and Channels (Continued)

S15.3 Channel Modification Charge

S15.3.1 General

(A) Channels requiring unloaded cable facilities will be furnished only where operating and facility conditions exist. In the event that only loaded facilities are available, the Company will, at the customer's request, unload the facilities at the charges shown in S15.3.2.

(B) Channel modifications (deloading) will only be made where the customer locations are within one central office serving area.

S15.3.2 Rates and Charges

(A) Channel Modification Charge (Deloading Cable)

- | | | |
|-----|--|-----------|
| (1) | Removal of Load Coils in Underground Cable, each location. | \$ 784.00 |
| (2) | Removal of Load Coils in Aerial or Buried Cable, each location. | 438.00 |
| (3) | Each additional Pair Modified at the same point and the same time as the first pair (Underground, aerial or buried) per point unloaded | 7.00 |

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S15. Private Line Service and Channels (Continued)

S15.3 Channel Modification Charge (Continued)

S15.3.2 Rates and Charges (Continued)

(B) Maintenance of Service Charge

Where a customer provides his own terminal equipment and the Company supplies the cable pair(s) to point, the following maintenance of service charges will apply.

	Non-recurring <u>Charge</u>
(1) First 30 minutes	\$60.00
(2) Each additional 30 minutes	32.00

The rates and Charges for the Private Line Channel apply as specified in S15.2.1.B, in addition to the Channel Modification Charge.

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S16. Emergency Reporting Service

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PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service

S16.1.1 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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.1 General (Continued)

- (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 specified in Section S16.1.5.
- (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.
- (H) Directory rules and regulations regarding 911 Service are covered in Section S6. of this Product Guide.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

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 Office 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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

Emergency Response Agency

For the purpose of this Product Guide, 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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

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.

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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

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.

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

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.

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

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.

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Citizens Telecommunications Company of Tennessee

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- S16. Emergency Reporting Service (Continued)
- S16.1 911 Emergency Telephone Service (Continued)
- S16.1.2 Definitions (Continued)

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 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 E911 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 S2., S3., and other applicable areas of this Product Guide.

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

- (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.
- (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). Selective routing is described in S16.1.5.F.
- (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.

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Citizens Telecommunications Company of Tennessee

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

- (l) 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 Product Guide, and in all applicable sections of any other tariff or product guide 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.

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

(I) (Continued)

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.

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 Product Guide.

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.

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

(l) (Continued)

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 call completion rate stated in S16.1.3. (M).(4) following, 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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

(l) (Continued)

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.

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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

- (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 forgoing, 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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

- (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.
 - (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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

(M) (Continued)

(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.

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

(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 Public Service Commission (PSC), upon application by the Company or the customer, shall resolve such conflict.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

- (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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.4 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 subscribers service location. This information shall be provided to the extent not otherwise prohibited by privacy-related laws, regulations or Product Guide 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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.4 Rules and Regulations Governing the provision of End User Data to E911 Customers (Continued)

(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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.4 Rules and Regulations Governing the provision of End User Data to E911 Customers (Continued)

(E) (Continued)

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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges

- (A) The Product Guide provisions in S16.1.5.F. 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 to S16.1.5.(F).(4) following in this Product Guide will be listed individually on the bill.
- (D) The ultimate responsibility for paying the sums due under the contract provisions in S16.1.5.(F).(4) is the customer.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

- (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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

(F) (Continued)

- (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 Product Guide based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.

- (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.

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Citizens Telecommunications Company of Tennessee

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

(F) (Continued)

(4) (Continued)

B911 (Basic 911 Service) (Continued)

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 Product Guide, Sections 3 and 4.

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.

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Citizens Telecommunications Company of Tennessee

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

(F) (Continued)

(4) (Continued)

Basic 911 Feature Package (Continued)

(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 Spill 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.

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Citizens Telecommunications Company of Tennessee

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

(F) (Continued)

(4) (Continued)

Enhanced 911 - ANI Service (Continued)

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.

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

(F) (Continued)

(4) (Continued)

Enhanced 911 - ANI Service (Continued)

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.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

(F) (Continued)

(4) (Continued)

Enhanced 911 - ANI Service (Continued)

(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 S16.1.5 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 intraexchange and/or interexchange dedicated facilities will apply; as specified in Section S15 of this Product Guide and Section 7 of the Citizens Intrastate Access Tariff.

PRODUCT GUIDE

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

(F) (Continued)

(4) (Continued)

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.

No such service charge shall be imposed upon more than one hundred (100) exchange access facilities per service user per location in compliance with Tennessee Code (7-86-108).

Rate/Charge for ILEC/CLEC Enhanced 911 Service

	<u>Monthly Rate</u>	<u>Non-recurring Charge</u>	<u>ASOC</u>
Per 1000 Access Lines	\$58.50	\$300.00	E911A E911N

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

(F) (Continued)

(4) (Continued)

Rate/Charge for Wireless or VOIP Enhanced 911 Service

This rate is per PSAP per Wireless or VOIP Carrier and includes the setup, programming, selective routing and software maintenance necessary for the E911 Tandem Office and connection to the Tandem Office PSAP trunks ⁽¹⁾ ⁽²⁾.

<u>Non-recurring Charges</u>	<u>Monthly Rate per Pseudo Code</u>	<u>ASOC</u>
\$1594.50	\$42.56 ⁽³⁾	E9SEL E9NRC

Note (1) Does not include the PSAP monthly circuit charge.

Note (2) Monthly circuit charges to Wireless or VOIP providers will also apply.

Note (3) Minimum of five (5) pseudo numbers per carrier

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S17. Personal Signalling Service

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S17.2	<u>Rates and Charges</u>	2

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Citizens Telecommunications Company of Tennessee

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S17. Personal Signalling Service (Continued)

S17.1 General

- (A) Personal signalling service allows a customer to be signalled by dialing a specific telephone number. A portable customer-provided signalling receiver carried by the customer is signalled when the telephone number is dialed and the customer is within the personal signalling service area.
- (B) Personal signalling service is available as a tone only paging service, or as a voice/tone paging service.
- (C) Personal Signalling Service is available in the Telephone Company exchange shown in S17.2.A below.

S17.2 Rates and Charges

(A) Personal Signalling Service Cookeville Exchange

		Monthly <u>Rate</u>	Installation <u>Charge</u>	S.O. <u>Code</u>
(1)	Tone Only Service	\$10.00	\$10.00	PSS
(2)	Voice/Tone Service one (1) required per paging number, each	13.00	---	PSSVT

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S18. Discontinued Service Offerings - Miscellaneous Service Arrangements

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S18.1 <u>Custom Calling Service</u>	2

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18. Discontinued Service Offerings - Miscellaneous Service Arrangements
(Continued)

S18.1 Custom Calling Service

(A) General

Not offered for new installations, moves or rearrangements on or after the effective date of this tariff. Refer to Section S11. for rules, regulations and definitions.

(B) Rates

Package Feature - two or more custom calling features on same line except that rates shown below apply only for package combinations not included in Section S11.4.3.B.

		<u>Monthly Rate</u>		
		<u>Residence</u>	<u>Business</u>	<u>GSEC</u>
(1)	Call Forwarding per line	\$1.50	3.00	CFRP CFBP
(2)	Call Waiting, per line	2.20	2.50	CWRP CWBP
(3)	Three-way Calling, per line	3.50	4.75	TWCRP TWCBP
(4)	Speed Calling 8, per line	1.70	2.25	SC8RP SC8BP
(5)	Speed Calling 30, per line	3.00	4.50	SC30RP SC30BP
(6)	Toll Denial, per line	4.25	4.25	TRRP TRBP

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S19. Basic Local Exchange Service - Price List

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	S19.1.1 Price List	2

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S19. Basic Local Exchange Service - Price List (Continued)

S19.1 Operator Assisted Local Calls

S19.1.1 Price List

(A) The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.

		Non-recurring Charge	
(1)	Station-to-Station customer dialed credit card local call, each	*	(C)
(2)	Station-to-Station operator assisted sent-paid, collect, third number, and non-customer-dialed credit card calls, each	*	(C)
(3)	Person-to-Person operator assisted local call, each	*	(C)

(B) See Section S3.6.1.1.D. for Operator Assisted Local Calls that are exempted from the service charge.

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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S20. Integrated Services Digital Network (ISDN)

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)*

(C)

S20.1.1 General

- (A) Integrated Services Digital Network (ISDN) Service is a new offering supported by the Integrated Services Digital Network (ISDN) architecture, ISDN described 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 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 Product Guide.
- (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.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

(C)

S20.1.1 General (Continued)

(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.

- (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.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

(C)

S20.1.1 General (Continued)

- (6) Closed User Groups - An arrangement that allows ISDN users to establish subnetworks 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.

- (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.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

(C)

S20.1.1 General (Continued)

(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.

S20.1.2 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.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

(C)

S20.1.2 Definitions (Continued)

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.

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.

S20.1.3 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.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

(C)

S20.1.3 Regulations (Continued)

- (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 4 of this Product Guide 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.
- (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 for 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.
- (H) Service Charges for ISDN - BRI are not applicable to residence and business customers during a sixty (60) day period after a central office conversion which makes ISDN - BRI available for the first time.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

(C)

S20.1.4 Optional Features

Customers are required to subscribed to ISDN - Individual Line Basic Rate Interface (BRI) before ordering these features. Calling/Called Number Delivery is provided with ISDN - BRI. Features are available to increase the capability of ISDN - BRI and may be subscribed to on an as needed basis. Availability of features are limited to where facilities permit and may be limited by central office type and switch capacity.

(A) Features for use with Electronic Key Telephone Service (EKTS)

This option provides a group of features that increase the user's voice terminal flexibility and offers the functionality of a key system to groups of users with EKTS equipment.

- (1) Multiple Call Appearances of a Directory Number - An arrangement that allows the user to have appearances of the directory number assigned to the customer provided set, providing the capability of multiple incoming or outgoing calls associated with that directory number. Multiple incoming calls to this directory number or secondary telephone number (if purchased) can be terminated to the telephone if one or more idle call appearances are available to accept the calls. In certain central offices, this arrangement may limit the use of the Shared Call Appearance feature.
- (2) Shared Call Appearances of a Directory Number - An arrangement that allows a directory number(s) from one customer-provided set to appear as a call appearance(s) on the customer-provided set(s) of other users. Bridging, which is an arrangement that allows the user to connect onto a currently active call, is included.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

(C)

S20.1.4 Optional Features (Continued)

(A) Features for use with EKTS (Continued)

- (3) Secondary Telephone Numbers - An arrangement that allows a customer-provided set to have access to an additional directory telephone number(s). The additional directory number(s), Secondary Telephone Number(s), may originate or receive calls independent of the customer provided set's primary directory telephone number.
- (4) Privacy Release - (Automatic Exclusion) - This is a privacy feature that allows a customer to specify, on an EKTS group basis, that no other user can bridge on to an existing call(s). On a call by call basis, this feature can be disabled to allow bridging to occur.
- (5) Manual Exclusion - (Privacy) - This is the opposite of Privacy Release. On a call by call basis the user can restrict other stations from picking up a call on hold or bridging onto an existing call that is active at that station.
- (6) ISDN Intercom Calling - Dial - This feature allows an EKTS user to call other terminals in the EKTS group with one or two-digit dialing.
- (7) ISDN Intercom Calling - Automatic - This feature allows an EKTS user to call another terminal in the EKTS group by activating a button on the EKTS set.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

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S20.1.4 Optional Features (Continued)

(B) Features for use with non-EKTS or EKTS CPE

This option provides a group of features that increase the user's voice terminal flexibility.

- (1) Call Forwarding - This feature allows the ISDN user to have the ability to forward all incoming calls to a user specified directory number.
- (2) Call Forwarding - Busy Line - This feature automatically routes calls to a preselected number when the called line is busy.
- (3) Call Forwarding - No Answer - This feature automatically routes calls to a preselected number when the called line does not answer in a preset ringing cycle.
- (4) Call Pickup - Allows a user to answer calls directed to another line in the same preset Call Pickup Group.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

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S20.1.4 Optional Features (Continued)

(B) Features for use with non-EKTS or EKTS CPE (Continued)

(5) Conference, Drop, Hold, Transfer -

- Conference - allows the user to add a third party to an existing conversation. This feature is for use with voice calls only.
- Drop - This central based feature allows the user to disconnect the last party added to a conference call.
- Hold - Allows the user to place a call on hold by pressing the function button. Any set with the call appearance for the call on hold can pick up the call by pressing the call appearance button.
- Transfer - This feature allows the user to transfer a call to another DN. This feature is for use with voice calls only.

This feature may require an additional call appearance or an additional DN.

(6) Six-Way Conference, Drop, Hold, Transfer - This feature has the same functionality as Conference, Drop, Hold, Transfer feature except that six-way conference is allowed.

(7) Multi-Line Hunting - This feature provides for a predefined search for an idle directory number to which a call can be completed. Directory numbers subscribing to hunting may not have multiple call appearances.

(8) Speed Calling - This feature allows each user to assign up to thirty (30) telephone numbers to a two-digit code for the purpose of enabling abbreviated dialing.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

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S20.1.4 Optional Features (Continued)

(B) Features for use with non-EKTS or EKTS CPE (Continued)

- (9) Audible Message Waiting Indicator - Provides the user of a message service with an indication that a message is waiting.
- (10) Additional Call Appearance - Primary Directory Number (PDN) or Directory Number (DN) - This feature allows the terminal to have more than one DN button assigned to the same DN or Primary Directory Number.
- (11) Call Tracing - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action.
- (12) Automatic Call Return - This allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature the customer receives an automated voice response message stating the number of the last party who called, and is given the option of returning the call. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed.
- (13) Selected Call Forwarding - An arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Selected Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

(C)

S20.1.4 Optional Features (Continued)

(B) Features for use with non-EKTS or EKTS CPE (Continued)

(14) Selective Call Rejection - Allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Block calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

(15) Automatic Busy Redial - An arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

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S20.1.5 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 4 of this Product Guide.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>GSEC</u>	
(1) ISDN Access Line		\$	\$	
(a) Business		-	55.00	ISDNALB
(b) Residence		-	(Note 1)	ISDNALR
(2) Channels Activated Circuit Switched Voice/Data "B" Channel				
(a) Business - per channel		-	16.25	ISDNBCB
(b) Residence		-	13.85	ISDNBCR
(3) Packet Switched Data "D" Channel IntraSwitch only				
(a) Business-per channel		-	12.00	ISDNCB
(b) Residence		-	(Note 2)	
 Optional Features		<u>Installation Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>
		\$		\$
A. Features for use with EKTS CPE				
(1) Multiple Call Appearances				
Second and subsequent appearances-each				
(a) Business-per line	2.00	ISDNMCABNRC	4.00	ISDNMCAB
(b) Residence-per line	1.00	ISDNMCARNRC	1.00	ISDNMCAR
(2) Shared Call Appearances				
Second and subsequent appearances-each				
(a) Business-per line	2.00	ISDNSCABNRC	4.00	ISDNSCAB
(b) Residence-per line	2.00	ISDNSCARNRC	1.50	ISDNSCAR

Note 1. Residential Flat Rate Service - As specified in Section 3.2.1 of this Product Guide.

Note 2. Residential Service includes two "B" Channels and one "D" Channel. The user can determine if the "B" channels are Voice, Data, or Voice/Data and may request the "D" Channel to be configured for Packet Switching.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

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S20.1.5 Rates and Charges (Continued)

<u>Optional Features</u> (Continued)		<u>Installation</u>		<u>Monthly</u>	
<u>Charge</u>		<u>GSEC</u>	<u>Rate</u>	<u>GSEC</u>	
A.		\$		\$	
	Features for use with EKTS CPE (Continued)				
(3)	Secondary Telephone Numbers-each				
	(a) Business-per line	2.00	ISDNSTNBNRC	4.00	ISDNSTNB
	(b) Residence-per line	1.00	ISDNSTNRNRC	1.50	ISDNSTNR
(4)	Privacy Release-per shared DN				
	(a) Business-per line	2.00	ISDNPRBNRC	.50	ISDNPRB
	(b) Residence-per line	1.00	ISDNPRRNRC	.25	ISDNPRR
(5)	Manual Exclusion-per shared DN				
	(a) Business-per line	2.00	ISDNMEBNRC	.50	ISDNMEB
	(b) Residence-per line	1.00	ISDNMERNRC	.25	ISDNMER
(6)	ISDN Intercom Calling-Dia -each member				
	(a) Business-per line	2.00	ISDNICDBNRC	3.00	ISDNICDB
	(b) Residence-per line	1.00	ISDNICDRNRC	1.50	ISDNICDR
(7)	ISDN Intercom Calling-Automatic -each member				
	(a) Business-per line	2.00	ISDNICABNRC	3.00	ISDNICAB
	(b) Residence-per line	1.00	ISDNICARNRC	1.50	ISDNICAR

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

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S20.1.5 Rates and Charges (Continued)

Optional Features (Continued)

	Installation Charge	GSEC	Monthly Rate	GSEC
	\$		\$	
B. Features for use with non-EKTS or EKTS CPE				
(1) Call Forwarding				
(a) Business-per user	-		-	CFB
(b) Residence-per user	-		-	CFR
(Rates as specified in S11.4.3 of this Product Guide)				
(2) Call Forwarding Busy Line				
(a) Business-per user	-		-	CFBFB
(b) Residence-per user	-		-	CFBFR
(Rates as specified in S11.4.3 of this Product Guide)				
(3) Call Forwarding No Answer				
(a) Business-per user	-		-	CFNAFB
(b) Residence-per user	-		-	CFNAFR
(Rates as specified in S11.4.3 of this Product Guide)				
(4) Call Pickup				
(a) Business-per group	2.00	ISDNCPGBNRC	4.00	ISDNCPGB
(b) Business-per member	2.00	ISDNCPMBNRC	2.00	ISDNCPMB
(c) Residence-per group	1.00	ISDNCPGRNRC	4.00	ISDNCPGR
(d) Residence-per member	1.00	ISDNCPMRNRC	2.00	ISDNCPMR
(5) Conference, Drop, Hold, Transfer*				
(1) Business-per user profile	2.00	ISDNC DHTBNRC	3.00	ISDNC DHTB
(2) Residence-per user profile	1.00	ISDNC DHTRNRC	2.00	ISDNC DHTR
(6) Six-Way Conference, Drop, Hold Transfer*				
(1) Business-per user profile	2.00	ISDNSCDHTBNRC	12.00	ISDNSCDHTB
(2) Residence-per user profile	1.00	ISDNSCDHTRNRC	12.00	ISDNSCDHTR

* Only one type of Conference, Drop, Hold, Transfer is allowed per user.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued) (C)

S20.1.5 Rates and Charges (Continued)

<u>Optional Features</u> (Continued)	<u>Installation</u>		<u>Monthly</u>	
<u>Charge</u>	<u>GSEC</u>	<u>Rate</u>	<u>GSEC</u>	
B. Features for use with non-EKTS or EKTS CPE (Continued)	\$		\$	
(7) Multi-Line Hunting				
(a) Business-per line	-		-	BRLM
(b) Residence-per line	-		-	RRLM
(Rates as specified in S3.7.2 of this Product Guide)				
(8) Speed Calling				
(a) Business-per user	-		-	SC30B
(b) Residence-per user	-		-	SC30R
(Rates as specified in S11.4.3 of this Product Guide)				
(9) Audible Message Waiting Indicator				
(a) Business-per line	-		-	MWI
(b) Residence-per line	-		-	MWI
(Rates as specified in S11.16.3 of this Product Guide)				
(10) Additional Call Appearance, PDN or DN				
(a) Business-per line	2.00	ISDNACABNRC	2.00	ISDNACAB
(b) Residence-per line	1.00	ISDNACARNRC	.75	ISDNACAR

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
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PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Individual Line Basic Rate Interface (BRI)* (Continued)

(C)

S20.1.5 Rates and Charges (Continued)

Optional Features (Continued)

	<u>Installation Charge</u> \$	<u>GSEC</u>	<u>Monthly Rate</u> \$	<u>GSEC</u>
B. Features for use with non-EKTS or EKTS CPE (Continued)				
(11) Call Tracing				
(a) Business-per line	-		-	CALLTRACEB
(b) Residence-per line	-		-	CALLTRACER
(Rates as specified in S11.4.4 of this Product Guide)				
(12) Automatic Call Return				
(a) Business-per line	-		-	AUTCLRETB
(b) Residence-per line	-		-	AUTCLRETR
(Rates as specified in S11.4.4 of this Product Guide)				
(13) Selective Call Forwarding				
(a) Business-per line	-		-	SPLCLFWDB
(b) Residence-per line	-		-	SPLCLFWDR
(Rates as specified in S11.4.4 of this Product Guide)				
(14) Selective Call Rejection				
(a) Business-per line	-		-	CALLBLOCKB
(b) Residence-per line	-		-	CALLBLOCKR
(Rates as specified in S11.4.4 of this Product Guide)				
(15) Automatic Busy Redial				
(a) Business-per line	-		-	AUTBSYRDB
(b) Residence-per line	-		-	AUTBSYRDR
(Rates as specified in S11.4.4 of this Product Guide)				

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI)

S20.2.1 General

- (A) Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Service is an intraLATA group of offerings supported by the ISDN architecture.
- (B) ISDN-PRI Service provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three (23) 64Kbps "B" Channels and one (1) 64Kbps "D" Channel. Options are available for plus or minus twenty-three (23) "B" Channels. These channels may be used to connect the customer's CPE to the Public Circuit Switched Network (i.e., outward, inward, and two-way trunks, and WATS/800 Service access lines).
- (C) Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.
- (D) Unless specified, the regulations for ISDN-PRI service apply in addition to the regulations set forth in Section 2 of this Product Guide.
- (E) Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Service is provided with a LATA from central offices where appropriate ISDN facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special construction charges may apply as specified in Section 5 of this Product Guide.

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.2 Regulations

- (A) Customer Premises Equipment (CPE) that is compatible with ISDN-PRI Service is the responsibility of the customer for provisioning.
- (B) Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
- (C) Suspension of service is not allowed.
- (D) Service Order Charges specified in Section 4 of this Product Guide apply.
- (E) Minimum subscription period for which month-to-month Primary Rate Access Services are furnished and for which charges apply is one month.
- (F) Verification and Emergency Interrupt service is not available for ISDN-PRI Service.
- (G) Telephone numbers transmitted via the Optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI Service Subscriber. Resale of this information is prohibited by this Product Guide.
- (H) Local exchange services utilizing ISDN-PRI Service are only available with the Voice Network Access Service.

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.2 Regulations (Continued)

(I) WATS/800 Services utilizing ISDN-PRI Service are available in Section 14 of this Product Guide.

(J) Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single "D" Channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN-PRI Service arrangement with twenty-three (23) Channels and one (1) "D" Channel. Additional ISDN-PRI Services arrangements are ordered with twenty-four (24) "B" Channels at rates and charges provided in Section 21.2.6. The "D" Channel activated on the initial arrangement serves the additional ISDN-PRI arrangements. If a customer desires, he may also request a back-up "D" Channel with the NFAS option (NB+2D). It is recommended that "D" Channels be provisioned in separate ISDN-PRI Service arrangements.

(K) Exemption for 911 Non-Voice Lines

- a. The Company will apply the appropriate 911 Fee to each of twenty-three (23) channels of ISDN-PRI installed unless a 911 Non-Voice Lines Certificate of Exemption is provided.
- b. If a Certificate of Exemption is not received prior to installation of ISDN-PRI, the 911 Fee will be applied. Exempt status will become effective on the "effective date of change" on the certification.
- c. The exemption certification process will be explained to the customer ordering ISDN-PRI service. However, it is the customer's responsibility to request the exemption certificate, have it signed by an authorized representative and indicate the number of channels that will be used for non-voice purposes only.

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.2 Regulations (Continued)

(K) Exemption for 911 Non-Voice Lines (Continued)

d. If any exemption claimed on this certificate is found to be false, Customer agrees to indemnify Frontier for any 911 charge, interest and penalties including all legal and collection fees or any other costs that may be assessed against Frontier or Customer by any authority or jurisdiction for which this exemption has been claimed by Customer.

e. The customer must notify the Company in writing within 30 days of an exempted ISDN-PRI service change or re-termination such that the 911 fee exemption is no longer applicable.

(L) Crediting the 911 Fee

The Company will cease billing the 911 Surcharge when certification is received as stated in S20.2.2 (K) b. preceding. No retroactive refunds will be provided.

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.3 Definitions

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

“D” Channel - A 64Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64Kbps Clear Channel Capability (CCC) - A “B” Channel connection that provides end-to-end digital connection in which all 64Kbps of bandwidth are available for customer use.

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.4 Application of Rates

- (A) ISDN-PRI Service Primary Rate Access Lines furnished between a serving central office and the customer designated premises will be charged at rates per each Primary Rate Access Line.
- (B) Interoffice channels furnished between central offices will be charged at three rates, a fixed rate, a rate based on airline miles between the two central offices, and clear channel capability.
- (C) Non-recurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing DS1 Service to an ISDN-PRI Service.
- (D) ISDN-PRI Primary Rate Access Lines rates, including interoffice channels if applicable, apply in addition to Primary Rate Interface and Primary Rate Channel charges.

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.5 Service Components

(A) The customer may choose any number of channels up to twenty-three (23) (twenty-four [24] with NFAS described below) per Primary Rate Access (facility) to be active with a corresponding number of services (i.e. inward/outward trunks, WATS Lines, 800 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.

(B) The components for ISDN-PRI Service will be as follows:

- Primary Rate Access Line
- Primary Rate Interface
- Primary Rate Channels
- Call-by-Call/Integrated Service Access Feature Capability
- Voice Network Access

1. Primary Rate Access Line - will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop support Clear Channel Capability.
2. Interoffice Channels - will provide for the transmission facilities between Company serving central offices within a LATA.
3. Primary Rate Interface - provides the multiplexing to support up to twenty-three (23) "B" Channels at 64Kbps and one (1) "D" Channel for signaling also at 64Kbps. When Non-Facility Associated Signaling (NFAS) is ordered, the Primary Rate Interface can provide up to twenty-four (24) "B" Channels at 64Kbps.

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.5 Service Components (Continued)

(B) (Continued)

4. Primary Rate Channels - will provide a flat rated channel that will allow either voice or data transmission up to 64Kbps.
 - a. Monthly charges for voice channels will include the Primary Rate Channel and the Voice Network Access rates found in Section 20.2.6 of this Product Guide.
 - b. Voice calls may be completed to both ISDN and non-ISDN lines.
 - c. Data Transmission on the "B" Channel will be circuit switched at 64Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56Kbps.
 - d. The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800 Service. The subscription to these services is in addition to the charges for ISDN-PRI Service.
5. Call-by-Call/Integrated Service Access Feature Capability - This feature will allow the customer to dynamically allocate the use of channels for ISDN-PRI Service. The customer may also choose to subscribe to more services than channels and dynamically change the services in use.

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.5 Service Components (Continued)

- (C) Incoming Call Identification - This optional feature provides the customer with the telephone number of the calling party. Incoming call identification is provided via the "D" Channel associated with incoming calls on a "B" Channel(s) to a PBX.
- (D) Network Ring Again - This optional feature enables the customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply.

PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.6 Rates and Charges

(A) All usual and applicable Service Connection Charges and Non-recurring Charges as specified in the Section 4, apply to the activation, move, or change of channel equivalents within ISDN-PRI Service packages as well as for installation of the basic system. Suspension of service is not permitted with ISDN-PRI Service.

Direct Inward Dialing Trunk Charges in Section 11 do not apply.

(B) ISDN-PRI Primary Rate Access Line

1. Primary Rate Access Line Service Termination is furnished between a service central office and the customer's designated premises.

	<i>Non-Recurring Charge</i>	<i>Monthly Rate ⁽²⁾</i>	<i>S&E</i>
Per Facility	\$105.00	\$175.24 (I)	IPRL IPRLS

2. Primary Rate Access Line Interoffice Channels are furnished between serving central offices. Three rates apply: a channel mileage termination fixed rate, channel mileage per mile rate, and a clear channel capability rate. Channel mileage per mile rates are based on airline distance.

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
Fixed Rate	-	Note 1
Each Airline mile	-	Note 1
Clear Channel Capability	-	Note 1

Note 1 – Refer to Schedule Tennessee-Access Service - Section 20.1.5, for rates.

Note 2 – Refer to Citizens FCC1 Tariff Section 20.1 for additional charges that apply.

PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.6 Rates and Charges (Continued)

(C) ISDN-PRI Services will be available in combinations of Primary Rate Channels according to the limits of the Company central office type.

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>	<u>S&E</u>
Primary Rate Interface, each*	\$340.00	\$595.13 (I)	IPRIN IPRI
Primary Rate Channels, each	7.00	11.58 (I)	IPRCN IPRC
Call-by-Call/ Integrated Service Access Feature Selection, Per Facility Group	125.00	15.00	ICNCN ICBC
Voice Network Access, Per Channel** 1		38.81 (I)	IPRVA

* See Optional Payment Plan for Discount Rates

** Rate applies to each voice activated Primary Rate Channel.

Note 1Voice Network Access MRC is waived for E911 Agencies requesting ISDN-PRI Service.

PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.6 Rates and Charges (Continued)

(D) Optional Features

1. Incoming Call Identification, Per Incoming or Two-Way Service	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>	<u>S&E</u>
(a) 1-8 Services, each	-	\$25.00	ICID8
(b) 9-15 Services, each	-	20.00	IC15
(c) 16 or more Services, each	-	15.00	IC16
2. Network Ring Again Per Primary Rate Interface, each*	-	30.00	IPRNR

* Certain equipment restrictions apply.

(1) Optional Payment Plan

<u>Monthly Rate</u>	<u>3 year</u>	<u>5 years</u>	<u>S&E</u>
Per Primary Rate Interface, Per Month	\$324.00	\$288.00	IPRD3 IPRD5

* Certain equipment restrictions apply.

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.6 Rates and Charges (Continued)

(E) Move Charge

A move charge, per ISDN-PRI Primary Rate Access Line, applies for each Primary Rate Access Line moved to a new location in the same building. This move charge is equal to the sum of the Primary Rate Access Line Non-recurring Charge, Service Change Charge and Premises Visit Charge specified in (F) following.

(F) Service Connection Charges

1. Service Establishment Charges are applicable for each ISDN-PRI Primary Rate Access Line ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
2. Service Change Charges are applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing Primary Rate Access Line. A Service Change Charge is applicable for each Primary Rate Access Line associated with the customer request (in lieu of a Service Establishment Charge).
3. Premises Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.6 Rates and Charges (Continued)

(F) Service Connection Charges (Continued)

4. Charges for ISDN-PRI Service

		<u>Non-Recurring Charge</u>	<u>S&E</u>
(a)	Service Establishment Charge (1) Per ISDN-PRI Service	\$575.00	IPRSE
(b)	Service Change Charge Per Primary Rate Access Line (1) For termination change at the same premises, physical, each	\$350.00	IPRSC
(c)	Premises Visit Charge Per Primary Rate Access Line (1) Premises Visit Charge, per visit	Note 1	

Note 1 Refer to Section 4.3(B) for current rates.

PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.6 Rates and Charges (Continued) ⁽¹⁾ ⁽²⁾

(G) Term Plans

Term contracts include the following ISDN-PRI Service Components, all other rates and charges of this Product Guide are applicable.

- Primary Rate Access Line S20.2.6 (B)
- Primary Rate Interface S20.2.6 (C)
- Primary Rate Channels S20.2.6 (C)
- Voice Network Access (23 channels) S20.2.6 (C)

<u>Contract Period</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
One Year	\$ 740.79	
Two Years	672.79	
Three Years	642.94	

Note (1) Refer to Citizens Telecommunications FCC No. 1 Section 20 for additional charges.

Note (2) Refer to Section 20.2.2 of this Product Guide for requirements concerning "Exemption for 911 Non-Voice Lines".

PRODUCT GUIDE

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.2 ISDN - Primary Rate Interface (PRI) (Continued)

S20.2.6 Rates and Charges (Continued) ⁽¹⁾ ⁽²⁾

(H) Bundled Terms – Rates and Charges

<u>2-Year Term</u> ¹	<u>Monthly Rate</u>	
ISDN-PRI Bundle	\$1,297.92	(l)
ISDN-PRI Bundle with 20 DID Numbers	\$1,312.92	
ISDN-PRI Bundle with 50 DID Numbers	\$1,317.92	
ISDN-PRI Bundle with 100 DID Numbers	\$1,322.92	
<u>3-Year Term</u> ¹		
ISDN-PRI Bundle	\$1,066.47	
ISDN-PRI Bundle with 20 DID Numbers	\$1,081.47	
ISDN-PRI Bundle with 50 DID Numbers	\$1,086.47	
ISDN-PRI Bundle with 100 DID Numbers	\$1,091.47	
<u>5-Year Term</u> ¹		
ISDN-PRI Bundle	\$950.75	
ISDN-PRI Bundle with 20 DID Numbers	\$965.75	
ISDN-PRI Bundle with 50 DID Numbers	\$970.75	
ISDN-PRI Bundle with 100 DID Numbers	\$975.75	(l)

1 Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

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S21. Switched Data Services

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PRODUCT GUIDE

S21. Switched Data Services

S21.1 Switched Data Line Services

S21.1.1 General

Switched Data Services provide a customer with the ability to use the switched network to send and receive data using digital transmission rather than analog transmission. Switched Data Services are provided using access arrangements that interface with the customer on a digital basis. Access varies by type of physical interface (2-wire versus 4-wire), transmission speed (low speed or high speed), and data protocol.

S21.1.2 Definitions

Access Arrangements Definitions

(A) Single Line Data Access

Single Line Data Access provides a 2-wire access line with speeds up to 64 kilobits per second (Kbps). This arrangement utilizes Time Compression Multiplexing and Northern Telecom's T-Link Rate Adaption protocol.

Single Line Data Access may provide either low speed asynchronous or high speed synchronous transmission depending on the type of data unit at the customer's premises. If a low speed data unit is used, this arrangement provides full duplex asynchronous data transmission at speeds from 110bps to 19.2Kbps.

PRODUCT GUIDE

S21. Switched Data Services (Continued)

S21.1 Switched Data Line Services (Continued)

S21.1.2 Definitions (Continued)

Access Arrangements Definitions (Continued)

(A) Single Line Data Access (Continued)

If a high speed data unit is used, this arrangement provides full duplex synchronous data transmission at speeds from 1.2Kbps to 64Kbps. The maximum speed is 56Kbps unless the call is intraswitch. Single Line Data Access must terminate in a data unit(s) at the customer's premises. This unit(s) provides the interface between the Telephone Company's transmission facilities and the customer data equipment.

The customer premises data units must be compatible with the Telephone Company's central office facilities, and in compliance with BELLCORE's Technical Reference TR-EOP-000277.

(B) Single Line Loop Extension

Single Line Loop Extension regenerates the digital signal when the location of the customer's premises is beyond the normal loss limits (31 db). Additional loop extension charges will apply for this service.

PRODUCT GUIDE

S21. Switched Data Services (Continued)

S21.1 Switched Data Line Services (Continued)

S21.1.2 Definitions (Continued)

Access Arrangements Definitions (Continued)

(C) Dual Line Data Access

Dual Line Data Access provides a 4-wire access line at either 56Kbps or 64Kbps. This arrangement provides Digital Signal Level "Zero" (DS-0) channel derived from a DS-1 (1.544Mbps channel). Dual Line Data Access speed may be limited to 56Kbps unless the call is intraswitch.

Dual Line Data Access must terminate in a data unit(s) located between the customer's premises and the Telephone Company's facilities. This unit(s) provides the interface between the customer's data equipment and the Telephone Company. If the customer's premises is beyond the normal loss limits (45 db), loop extension is not available.

(D) Originating Calls

All originating calls from Single Line Data Access or Dual Line Data Access will be charged on a minutes-of-use basis. Such charges are in addition to all other applicable local or long distance charges, as appropriate.

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Citizens Telecommunications Company of Tennessee

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S21. Switched Data Services (Continued)

S21.1 Switched Data Line Services (Continued)

S21.1.3 Regulations

- (A) Interoffice Facility - Access Arrangements for Switched Data Line Services will only be furnished from equipped digital central offices. This service will be provided on an interoffice basis in central office areas when the normal serving office is not equipped. Interoffice mileage rates and charges will apply as set forth in Section S9.2.2 of this Product Guide.

- (B) Transparent interwork - Switched Data Line Services will interwork transparently with most other pure digital services; but, will not interwork directly with analog data transmission via a modem.

- (C) Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Telephone Company. CPE provided by the Telephone Company must have common equipment items placed at a convenient, safe location on the customer's premises. The customer must provide floor or frame space and any power source required such as 60Hz AC power source as specified in Section S2.3.7 of this Product Guide.

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S21. Switched Data Services (Continued)

S21.1 Switched Data Line Services (Continued)

S21.1.3 Regulations (Continued)

- (D) Maintenance of Service Charges, as set forth in Section S4.7 of this Product Guide apply for visits by the Telephone Company to a customer's premises if a service difficulty results from customer provided facilities or equipment.
- (E) Service Interruption - provisions concerning allowances for interruptions in service are set forth in Section S2.4.4 of this Product Guide.
- (F) All rates and charges set forth in this schedule apply only if suitable facilities are available. If Special Construction is required, the Construction Charges set forth in Section S5.1.6 of this Product Guide apply.

PRODUCT GUIDE

S21. Switched Data Services (Continued)

S21.1 Switched Data Line Services (Continued)

S21.1.4 Optional Features

- (A) Data Individual Speed Call Short List - permits up to eight (8) stored numbers. Short list is only available with the Single Line Data Access where facilities permit.

- (B) Data Call Forwarding (all/busy/no answer) - permits incoming calls to be automatically forwarded to a predetermined number. A customer may have the option of either having all calls forwarded; all calls forwarded according to a busy condition; or all calls forwarded according to a no answer condition. Data Call Forwarding is only available with the Single Line Data Access where facilities permit.

- (C) Data Last Number Redial - permits redialing the last number by depressing a single key. Data Last Number Redial is only available with the Single Line Data Access where facilities permit.

- (D) Data Toll Restriction - permits the blocking of toll calling over Switched Data Lines. Toll denied calls are routed to a tone. Data Toll Restriction is only available with Single Line Data Access where facilities permit.

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S21. Switched Data Services (Continued)

S21.1 Switched Data Line Services (Continued)

S21.1.4 Optional Features (Continued)

- (E) Data Multiline Hunting - provides a means of searching a group of lines to find an idle line for call completion. Hunting usually begins at the pilot directory number (DN) assigned to the group and ends at the last line in the group. When circular hunting is available, each line in the group can be assigned a DN and hunting will begin at the called DN and hunts all lines until returning to the starting DN. Hunting is only available with Single Line Data Access where facilities permit.

S21.1.5 Other Optional Features

Data Direct Connect - Data Direct Connect provides an automatic connection to a far-end directory number (up to eleven (11) digits) whenever a Switched Data line goes off hook. Data Direct Connect is only available with Single Line Data Access where facilities permit. This feature is not compatible with any other features.

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S21. Switched Data Services (Continued)

S21.1 Switched Data Line Services (Continued)

S21.1.6 Rates and Charges

The following monthly rates and charges are in addition to the rates and charges for any other applicable services to furnish a communications system as referenced in Section 4 of this Product Guide.

	<u>Installation Charge</u> \$	<u>GSEC</u>	<u>Monthly Rate</u> \$	<u>GSEC</u>
(A) Single Line Data Access				
• Low Speed Residence	50.00	SDS2WLSRNRC	19.00	SDS2WLSR
• Low Speed Business	50.00	SDS2WHSBNRC	34.95	SDS2WLSB
• High Speed Residence	50.00	SDS2WHSRNRC	21.00	SDS2WHSR
• High Speed Business	50.00	SDS2WHSBNRC	44.95	SDS2WHSB
(B) Single Loop Extension				
• Residence	160.00	SDS2WLERNRC	29.95	SDS2WLER
• Business	160.00	SDS4WLEBNRC	29.95	SDS2WLEB
(C) Dual Line Data Access				
• Residence	50.00	SDS4WRNRC	49.95	SDS4WR
• Business	50.00	SDS4WBNRC	49.95	SDS4WB
(D) Originating Calls, Per each minute of use			<u>MOU</u>	
• Residence			\$.06	SDS2WLER
• Business			\$.06	SDS2WLEB

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S21. Switched Data Services (Continued)

S21.1 Switched Data Line Services (Continued)

S21.1.6 Rates and Charges (Continued)

The following monthly rates and charges are in addition to the rates and charges for any other applicable services to furnish a communications system as referenced in Section 4 of this Product Guide.

	Monthly Rate \$	<u>GSEC</u>
(E) Optional Features		
(a) Data Speed Call - Short List		
• Residence	2.20	SDSSCR
• Business	2.20	SDSSCB
(b) Data Call Forwarding		
• Residence	2.00	SDSSFR
• Business	2.00	SDSSFB
(c) Data Last Number Redial		
• Residence	3.25	SDSLNRR
• Business	3.25	SDSLNRB
(d) Data Toll Restriction		
• Residence	2.75	SDSTRR
• Business	2.75	SDSTRB
(e) Data Multiline Hunting		
• Residence	5.00	SDSMLHR
• Business	5.00	SDSMLHB
Optional Features Package		
• Residence	9.95	SDSFPR
• Business	9.95	SDSFPB
(F) Other Optional Features		
Data Direct Connect		
• Residence	5.00	SDSDCR
• Business	5.00	SDSDCB
(Not compatible with any other features)		

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S21. Switched Data Services (Continued)

S21.1 Switched Data Line Services (Continued)

S21.1.6 Rates and Charges (Continued)

- (G) End User charges, per access line, as specified in the End User Access Service, Section 4.8.4(A) or 4.8.4(B) of Citizens Tariff FCC No. 1 will also apply to Switched Data Line Services.
- (H) For Pre-subscription of an Interexchange Carrier, the rates and charges as set forth in Section 9.3.3 of Citizens Tariff FCC No. 1 will apply to Switched Data Services.
- (I) A directory listing for Switched Data Line Services will be provided upon request in accordance with Section S6.1E of this Product Guide.

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S22. DIGITAL CHANNEL SERVICE

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Direct Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 10XXX dialing to complete calls that require interexchange carrier transport.

S22.1. Types of Digital Channel Service**a. Direct Inward Dialing Only**

One-way digital transport facility that allows for an outside caller to call an internal extension without having to pass through an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Product Guide.

b. Direct Outward Dialing Only

One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

S22. DIGITAL CHANNEL SERVICE (Continued)

S22.1. Types of Digital Channel Service (Continued)

c. Two-Way

Two-way digital transport facility that allows for both incoming and outgoing calls without the aid of an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Product Guide.

S22.2. Terms and Conditions

a. Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

b. Use of Service

Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

c. Service Provision Location

Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

d. Service from a Foreign Central Office

Interoffice (1.5 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

e. Central Office Designation Change

A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

PRODUCT GUIDE

S22. DIGITAL CHANNEL SERVICE (Continued)

S22.2. Terms and Conditions (Continued)

f. Minimum Block of Subscriber Numbers

Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

g. Unused DID Numbers

The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

h. Optional 3 Year Plan

An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3 year plan.

i. Minimum Subscriber Period

The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month and if the three year plan is selected then the balance of charges for the remainder of the 3 year period apply.

j. Temporary Suspension of Service

Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.

S22. DIGITAL CHANNEL SERVICE (Continued)

(N)

S22.2. Terms and Conditions (Continued)

(k) Exemption for 911 Non-Voice Lines

- a. The Company will apply the appropriate E911 Fee to each channel of Digital Channel Service (DCS) installed unless a 911 Non-Voice Lines Certificate of Exemption is provided.
- b. If a Certificate of Exemption is not received prior to installation of DCS, the 911 Fee will be applied. Exempt status will become effective on the “effective date of change” on the certification.
- c. The exemption certification process will be explained to the customer ordering DCS service. However, it is the customer’s responsibility to request the exemption certificate, have it signed by an authorized representative and indicate the number of channels that will be used for non-voice purposes only.
- d. If any exemption claimed on this certificate is found to be false, Customer agrees to indemnify Frontier for any 911 charge, interest and penalties including all legal and collection fees or any other costs that may be assessed against Frontier or Customer by any authority or jurisdiction for which this exemption has been claimed by Customer.
- e. The customer must notify the Company in writing within 30 days of an exempted DCS service change or re-termination such that the 911 fee exemption is no longer applicable.

(l) Crediting the 911 Fee

The Company will cease billing the 911 Surcharge when certification is received as stated in S22.2 (k) b preceding. No retroactive refunds will be provided.

(N)

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S22. DIGITAL CHANNEL SERVICE (Continued)

S22.3. Rates and Charges

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Non-recurring Charge*</u>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$175.00	\$690.00	\$650.00
Digital Transport Facility	\$725.00	\$160.00	\$150.00
DS1 (1.544 Megabit/Sec)	See CTC of Tennessee Access Service Tariff Section 20.1.5	See CTC of Tennessee Access Service Tariff Section 20.1.5	
Direct Inward Dialing Numbers	See Section 11.6	See Section 11.6	See Section 11.6
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

*Service Charges outlined in Section 4 also apply.

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#This bundles was previously called Frontier Digital Phone Essentials

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S23. Citizens Bundled Services (Continued)

S23.1 Citizens Select

General

(A) Citizens Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

(B) Citizens Select

Customer subscribing to this plan may select seven (7) features from the following list:

- Call Forward
- Call Forward Busy Line
- Call Forward Busy/No Answer
- Call Forward of a Call Waiting Call
- Call Forward of a Call Waiting Call/No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number⁽¹⁾
- Caller ID w/Name⁽¹⁾
- Distinctive Ring
- Speed Call 8
- Three Way Calling
- *69 (Auto Call Return)
- *66 (Auto Redial)

(D)

(N)

Note 1: May select only one Caller ID feature.

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S23. Citizens Bundled Services (Continued)

S23.1 Citizens Select (Continued)

General (Continued)

(C) Citizens Select Plus

Customers subscribing to this plan may select sixteen (16) of the following services/features. (C)

•Anonymous Call Rejection (D)

•Call Forward

•Call Forward Busy Line

•Call Forward Busy/No Answer

•Call Forward of a Call Waiting Call

•Call Forward of a Call Waiting Call/No Answer

•Call Trace

•Call Waiting/Cancel Call Waiting

•Call Waiting ID (N)

•Caller ID w/Number⁽¹⁾

•Caller ID w/Name⁽¹⁾

•Data Interruption Protection (NDC)

•Distinctive Ring

•Selective Call Acceptance

•Selective Call Rejection

•Speed Call 8⁽²⁾

•Speed Call 30⁽²⁾

•Three Way Calling

•Toll Denial

•VIP Alert

•Voice Messaging Consumer Basic

•*69 (Auto Call Return)

•*66 (Auto Redial)

Note 1: May select only one Caller ID feature.

Note 2: May select only one Speed Call feature.

Continued

GENERAL CUSTOMER SERVICES TARIFF

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S23. Citizens Bundled Services (Continued)

S23.1 Citizens Select (Continued)

General (Continued)

(D) All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.

Rates and Charges

(A) Where a Citizens Select plan is provided at the time of initial installation of a new or additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 4 of this Tariff.

(B) Service Charges are not applicable when a Citizens Select plan is provided at the same time as the residence individual flat rate line service is established.

(C) Service Charges as specified in Section 4 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.

(D) Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in S23.1 (B)(C), preceding unless specifically allowed by the terms and conditions of the promotion.

(E) Rates do not include Local Number Portability (LNP) or Subscriber Line Charges (SLC).

(N)
(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

S23.1 Citizens Select (Continued)

Rates and Charges (Continued)

(F) Citizens Select plans are provided at the following rates.

	<u>MONTHLY RATE</u>
Citizens Select	
•Per individual flat rate residence line – Includes choice of 7 services/features as specified in S23.1 (B), preceding.	\$25.95 (I)
Citizens Select Plus	
•Per individual flat rate residence line –Includes choice of 16 services/features as specified in S23.1 (C), preceding.	\$30.95 (I)
Citizens Select with Touch Call⁽¹⁾	
•Per individual flat rate residence line – Includes choice of 7 services/features as specified in S23.1 (B), preceding.	\$16.50 (I)
Citizens Select Plus with Touch Call⁽¹⁾	
•Per individual flat rate residence line –Includes choice of 16 services/features as specified in S23.1 (C), preceding.	\$17.00 (I)

Note 1: Available only in the McMinnville and Sparta Exchanges.

Continued

GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

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S23. Citizens Bundled Services

S23.2 Citizens Business Bundle

General

(A) Citizens Business Bundle plans provide a flat rate for services/features as listed in the specific plans. Business customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

(B) Business Bundle

Customer subscribing to this plan may select five (5) features from the following list:

- Anonymous Call Rejection
- Automatic Call Return
- Automatic Busy Redial
- Call Forward
- Call Forward Busy Line
- Call Forward Busy/No Answer
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting/ID
- Caller ID w/Number⁽¹⁾
- Caller ID w/Name⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Forwarding
- Selective Call Rejection
- Speed Call 8⁽²⁾
- Speed Call 30⁽²⁾
- Three Way Calling
- VIP Alert
- Voice Messaging Consumer Basic

Note 1: May select only one Caller ID feature.

Note 2: May select only one Speed Call feature.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

S23.2 Citizens Business Bundle (Continued)

General (Continued)

- (C) All rules, regulations and limitations as specified elsewhere in this Tariff (T) for the respective services/features requested in any Citizens Business Bundle package shall apply.

Rates and Charges

- (A) The Company reserves the right to waive the Service Order - Subsequent Nonrecurring Charge as specified in Section 4 for a period of ninety (90) days from the time the Business Bundle is available in the servicing wire center. The waiver applies to the initial request for a Business Bundle package in association with an existing, additional or move from one location to another for a business access line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Business Bundle package.
- (B) Service Charges are not applicable when a Business Bundle package is provided at the same time as the initial installation of a business line.
- (C) Service Charges as specified in Section 4 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Business Bundle package.
- (D) Existing Business Bundle customers cannot take advantage of promotions for any of the services/features specified in S23.2 (B), (T) preceding unless specifically allowed by the terms and conditions of the promotion.
- (E) Rates do not include Local Number Portability (LNP) or Subscriber Line Charges (SLC).

Continued

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S23. Citizens Bundled Services (Continued)

S23.2 Citizens Business Bundle (Continued)

Rates and Charges (Continued)

(F) Business Bundle packages are provided at the following rates: (T)

**MONTHLY
RATE**

Business Bundle

•Per individual business access line line – Includes choice of 5 services/features as specified in S23.2 (B), preceding.	\$19.95
--	---------

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

S23.3 Citizens Residence Bundle

General

- (A) Citizens Residence plan provide a flat rate residential access line and services/features as listed in the specific plan. Residential customers subscribing to the following package is entitled to unlimited use of the services/features.
- (B) All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features shall apply.

Rates and Charges

- (A) Where a Citizens Residence Bundle plan is provided at the time of initial installation of a new or additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 4 of this Tariff.
- (B) Service Charges are not applicable when a Citizens Residence plan is provided at the same time as the residence individual flat rate line service is established.
- (C) Rates do not include Local Number Portability (LNP) or Subscriber Line Charges (SLC).
- (D) Citizens Residence Bundle plan is provided at the following rate.

**MONTHLY
RATE**

Residence Bundle⁽¹⁾

- Per individual residential access line
line – Includes Caller ID N&N, Call Waiting,
Call Waiting/Caller ID and Touch Call. \$19.50 (I)

Note 1: Available only in the McMinnville and Sparta Exchanges.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

S23.4 Frontier Feature5 PackSM

General

- (A) Frontier Feature5 PackSM Package contains two constant features plus three additional features as listed in the package. Business customers subscribing to the package are entitled to unlimited use of the selected features.
- (B) The Frontier Feature5 PackSM Package will be comprised of the following two constant features:
- Caller ID Name and Number
 - Call Forward (sub set options)
 - Call Forward Variable
 - Call Forward Busy
 - Call Forward No Answer
 - Call Forward Fixed
- (C) In addition to the two constant features, customers subscribing to this package will also be able to select three (3) other options from the following list:
- Call Waiting
 - *66 Busy Redial
 - *69 Call Return
 - 3 Way Conference Calling
 - Call Waiting with Caller ID
 - Speed Call 8
 - Call Transfer
- (D) Optional Frontier Feature5 PackSM Voice Messaging (where technically available in the service wire center).
- Frontier Feature5 PackSM Voice Messaging Package includes the two constant features and three additional options as listed above and Enhanced Voice Messaging. Stutter Dial Tone and Message Wait Light Indicator will also be provided at no charge with this Voice Messaging option.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

S23.4 Frontier Feature5 PackSM (Continued)

General (Continued)

- (E) All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in any Frontier Feature5 PackSM package shall apply.

Rates and Charges

- (A) Existing Frontier Feature5 PackSM customers cannot take advantage of promotions for any of the services/features specified in S23.3 (B)(C)(D), preceding unless specifically allowed by the terms and conditions of the promotion.
- (B) Frontier Feature5 PackSM Package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Feature5 PackSM Package	
<ul style="list-style-type: none">Per individual business line - Includes two constants and 3 additional features as specified in S23.4 (B) and (C), preceding.	\$11.95
Frontier Feature5 PackSM with Voice Mail	
<ul style="list-style-type: none">Per individual business line - Includes two constants and 3 additional features as specified in S23.4 (B) and (C), preceding plus Enhanced Voice Messaging. Stutter Dial Tone and Message Wait Light Indicator will also be provided at no charge.	\$14.95

Continued

GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

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S23. Citizens Bundled Services (Continued)

S23.5 Frontier Choices^{SM (3) (6)} (Residential Service)

General

(A) Frontier ChoicesSM plans (Tier I – Tier V) provide the residential customer with Local Calling plus services/features as listed in the specific Tier Plans. Residential customers subscribing to the following packages are entitled to unlimited use of the selected services/features.

(B) Frontier ChoicesSM

Customers subscribing to this plan may select any or all of the following services/features.

- Anonymous Call Rejection
- Call Forward
- Call Forward Busy Line
- Call Forward Busy/No Answer
- Call Forward of a Call Waiting Call
- Call Forward of a Call Waiting Call/No Answer
- Call Trace
- Call Waiting
- Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number⁽¹⁾
- Caller ID w/Number and Name⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8⁽²⁾
- Speed Call 30⁽²⁾
- Three Way Calling
- Toll Denial
- Touch Call
- VIP Alert
- Voice Messaging Basic
- *69 (Auto Call Return)
- *66 (Auto Redial)
- Message Waiting Indicator

Note 1 – May select only one Caller ID feature.

Note 2 – May select only one Speed Call feature.

Note 3 – Frontier ChoicesSM are only available where technically feasible.

Note 5 – If subscribed to Citizens/Frontier LD

Note 6 - The service offering is limited to all existing subscribers at their existing locations.

Continued

GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

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S23. Citizens Bundled Services (Continued)

S23.5 Frontier Choices^{SM(3) (6)} (Residential Service) (Continued)

S23.5.1 Rates and Charges

- (A) Where a Frontier ChoicesSM plan is provided at the time of initial installation for an additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 4 of this Tariff.
- (B) Service Charges are not applicable for a Frontier ChoicesSM plan provided at the same time as the initial installation for a residence individual flat rate line service.
- (C) Service Charges as specified in Section 4 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier ChoicesSM plan.
- (D) Existing Frontier ChoicesSM customers cannot take advantage of promotions for any of the services/features specified in S23 unless specifically allowed by the terms and conditions of the promotion.
- (C) Rates do not include Local Number Portability (LNP) or Subscriber Line Charges (SLC) unless specifically included in a rate package (Tier).
- (E) Frontier ChoicesSM is not available to the Lifeline Assistance Program
- (F) No discounts will be given for features that are not used or not turned on.

Note 1 – May select only one Caller ID feature.

Note 2 – May select only one Speed Call feature.

Note 3 – Frontier ChoicesSM are only available where technically feasible.

Note 5 – If subscribed to Citizens/Frontier LD

Note 6 - The service offering is limited to all existing subscribers at their existing locations.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

S23.5 Frontier ChoicesSM ⁽³⁾ ⁽⁶⁾ (Residential Service)

S23.5.1 Rates and Charges (Continued)

	<u>Tier I</u>	<u>Tier II</u>	<u>Tier III</u>	<u>Tier IV</u>	<u>Tier V</u>
Available Tier/Zone Pricing	Access Line, Choices, 30 minutes Free LD ⁽⁵⁾	Access Line, Choices, Dial-up Internet, 30 minutes Free LD ⁽⁵⁾	Access Line, Choices, Dial-up Internet, 2nd Line , 30 minutes Free LD ⁽⁵⁾	Access Line, Choices, 256 Kbps DSL Internet, 30 minutes Free LD ⁽⁵⁾	Access Line, Choices, 1 Mbps DSL Internet, 30 minutes Free LD ⁽⁵⁾
Market Area "A" ⁽¹⁾	\$29.00 (I)	\$39.00 (I)	\$54.00 (I)	\$59.00 (I)	\$69.00 (I)
Market Area "B" ⁽²⁾	\$24.00 (I)	\$29.00 (I)	\$51.00 (I)	\$51.00 (I)	\$59.00 (I)

Note 1 – All Exchanges except as listed in Market Area "B" (Notes 2)

Note 2 – McMinnville and Sparta Exchanges

Note 3 – Frontier ChoicesSM are only available where technically feasible

Note 5 – If subscribed to Citizens/Frontier LD

Note 6 - The service offering is limited to all existing subscribers at their existing locations.

Continued

GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

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S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions

S23.6.1 General

FrontierWorkssm Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

A. Bundle 1

1. One Business Access Line ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail and Message Waiting Indication
3. Frontier[®] dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.1 General (Continued)

B. Bundle 2

1. One Business Access Line ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail and Message Waiting Indication
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

C. Bundle 3

1. Two Business Access Lines (1), including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Frontier dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

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S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.1 General (Continued)

D. Bundle 4

1. Two Business Access Lines ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

E. Bundle 5

1. Two Business Access Lines (1) , including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® 512 Kbps Business DSL Internet Service (Non-regulated)

One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.1 General (Continued)

F. Bundle 6

1. Two Business Access Lines ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® 1 Mbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

G. Bundle 7

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.
2. Voice Mail and Message Waiting Indication (non-regulated)
3. Frontier new BDSL which will feature ADSL speeds of 1M/128k, 2M/256K or 3M/384k (speed will vary by market where available) (Federally Tariffed)
4. Frontier BDSL Internet service (non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of American, Inc., usage per month per bundle. (Federally Tariffed)

(N)

(M)

(N) (M)

(M) – Moved to Section 23 Page 18.1 .

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

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-
- S23. Citizens Bundled Services (Continued) (N)
- S23.6 Frontier Workssm Small Business Solutions (Continued)
- S23.6.1 General (Continued)
- H. Bundle 8
1. Two Business Flat Rate Access Lines, including Call Forward Busy Line and Call Forward No Answer.
 2. Voice Mail and Message Waiting Indication (non-regulated)
 3. Frontier new BDSL which will feature ADSL speeds of 1M/128k, 2M/256K or 3M/384k (speed will vary by market where available) (Federally Tariffed)
 4. Frontier BDSL Internet service (non-regulated)
 5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of American, Inc., usage per month per bundle. (Federally Tariffed) (N)
- I. Frontier Workssm Additional Access Line (M) (T)
1. One Business Access Line ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
- Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line. (M)
- (M) Moved from Section 23 Page 18 . (N)

GENERAL CUSTOMER SERVICES TARIFF

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S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.1 General (Continued)

J. Optional Services

(T)

The following services may be added to any of the bundles above:

1. FrontierWorkssm Select5

Choice of five of the following:

Caller ID—Name and Number
Call Forward Variable ⁽¹⁾
Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Three-Way Calling
Busy Redial
Call Return
Hunt (Rotary) ⁽²⁾

Note (1) "Call Forward Variable" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer.

Note (2) Available only in the Crossville, Pleasant Hill, Tansi, McMinnville, Sparta, Cookeville, Monterey and Algood Exchanges.

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.1 General (Continued)

J. Optional Services (Continued)

(T)

The following services may be added to any of the bundles above: (Continued)

2. FrontierWorkssm Select5 with Voice Mail

Voice Mail Service, plus choice of five of the following:

- Caller ID—Name and Number
- Call Forward Variable ⁽¹⁾
- Call Waiting
- Speed Calling 8 Code or Speed Calling 30 Code
- Three-Way Calling
- Busy Redial
- Call Return
- Hunt (Rotary) ⁽²⁾

3. Citizens Conference on Demand (Non-regulated)

4. Citizens Webexchange (Non-regulated)

The following service may be added to bundles 1 – 8 above

(C)

1. FrontierPagessm free one-inch Yellow Pages advertisement (Non-regulated)

Note (1) "Call Forward Variable" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer.

Note (2) Available only in the Crossville, Pleasant Hill, Tansi, McMinnville, Sparta, Cookeville, Monterey and Algood Exchanges.

Continued

GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

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S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.2 Regulations

- A. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be technically provided by the Company to the customer.
- B. The bundles are offered only under one-year, two-year, and three-year term contracts.
 - 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 - 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - 3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

Continued

GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

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S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.2 Regulations

B. (Continued)

4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

a. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the term rate for the contract term and the term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the rate for a three-year term and the rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the term rate for the contract term and the month-to-month rates applicable to customers for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

GENERAL CUSTOMER SERVICES TARIFF

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S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.2 Regulations (Continued)

B. (Continued)

4. (Continued)

- b. The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.
 - c. The termination charges described above shall not apply to cancellation of bundles within 90 days of activation.
 - d. In addition to the termination charges described above, termination charges shall apply to the Asymmetrical Digital Subscriber Line Service (ADSL) components of bundles in accordance with federally tariffed termination charges for ADSL service.
- C. The optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- D. The FrontierWorkssm Select5 package is available only in association with a FrontierWorkssm Small Business Solutions bundle.
- E. The bundle rate will appear as a single line item on the customer's bill.

Continued

GENERAL CUSTOMER SERVICES TARIFF

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S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.2 Regulations (Continued)

F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.

G. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

H. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

S23.6.3 Rates and Charges

A. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 of this tariff apply to the installation of individual components of the bundles.

B. Service Charges apply if the customer switches from a bundle to an unbundled service.

C. Service Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value.

D. The customer may add or delete the services or features of the FrontierWorkssm Select5 package without incurring a Service Charge.

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.3 Rates and Charges (Continued)

E. Monthly Term Rates ⁴

<u>Bundle</u>	<u>Market Area</u>	<u>One Year</u>	<u>S&E</u>	<u>Two Years</u>	<u>S&E</u>	<u>Three Years</u>	<u>S&E</u>
1	A. ¹	\$58.00	W11	\$56.00	W21	\$52.00	W31
	B. ²	40.00		38.00		36.00	
	C. ³	48.00		46.00		44.00	
2	A. ¹	76.00	W12	72.00	W22	68.00	W23
	B. ²	62.00		58.00		56.00	
	C. ³	70.00		66.00		62.00	
3	A. ¹	94.00	W13	88.00	W23	84.00	W33
	B. ²	60.00		58.00		56.00	
	C. ³	76.00		72.00		70.00	
4	A. ¹	110.00	W14	104.00	W24	98.00	W34
	B. ²	82.00		78.00		74.00	
	C. ³	98.00		92.00		88.00	
5	A. ¹	146.00	W15	132.00	W25	124.00	W35
	B. ²	116.00		106.00		98.00	
	C. ³	132.00		120.00		112.00	
6	A. ¹	218.00	W16	196.00	W26	178.00	W36
	B. ²	188.00		170.00		152.00	
	C. ³	204.00		184.00		166.00	

(M)
|
(M)

Note 1 – All Exchanges except those listed in Market Areas “B” and “C” (Notes 2 & 3)

Note 2 – McMinnville and Sparta Exchanges

Note 3 – Crossville, Pleasant Hill, Tansi, Cookeville, Monterey and Algood Exchanges

Note 4 – Bundles 1-6 include Touch Tone

(M) – Moved to Section 23 Page 25.1 .

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Citizens Bundled Services (Continued)

(N)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.3 Rates and Charges (Continued)

E. Monthly Term Rates (Continued) ⁴

<u>Bundle</u>	<u>Market Area</u>	<u>One Year</u>	<u>S&E</u>	<u>Two Years</u>	<u>S&E</u>	<u>Three Years</u>	<u>S&E</u>
7	A. ¹	126.02	W17	118.96	W27	111.90	W37
	B. ²	111.46		105.46		99.46	
	C. ³	119.46		112.96		106.46	
8	A. ¹	161.04	W18	151.92	W28	142.80	W38
	B. ²	131.92		124.92		117.92	
	C. ³	147.92		139.92		131.92	
Frontier Works sm additional access line	A. ¹	29.96	WA1A	28.20	WA2A	26.44	WA3A
	B. ²	15.40		14.70		14.00	
	C. ³	23.40	WXAD1	22.20	WXAD2	21.00	WXAD3

(N)

(M) (T)

(M)

Note 1 – All Exchanges except those listed in Market Areas “B” and “C” (Notes 2 & 3)

(N)

Note 2 – McMinnville and Sparta Exchanges

Note 3 – Crossville, Pleasant Hill, Tansi, Cookeville, Monterey and Algood Exchanges

Note 4 – Bundles 7-8 and Frontier Works Additional Access Line include Touch Tone

(N)

(M) – Moved from Section 23 Page 25 .

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

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S23. Citizens Bundled Services (Continued)

S23.6 Frontier Workssm Small Business Solutions (Continued)

S23.6.3 Rates and Charges (Continued)

E. Monthly Rates (Continued)

	<u>Optional Services</u>	<u>Monthly Rate</u>	<u>ASOC</u>
8.	FrontierWorks sm Select5 ¹	\$ 9.95	WFP
9.	FrontierWorks sm Select5 With Voice Mail ¹	\$ 12.95	WFPV

Note 1: The FrontierWorkssm Select5 package or FrontierWorkssm Select5 package with Voice Mail is available only in association with a FrontierWorkssm Small Business Solutions bundle.

GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

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S23. Bundled Services (Continued)

S23.7 FrontierWorkssm Business Connections

S23.7.1 General

FrontierWorkssm Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

A. Bundle 1

1. One Business Access Line, including Call Forward, and Caller ID- Name and Number.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non- regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)

B. Bundle 2

1. One Business Access Line, including Call Forward, and Caller ID- Name and Number
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Business Digital Subscriber Line (BDSL) , a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)

Continued

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Vice President
Regulatory and Carrier Services

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(N)

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GENERAL CUSTOMER SERVICES TARIFF

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S23. Bundled Services (Continued)

S23.7 FrontierWorkssm Business Connections (Continued)

S23.7.1 General (Continued)

C. Bundle 3

1. Two Business Access Lines, including Call Forwarding and Caller ID –Name and Number
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

D. Bundle 4

1. Two Business Access Line, including Call Forwarding and Caller ID –Name And Number
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Frontier High Speed Internet Service and 10 email boxes (Non-regulated)
4. Business Digital Subscriber Line (BDSL) , a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email Boxes. (non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
6. White Page Bold Ad (Non-regulated)
7. Two-Line Business Set (Non-regulated)

(N)

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Bundled Services (Continued)

(N)

S23.7 FrontierWorkssm Business Connections (Continued)

S23.7.1 General (Continued)

D. Bundle 4 (Continued)

8. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

E. Bundle 5

1. Two Business Access Line, including Call Forwarding and Caller ID –Name And Number
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Business Digital Subscriber Line (BDSL) , a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email Boxes plus a Wireless Router. (non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

F. Bundle 6

1. Two Centrex lines, including the following features:

- Call Forward Busy
- Call Forward No Answer-
- Call Transfer
- Three Way Calling
- Multiline Hunting
- Business Group Dialing Plan

2. Voice Mail (Non-regulated) and Message Waiting Indication

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Bundled Services (Continued)

(N)

S23.7 FrontierWorkssm Business Connections (Continued)

S23.7.1 General (Continued)

F. Bundle 6 (Continued)

3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

G. Bundle 7.

1. Two Centrex lines, including the following features:
 - Call Forward Busy
 - Call Forward No Answer-
 - Call Transfer
 - Three Way Calling
 - Multiline Hunting
 - Business Group Dialing Plan
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email boxes. (non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Bundled Services (Continued)

S23.7 FrontierWorkssm Business Connections (Continued)

S23.7.1 General (Continued)

G. Bundle 7.(Continued)

7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

H. Optional Services

1. The following services may be added to Bundles 1-5 of the bundles above:

- a. FrontierWorks Optional Business Feature Package .

Choice of five of the following:

Call Waiting w/ Cancel Call Waiting
Short Speed Calling or Long Speed Calling
Three-Way Calling
Automatic Call Return
Last Number Redial
Selective Call Forward

- b. Voice Mail

2. The following features may be added to Bundles 6 and 7. (Centrex Bundle):

- a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting w/ Cancel Call Waiting
Speed Calling Individual List or Shared List

S23.7.2 Regulations

- A. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract

(N)

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Bundled Services (Continued)

(N)

S23.7 FrontierWorkssm Business Connections (Continued)

S23.7.2 Regulations (Continued)

1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract
2. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
3. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
4. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$250 for a one-year term, \$500 for a two-year term, and \$750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
 - a. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
 - b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
 - c. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
 - d. The Frontier Works Optional Business Feature Package associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
 - e. The Frontier Works Optional Business Feature Package is available only in association with a FrontierWorks Business Connections bundle.

(N)

Continued

S23. Bundled Services (Continued)

S23.7 FrontierWorkssm Business Connections (Continued)

S23.7.2 Regulations (Continued)

- f. The bundle rate will appear as a single line item on the customer's bill
- g. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- i. In the Frontier Works Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. [Note: "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.
- j. FrontierWorks is a service mark of Citizens Communications Company.

S23.7.3 Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- B. Service Charges apply if the customer switches from a bundle to an unbundled service.
- C. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- D. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.

(N)

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Bundled Services (Continued)

(N)

S23.7 FrontierWorkssm Business Connections (Continued)

S23.7.3 Rates and Charges (Continued)

E. Monthly Rates

a. Bundles

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1	\$89.99	\$84.99	\$79.99
Bundle 2	\$134.99	\$126.99	\$118.99
Bundle 3	\$129.99	\$119.99	\$114.99
Bundle 4	\$174.99	\$163.99	\$153.99
Bundle 5	\$189.99	\$179.99	\$169.99
Bundle 6	\$139.99	\$129.99	\$119.99
Bundle 7	\$161.99	\$151.99	\$142.99

b. Optional Services

1.. Bundles 1-5

a. FrontierWorks Optional Business Feature Package

\$9.99 per line

b. Voice Mail

Additional Voice Mail Box \$6.99

More than 8 Voice Mail Boxes,

Per Mail Box \$3.99

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Bundled Services (Continued)

S23.7 FrontierWorkssm Business Connections (Continued)

S23.7.3 Rates and Charges (Continued)

b. Optional Services (Continued)

2. Bundles 6-7

a. Optional Centrex Features

\$1.99 per feature

b. Voice Mail

Additional Voice Mail Box \$6.99

More than 8 Voice Mail Boxes,

Per Mail Box \$3.99

(N)

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. FRONTIER DIGITAL PHONE SERVICE

S23.8 Bundled Services (Continued)

S23.8.1 General

The Frontier Digital Phone Service is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

(N)

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy	Call ID Plus Name
Call Forward No Answer	Message Waiting Indicator
Local and Extended Area Toll Calls	

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Busy Redial
Call Return
Conference Calls (3-Way)
Speed Calling 8 or 30
Call Forwarding

S23.8.2 Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23. Bundled Services (Continued)

S23.8 Frontier Digital Phone Service

S23.8.2 Regulations (Cont'd)

- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- j. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- k. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

S23.8.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer’s line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

S23.8.4 Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly	\$51.99 (l)
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	9.99

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.9 Frontier Business Unlimited

S23.9.1 General

Frontier Business Unlimited is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line
Call Forwarding Fixed or Variable
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Call Waiting, Cancel Call Waiting
Caller ID w/Name
Speed Calling 30 Code

S23.9.2 Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Frontier Business Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- g. The bundle rate will appear as a single line item on the customer's bill.

(N)

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.9 Frontier Business Unlimited

(N)

S23.9.2 Regulations (Continued)

- h. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- i. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.
- j. The bundle is offered only under a month-to-month commitment and requires a contract.

S23.9.3. Rates And Charges

- a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.
- c. Frontier Business Unlimited is provided at the following rate:

Monthly Rate

\$45.00

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.10 Frontier Digital Phone Bronze*+

(N)

S23.10.1 General

The Frontier Digital Phone Bronze is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call ID Plus Name	Call Waiting ID
Digital Phone Enhanced Feature Pack	

The following services are included in the feature package and may be added to the bundle.

Automatic Redial	Call Return
Three-Way Calling	Speed Call 8 or 30

S23.10.2 Regulations

1. The Frontier Digital Phone Essentials is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

*The service offering is limited to all existing subscribers at their existing locations

+The bundle was previously called Frontier Digital Essentials.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.10 Frontier Digital Phone Bronze*+ (Continued)

S23.10.2 Regulations (Continued)

7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundles are offered on a month to month.
9. The bundle will appear as a single line item on the bill.
10. Voice Mail Essentials will be offered as an add on to this bundle.
11. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

S23.10.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

S23.10.4 Rates

	Monthly
Digital Phone Bronze*+	\$21.99 (1)
Voice Mail –add on	
Basic Voice Mail	\$3.99
Deluxe Voice Mail	\$4.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

*The service offering is limited to all existing subscribers at their existing locations

+The bundle was previously called Frontier Digital Essentials.

Continued

S23 Bundled Services (Continued)

(N)

S23.11 Frontier Digital Phone Silver*+

S23.11.1 General

The Frontier Digital Phone Silver Bundle is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

- Flat Rate Access Line
- Call Waiting/Cancel Call Waiting
- Call ID Plus Name
- Local and Extended Area Toll Calls

S23.11.2 Regulations

- a. The Frontier Digital Phone Silver is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month to month.
- i. The bundle will appear as a single line item on the bill.

(N)

*The service offering is limited to all existing subscribers at their existing locations

+The bundle was previously called Frontier Unlimited State.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.11 Frontier Digital Phone Silver*+

S23.11.2 Regulations

- j. New customers of this service who are employees of a business participating in the business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

S23.11.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

S23.11.4 Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

	Monthly
	\$31.99 (I)
Stay Connected	\$9.99

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

(N)

S23.12 Frontier Business Essentials

S23.12.1 General

Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Basic Bundle:

Flat Rate Business Line	Call Forward
Extended Area Service	Call Waiting
Call ID Plus Name	

Optional Features Package:

Busy Redial	Speed Call 8 or Speed Call 30
Call Return	Call Forward Variable
Three-way calling	

S23.12.2 Regulations

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered on a month to month basis.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will out be displayed on the bill.
4. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
5. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.
6. Deluxe Voice Mail will be offered as an add on to this bundle. The rate will be listed in the rate section.

S23.12.3 Rates and Charges

Monthly Rate	\$39.99
Feature Bundle	\$3.99
Deluxe Voice Mail	\$2.99

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

(N)

S23.13 Frontier Business Metro

S23.13.1 General

Frontier Business Metro is a package offering available to Business Customers. The package includes up to ten Basic Business Lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line Bundle:

Flat Rate Business Line	Call Waiting
Extended Area Service	Call ID Plus Name
Call Forward	

Add-On Feature Pack:

Busy Redial	Call Return
3-Way Calling	Speed Call 30 or Speed Call 8
Call Forward Variable	

S23.13.2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered on a monthly basis.
- c. The bundle rate includes Extended Area Service (EAS)
- d. Subscriber line charge is included in the price of the bundle. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- e. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Business Unlimited long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
- f. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

(N)

S23.13 Frontier Business Metro

S23.13.3 Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

Rates:

Frontier Business Metro Bundle	\$39.99
Add-on Feature Pack	\$3.99
Upgrade to Deluxe Voice Mail	\$2.99

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

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S23 Bundled Services (Continued)

S23.14 Frontier Digital Phone 100#

(T)

S23.14.1 General

The Frontier Digital Phone 100# is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

(T)

Basic Bundle

Flat Rate Access Line
Extended Area Calling

Speed Call 8
Touch Tone

S23.14.2 Regulations

- a. The Frontier Digital Phone 100# is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- e. The bundles are offered on a month to month.
- f. The bundle will appear as a single line item on the bill.
- g. If a customer moves while subscribed to the bundle, a \$50 credit will be applied to the customers account when the customer establishes service in a Frontier territory and renews the bundle on their account.
- h. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- i. New customers of this service who are employees of a business participating n the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- j. Features will be available to the Digital Phone 100# at a special price. The following features are available:

(T)

(T)

#This bundle was previously called Frontier Digital Phone Essentials

Continued

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GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.14 Frontier Digital Phone 100#

S23.14.2 Regulations (Cont'd)

Call Forward	Call Return
Call Forward Variable	Busy Redial
Call Forward Busy	3-way Calling
Call Forward Plus	Speed Call 30
Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Caller ID	Anonymous Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

S23.14.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100# service while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

S23.14.4 Rates

Digital Phone 100#	Monthly \$20.99 (I)
One Feature	\$6.49
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

#This bundle was previously called Frontier Digital Phone Essentials

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.15 Frontier Digital Phone Essentials 1

S23.15.1 General

The Frontier Digital Phone Essentials 1 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Forward - Variable
Call Waiting/Cancel Call Waiting	3-way Calling
Call Waiting ID	Extended Area Calling
Call ID Plus Name	Touch Tone

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 1 bundle at special price. The following features are available:

Call Forward	Call Return
Call Forward Variable	Busy Redial
Call Forward Busy	3-way Calling
Call Forward Plus	Speed Call 30
Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Caller ID	Anonymous Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

S23.15.2 Regulations

- a. The Frontier Digital Phone Essentials 1 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.

Continued

(N)

(N)

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.15 Frontier Digital Phone Essentials 1

S23.15.2 Regulations

- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
 - g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
 - h. The bundles are offered on a month to month basis.
 - i. The bundle will appear as a single line item on the bill.
 - j. Digital Phone Essentials is a residential service offering
- S23.15.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Essentials while they are away, a minimum of one month and up to nine months for a reduced rate.
- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.
 - b. A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the SLC.
 - g. This service does not change any other terms and conditions of the product.

S23.15.4 Rates

	Monthly
Frontier Digital Phone Essentials 1 Package	\$30.99 (I)
Stay Connected Vacation Service	9.99
Unlimited Feature Pack	6.49

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.16 Frontier Digital State Unlimited

S23.16.1 General

The Frontier Digital State Unlimited is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line
Extended Area Calling

Call Waiting/Cancel Call Waiting
Touch Tone

S23.16.2 Regulations

- a. The Frontier Digital State Unlimited is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- e. The bundles are offered on a month to month.
- f. The bundle will appear as a single line item on the bill.
- g. If a customer moves while subscribed to the bundle, a \$50 credit will be applied to the customers account when the customer establishes service in a Frontier territory and renews the bundle on their account.
- h. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- i. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- j. Features will be available to the Digital Phone State Unlimited bundle at a special price. The following features are available:

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.16 Frontier Digital State Unlimited

S23.16.2 Regulations (Cont'd)

Call Forward	Call Return
Call Forward Variable	Busy Redial
Call Forward Busy	3-way Calling
Call Forward Plus	Speed Call 30
Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Caller ID	Anonymous Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

S23.16.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer’s line will be available for 911 calls only at the time of uspension.
- d. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

S23.16.4 Rates

	Monthly
Digital Phone State Unlimited	20.99 (I)
One Feature	\$6.49
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.17 Frontier Digital Phone Essentials 3

(N)

S23.17.1 General

The Frontier Digital Phone Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Speed Call 8
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Tone
Call ID Plus Name	

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 3 bundle at a special price. The following features are available:

Call Forward Variable	Speed Call 30
Call Forward Busy	Anonymous Call Rejection
Call Forward Plus	Call Waiting/Cancel Call Waiting
Caller ID Number	6-Way Calling
Call Return	Call Trace
Busy Redial	Voice Mail
3-way Calling	Deluxe Voice Mail

2. Regulations

- a. The Frontier Digital Phone Essentials 3 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.17 Frontier Digital Phone Essentials 3

S23.17.2 Regulations

- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.

S23.17.3. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 3 while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the SLC.
- g. This service does not change any other terms and conditions of the product.

S23.17.4 Rates

	Monthly Rate
Frontier Digital Phone Essentials 3 Package	\$23.99 (I)
Stay Connected Vacation Service	9.99
Unlimited Feature Pack	6.49

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.18 Frontier Digital State Unlimited with Essentials 1

S23.18.1 General

The Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone
Caller ID plus Name	3-Way Calling
Call Forwarding	Automatic Redial
Speed Call 8	Call Return
Remote Call Forwarding	Call Waiting ID

S23.18.2. Regulations

- a. The Frontier Digital State Unlimited with Essentials 1 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- f. Bundles are offered on a month to month.
- g. Bundle will appear as a single line item on the bill.
- h. Feature will be available to the Digital Phone State Unlimited with Essentials 1 bundle at a special price. The following features are available:

Speed Call 30	Anonymous Call Rejection
Anonymous Call Acceptance	6-Way Calling
Call Trace	Call Forward Plus

S23.18.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.18 Frontier Digital State Unlimited with Essentials 1

S23.18.3 Cont'd

2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.

S23.18.4 Rates

Monthly

Digital Phone State Unlimited with Essentials 1	\$35.99
One Feature	6.49
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected	9.99

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.19 Frontier Digital State Unlimited with Essentials 3

S23.19.1 General

The Frontier Digital State Unlimited with Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone
Caller ID plus Name	Call Waiting ID
Call Forwarding	Automatic Redial
Speed Call 8	

S23.19.2. Regulations

- a. The Frontier Digital State Unlimited with Essentials 3 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- f. The bundles are offered on a month to month.
- g. The bundle will appear as a single line item on the bill.
- h. Features will be available to the Digital Phone State Unlimited with Essentials 3 bundle at a special price. The following features are available:

Speed Call 30	Anonymous Call Rejection
Anonymous Call Acceptance	6-Way Calling
Call Trace	Call Forward Plus
Remote Call Forwarding	3-Way Calling
Call Return	

S23.19.3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.19 Frontier Digital State Unlimited with Essentials 3

S23.19.3 Cont'd

2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.

S23.19.4 Rates

	Monthly
Digital Phone State Unlimited with Essentials 3	\$25.99 (I)
One Feature	6.49
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected	9.99

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.20 Frontier Digital State Nationwide Unlimited with Essentials 1

S23.20.1 General

The Frontier Digital Phone Nationwide Unlimited with Essentials 1 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)	Speed Call 8
Caller ID - Name and Number	Call Return
Call Waiting/Cancel Call Waiting	Remote Call Forwarding
3-Way Calling	10 free DA Calls
Automatic Redial	
Voice Mail with Message Waiting Indication (non-regulated)	

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section .3.

Speed Calling 30	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	

S23.20.2 Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.20 Frontier Digital State Nationwide Unlimited with Essentials 1

S23.20.3 Stay Connect Seasonal offering

Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S23.20.4 Rates and Charges

Monthly Rate	\$41.99 (I)
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.21 Frontier Digital State Nationwide Unlimited with Essentials 3

S23.21.1 General

The Frontier Digital Phone Nationwide Unlimited with Essentials 3 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return
Voice Mail with Message Waiting Indication (non-regulated)	

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section.3.

Speed Calling 30	Selective Call Rejection
Call Forwarding Busy/No Answer (Fixed)	Selective Call Acceptance
Call Forwarding Busy Line (Fixed)	Remote Call Forwarding
3-Way Calling	

S23.21.2. Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

S23.21.3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.21 Frontier Digital State Nationwide Unlimited with Essentials 3

S23.21.3 Stay Connected Seasonal Offering

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S23.21.4. Rates and Charges

Monthly Rate	\$31.99 (I)
Digital Phone Enhanced Feature Pack	\$6.49
Stay connected	\$9.99

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.22 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1

S23.22.1 General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)	Speed Call 8
Caller ID - Name and Number	Call Return
Call Waiting/Cancel Call Waiting	Remote Call Forwarding
3-Way Calling	10 free DA Calls
Automatic Redial	
Voice Mail with Message Waiting Indication (non-regulated)	

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 3.

Speed Calling 30	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	

S23.22.2 Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- i. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- j. The bundles are offered on a month to month.
- k. The bundle will appear as a single line item on the bill.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.22 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1

S23.22.3 Stay Connected Seasonal Offering

Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S23.22.4. Rates and Charges

Monthly Rate	\$41.99 (I)
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.23 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3

S23.23.1 General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return
Voice Mail with Message Waiting Indication (non-regulated)	

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 3.

Speed Calling 30
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Selective Call Acceptance
Selective Call Rejection
Remote Call Forwarding
3-Way Calling

S23.23.2 Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.23 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3

S23.23.3 Stay Connected Seasonal Offering

Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- c. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- d. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- e. The cost of the service includes the Subscriber Line Charge.
- f. This service does not change any other terms and conditions of the product.

S23.23.4. Rates and Charges

Monthly Rate	\$31.99 (I)
Digital Phone Enhanced Feature Pack	\$6.49
Stay connected	\$9.99

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.24 Frontier OneVoice

S23.24.1 General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

a. Features and Services

Single Party Flat Rate Access Line
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID
Anonymous Call Rejection
Call Forward
Multi-line Hunting
3-Way Calling

b. Premium Feature Package

Call Return (*69)
Call Transfer
Distinctive Ring
Busy Number Redial (*66)
Priority Call
Selective Call Forward
Selective Call Acceptance
Selective Call Rejection
Speed Call 30

S23.24.2 Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- c. Call detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.24 Frontier OneVoice (Continued)

S23.24.2 Regulations (Continued)

- d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. The bundle rate will appear as a single line item on the customer’s bill.
- g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- h. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- i. The bundle is offered on a month-to-month, or one year term basis. (C)

S23.24.3 Rates and Charges

- a. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. New customers will incur a non-recurring charge up to \$95.00 per account. This charge supersedes the Initial Order and Connection charges.

	<u>Monthly Rate</u>	
Monthly Rate Basic Bundle	\$57.99	(I)
Term Price with 1 year commitment	\$42.99	(C)(I)
Premium Feature Package	\$9.99	

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.25 Frontier Residential Unlimited Voice Service

S23.25.1 General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

S23.25.2 Conditions

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. The bundle is offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.25 Frontier Residential Unlimited Voice Service (Continued)

S23.25.2 Conditions (Continued)

- i. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

S23.25.3 Rates and Charges

- a. All other surcharges and taxes apply and will be billed in addition to the bundle.
- b. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
- c. Frontier Residential Unlimited Voice Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Residential Unlimited Voice Service	\$20.00

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.26 Frontier Unlimited Voice and Feature Bundle

S23.26.1 General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

S23.26.2 Conditions

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. The bundle is offered on a month-to-month basis.

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.26 Frontier Unlimited Voice and Feature Bundle (Continued)

S23.26.2 Conditions (Continued)

- g. The bundle will appear as a single line item on the bill.
- h. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- j. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- l. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

S23.26.3 Rates and Charges

- a. All other surcharges and taxes apply and will be billed in addition to the bundle.
- b. An Activation charge of \$35.00 will replace the Initial Service Order and CO Connection Charge.
- c. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Unlimited Voice and Feature Bundle	\$50.00

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.27 Frontier Digital Phone Essentials

(N)

S23.27.1 General

The Frontier Digital Phone Essentials is a package offering available to residential customers that includes one flat rate residential access line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Basic Bundle

Flat Rate Access Line
Extended Area Service
Touch Calling

Call Waiting ID
Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Pack

Three Way Calling
*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Selective Call Forwarding
Selective Call Acceptance

Call Forward
Speed Call 30
Distinctive Ring
Call Waiting
Call Forward Busy
Selective Call Rejection
Priority Ring

S23.27.2 Conditions

- a. The Frontier Digital Phone Essentials is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.27 Frontier Digital Phone Essentials (Continued)

(N)

S23.27.2 Conditions (Continued)

- d. Non-payment or partial payment of the bill may result in the removal of services that are included in the package in accordance with existing rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features of have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- h. The bundles are offered on a month to month basis.
- i. The bundle will appear as a single line item on the bill.
- j. Frontier Digital Phone Essentials is available to residential customers only.
- k. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

S23.27.2 Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$23.99
Digital Phone Enhanced Feature Package	\$6.49

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.28 Frontier Digital Phone Unlimited

(N)

S23.28.1 General

The Frontier Digital Phone Unlimited Service (Challenger) is a package offering available to residential customers and includes one residential access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

- Call Waiting ID
- Caller ID - Name and Number
- Call Waiting/Cancel Call Waiting

Feature Package

- | | |
|--------------------------------|--------------------------|
| Call Forward | |
| Busy Number Redial (*66) | Speed Call 8 or 30 |
| Call Return (*69) | Distinctive Ring |
| Anonymous Call Rejection | 3-Way Calling |
| Call Forward Variable or Fixed | Call Forward Busy |
| Selective Call Forwarding | Selective Call Rejection |
| Selective Call Acceptance | Priority Ring |

S23.28.2 Regulations

1. The Frontier Digital Phone Unlimited (Challenger) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.28 Frontier Digital Phone Unlimited (Continued)

(N)

S23.28.2 Regulations (Continued)

4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) do not apply.

S23.28.3 Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Pack	\$6.49

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.29 Frontier Digital Phone Unlimited Plus

(N)

S23.29.1 General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a package offering available to residential customers and includes two residential access lines, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting

Feature Package

Call Forward	Speed Call 8 or 30
Busy Number Redial (*66)	Distinctive Ring
Call Return (*69)	3-Way Calling
Anonymous Call Rejection	Call Forward Busy
Call Forward Variable or Fixed	Selective Call Rejection
Selective Call Forwarding	Priority Ring
Selective Call Acceptance	

S23.29.2 Regulations

1. The Frontier Digital Phone Unlimited Plus (Challenger) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

(N)

Continued

GENERAL CUSTOMER SERVICES TARIFF

S23 Bundled Services (Continued)

S23.29 Frontier Digital Phone Unlimited Plus (Continued)

(N)

S23.29.2 Regulations (Continued)

4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) do not apply.

S23.29.3 Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$21.99
Feature Pack	\$6.49

(N)

Continued