

Ayersville Telephone Company  
Defiance, Ohio

---

## LOCAL GUIDEBOOK

THE AYERSVILLE TELEPHONE COMPANY  
GUIDEBOOK FOR RATES, TERMS AND CONDITIONS  
FOR CERTAIN LOCAL EXCHANGE SERVICES FOR  
SUBSCRIBERS OF AYERSVILLE TELEPHONE  
COMPANY IN THE STATE OF OHIO

**TABLE OF CONTENTS**

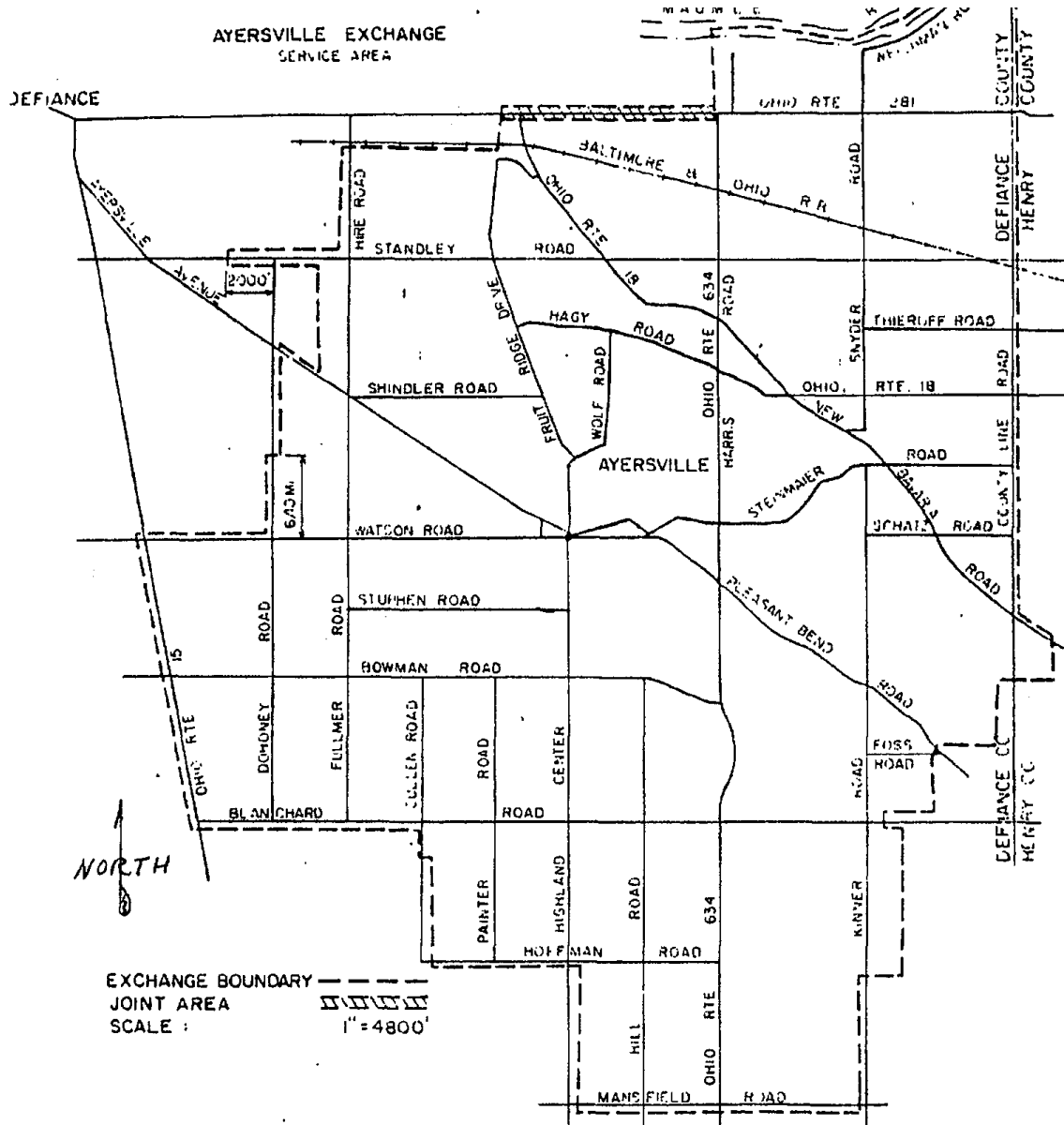
	<b><u>Page</u></b>
APPLICATION OF GUIDEBOOK .....	1
EXCHANGE RATES .....	3
EXPANDED SERVICE AREA .....	7
GENERAL RULES AND REGULATIONS.....	8
A. APPLICATION .....	8
B. DEFINITIONS.....	8
C. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY .....	12
D. USE OF SERVICE AND FACILITIES .....	13
E. ESTABLISHMENT AND FURNISHING SERVICE.....	16
F. TELEPHONE DIRECTORIES .....	17
G. APPLICATION OF BUSINESS AND RESIDENCE RATES .....	17
H. CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES .....	18
I. INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE .....	21
J. PAYMENT FOR SERVICES AND FACILITIES.....	22
K. SPECIAL SERVICE AND FACILITIES.....	23
L. LIABILITY OF TELEPHONE COMPANY.....	23
M. TEMPORARY SUSPENSION OF SERVICE.....	24
MISCELLANEOUS SERVICE OFFERINGS.....	25
A. VACATION RATE (SEE TEMPORARY SUSPENSION OF SERVICE).....	25
B. TRUNK ROTATION SERVICE.....	25
CUSTOM CALLING FEATURES .....	26
A. CALL FORWARDING .....	26
B. CALL WAITING.....	26
C. CANCEL CALL WAITING.....	26
D. CALL TRANSFER.....	26
E. THREE-WAY CALLING .....	26
F. CODE RESTRICTION.....	27
G. DO NOT DISTURB .....	27
H. SPEED DIALING – SHORT LIST .....	27
I. SPEED DIALING – LONG LIST .....	27
J. DO NOT DISTURB – TELEMARKETING.....	27
K. TOLL CONTROL WITH PIN.....	27
L. CONNECTION CHARGE .....	28
M. PROMOTIONS.....	28
CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS) .....	29
A. GENERAL.....	29
B. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS).....	31
C. RATES AND CHARGES .....	32
900 SERVICES CALL BLOCKING.....	34
A. DESCRIPTION.....	34
B. REGULATIONS.....	34

DIRECTORY LISTINGS .....	35
A. GENERAL.....	35
B. REGULAR EXTRA LISTINGS.....	36
C. SPECIAL TYPES OF EXTRA LISTINGS .....	37
D. DUAL NAME LISTINGS .....	37
EXTENSION STATIONS.....	38
A. EXTENSIONS.....	38
DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE.....	39
A. GENERAL.....	39
B. TOLL BLOCKING POLICY .....	39
TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM .....	40
CUSTOMER PREMISES INSIDE WIRE .....	41
A. GENERAL.....	41
B. RESPONSIBILITY OF THE CUSTOMER.....	41
C. RESPONSIBILITY OF THE TELEPHONE COMPANY.....	42
D. VIOLATION OF REGULATIONS .....	42
CUSTOMER OWNED AND PROVIDED EQUIPMENT .....	43
RESALE AND SHARING .....	44
A. APPLICATION .....	44
B. GENERAL.....	44
C. REGULATIONS.....	45
D. RATES AND CHARGES .....	46
E. PAYMENT FOR SERVICES AND FACILITIES.....	46
F. PROCEDURE FOR DISCONNECTION OF SERVICE.....	47
CUSTOM RESIDENTIAL BUNDLES .....	49
A. SILVER BUNDLE .....	49
B. GOLD BUNDLE .....	49
C. PLATINUM BUNDLE.....	49
D. EVERYTHING BUNDLE.....	49
E. PHONE & DSL ONLY BUNDLE .....	50
F. PHONE AND CABLE ONLY BUNDLE .....	50
G. CABLE AND DSL ONLY BUNDLE.....	50
H. RESIDENTIAL SERVICE BUNDLE.....	50
I. RESIDENTIAL PLUS BUNDLE.....	50
CUSTOM COMMERCIAL BUNDLES .....	51
A. SILVER BUNDLE .....	51
B. GOLD BUNDLE .....	51
C. PLATINUM BUNDLE.....	51
D. EVERYTHING BUNDLE.....	51
E. PHONE & DSL ONLY BUNDLE .....	52
F. PHONE AND CABLE ONLY BUNDLE .....	52

## APPLICATION OF GUIDEBOOK

This Guidebook (“Guidebook”) provides rates, terms and conditions for certain local exchange services provided by The Ayersville Telephone Company (the “Company” or “Telephone Company”) to subscribers in the Ayersville Exchange in the State of Ohio that are not on file with the Public Utilities Commission of Ohio (“PUCO”) in Company Tariff PUCO No. 6, [www.puco.ohio.gov](http://www.puco.ohio.gov). Company Tariff PUCO No. 6 contains rates, terms and conditions for various local services, including: basic local exchange service, 811 service for “one call” notification systems, enhanced emergency telephone service (E911 service), lifeline and link-up services, and intraLATA presubscription services. The Company also has Tariff PUCO No. 1 on file with the PUCO with the rates, terms and conditions for intrastate access services.

Ayersville Telephone Company  
 Defiance, Ohio



#672544v8  
 11576.04274

### EXCHANGE RATES

The Company will offer various bundles and packages of services in areas depicted on Ayersville Exchange map at prices that may be set forth in this Guidebook, on the Company's website ([www.ayersvilletelco.com](http://www.ayersvilletelco.com)), or elsewhere. The Company also may offer the services included in this Guidebook on an individual service basis. The terms and conditions for certain of these services included in a bundle or package or purchased separately are set forth in this Guidebook or Company Tariffs.

#### Extended Area Service

Subscribers of telephone service can call, without additional charge, the subscribers of Arthur Exchange of the Arthur Mutual Telephone Company, the Continental Exchange of the Continental Telephone Company, the New Bavaria Exchange of the New Bavaria Telephone Company, the Defiance, Holgate and Jewell Exchanges of the United Telephone Company of Ohio dba Centurylink, in addition to the other subscribers of the Ayersville Exchange.

#### Touch Tone

This service, more commonly known as push button dialing or as Touch Tone under the Bell System registered trademark, will be offered to subscribers of the Ayersville Telephone Company. There will be no distinction between business and/or residence. There will be no monthly charge for this service.

#### Delayed Payment Charge

A delayed payment charge will be applied to residential and business customer bills that remain unpaid after the due date. This charge will be the greater of either \$5.00 or an amount that equals 1.5% of the unpaid charges that are past due; except that the charge is not applicable until a residential customer's amount past due exceeds \$21.00 or a business customer's amount past due exceeds \$10.00.

The delayed payment charge will not be assessed until at least nineteen days after the postmark on the customer's bill. The delayed payment charge will not apply to any portion of the bill that is in bona fide dispute, to any previous late payment fees included in the amount due, or to service establishment charges for lifeline services.

Per Call Number Privacy (Per Call Blocking)

Enables customers to prevent the disclosure of their telephone number on a per call basis to the called party. The disclosure of the calling party's number can be prevented on a per call basis by dialing a preassigned access code before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. Per Call Blocking will be provided according to the availability of facilities, features, and central office equipment in locations determined by the Company. Per Call Blocking will be provided to all eligible customers at no charge.

Telecommunications Relay Services (TRS)

Customers may be assessed an annual charge per line to fund the Telecommunications Relay Services for the State of Ohio in accordance with Section 4905.84, Ohio Revised Code. This charge shall in no event exceed the per end user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company.

Extension Service

Customers will be charged an monthly recurring Off Premise Extension Charge (per ¼ mile) of \$1.00.

Directory Listing

Non-Published (Unlisted) Numbers

There will be a monthly charge for telephone numbers which are unlisted at the request of the subscriber of \$1.50.

Extra Listing

There will be a monthly charge for an extra listing in the telephone directory requested by the subscriber of \$1.00.

NON-RECURRING SERVICE & EQUIPMENT OFFERINGS CHARGES

Charges for Changes, Moves, Service Connections and Restoral of Services:

1. Service Connection – Non Complex
  - a. Service Order Charge

Receiving, recording and processing information necessary to execute a customer’s initial request for service. \$15.00
  - b. Service Order Charge (Subsequent) \$10.00
  - c. Central Office Connection Charge
    - (1) Performing all or part of the work associated with the connection of a central office line, including connection or changes in the central office, cable, or drop wire up to house protector. \$30.00
    - (2) For work limited to opening and/or closing the central office line at the Central Office Main Distributing Frame \$20.00
  - d. Premise Visit Charge

Traveling to the customer’s premises to perform any work involving line connection. \$ 8.00

2. Re-establishment of Suspended Service

Re-establishment of service previously suspended as a result of non-payment.  
When disconnected at the Main Frame: \$30.00

3. Number Change

There will be a charge for each number change requested by the subscriber: \$40.00

4. Service Connection – Complex

For any Service Connection request, other than the non-complex (Single Line Telephone and/or extension). An estimate of the approximate service connection charge will be furnished to the customer before initiation of the installation. The estimate will include the following charges: Time & Materials

Service Order Charge  
Initial: \$15.00  
Subsequent: \$10.00

Ayersville Telephone Company  
Defiance, Ohio

---

EXPANDED SERVICE AREA

The services, rates, terms, and conditions for the Defiance, Jewell, Florida and Holgate exchanges (the “Edge Out Exchanges”) will be identical to those of the Ayersville Exchange. All customers in the Edge Out Exchanges, whether they retain their current telephone number or switch to an Ayersville telephone number, will receive the same local calling area as customers located in the Ayersville Exchange. Therefore, customers in the Edge Out Exchanges will be able to call the following exchanges toll-free: Ayersville, Arthur, Continental, New Bavaria, Defiance, Holgate, and Jewell.

Service will be available where facilities permit.

Service is not currently offered in the Edge Out Exchanges.

GENERAL RULES AND REGULATIONS

A. APPLICATION

In the event of a conflict between any rates, rules, regulation or provision contained in these General Rules and Regulations and any rate, rule regulation or provision contained in the other section of this Guidebook, the rate, rule, regulation or provision contained in the specific section of this Guidebook shall prevail.

B. DEFINITIONS

BASE RATE

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

BASE RATE AREA

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

CENTRAL OFFICE

A “Central Office” is a local operating unit by means of which intercommunications is provided for subscribers within a specified area under contract for exchange service. An essential characteristic of a “Central Office” is switching equipment to which telephone stations are connected by means of circuits defined as “Central Office Lines.”

CHANNEL

The term “Channel” designates the electrical path provided by the Telephone Company between two or more locations.

CIRCUIT

The term applies to a channel used for the transmission of electrical energy in the furnishing of telephone service.

COMMISSION

The Public Utilities Commission of Ohio or P.U.C.O.

COMPANY

Whenever used in this Guidebook, “Company” refers to the Ayersville Telephone Company unless the content clearly indicates otherwise.

CONNECTING COMPANY

A corporation, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.

CONTRACT

The term “Contract” refers to the Service agreement between a subscriber and the Telephone Company under which service and facilities are furnished in accordance with the provisions of applicable Tariffs or Guidebooks.

EXCHANGE

The term “Exchange” means a unit established for the administration of telephone service in a specified area which usually embraces a city, town or village and its environs. It consists of a central office, together with the associated plant used in furnishing communication service within that area.

EXCHANGE AREA

The territory served by an Exchange.

EXTENDED AREA SERVICE

A type of telephone service furnished under Guidebook provisions whereby subscribers of a given exchange may complete calls to and/or may receive calls from one or more exchanges without the application of long distance message telecommunications charges.

EXTRA LISTING

An extra listing is any listing of a name or information in connection with a subscriber’s telephone number beyond that to which he is entitled in connection with his regular service.

GUIDEBOOK(S)

The prices, terms and conditions for the Company’s detariffed services available on its website ([www.ayersvilletelco.com](http://www.ayersvilletelco.com)) or by calling the Company.

INDIVIDUAL LINE

An exchange line designed for the connection of only one main station. (Not a private branch exchange trunk line.)

### INTERCEPT SERVICE

A service arrangement whereby a person calling a disconnected or discontinued number is informed that the called telephone number has been disconnected or discontinued.

### KEY TELEPHONE SYSTEMS

An arrangement of equipment in combination with telephone sets and associated keys, to connect the associated telephone to any one of a limited number of exchange, P.B.X., intercommunicating or private lines. Line indicating, signaling, holding features, etc. are or may be incorporated.

### LOCAL CHANNELS

The term "Local Channel" applies to that portion of channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

### LOCAL EXCHANGE SERVICE

Local exchange service provides for telephone communications within an Exchange Area in accordance with the provisions of the Telephone Company's Guidebook or tariff, including the use of exchange facilities as required to establish connections between an exchange station and the toll board or between an exchange station and toll trunks when such trunks are employed to effect connection with the toll board.

### LOCAL MESSAGES

A local message is a communication between subscribers' stations within the same Exchange Area.

### LOCAL SERVICE

The term used to designate the privilege allowed a subscriber of sending messages from his telephone station to other telephone stations within a specified area without the payment of a toll charge.

### LOCAL SERVICE AREA

That area throughout which a subscriber to local exchange service, at a given rate, obtains telephone service without the payment of a toll charge.

NON-PUBLISHED TELEPHONE NUMBERS

A telephone number associated with an exchange station which at the request of the subscriber is not listed in the telephone directory and is not made available to the general public by the Company.

OFF PREMISE

Buildings being used for business and/or residency and not connected under the same roof. Either located on the same continuous property, or intersected by a public thoroughfare, or by land occupied by others.

ON PREMISE

The buildings or portion or partition of the buildings, all connected under the same roof, used and occupied at one time by the subscriber in the conduct of his business or as a residence.

PLANT

The facilities between a Telephone Company central office and a protector on a subscriber's premises which provides each subscriber access to the telecommunications network.

PREMISES

All of the buildings or the adjoining portions of a building occupied and used by the subscriber, or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on the continuous plot of ground not intersected by a public highway.

PUBLIC TELEPHONE

An exchange station, either attended or equipped with a coin collecting device which is installed for the convenience of the public at a location chosen or accepted by the Telephone Company.

RURAL AREA

The sparsely populated area outside of the base rate area and suburban area.

RURAL LINE

A Rural Line is a Company-owned station line serving subscribers outside the base rate area.

### RURAL LINE SERVICE

Rural Line Service is a service provided to customers outside the base rate area by means of rural lines.

### SEMI-PUBLIC TELEPHONE SERVICE

A classification of coin box exchange service for use at locations more or less public in character, but not, in the opinion of the Company, generally accessible nor suitable for the installation of public telephone service.

### SERVICE CONNECTION CHARGE

A nonrecurring charge applying to the establishment of service for a subscriber and certain subsequent additions to that service.

### SUBSCRIBER

As used in this Guidebook, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers even in the same Exchange. The privileges, restrictions and rates established for a subscriber to any class of service are limited to the service at separate locations, furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

### SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of Guidebook regulations by the subscriber, for temporarily interrupting service. During the period of suspension, the Company's equipment remains at the customer's location; the service is rendered inoperable. Facilities are reserved in anticipation that normal service will be resumed at some future date.

### TOLL MESSAGE

A message from a calling station to a station located in a different local service area.

### TOLL SERVICE

Toll Service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's Guidebook or elsewhere.

## C. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

### 1. Availability of Facilities

The Telephone Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary facilities to provide service.

2. Directory Errors and Omissions

The Telephone Company, except as provided herein, shall not be liable for damages claimed on account of, or errors in, or omissions from its directories, nor for the result of the publication 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 listing published numbers in the directories.

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

4. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Telephone Company is not responsible for any action of the Connecting Company.

5. Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on the subscriber's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the Telephone Company's wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company

D. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment

Equipment and lines furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company. The Company, its agents, or its employees shall have the right to enter upon a subscriber's premises during normal working hours only as may be required to make repairs to its equipment or to otherwise remove the source of emergency conditions that are, or that the Company

has reason to expect soon will be, endangering the safety, health, or welfare of Company employees or of other persons, or the safety of component parts of the Company's system or equipment.

If visitation to the customer's premise is sought for any other purpose, such visitation shall preferably be prearranged by telephone. However, if such permission is not feasible, the Company's agent or employee seeking entrance to the subscriber's premises shall approach a responsible adult member of the household, shall identify himself to such person's satisfaction, and shall state the reason for his proposed visitation. Entrance shall not be gained by force or subterfuge or by approach to a child or other irresponsible person. The Company shall be responsible for any damage to the subscriber's property arising from such visitation, whether such visitation is negligently, willfully, or inadvertently caused.

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service and if such service is furnished, may require the subscriber to install and maintain such service and may also require the subscriber to indemnify and hold the Telephone Company harmless from any claims, loss or damage by reason of installation and maintenance of such service.

2. Use of Subscriber Service

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

3. Misuse of Facilities

The Telephone Company may discontinue telephone service, after notification, to any individual, partnership, association or corporation, who by the use of the facilities furnished by the Telephone Company uses or permits to be used for the following fraudulent purposes:

- a. the use of the service in such a manner as to interfere with the service of others or to prevent others from making or receiving calls over their telephone service;
- b. the use of the service for any purpose other than as a means of communication;

- c. the use of the service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without the payment of the applicable local message charge or message toll charge;
- d. The obtaining or attempting to obtain, or assisting another to obtain, local or message toll telephone service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or devices whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for service;
- e. causing or allowing Telephone Company equipment to be tampered with, damaged or destroyed through negligence.

When service is restored after denial, the Telephone Company will make a pro-rata allowance at the scheduled rate for the service denied for the entire period of denial.

- 4. Identity. The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station.

5. Telephone Numbers

The Subscriber has no property right in the telephone number or any right to continuance of service through any particular central office, and the Telephone Company may change the telephone number of the central office designation or both, of a subscriber whenever it deems it advisable in the conduct of its business to do so.

6. Non-Published Telephone Service

Upon request, a subscriber may have the listing of his telephone number omitted from the directory and information records subject to the provisions set forth below:

- a. If a listing is to be omitted, the subscriber is required to sign a written statement, releasing the Telephone Company from all responsibility for losses arising from such omissions.
- b. The Telephone Company shall not be liable for failure or refusal to complete any call to such telephone when such call is not placed by number.
- c. The Telephone Company will endeavor to prevent the disclosure of the number of such telephone, but shall not be liable should such number be divulged through inadvertence.

- d. Non-published telephone service is provided at the monthly and nonrecurring charge quoted in this Guidebook.

7. Alterations

The subscriber agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate change in the Company's wiring or equipment; and the subscriber agrees to pay the Company's current charges for such change.

## E. ESTABLISHMENT AND FURNISHING SERVICE

1. Application for Service

Application for service shall constitute a contract when accepted verbally or in writing by the Company or upon the establishing of service. The initial minimum contract period for exchange service is one (1) month from the date service is established unless otherwise specified herein or elsewhere in the Telephone Company Guidebook.

2. Advance Payments

Applicants for service involving special construction may be required to make an advance payment. The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

3. Deposits

If the Company assesses a deposit, it will charge an amount not to exceed 230% of its average monthly bill.

4. Payment for Service

The subscriber is required to pay all charges for exchange service and facilities and for toll messages in accordance with provisions contained in Section 2.

The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll including charges for toll messages on which the charges have been reversed.

5. Maintenance and Repair

All ordinary expense of maintenance and repairs, unless otherwise specified in the Telephone Company's Guidebook, is borne by the Telephone Company. The subscriber has financial responsibility for installation and maintenance of simple and complex inside wire. The Company will offer an optional maintenance agreement on a detariffed basis. Subscribers may not rearrange, disconnect or remove any appurtenance or wiring installed by the Telephone Company, except upon the written consent of the Telephone Company.

6. Unusual Installation Costs

Where special conditions or special requirement of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

F. TELEPHONE DIRECTORIES

1. Distribution

The Telephone Company will furnish to its subscriber without charge one directory per assigned telephone number. Other directories of the Telephone Company will be furnished at the discretion of the Telephone Company at the charge of \$1.50.

2. Ownership and Use

Directories regularly furnished to subscribers are the property of the Telephone Company, are loaned to subscribers only as an aid to the use of the telephone service, and are to be returned to the Telephone Company upon request. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in the possession of the subscriber.

G. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Business Rates apply at the following locations:

- a. In offices, stores, factories, mines and all other places of a strictly business nature.
- b. In boarding houses, except as noted under 2.b. below, offices of hotels, halls and offices of apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools or colleges, churches, hospitals, libraries and other similar institutions.

- c. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
  - d. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
  - e. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under 2.c. below.
2. Residence Rates apply at the following locations:
- a. In private residences where business listings are not provided.
  - b. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
  - c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinarian, provided the subscriber does not maintain an office in the residence.

## H. CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

1. General
- a. Lines will be extended in accordance with provisions specified in paragraphs 4.a. – c., Lines Extensions, of this Section.
  - b. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense, as for example:
    - i. The facilities are provided in remote or undeveloped sections within the Exchange Area.

- ii. Conditions require the provisions of special equipment of unusual methods of plant construction, installation or maintenance.
- iii. The customer's location requires the use of costly private right of way.
- c. Title to all construction, as specified below, provided wholly or partly at the customer's expense is vested in the Telephone Company.
- d. By "cost" is meant the cost of labor and materials including the usual supervisory expenses.
- e. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Telephone Company for such attachments is borne by customer.
- f. The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Telephone Company.
- g. Construction charges will not apply to the customer's aerial drop which extends from the last pole to the building in which the telephone is located.

2. Special Type of Construction

When underground service connections are desired by customers as initial installations in place where aerial drop wires would ordinarily be used to reach the customer's premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

- a. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition the customer shall pay the cost of the underground cable, including the cost of installing, less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company.
- b. The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.
- c. 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 it, less the estimated cost

to the Telephone Company of installing such aerial drop as would be (or is) required to furnish the same service.

- d. Cable installed in conduit will be maintained and replaced at the expense of the Telephone Company where the conduit has been inspected in place by the Telephone Company and approved, but repairs or replacements of cable in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
- e. Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

3. Plant Constructed on Private Property

- a. Construction of plant facilities on private property to be used in servicing an individual subscriber will be furnished by the Telephone Company at a charge to the subscriber at the actual cost of the time, material and overheads for such pole, except that the Telephone Company will furnish as many as two poles or 400 feet of underground plant without charge to the subscriber provided the plant thus furnished is used to carry main line circuits. Ownership and maintenance of such poles is vested in the Telephone Company.
- b. Plant construction on private property to be used as part of the standard distributing plan serving subscribers in general, are furnished, maintained and owned by the Telephone Company.
- c. Circuits on private property are furnished, owned and maintained by the Telephone Company.

4. Line Extensions

- a. Line extensions will be made by the first 400 feet of construction cost at Company expense, all excess construction cost to be borne by prospective subscriber or subscribers on a time and materials basis.

b. Provisions of Private Right-of-Way

Where required by the conditions, applicants shall provide, without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

c. Other Regulations

Applicant may be required to make advance payments to cover all or a portion of the exchange service when in the opinion of the Telephone Company there is evidence of credit risk.

5. Special Construction. When special construction charges for individual customers are necessary, special construction charges may apply as set forth herein.

## I. INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

### 1. INITIAL CONTRACT PERIODS

- a. Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.
- b. The length of contract period for directory listings and where the listing actually appears in the directory is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.
- c. The Telephone Company may require a contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment or for unusual construction necessary to meet special demands and involving extra costs.

### 2. TERMINATION OF SERVICE BY SUBSCRIBERS

- a. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
  - i. In case of service for which the initial contract period is one month, the charges due for the balance of the initial month.
  - ii. In case of directory listing and where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following bases charges will be continued only to the date of termination of the extra listing subject, however, to a minimum charge of one month.
    - 1) The contract for the main service is terminated;
    - 2) The listed party becomes a subscriber to some class of exchange service;
    - 3) The listed party moves to a new location;
    - 4) The listed party dies.

- iii. Contracts for periods of longer than one month covering service whose installations required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.
- b. Service may be terminated after the expiration of the initial contract period upon payment of all charges due to the date of termination of service.

## J. PAYMENT FOR SERVICES AND FACILITIES

### 1. PAYMENT FOR SERVICES AND FACILITIES

- a. The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month. A subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due. Bills are payable at the office of the Telephone Company or any agency authorized by the Telephone Company to receive such payment.
- b. The failure of the customer to promptly pay the delinquent bill (regular billing or special toll billing) may subject the customer's service to either temporary suspension or discontinuance of service.
- c. Each month is considered to have thirty (30) days for the purpose of computing charges, and shall be the basis for computing fractional portions of monthly billing, pro-rated charges and adjustments to customer accounts.
- d. Failure to receive a bill will not exempt a subscriber from payment of any sum or sums due the Company.
- e. If a temporarily suspended service is reconnected prior to the completion of an order to discontinue the service, the Telephone Company will give a pro-rata credit for the entire period of time the service was temporarily suspended; except in the case where service is reconnected within the day after the day it was temporarily suspended, no credit will be given. Subsequent to the completion of an order to discontinue a customer's telephone service, the Telephone Company will re-establish the service only on the basis of a new application or service; in such case, the restoral of service charge is not applicable.
- f. Insufficient Fund Check Charge. If the Company receives a check from a customer in payment for service rendered or for any other reason of indebtedness, which is returned from the bank due to insufficient funds or for any other reason,

the Company shall apply a service charge of \$20.00 for each such check returned. The Company may waive this service charge if extenuating circumstances exist.

K. SPECIAL SERVICE AND FACILITIES

1. GENERAL

Special service and facilities, not ordinarily used in the furnishing of telephone service and not mentioned in, provided for or contemplated by the Guidebook of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company. In the event any such special service or facility or the use thereof interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special service or facility after thirty (30) days written notice to the subscriber, and provided that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

L. LIABILITY OF TELEPHONE COMPANY

1. GENERAL

- a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service or facilities and not caused by subscriber-provided equipment or facilities or by the negligence of the subscriber, shall not exceed an amount equivalent to the proportionate charge for the affected service or facility for the period of such impairment.
- b. The use of customer owned and provided terminal equipment (C.O.P.E.) and other subscriber-provided facilities in connection with the facilities of the Telephone Company are permitted only on the condition that the liability of the Telephone Company shall in no instance be greater than that provided in the preceding paragraph and that the Telephone Company will not be liable for any loss, damage, impairment, or failure of service, arising from or in connection with, the use of subscriber-provided facilities or equipment not caused solely by negligence of the Telephone Company.
- c. When the lines of other telephone companies are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company is not liable for any act or omission of the other company or companies.

M. TEMPORARY SUSPENSION OF SERVICE

1. Upon request, a subscriber having any class of exchange service except service stations, the service may be suspended for a period of one month or more. No outward or inward service is provided during the period of suspension. Only one period of suspension of not to exceed six (6) months or 180 days is allowed in any calendar year.
2. Temporary suspension of service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made. No charge will be made for restoration of service.
3. The reduction in rate for the period of suspension is equal to 50 percent of the exchange service charges, including charges for access lines.
4. Bills are rendered at the regular rate at regular billing dates during the period of suspension. Payment shall be made in advance and the allowance applied after the service is restored.

MISCELLANEOUS SERVICE OFFERINGS

A. VACATION RATE (SEE TEMPORARY SUSPENSION OF SERVICE)

For services retained in a subscriber name during extended subscriber absence, there will be a charge of: 50% Regular Rate. Payment for local service equal to the anticipated suspension period shall be made in advance and the allowance applied after the service is restored.

B. TRUNK ROTATION SERVICE

Trunk Rotation Service is an arrangement whereby two or more lines of the same class and grade or trunks of the same class furnished to a subscriber on continuous property are grouped so that calls to the first number of the grouped lines are automatically routed to the first non-busy line of the group, and a busy signal or busy report is not given unless all the grouped lines are busy.

The number of Trunk Rotation Services required depends upon the number of lines in a group. One Trunk Rotation Service is required for the second line and each succeeding line.

The charge for Trunk Rotation Service is \$2.00 per line per month.

CUSTOM CALLING FEATURES

A. CALL FORWARDING

This service provides the customer with the ability to automatically forward all incoming calls to another station. The telephone can still be used for outgoing calls or long distance calls. This service is available on rotary or digitone telephone sets.

Monthly recurring charge ----- \$1.00

B. CALL WAITING

This service permits a customer, already talking to another party to be informed that an incoming call is waiting to reach the busy number. By depressing the switchhook, the customer can transfer to the new call while holding the original connection. Subsequent depressing of the switchhook will transfer the customer back and forth between the two connections; however, the customer is unable to converse with both parties at the same time. Only one call can wait at a time; any other calls will receive a busy tone. This service is available on rotary or digitone telephone sets.

Monthly recurring charge ----- \$1.00

C. CANCEL CALL WAITING

This service permits a customer to disable Call Waiting for the duration of one call by dialing access code. Call Waiting features are reestablished as soon as the call is terminated.

Digitone is required for this feature.

Monthly recurring charge ----- \$1.00

D. CALL TRANSFER

This feature enables the customer to receive an incoming call and transfer that call to another telephone number. This service is available on rotary or digitone telephone sets.

Three-way Calling is required for this feature.

Monthly recurring charge ----- \$1.00

E. THREE-WAY CALLING

This service permits a customer to add a third party to an existing connection by depressing the switchhook and dialing the third party. Upon receiving dial tone, the three-way connection is completed by depressing the switchhook again. When one party hangs up, the other two may continue their conversation. This service is available on rotary or digitone.

Monthly recurring charge ----- \$1.00

F. CODE RESTRICTION

This feature provides the customer with the ability to block outward dialed calls to preselected Access Codes (i.e. 900 numbers) and is not intended to act for the purpose of toll restriction. This service is available on rotary or digitone telephone sets.

Monthly recurring charge ----- \$4.65

G. DO NOT DISTURB

This feature enables the customer to place the telephone in a mode that will limit incoming calls to those individuals that have been provided an Identification Code. Digitone is required for this feature.

Monthly recurring charge ----- \$1.00

H. SPEED DIALING – SHORT LIST

This feature enables the customer to dial with a one-digit code up to eight (8) frequently called numbers, both local or long distance. The customer can change the list of eight (8) called numbers as often as desired. This service is available on rotary and digitone telephone sets.

Monthly recurring charge ----- \$1.00

I. SPEED DIALING – LONG LIST

This feature enables the customer to dial with a two-digit code up to thirty (30) frequently called numbers, both local and long distance. The customer can change the list of thirty (30) called numbers as often as desired. A customer must choose between the Short List or the Long List feature as both cannot be used simultaneously on a single line. This service is available on rotary and digitone telephone sets.

Monthly recurring charge ----- \$2.00

J. DO NOT DISTURB – TELEMARKETING

This feature allows customers to intercept callers with an announcement stating “You have called a number which does not accept calls from telemarketers. If you are not a telemarketer and wish to complete this call, please press ‘1’.” If telemarketers complete the call, they will be in violation of FCC rules and are subject to prosecution.

Monthly recurring charge ----- \$1.00

K. TOLL CONTROL WITH PIN

Allows customers to control the origination of a toll call from their telephones by means of a personal identification number (PIN). A subscriber’s line would be denied toll origination without the use of the PIN. The customer cannot make any 1+, O-, or O+ calls with toll control except with this PIN override. Customers may still call 911. This feature can only be activated with a touchtone telephone.

Monthly recurring charge ----- \$1.00

L. CONNECTION CHARGE

A connection charge will be made for each customer request for Custom Calling Features. The charge will be waived if the request for Custom Calling Features is made in conjunction with an initial installation service order. A Service Order Charge also applies.

Nonrecurring charge ----- \$4.65

M. PROMOTIONS

Custom Calling Services may be offered to individual customers for trial-use for a period not to exceed thirty (30) days. The dates of offering and duration of trial-use will be determined by the Telephone Company. During trial-use, the recurring charge for Custom Calling Services will not apply to customers participating in the trial-use offering and the Service Connection charges will be waived. This offering is limited to one-party lines which are not already equipped with the Custom Calling Features added. A customer may participate only once during each trial-use offering period. Customer requests for Custom Calling Feature trial-use will be subject to availability of facilities.

CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS)

A. GENERAL

i. Per Call Blocking

Enables customers to prevent the disclosure of their telephone number on a per call basis to the called party. The disclosure of the calling party's number can be prevented on a per call basis by dialing a preassigned access code before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. Per Call Blocking will be provided on a universal basis. All public and semi-public payphones in Ayersville Telephone Company's service area will be equipped with Per Call Blocking.

ii. Per Line Blocking

Enables customers to prevent the disclosure of their telephone number on all outgoing calls, without the necessity of an activation code. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. Per Line Blocking will be provided at no monthly charge on an optional basis to non-published customers. The service is also available to published customers at a monthly charge of \$1.50. Law Enforcement, Domestic Shelters and other special agencies will be offered free Per Line Blocking.

iii. Repeat Dialing

Automatically redials the last outgoing number after the customer activates the service by dialing \*66 from a touch-tone phone, or 1166 from a rotary dial phone. Repeat Dialing monitors the busy line and performs a call set-up when both the originating and terminating lines become idle. After activation of the feature, the originating and terminating customers may place other calls without affecting the Repeat Dialing service status. This service may also be used to recall a called party after the conversation has been terminated.

iv. Call Return

Enables a customer to return the last incoming call, whether or not it was answered. The customer dials the activation code of \*69 from a touch-tone phone, or 1169 from a rotary dial phone, and the last incoming call is announced. If the incoming call was placed from a line designated as "private," the recording will indicate that the number is private and will announce only the date and time of the call. To activate the Call Return function, the customer would then dial "1". If the line is busy when the customer activates the service, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty minutes both the calling and called parties' lines are checked periodically. The call set-up is made when both the originating and terminating lines are idle. After activation of the feature, the originating and terminating customers may place other calls without affecting the Call Return service status. Up to

ten calls may be held in queue for the customer's Call Return activation. The call backs may be to areas where a toll charge would be applicable. This feature cannot be activated for all telephone numbers such as numbers with the 800 or 900 prefixes, or PBX extensions.

v. Caller ID

Allows the customer to view the telephone number of the calling party when receiving a telephone call. The telephone number of the calling party is displayed on a customer provided display device. However, the calling party may subscribe to services which will prevent the disclosure of their telephone number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's telephone number.

vi. Caller ID with Name

Works in the same manner as Caller ID, but in addition to displaying the calling party's telephone number, it also displays the calling party's name. The calling party may activate per call blocking or subscribe to per line blocking services which will prevent the disclosure of their telephone number and name. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's telephone number and name.

vii. Call Screening

Provides the customer with a method of blocking calls from certain numbers, which may or may not be known to the customer. The customer may create a screening list of up to fifteen (15) telephone numbers, and place them in network memory through an interactive dialing sequence. The customer may also activate the service after receiving a call, and thus place the number associated with that call on the Call Screening list. To activate the feature, the customer dials \*60 from a touch-tone phone, or 1160 from a rotary dial phone, and the telephone number of each incoming call is checked against the customer's Call Screening screening list.

viii. Special Call Acceptance

Provides the customer with a method to accept calls from certain numbers only. Up to ten (10) numbers may be added to the screening list through an interactive dialing sequence. The customer dials \*64 from a touch-tone phone, or 1164 from a rotary dial phone, to activate the service. Each incoming call is then checked against the customer's Selective Call Acceptance screening list.

ix. Preferred Call Forwarding

Allows customers to create a special list of telephone numbers and a destination number through an interactive dialing sequence. By dialing \*63 from a touch-tone phone, or 1163 from a rotary dial phone, the customer activates the service. Only incoming calls from numbers appearing on the list will be forwarded to the predetermined remote station.

x. Priority Ringing

Allows customers to designate several numbers that will be recognized immediately as important calls by means of distinctive alerting signal. Up to ten (10) numbers may be added to the screening list through an interactive dialing sequence. The customer then dials \*61 from a touch-tone phone, or 1161 from a rotary dial phone, and activates the service. When the incoming call is identified as one of the numbers on the list, a distinctive ring will be produced in the customer's telephone to alert them that an important call is coming in. If the customer is using the phone and one of the selected numbers come through on Call Waiting, the customer will receive a distinctive call awaiting signal to let them know an important call is awaiting them.

xi. Anonymous Call Rejection

Allows customers to reject those calls from which a privacy indicator is received (i.e., the calling party chose to keep his or her number private). Customers activate the service by dialing \*77 from a touch-tone phone or 1177 from a rotary dial phone.

The calling party will receive a recorded announcement indicating that the person he or she is calling does not wish to receive calls from callers who choose to block their number. Customers deactivate the service by dialing \*87 from a touch-tone phone or 1187 from a rotary dial phone.

xii. Caller ID on Call Waiting

This combined service provides the customer with the name and/or telephone number of the person trying to reach him or her. The calling party may use per-call blocking or subscribe to per-line blocking service that will prevent the disclosure of his or her telephone number and name. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's telephone number and name. Subscription to Caller ID and Call Waiting is required.

B. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS).

Custom Local Area Signaling Services (CLASS) cannot be functional unless both the called and calling parties are served by, and the call is routed through, appropriately-equipped central offices, and routed over appropriately-equipped facilities for calls between such equipped central offices.

Telemarketers are prohibited from blocking the disclosure of their telephone number when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number, the Company will investigate the complaints and terminate the number blocking service where appropriate.

C. RATES AND CHARGES

i. Recurring Charges

	Monthly Rate per Line	
	<u>Residential</u>	<u>Business</u>
Per Call Blocking*	N/C	N/C
Per Line Blocking		
-Nonpublished Customers	N/C	N/C
-Published Customers	1.50++	1.50++
Repeat Dialing	3.00	3.00
Call Return	3.00	3.00
Caller ID	3.00	3.00
Caller ID with Name	5.75	5.75
Call Screening	3.00	3.00
Special Call Acceptance	3.00	3.00
Preferred Call Forwarding	3.00	3.00
Priority Ringing	3.00	3.00
Anonymous Call Rejection	1.00++	1.00++
Caller ID on Call Waiting	1.00++	1.00++

\* Provided automatically to each line

++ Not eligible for discount

ii. Discounts

The following discount schedule is available to residential customers:

2 <sup>nd</sup> Feature	Discounted by \$1.00 per month
3 <sup>rd</sup> Feature	Discounted by \$1.00 per month
Each Additional Feature After 3	Discounted by \$2.00 per month

The following discount schedule is available to non-residential customers

2 <sup>nd</sup> Feature	Discounted by \$1.00 per month
3 <sup>rd</sup> Feature	Discounted by \$1.00 per month
Each Additional Feature After 3	Discounted by \$2.00 per month

iii. Non-Recurring Charges

A non-recurring charge applies to establish or change to new and/or additional Custom Local Area Signaling Services (CLASS), except when the change results only in the removal of one or more Customer Local Area Signaling Services.

	<u>Non-recurring Charge</u> <u>Each Line Equipped</u>
Per Call Blocking	None
Per Line Blocking*	4.65**
Repeat Dialing	4.65**
Call Return	4.65**
Caller ID	4.65**
Caller ID with Name	4.65**
Call Screening	4.65**
Special Call Acceptance	4.65**
Preferred Call Forwarding	4.65**
Priority Ringing	4.65**
Anonymous Call Rejection	4.65**
Caller ID on Call Waiting	4.65**

\*Waived for non-published customers within 90 days of the introduction of the service. After the 90-day period has expired, the non-recurring connection charge will apply.

\*\*Plus Service Order Charge.

iv. Promotional Offerings

Custom Local Area Signaling Services (CLASS) may be offered to individual customers for trial-use for a period not to exceed ninety (90) days. The dates of offering and duration of trial-use will be determined by the Telephone Company. During trial-use, the recurring charge for the CLASS feature will not apply to customers participating in the trial-use offering and the non-recurring connection charges will be waived. This offering is limited to one-party lines which are not already equipped with the CLASS features added. A customer may participate only once during each trial-use offering period. Customer requests for CLASS trial-use will be subject to availability of facilities.

900 SERVICES CALL BLOCKING

A. DESCRIPTION

900 services call blocking is an optional service providing residential and nonresidential subscribers with the capability to block the origination of direct dialed calls to all 900 services.

B. REGULATIONS

1. LEC-provided blocking of 900 services shall be provided where technologically feasible.
2. 900 services blocking is to be provided to residential customers at no charge for initial requests.
3. 900 services blocking is to be provided to nonresidential customers, free of charge, on a one-time basis, during a 60-day period after the inception of service.
4. Charges associated with nonresidential customers' initial requests (after the sixty-day free enrollment period has expired) and subsequent requests, and residential customers' subsequent requests, for 900 services blocking will not exceed the company's service order charge.
5. Residential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge, even if they exercised an option to block services at a previous location at no charge.
6. Nonresidential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge during a 60-day period after the inception of service, even if they exercised an option to block 900 services at a previous location at no charge.
7. Customers may elect to remove 900 services blocking free of charge. Requests by customers to remove 900 services blocking must be in writing.

DIRECTORY LISTINGS

A. GENERAL

1. The regulations for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of subscribers.
2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling parties of the telephone numbers of subscribers and those entitled to use subscribers' services. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification.
3. Names in directory listings shall be limited to the following:
  - a. In connection with residence service:
    - i. The individual name of the subscriber, or
    - ii. The individual name of a member of the subscriber's family.
  - b. In connection with business service:
    - i. The individual name of the subscriber, or
    - ii. The name under which the subscriber is actually doing business as evidenced by signs on the premises, by letterheads, and by name under which a bank account is carried, or,
    - iii. The name under which a business is actually being conducted by someone other than the subscriber and which the subscriber is authorized by such other party to use, or,
    - iv. The individual names of the officers, partners, or employees of the subscriber, or
    - v. The names of departments when such listings are deemed necessary from a public reference viewpoint.
4. Whenever any question arises as to the right of a subscriber (1) to list the name of a business which he claims he is authorized to represent; or (2) to use a listing which includes the trade name of another; the Telephone Company is privileged to require the subscriber to secure from the owner of such name, written authority so to use it addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listings; and is privileged to refuse to accept or to delete such listings where (1) such written authority is not so furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

5. Primary Listings

- a. One listing without charge, termed the primary listing, is provided as follows:
  - i. For each separate subscriber service. When two or more main station lines or P.B.X. lines are consecutively operated, the first number of the group is considered the primary listing.
  - ii. For each semi-public service.

B. REGULAR EXTRA LISTINGS

1. Business extra listings may be the names of partners or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation, if the subscriber is a corporation; and for any business establishment, the names of associates or employees of the subscriber. No other class of listing such as service, agency, commodity, etc., will be accepted.
2. Residence extra listings may be the names of members of the subscriber's immediate family.
3. In connection with semi-public telephone service, extra listings are allowed at regular extra listing rates in the names of permanent guests or tenants at that location. Regular Extra Listing rates in connection with semi-public stations are furnished under the same regulations as specified in paragraph 1, above.
4. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of P.B.X. station, or extension station, installed on premises of the subscriber, but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.
5. Regular Extra Listings are furnished at the rate quoted in the Guidebook.
6. Extra listing charges (except for listings of alternate call numbers and office hours) date from the time the listing is posted on the information records. Information records are posted at the time application for listing is made, or at the date of issue of the directory, as the subscriber may desire. Charges for listings of alternate call number and office hours become effective as of the date of the issue of the directory.

C. SPECIAL TYPES OF EXTRA LISTINGS

1. Duplicate and cross reference listings

- (a) Duplicate listings, i.e. listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangement of names, are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the subscriber, and are not desired to secure a preferential position in the directory or for advertising purposes.
- (b) Cross Reference Listings are permitted when their use will facilitate in the handling of telephone calls.
- (c) The Regular Extra Listing rate applies for each Duplicate or Cross Reference Listing.

2. Alternate Call Number Listings

- (a) Listing of an alternate telephone number to be called in case no answer is received, is permitted for subscribers to all classes of service.
- (b) The alternate number may be that of a service not under contract with the subscriber in connection with whose name it appears. In such case, the consent of the subscriber to be alternately listed service must be obtained before the alternate listing is furnished.
- (c) The Regular Extra Listing rate applies for each Alternate Call Number Listing.

3. Foreign Exchange Listings

- (a) Foreign Exchange Listings, i.e. listings of subscribers located in an exchange other than that in which the listed service is furnished, are permitted.
- (b) The regular Extra Listing rate applies for each Foreign Exchange Listing.

D. DUAL NAME LISTINGS

A dual name listing is comprised of a surname, two first names, an address and telephone number. This listing may be provided as the primary listing associated with residence service for two persons who share the same surname and reside at the same address or for one person known by two first names. There is no additional monthly charge for dual name listings and no additional non-recurring charge for such listing at the time of an initial application for service, however, to change one or more directory listing, at the subscriber's request from or to dual name listing as described above, the following, one-time, non-recurring charge applies:

	<u>Non-recurring Charge</u>
Per occasion, per customer - - - - -	\$5.00

EXTENSION STATIONS

A. EXTENSIONS

1. Extension stations are not furnished with Public Telephone Paystations.
2. Separate telephone numbers or other distinctive designations are not assigned to extension stations nor is code-ringing permitted.
3. Where either the main or extension station is at a business location, business rates apply to both stations.
4. The rates specified in the miscellaneous equipment section of the Guidebook apply for extension bells or signaling circuits and associated apparatus used in connection with the wiring plan used.
5. Extension not under the same roof, will be classified as off-premise extensions and mileage charges will apply as quoted in this Guidebook.

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE

A. GENERAL

The Telephone Company shall respond promptly to customer inquiries pertaining to charges for toll service, either by handling the inquiry itself, or referring it to the IXC, depending on the nature of the customer's inquiry.

B. TOLL BLOCKING POLICY

Ayersville Telephone Company, when acting on behalf of an IXC, may "universally" block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

Ayersville Telephone Company may furnish credit information, acquired from the Company's own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. The Company will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.

All forms of toll blocking services offered by Ayersville Telephone Company to toll service providers must be provided on a non-discriminatory basis to all toll providers, regardless of whether the Company has established a billing and collection agreement with the toll provider. Any charges for toll blocking services offered by the Company are set forth in this Guidebook.

Upon payment by the customer of all past due toll debt to the IXC, or to Ayersville Telephone Company acting on behalf of an IXC, the Company will lift the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

Toll disconnection service shall be provided as follows:

Universal Toll Blocking	<u>Non-Recurring Charge</u> \$5.00/Customer Disconnected
-------------------------	---

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations.

The Ayersville Telephone Company (LEC) does mirror the National Exchange Carriers Association (NECA) interstate rates for the intrastate jurisdiction. Regulations, rates and charges are specified in NECA Tariff – (FCC No. 5, Access Service Tariff, Section 13.3.3).

CUSTOMER PREMISES INSIDE WIRE

A. GENERAL

1. Installation and maintenance of customer premises inside wire associated with residence and non-residence single line exchange services, excluding semi-public service, connecting to single line sets are the financial responsibility of the customer.
2. Customer premises inside wire is defined as wire (including entrance bridges, connectors, blocks, and jacks) within a customer's premises that extends between the termination of the exchange access line at the network interface and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line.
3. The network interface may be installed on the customer's premises at a location determined by the Telephone Company which is accessible to the customer. The normal location of the network interface would be in close proximity of or in conjunction with the protector or equivalent where the Telephone Company facilities enter the Customer's premises.

The Telephone Company will not charge for the network interface device. The only charges that apply when a customer has the Telephone Company come to their premises for the purpose of installing a network interface device are the appropriate service connection charges.

4. Customer premises inside wiring must be installed in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

B. RESPONSIBILITY OF THE CUSTOMER

1. In the event that the customer provides, installs and maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or third persons caused by the actions or omission of the customer or the customer's agents or representative. The customer will save the Telephone Company harmless from any and all liability, claims, or damage arising out of the provision, installation or maintenance of customer, premises inside wire by the customer or the customer's representatives or agents.
2. In those instances where the Telephone Company makes a repair visit to the customer's premises and the service difficulty or trouble results from customer premises inside wire provided, installed or maintained by the customer that is not in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations for such service wire, the customer is responsible for the payment of a service order charge, and a premise visit charge.

C. RESPONSIBILITY OF THE TELEPHONE COMPANY

1. The Telephone Company will make available to customers installation guidelines for provision or installation of customer premises inside wire. These guidelines will be available at the Telephone Company office.
2. Subject to the provision of this Guidebook, the Telephone Company will, upon the customer's request, maintain customer premises inside wire and standard jacks, provided or installed by the customer which are in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

D. VIOLATION OF REGULATIONS

Where customer premises inside wire provided, installed, or maintained by the customer is in violation of any of the regulations of this Guidebook, the Telephone Company will take such immediate action as necessary for the protection of the telecommunications network and Telephone Company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the premises inside wire or correct the violation and shall confirm in writing to the telephone company within ten days, following the receipt of written notice from the Telephone 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 or to give the required written confirmation to the Telephone Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provision of this Guidebook.

CUSTOMER OWNED AND PROVIDED EQUIPMENT

- A. Subscriber-provided terminal equipment and communications systems may be used with the facilities furnished by the telephone company for exchange and long distance message telecommunications service as specified in this section.
- B. Customer owned and provided terminal equipment will be allowed to be connected to facilities furnished by the Telephone Company in accordance with the FCC Docket 19528 (Registration Program). Providing the customer, at the option of the Telephone Company: (a) notifies the Telephone Company of the intent to connect terminal equipment, (b) provides the Telephone Company with the make, model and FCC registration number and ringer equivalence rating of the terminal equipment.
- C. Terminal equipment which is not in conformance with the FCC Registration Program may not be attached to the facilities of the Telephone Company without the use of either a Telephone Company provided or customer provided interconnection device. The interconnection device must also be in conformance with the Registration Program.
- D. A visitation or maintenance charge will apply when a service difficulty or trouble report requires a visit by the Telephone Company to the customer premises, at which Terminal Equipment and Inside Wiring is connected to Telephone Company facilities, to determine that the difficulty or trouble is not the result or failure of Telephone Company facilities. The charge will be based on the actual cost of the visit as determined by the direct labor time, indirect labor time, equipment and materials required.

RESALE AND SHARING

A. APPLICATION

This contains regulation, rates and charges applicable to the Resale and Sharing of Local Exchange Telephone Service.

B. GENERAL

1. Except where specifically noted herein, this tariff is not intended to apply to the resale of local exchange service by certified local exchange carriers.
2. This tariff does not permit, by a certified local exchange carrier or any other entity, the purchase of local residential service for resale as business service. Such resale is prohibited.
3. The Telephone Company will permit the resale or sharing of local exchange service. Resale or sharing of local exchange service is provided on non-residence individual lines or trunks. The customer's service may be extended to:
  - a. Tenants and guests of nursing homes, retirement homes or villages, apartments and/or apartment complex and other developments for residential use (i.e. Mobile Home Parks),
  - b. Persons temporarily subleasing a customer's residential premise,
  - c. Patrons of non-residence customers who resell or share their service or equipment.
4. For the purpose of this tariff "resale and sharing of local exchange service" shall be interpreted in the following manner:
  - a. RESALE – The reselling by a customer of the customer's service to others for profit.
  - b. SHARING – The shared use by a customer with others on a shared cost basis of the customers service.
  - c. LOCAL EXCHANGE SERVICE – Telecommunications service provided within local exchange service areas in accordance with the Guidebook or tariffs. It includes the use of exchange facilities required to establish connections between stations within the exchange and between stations and the toll facilities serving the exchange.
5. The Telephone Company will continue to offer Local Exchange Service to subscribers of the reseller/sharer customer at applicable rates and charges as set forth in this Guidebook or the Companies Tariffs.
6. The Telephone Company will not be responsible for the manner in which the use of service or charges are allocated to others by a customer who resells or shares service. All applicable rates and charges for such service will be billed to the customer.

7. Service orders will be accepted by the Telephone Company only from the customer; provided, however, that the Telephone Company will respond to repair and maintenance requests from others and, in such circumstances, the customer is responsible for any maintenance of service charge that may be billed by the Telephone Company.
8. Resale or STS access line service will be provided on a measured rate basis pursuant to rates set forth in the Company's Guidebook or tariff. Where measured (or message) service is not available, the reseller or STS provider shall pay the appropriate flat business individual or trunk rate.

C. REGULATIONS

1. Access Line  
Resale and Sharing of local exchange service shall be provided on a Non-Resident Access Line or trunks basis only.
2. Inter-Connection
  - (a) Inter-Connection of the resale/sharing facilities with the Telephone Company network shall be in accordance of FCC's Part 68 Standards for interconnection.
  - (b) CPE and intrasystem wiring used in the reseller/sharing operation shall meet FCC part 68 Standards.
3. Restrictions  
The following restrictions shall be applicable to Resale and Sharing operations:
  - (a) A reseller/sharer may provide service only within a single building, or a contiguous complex of buildings under common ownership or management (such complex may be intersected by public thoroughfares provided that the property segments created would be continuous in the absence of the thoroughfares);
  - (b) Where separate buildings are involved, they must have a related business purpose (e.g., industrial park, shopping center, university, etc.);
  - (c) Direct interconnection of PBXs serving different resale/sharing systems is prohibited; and
  - (d) Participation in reselling/sharing systems shall be limited to occupants of a building or contiguous complex of buildings which compose a resale/sharing system.
4. Directory
  - (a) The Telephone Company shall provide one (1) copy of the Local Telephone Directory on a periodic basis. Any additional copies will be provided at the expense of the resale/sharer customer.
  - (b) Directory listings for the subscribers of the resale/sharing customer will be provided at the rates for non-residence additional listings as set forth in

this Guidebook. The Telephone Company will place listings of residential customers of STS providers in the residential section of the directory, when so notified by the STS provider.

D. RATES AND CHARGES

The Rates and Charges for the provision of local resale and sharing are those rates set forth in the Guidebook or Company's Tariffs.

1. Non-Residence Access Line
2. Local Telephone Directory
3. Non-Residence Additional Listings
4. Other recurring and non-recurring tariff items required to accommodate the customer (i.e. Service Order Charges).

E. PAYMENT FOR SERVICES AND FACILITIES

1. The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month. All bills for local service one month in advance; toll charges for all calls originated by the customer or accepted by him as "collect", "third number", or "special billed" calls; or miscellaneous charges for facilities or services are due upon presentation of the bill. If the bill is not paid within fifteen (15) calendar days following the date of the bill (the date the bill is mailed to the customer) the account will be considered delinquent. Bills are payable at the office of the Telephone Company or any agency authorized by the Telephone Company to receive such payment.
2. The failure of the customer to promptly pay the delinquent bill (regular billing or special toll billing) may subject the customer's service to either temporary suspension or discontinuance of service pursuant to the provisions of Paragraph No. 3 following:
  - a. If the customer's service is temporarily suspended for nonpayment it may not be restored until all amounts due (at the time of payment) are paid in full, including the reconnection of service charge. Upon receipt of all amounts due (including the reconnection of service charge) or, upon agreement to satisfactory payment arrangements by the parties involved, the Telephone Company will restore the service as soon as possible.
3. The Telephone Company is responsible for providing actual notice to the subscriber before service is discontinued pursuant to provisions set forth under "Procedure for Disconnection of Service."
4. Each month is considered to have thirty (30) days for the purpose of computing charges, and shall be the basis for computing fractional portions of monthly billing, prorated charges and adjustments to customer accounts.

5. Failure to receive a bill will not exempt a subscriber from prompt payment of any sum or sums due the Company.
6. If a temporarily suspended service is reconnected prior to the completion of an order to discontinue the service, the Telephone Company will give a pro rata credit for the entire period of time the service was temporarily suspended; except, in the case where service is reconnected within the day after the day it was temporarily suspended, no credit will be given. Subsequent to the completion of an order to discontinue a customer's telephone service, the Telephone Company will re-establish the service only on the basis of a new application for service; in such case, the restoral of service charge is not applicable.

F. PROCEDURE FOR DISCONNECTION OF SERVICE

1. Telephone Service will not be discontinued or denied without prior approval of the Commission, except:
  - a. Where a customer has neglected or refused payment of an overdue bill and the Company has exhausted all reasonable efforts for collection;
  - b. When some condition exists on a customer's premises, whether or not of his making, that is causing disruption of service to others;
  - c. Where the Company is served with an order which has been legally issued by a government agency which the Company has reason to believe has jurisdiction to issue such an order.
2. Prior to taking any action to temporarily disconnect or permanently terminate a customer resale/sharing service, for any cause whatsoever, except at the request of the customer, actual notice will be given to the customer.

Such actual notification shall be accomplished by personal visit or telephone message. A mailed notice shall include the date the notice was given (mailed) by the Company. It shall inform the customer that his telephone service is subject to temporary disconnection or permanent termination, five (5) working days from the date the notice is actually received. It shall also convey the reason(s) for disconnecting or terminating the customer's telephone service, and request the customer to contact the telephone company immediately. Verbal, either face-to-face or telephone notice shall convey the same information.

3. The Telephone Company will not take action to temporarily disconnect or permanently terminate a customer's resale/sharing service unless the customer has received the above stated actual notice, and has not contacted the Company within the five (5) days notice period; or if, through such contact by the customer, satisfactory arrangements have not been made for continued telephone service.

4. In the event the customer indicates that he cannot, or will not, pay his overdue bill, and/or refuses to negotiate reasonable payment arrangements, the Telephone Company may immediately disconnect his service.

CUSTOM RESIDENTIAL BUNDLES

A. SILVER BUNDLE

Residential local phone service, calling Features included in bundle are Caller ID Name & Number service, Telemarketing Screening, Call Waiting, and basic Voicemail. Internet service is 768Kbps /256Kbps. Video channels are Local channels only.

Monthly recurring charge -----\$71.75

B. GOLD BUNDLE

Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing Screening, Call Waiting, and basic Voicemail. Internet Service is 2Mbps/512Kbps. Video Channels are Local and Basic channels.

Monthly recurring charge ----- \$104.75

C. PLATINUM BUNDLE

Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing Screening, Call Waiting, and basic Voicemail. Internet Service is 3Mbps/768Kbps. Video Channels are Local, Basic, and Extended Basic channels.

Monthly recurring charge ----- \$115.75

D. EVERYTHING BUNDLE

Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing Screening, Call Waiting, basic Voicemail and Unlimited Residential Long Distance. Internet Service is 4Mbps/1Mbps. Video Channels are Local, Basic, and Extended Basic channels.

Monthly recurring charge ----- \$135.75

CUSTOM RESIDENTIAL BUNDLES CONTINUED

- E.    **PHONE & DSL ONLY BUNDLE**  
Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing screening, Call Waiting, and basic Voicemail. Internet service is 2Mbps /512Kbps.
- Monthly recurring charge -----\$64.95
- F.    **PHONE AND CABLE ONLY BUNDLE**  
Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing Screening, Call Waiting, and basic Voicemail. Video Channels are Local and Basic channels.
- Monthly recurring charge -----\$74.95
- G.    **CABLE AND DSL ONLY BUNDLE**  
Internet is 1Mbps/256Kbps. Video Channels are Local, Basic and Extended Basic.
- Monthly recurring charge -----\$99.95
- H.    **RESIDENTIAL SERVICE BUNDLE**  
Residential Local Phone service, Call waiting, Caller ID Name & Number, Telemarketing Screening and basic Voicemail.
- Monthly recurring charge -----\$24.95
- I.    **RESIDENTIAL PLUS BUNDLE**  
Residential Local Phone service, Call waiting, Caller ID Name & Number, Telemarketing Screening and basic voicemail. Unlimited Residential Long distance.
- Monthly recurring charge -----\$49.95

CUSTOM COMMERCIAL BUNDLES

- A. SILVER BUNDLE  
Non-Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing Screening, Call Waiting, and basic Voicemail. Internet Service is 1Mbps/256Kbps. Video Channels are Local channels only.  
Monthly recurring charge -----\$77.80
- B. GOLD BUNDLE  
Non-Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing Screening, Call Waiting, and basic Voicemail. Internet Service is 2Mbps/512Kbps. Video Channels are Local and Basic channels.  
Monthly recurring charge ----- \$110.80
- C. PLATINUM BUNDLE  
Non-Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing Screening, Call Waiting, and basic Voicemail. Internet Service is 3Mbps/768Kbps. Video Channels are Local, Basic, and Extended Basic channels.  
  
Monthly recurring charge ----- \$121.80
- D. EVERYTHING BUNDLE  
Non-Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing Screening, Call Waiting, basic Voicemail and Unlimited Domestic Long Distance. Internet Service is 4Mbps/1Mbps. Video Channels are Local, Basic, and Extended Basic channels.  
  
Monthly recurring charge ----- \$151.80

CUSTOM COMMERCIAL BUNDLES CONTINUED

E. PHONE & DSL ONLY BUNDLE

Non-Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing screening, Call Waiting, and basic Voicemail. Internet service is 2Mbps /512Kbps.

Monthly recurring charge -----\$71.00

F. PHONE AND CABLE ONLY BUNDLE

Non-Residential local phone service, calling features included in bundle are Caller ID Name & Number service, Telemarketing Screening, Call Waiting, and basic Voicemail. Video Channels are Local and Basic channels.

Monthly recurring charge -----\$81.00