



**DOYLESTOWN**  
TELEPHONE COMPANY

## **LOCAL GUIDEBOOK**

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

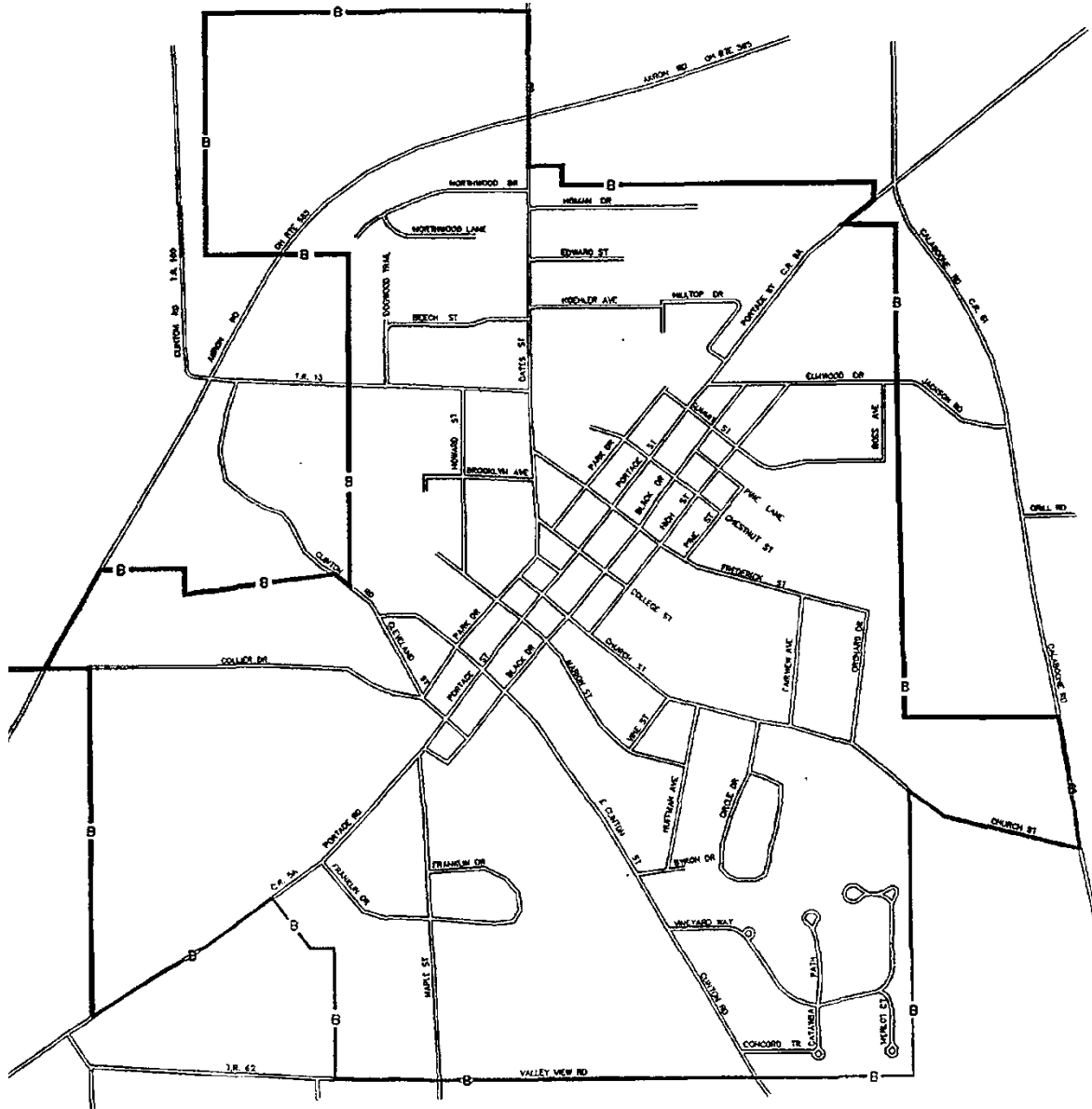
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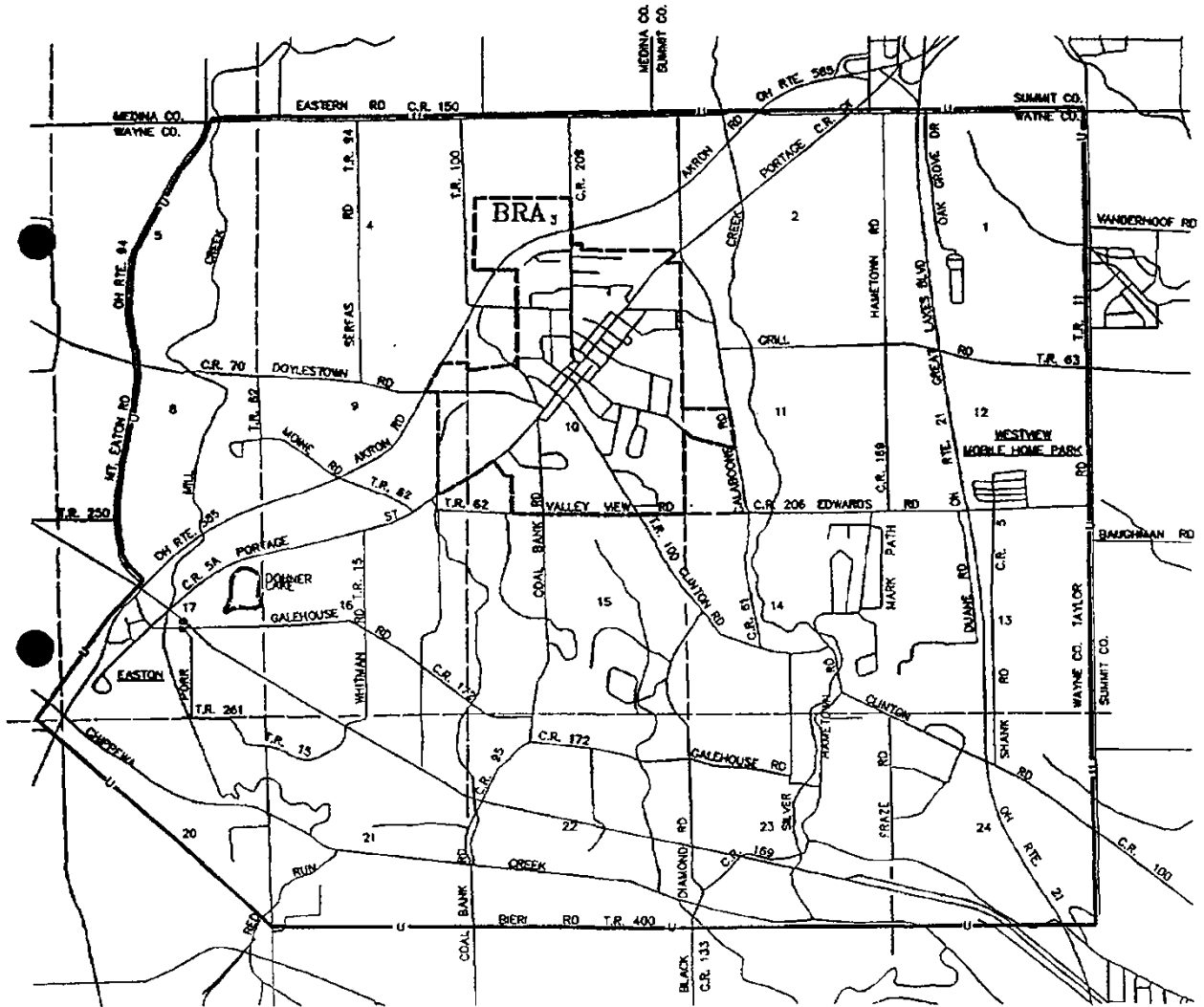
## APPLICATION OF GUIDEBOOK

This Guidebook (“Guidebook”) provides certain rates, terms and conditions for certain local exchange services provided by The Doylestown Telephone Company (the “Company” or “Telephone Company”) to subscribers in the Doylestown Exchange in the State of Ohio that are not on file with the Public Utilities Commission of Ohio (“PUCO”) in Company Tariff PUCO No. 8, [www.puco.ohio.gov](http://www.puco.ohio.gov). Company Tariff PUCO No. 8 contains rates, terms and conditions for various local services, including: basic local exchange service, 211 service for information and referral services, 811 service for “one call” notification systems, enhanced emergency telephone service (E911 service), lifeline and link-up services, intraLATA presubscription services, and intrastate access service.

DOYLESTOWN EXCHANGE BASE RATE AREA MAP



DOYLESTOWN EXCHANGE MAP



## DOYLESTOWN EXCHANGE RATES

### A. GENERAL

1. The base rate area shall be as defined on the Exchange Base Rate map.
2. Access line, as referred to in this Guidebook is the Telephone Company line from the central office switching point up to and including the termination point on the customer's premises.

### B. SCHEDULE OF MONTHLY RATES

The Company will offer various bundles and packages of services at prices that may be set forth in this Guidebook, on the Company's website set forth below, or elsewhere. (<http://www.doylestowntelephone.com>).

### C. EXTENDED AREA SERVICE

Extended Area Service (two-way non-optional flat rate service) is furnished to the subscribers of this exchange to the Akron, Ohio exchange of the Ohio Bell Telephone Company.

### D. SERVICE CONNECTION CHARGES

For all telephone service connections ordered by a subscriber for installation at the same time and considered standard by the Telephone Company, the following nonrecurring charges will apply:

- |                                      |          |
|--------------------------------------|----------|
| 1. Initial Service Order Charge      | \$15.00* |
| 2. Initial Service Connection Charge | \$25.00* |
| 3. Subsequent Service Order Charge   | \$ 5.00  |

Receiving, recording and processing information necessary to execute a customer's request for a change of service.

\*Payment of the Initial Service Order Charge and the Initial Service Connection Charge may be spread over three (3) months.

### E. CONSTRUCTION CHARGES

#### 1. Private Right-of-Way Construction

When an applicant is so located that it is necessary to use a private right-of-way to furnish service, and the Telephone Company is unable to obtain the required right-of-way without additional expense, the applicant may be required to pay the

expense (or rental) incurred by the Telephone Company in securing and retaining the right-of-way.

For the construction of all poles and wires on private property the Telephone Company may make a charge based on time and materials or the actual cost of direct labor, indirect labor, overheads and materials. All poles and wires constructed on private property are to be under the control of the Telephone Company as long as they are connected with the system of the Telephone Company. The maintenance and renewal of poles and wires on private property shall be at the expense of the subscriber but under control of the Telephone Company.

When the Telephone Company attaches its facilities to poles of other companies in lieu of providing pole line construction, the charges to be applied are the same as those which would have been applied if pole line construction had been provided by the Telephone Company.

For underground service entrance, the Telephone Company will place the necessary duct, cable, or wire in the street to the curb line; on private property, the Telephone Company will make a charge based on time and material or the actual cost of direct labor, overheads and material. Such underground extensions on private property shall be made under the control and direction of the Telephone Company. The maintenance and renewal of duct, cable or wire on private property shall be at the expense of the subscriber, but under the control and direction of the Telephone Company. The Telephone Company will not place its cables or wires in the same duct with electric light or other high tension lines.

2. Construction on Public Highways

- a. Within the Base Rate Area – No charge is made to the applicant for permanent construction provided by the Telephone Company on public highways, streets or alleys in order to furnish service where no facilities are available, except where poles are needed on private right-of-way to make proper road clearance and exceeding 200' of permanent construction on such right-of-way. If in excess of 200', the private right-of-way construction charge is applicable.
  
- b. Outside the Base Rate Area – The Telephone Company adopts and concurs with P.U.C.O. Session Order No. 154 which sets forth the rules and regulations governing construction charges on public highways outside base rate area.

In all cases of pole line construction on public highways, ownership is vested in the Telephone Company. All instrumentalities erected on public highways are

owned and maintained by the Telephone Company. When the Telephone Company attaches its facilities to the poles of other companies, in lieu of providing pole line construction, the charges to be applied are the same as those which would have been applied if pole line construction had been provided by the Telephone Company.

3. Buried Entrance

Where a buried wire or buried cable type of entrance facilities is provided by the Telephone Company in cases where such type of facility is not considered normal, as hereinafter set forth, the subscriber shall be required to pay for all excavation and fill-in in connection with maintenance and replacement of such buried wire or buried cable type of entrance facility.

F. SPECIAL ASSEMBLAGES

Where the Telephone Company, at the request of the subscriber, furnishes special assemblages or special services that are not provided for under this Guidebook, a charge therefore, in addition to the published rates, will be made in each case. Special assemblages will be made at the discretion of the Telephone Company.

G. TOUCH TONE SERVICE

Touch Tone Service is included in the individual access line rate set forth in this Guidebook.

H. CARRIER TOLL RESTRICTION SERVICES

1. General

a. Selective Carrier Denial

Selective Carrier Denial limits the Company's customer access to the requesting toll service provider's facilities, including 10-XXX and 0-dialing. After subscribing to this service, the carrier provides the Company with a list of subscribers who should be denied access to the carrier's facilities and a list of previously denied subscribers who should regain access.

2. Regulations

a. The Company will provide the services, on a nondiscriminatory basis, to all toll service providers.



- b. Carrier Toll Restriction Services are offered subject to the availability of suitable facilities and are limited to central offices specifically equipped to provide the services.
- c. The Company shall not be liable to the carrier or to any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any non-toll-free number for any purpose.
- d. Carrier Toll Restriction Services do not provide restriction of non-chargeable calls to numbers such as repair service, public emergency service (i.e. 9-1-1), 1 + 800 calling, or local directory assistance (DA) service in the event charges do not apply to the provision of DA.
- e. Carrier Toll Restriction Services will be provided to Residence One-Party, Business One-Party and Business Trunk customers. Carrier Toll Restriction Services will not be provided with party-line or Centrex services.
- f. The minimum contract period for Carrier Toll Restriction Services is one month.

3. Rates

- a. The following rates and charges apply to the Company's provision of Carrier Toll Restriction Services and are in addition to all other carrier charges as specified elsewhere in the Company's Guidebooks.

Monthly Rates

Selective Carrier Denial	\$5.00
Residence, per line equipped	
Business, per line equipped	
Trunk, per trunk equipped	

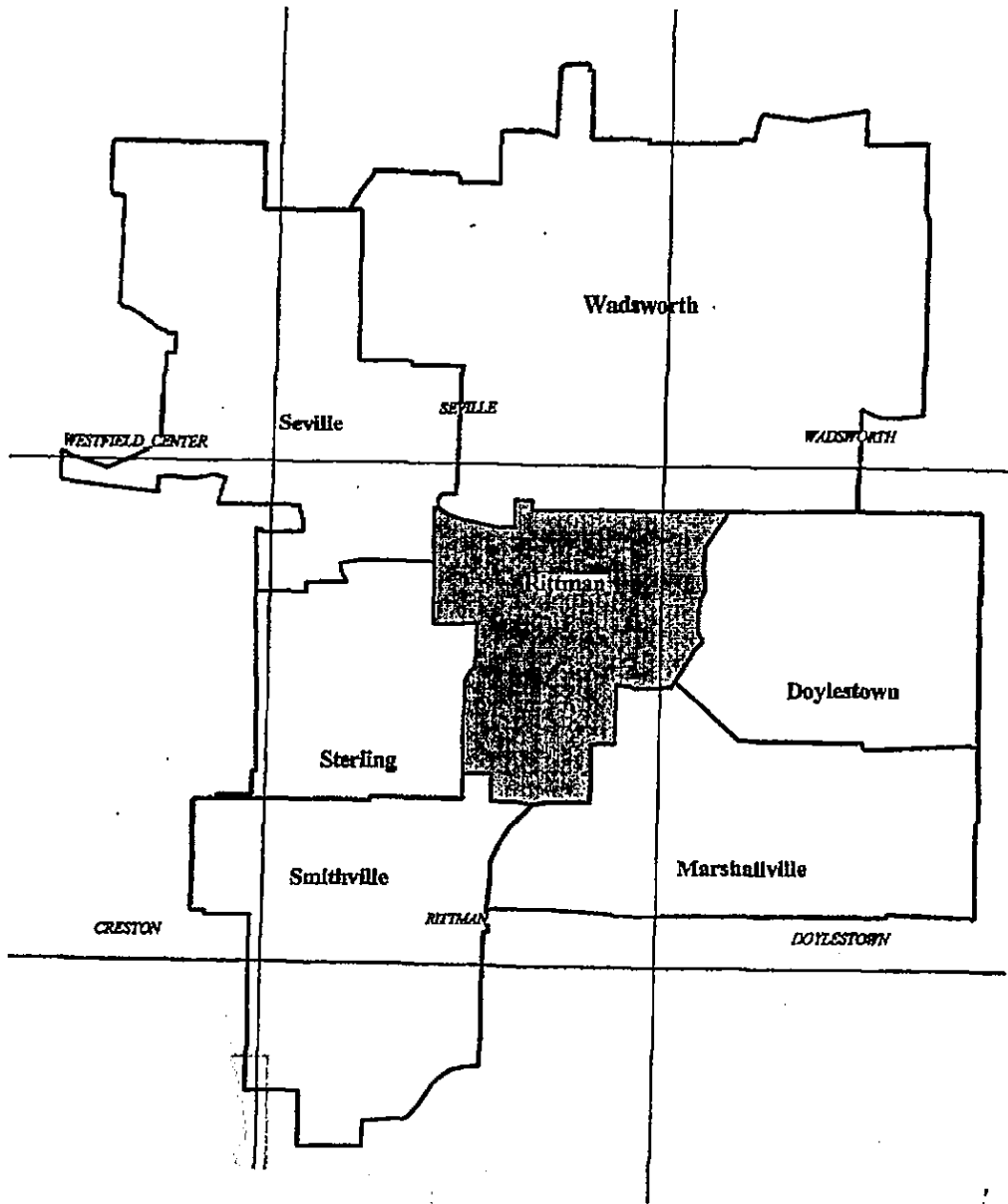
EXPANDED SERVICE AREA  
Rittman and Marshallville Exchanges

The services, rates, terms and conditions of the Rittman and Marshallville Exchanges will be identical to those of the Doylestown Exchange, except where otherwise specifically provided.

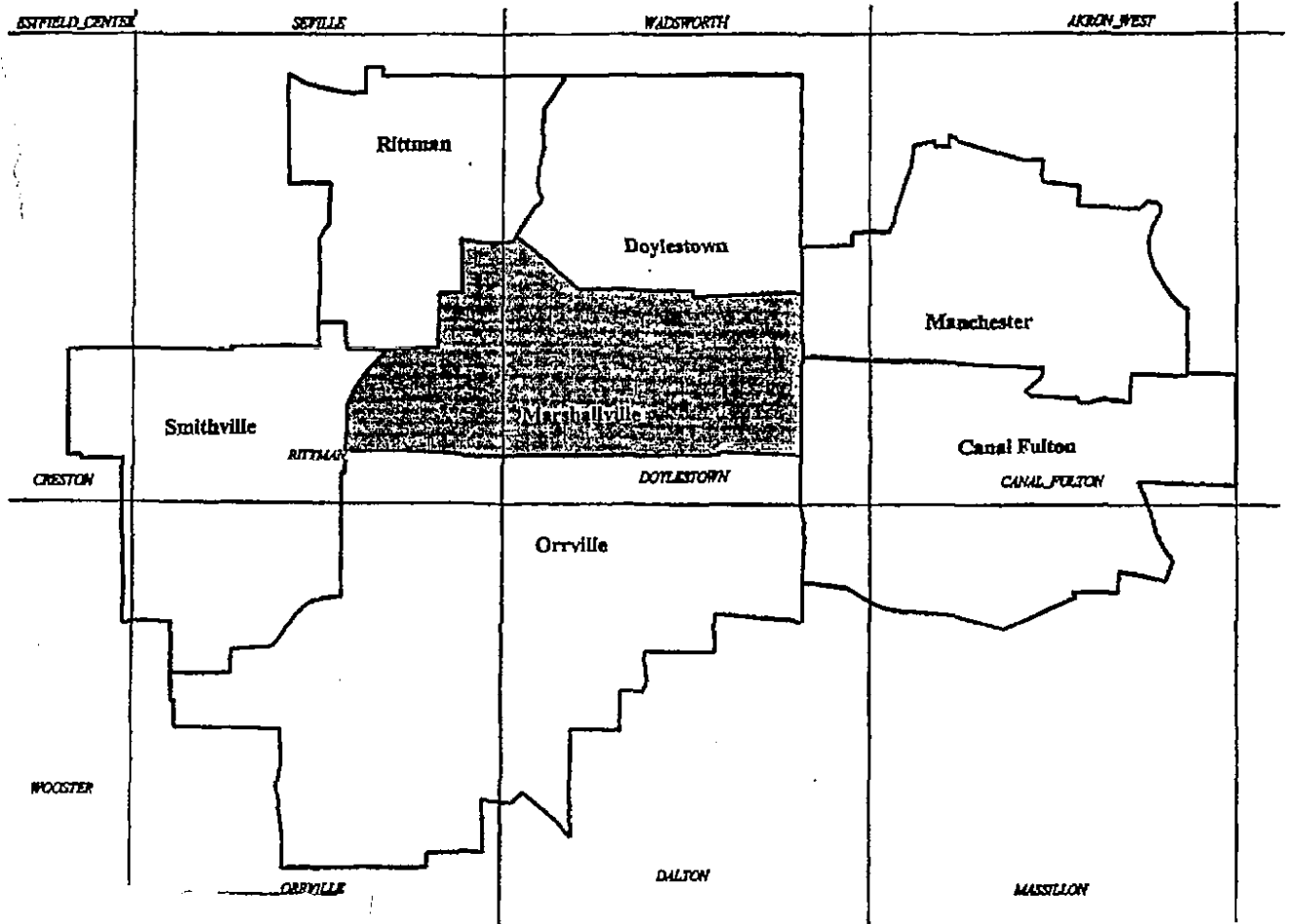
Service will be available where facilities permit.

Service is not currently offered in the Rittman and Marshallville Exchanges.

### Expanded Service Area Map Rittman Exchange



**Expanded Service Area Map  
Marshallville Exchange**



## 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. OBLIGATIONS AND LIABILITY OF TELEPHONE COMPANY

#### 1. Availability of Facilities

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities for the construction and maintenance of the necessary pole lines, circuits and equipment.

#### 2. Directory Errors and Omissions

The Telephone Company assumes no liability whatsoever for damages accruing from errors or omissions in the making or printing of its directory. The Telephone Company will not be a party to controversies arising between subscribers or others as a result of listings published in the directory.

#### 3. Transmitting Messages

- a. The Telephone Company does not transmit messages but offers the use of its facilities for communication between subscribers.
- b. No one employed by the Telephone Company, in any capacity, is authorized to receive or transmit verbal or written messages, unless it is solely as an agent for the person desiring the same, and the Telephone Company will assume no responsibility for such service.

#### 4. Liability of Telephone Company

- a. In view of the fact that the customer has exclusive control of his communication over the facilities furnished him by the Telephone Company, and of the other uses for which facilities may be furnished to him by the Telephone Company, and because of unavoidable errors incident to the service and to the use of such facilities of the Telephone Company, the service and facilities furnished by the Company are subject to the terms, conditions, and limitations herein specified.
- b. The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused

by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission occurs. No other liability shall in any case attach to the Telephone Company.

- c. When the lines of other telephone companies are used in establishing connection 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.

## C. USE OF SERVICE AND FACILITIES

### 1. Ownership and Use of Equipment

The facilities necessary for the rendition of telephone service are furnished by the Telephone Company and placed in the subscriber's hands as custodian. The subscriber shall be responsible for the reasonable care and safekeeping of such facilities. The subscriber shall be required to reimburse the Telephone Company for the disappearance or destruction of such facilities from anything other than ordinary usage or a casualty involving the subscriber's premises.

The telephone service rendered to a subscriber shall not be used for receiving, transmitting or delivering any message or communication in respect of which a consideration has been or is to be paid to any party other than the Telephone Company, except as may be permitted by the rules and regulations contained in this Guidebook, nor shall such service be used in any way in competition with the Telephone Company in its present or future service.

### 2. Unauthorized Attachments

No equipment, apparatus, circuits or device shall be attached to, or connected with, facilities furnished by the Telephone Company, whether physically, by induction or otherwise, which will not meet the requirements of the Telephone Company. The Telephone Company shall have the right to disconnect any such unapproved attachment or connection, or to suspend the service during its continuance, or to terminate the service

### 3. Subscriber-Provided Terminal Equipment

Subscriber-provided equipment and communications systems may be used with facilities furnished by the Telephone Company for exchange and long distance service as specified in this section.

When the Telephone Company is requested to provide such service, the subscriber, at the option of the Telephone Company, should inform the Telephone Company as to the type of equipment requested to be interconnected to the

Telephone Company facilities and the proper interconnect device which is designed to properly function with the subscriber's equipment.

Whenever equipment or facilities of the subscriber are connected to equipment or facilities of the Telephone Company, it is contemplated that when trouble develops, the subscriber will make appropriate tests of his equipment or facilities to determine whether trouble is in his or in the Telephone Company's equipment or facilities before reporting an out of service or other trouble condition to the Telephone Company.

The subscriber is liable for and is required to maintain (including, but not limited to, repair, modify, replace, etc.) and bear all associated costs for maintenance of subscriber-provided terminal equipment that has connection to telecommunications service furnished by the Telephone Company. This liability includes the requirements that, when written notice is received from the Telephone Company, the subscriber shall alter or change at his own expense all subscriber-provided terminal equipment:

- (1) If changes to communications facilities shall require alteration or change, and/or
- (2) If complaints from subscribers relate to another subscriber's subscriber-provided terminal equipment, and/or
- (3) If test and dispatched trouble investigation results from subscriber-provided equipment.

Failure to alter or change subscriber-provided terminal equipment upon written notice may result in temporary denial or termination of subscriber's service.

4. Use of Subscriber Service

The use of subscriber service is restricted to the subscriber, persons residing in the subscriber's household, the subscriber's employees or representatives. The Telephone Company may refuse to install service or permit service to remain on premises where the instrument is so located that it is accessible to the general public.

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

An application for service becomes a contract upon the establishment of service. Requests for additional service, upon the establishment thereof, become a part of the original contract.

Any change in rates or regulations authorized by legally constituted authorities acts as a modification of all contracts in conformity thereto without further notice.

No service will be installed for any applicant unless all charges for service previously rendered to such applicant have been paid.

The Telephone Company will extend credit to present customers or to new applicants for service, or it may require deposits from such new or present subscribers for residential service. Business customers, old or new, will be required to make deposits as, or to provide, guarantee of payment or may be extended credit in accordance with such standards.

A deposit will be returned when an application for service has been cancelled prior to the establishment of service. The deposit will be applied to any charges applicable in accordance with the Guidebook and the excess portions of the deposits will be returned; or upon discontinuance of service. The carrier will refund the subscriber's deposit or the balance in excess of unpaid bills for the service.

Short term service required by the subscriber will be provided at the cost of installation and removal, plus a payment of a minimum of one month's charges for services provided, all of which are payable in advance.

Where the subscriber requests extension of his primary telephone service to another location within the Doylestown Exchange area, the individual access line rate will apply at both locations.

Before building rural line extensions, or installing any special equipment, the Telephone Company may demand such sureties as sound credit may justify and the minimum standards for telephone service permit to assure the payment of any changes provided under this Guidebook and to assure the retention of service for the full period provided for in the contract. Investments in rural line extensions will be made by the Telephone Company along highways for a distance of one-half mile, and on private property for a distance of six hundred feet. The excess construction above this amount, if any, must be borne by the prospective subscriber at the time of application.

When special or extraordinary plant or equipment facilities are required to furnish any service covered in this Guidebook, the Telephone Company will require a contract with the subscriber. This contract may require the subscriber to keep the service for a specified period of time sufficient for the Telephone Company to amortize the cost of construction, installation, maintenance and taxes. If the subscriber does not retain the service for the full period as provided in the contract, the Telephone Company may require the payment of a termination charge equivalent to the monthly charges for the service for the remaining months of the contract period.



2. Classification of Business & Residence Service

Service shall be classified as business service when it is located as a business location, or when it is located in a residence but used primarily for business or professional purposes, or when the residence is connected to or forms a continuous part of the structure housing the business. The use of telephone service shall determine its classification.

Fraternal societies or clubs that are maintained solely through the collection of dues from members and are not regularly engaged in or benefiting from any commercial or merchandising activity conducted incidental to their operation, churches, and public and parochial schools will be furnished service at regular rates for comparable residence service when such service is maintained continuously throughout the year and the telephone number is maintained as non-published.

3. Payment for Service; Late Payment Charge

Subscribers are responsible for all charges for telephone service rendered in connection with local and toll calls for messages originating at or sent collect to their telephones. The Telephone Company will not enter into an arrangement restricting the use of toll service to certain individuals in the organization of the subscriber. Because of the inaccuracy of voice identification, the Telephone Company will not be responsible for verbal approval for the use of toll facilities or acceptance of toll charges to or from any subscriber's telephone. No toll credit will be extended to any subscriber having an unpaid toll account thirty (30) days past due.

Accounts are payable at the Telephone Company's business office or any agency established by the Telephone Company for the purpose of collecting its accounts. Failure to receive a bill will not exempt the subscriber from payment of any sum or sums due the Telephone Company.

If you cancel your services or a portion thereof after installation, then you remain liable for payment of all outstanding charges for all services you used and equipment you purchased from us prior to termination. If you terminate services prior to the last day of your billing cycle, then you will be charged for the full month of service with no proration or credit.

In case of any default in payment of toll or other charges, the Telephone Company may bar, disconnect or remove the line, but such action shall not affect the subscriber's liability for the payment of all such charges accruing for service.

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. The postmarked date of mailed remittances will be deemed the date of payment.

A late payment charge, 1.5% of the total monthly bill, will be assessed on all charges not paid on or before their due date. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment has already been applied. Late charges are to be applied without discrimination.

4. Suspension and Termination of Service for Cause

A Reconnection Charge of \$25.00 will be made for reconnecting service for a subscriber whose service has been disconnected.

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

5. Fraudulent Usage

The Telephone Company may either suspend or terminate the service of the offending subscriber for any of the following causes:

- a. the non-payment of any sum or sums due the Telephone Company for local service;
- b. the use of foul or profane language over, through or by means of the telephone for the promotion of immoral or other illegal practices;
- c. the impersonation over, through or by other means of the telephone, or any person or persons with fraudulent or malicious intent;
- d. any other infraction of the regulation of the Telephone Company.

6. Toll Blocking Policy

The Doylestown Telephone Company when providing toll service, 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.

Under the terms of the Selective Access Policy, the Doylestown Telephone Company when providing toll service, may deny establishment of 1+ presubscribed toll service on the grounds that the customer has filed to establish creditworthiness.

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select the Doylestown Telephone Company as his or her 1+ carrier of choice, the Doylestown Telephone Company may require a deposit for toll service.

The Doylestown 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.

Upon payment by the customer of all past due toll debt to the Doylestown Telephone Company, the Company will remove 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

7. Returned Checks

- a. If any check is returned to the Telephone Company marked "NSF" or is otherwise returned to the Telephone Company for insufficient funds, the payment represented by such check will be immediately debited from the customer's account, will be deemed by the Telephone Company not to have been made, will be cause for suspension or denial of service as described in other provisions of this Guidebook, and will subject the customer to a service charge as shown below for each such check returned, unless the customer can establish that the charge should not be assessed. At its option, the Company may waive the imposition of the non-sufficient funds charge.
- b. The charge of \$20.00, in addition to any other charges which may apply under this Guidebook, shall be billed to the customer at the time the Company receives notice that the check is being or has been returned from the bank.

8. Telephone Directories

- a. The Telephone Company will furnish, without charge, one directory for each subscriber to access line service. Any additional copies of the directory requested by the subscriber may be billed at regular rates charged to non-subscribers. Directories regularly furnished to subscribers are the property of the Telephone Company, are furnished only as an aid to the use of the service and are to be returned to the Company upon request. No binder, holder or auxiliary cover, except as may be provided by or with the consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.

- b. The subscriber has no property right in the telephone number which is assigned by the Telephone Company, and the company reserves the right to change the telephone number of a subscriber whenever it deems it necessary to do so in the conduct of its business.
- c. The subscriber is entitled to one listing in the alphabetical section of the directory.
- d. Extra Name Service. Business subscribers may list the name of products or commodities they sell as an extra name service. Members of the firm, officers of the corporation or bona fide employees of the subscriber may also be listed as extra name service on the telephone number of the primary listing. Residence subscribers having extra name service listings must occupy the same premises as those occupied by the subscriber having the primary listing.
- e. When the Telephone Company considers it advisable, it may publish a classified section in the directory for business subscribers only. Each business access line or business extra name service listing may be listed in such classified section without additional charge. Any additional listings in the classified section of the telephone directory are considered advertising mediums and may be billed in advance for the anticipated life of the directory.

9. Boundaries of Telephone Company/Borderline Cases

The Telephone Company concurs with the recommendation set forth in Exhibit "A" entitled "Boundaries" of the Public Utilities Commission of Ohio, Session Order No. 348, which sets forth rules and regulations governing borderline situations of boundaries of exchange, base rate, locality rate and zone rate areas.

10. Telecommunications Service Priority (TSP) System

The TSP System is a service, developed to meet the requirements of the Federal Government, which provides for 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.

Regulations, rates and charges are specified in FCC No. 5, Access Service Tariff, of the National Exchange Carrier Association, Section 13.3.3.

## MISCELLANEOUS SERVICES AND EQUIPMENT

### A. VACATION RATES

Upon request, a subscriber may temporarily suspend his service for a period of not less than two months and not more than six months in any year at a charge of one-half present access line rate and charges per month

### B. PRIVATE LINE CHARGES

Private line charges covering the furnishing of a pair of wires not connected throughout the switch of the Telephone Company will be furnished at any location within the exchange boundary limits at a rate equal to the monthly business or residential rate, depending on the nature of the line. The Company reserves the right to control the current flow over any cable pair leased.

### C. CUSTOM CALLING SERVICES PART 1

1. The Telephone Company provides Custom Local Area Signaling Services (CLASS) which includes one or more of the following:

a. Repeat Dialing (Automatic Callback)

Automatically redials the last outgoing number after the customer activates the service by dialing \*66 from a touch-tone phone. Repeat Dialing monitors the busy line for 30 minutes after activation 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. The customer may cancel a previously activated Repeat Dialing occasion by dialing \*86.

b. 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, and the last incoming call is automatically dialed. 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 customer may place other calls without affecting the Call Return service status. The call backs may be to areas where a toll charge would be applicable. The customer may cancel a previously activated Call Return occasion by dialing \*89.

c. Caller ID (Calling Number Delivery)

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 that will prevent the disclosure of his telephone number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's telephone number.

d. Caller ID (Calling Number Delivery) with Name

This service will allow a customer to receive the calling party's name in addition to the date, time and number of the calling party during the first silent interval of the power ringing cycle, i.e., before the call is answered. However, the calling party may subscribe to services that will prevent the disclosure of such information. In such cases a privacy indication will appear on the customer-provided display device instead of the calling party's name and number.

e. Call Trace

Call Trace allows customers to request an automatic trace of the last call received by dialing \*57 from a touch-tone phone immediately following termination of the last incoming call. The customer will hear a recording explaining the charges and how to proceed with or terminate the trace. An announcement will also inform the customer if the trace has been successful and offers a number to call for further instructions. The Call Trace feature must be activated before receiving another call so that the correct number will be recorded. If the customer subscribed to Call Waiting and the customer gets a Call Waiting signal while an annoying call is in progress, the annoyance call cannot be traced using this feature. The results of a successful trace will only be released outside the Company to legally constituted authorities with proper authorization.

f. Usage-Sensitive Repeat Dialing

Allows a subscriber to pay for Repeat Dialing on a per-use basis. At the request of a Customer who does not subscribe to this feature on a monthly basis, access to this feature on a usage-sensitive basis may be blocked, at no charge to the Customer.

g. Usage-Sensitive Call Return

Allows a subscriber to pay for Call Return on a per-use basis. At the request of a Customer who does not subscribe to this feature on a monthly

basis, access to this feature on a usage-sensitive basis may be blocked, at no charge to the Customer.

2. 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. When a service cannot be functional notification will be given that the call is outside the call area served by the service.

3. **RATES AND CHARGES**

The following monthly rates and non-recurring charges apply to Custom Local Area Signaling Services (CLASS), and are in addition to the rates and charges applicable to any associated service, equipment and facilities.

4. **Recurring Charges**

Custom Local Area Signaling Service (CLASS)	Monthly Rate Per Line Equipped	
	Residence	Non-Residence
a. Repeat Dialing	\$2.50	\$4.00
b. Call Return	\$2.50	\$4.00
c. Call ID (Calling Number Delivery)*	\$5.00	\$8.00
d. Caller ID with Name*	\$7.00	\$10.00
e. Call Trace*	\$4.00 per activation	\$4.00 per activation
f. Usage-Sensitive Repeat Dialing ( <b>per call</b> )	\$0.75	\$0.75
g. User –Sensitive Call Return ( <b>per call</b> )	\$0.75	\$0.75

\* Not eligible for discount.

5. **Discounts**

The following discount schedule is available to residential customers:

	<u>Monthly Rate Per Line Equipped</u>
2nd Feature	\$2.00 per month
3rd Feature	\$1.50 per month

The following discount schedule is available to non-residential customers:

	<u>Monthly Rate</u> <u>Per Line Equipped</u>
2nd Feature	\$3.00 per month
3rd Feature	\$2.00 per month

6. Non-Recurring

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 Custom Local Area Signaling Services (CLASS).

Custom Local Area Signaling Services (CLASS)	Non-recurring Charge, Each Line Equipped
a. Repeat Dialing	\$5.00
b. Call Return	5.00
c. Caller ID (Calling Number Delivery)	5.00
d. Caller ID with Name	5.00

Customers ordering more than one Custom Local Area Signaling Service (CLASS), on the same line, at the same time and at the same address will only be billed one non-recurring charge.

7. Trial Offer

Custom Calling or Custom Local Area Signaling Services (CLASS) may be installed for a 30-day trial-offer period upon application of a customer, and, if within fifteen days of the date of installation the customer notifies the Telephone Company that the customer does not wish to retain such service, a one-time credit will be given equal to the total charges applicable to the Custom Calling or Custom Local Area Signaling Services (CLASS) disconnected, subject to the following:

- a. The monthly charge portion of such one-time credit may not exceed the charge for thirty days' service.
- b. The non-recurring charge will be included in the one-time credit only when all the features installed on a line are disconnected.

The Company may, from time to time, engage in special promotion service offerings of limited duration in order to attract new customers or increase existing customer awareness of optional services. Waiver or reduction of non-recurring or, on occasion, recurring charges during such special promotions shall be for a limited time, not to exceed ninety (90) days for any single customer



D. CUSTOM CALLING SERVICES PART 2

1. General

Custom Calling Services are optional telephone service arrangements which provide one or more of the following features:

a. Caller ID Block

Caller ID Block blocks the subscriber's name and number (Caller ID) delivery on all outgoing calls. Also allows the subscriber to use Caller ID Unblock.

NOTE: A similar feature can be used on a per-call basis.

b. Caller ID Unblock

Allows the subscriber to remove the restriction of Caller ID Block for one call.

c. Call Forwarding

Allows a customer to automatically transfer all incoming calls, during the period of time that this feature is activated, to another telephone.

d. Call Forward Busy

Allows a customer to automatically transfer all incoming calls, during the period of time that this feature is activated, to another telephone when their number is busy. This service and Call Forwarding No Answer are currently used to assign voice mail to a subscriber. A subscriber cannot have this service and use voice mail at the same time.

e. Call Forward No Answer

Allows a customer to automatically transfer all incoming calls, during the period of time that this feature is activated, to another telephone when they are not available to answer. This service and Call Forward Busy are currently used to assign voice mail to a subscriber. A subscriber cannot have this service and use voice mail at the same time.

f. Selective Call Forwarding

Selective Call Forwarding allows subscribers to forward calls from telephone numbers identified on their Selective Call Forwarding list (up to 10 calling numbers) to another telephone number. When the Selective Call Forwarding feature has been activated, only incoming calls that appear on the Selective Call Forwarding List are forwarded to the remote location.

g. Remote Call Forward Activation

Subscribers who subscribe to any or all of the call forwarding services may add Remote Activation. This feature provides a dedicated directory number on the switch that can be used for remote activation. The Subscriber calls that dedicated number from any location to remotely activate their call forwarding service. A subscriber to this feature must have a preset Remote Call Forwarding Activation Security Code on file with the telephone company.

h. Three-Way Calling

Enables a customer to add a third party to an established connection without operator assistance. The third party may be called by the subscriber initiating the Three-Way Calling on either a local or long distance basis.

i. Speed Calling

This provides for the calling of a 10-digit telephone number by dialing an abbreviated code. Two arrangements are available, an 8-number capacity and a 30-number capacity. The two arrangements may be combined for a 38 number capacity.

j. Call Waiting

When a customer is talking on the telephone, a short spurt of tone signals him that a call is waiting. The incoming call hears a regular ringing signal. Flashing the hook switch "holds" the first call while the second is answered. The customer can alternate between calls by flashing the hook switch. This service includes Cancel Call Waiting which allows a subscriber to disable Call Waiting for the duration of one telephone call. This is designed for subscribers who use modems or fax machines on their regular telephone lines so they will not be interrupted by call waiting tones during this call.

k. Call Waiting Caller ID

Call Waiting Caller ID displays the name and number of a second incoming call.

l. Teen Service

Allows a subscriber to have two different directory numbers assigned to one line. These numbers have distinctive rings so that the subscriber knows which directory number is being called.

m. Revertive Calling

Allows a subscriber to ring his own line. This service is used mostly by people with extension phones in garages, barns, etc.

n. Direct Connect Service (Hot Line)

Allows a subscriber to automatically place a call to a preselected directory number by simply lifting the receiver off the hook. No dialing is required. This service is activated after a preselected time interval during which the customer can make a regular call.

o. Anonymous Call Rejection (Call Reject)

Anonymous Call Rejection (Call Reject) allows subscribers to reject calls from people who have Caller ID Blocking on their telephone.

p. Selective Call Rejection (Call Block)

Selective Call Rejection allows the subscriber to create a reject list of calling telephone numbers. Calls from these telephone numbers receive a fast busy signal and the subscriber's telephone does not ring. Subscribers are billed for Call Block on a subscription basis; a flat, monthly rate.

q. Selective Call Acceptance (Do Not Disturb)

This service allows the subscriber to receive incoming calls only from a specified list of up to 10 numbers. An incoming call from a telephone number that is not on the Selective Call Acceptance (SCA) list routes to an announcement stating that the called party will not receive the call. For example, subscribers who do not want to be interrupted by unwanted calls but want to receive important calls. The SCA subscriber does not receive notification when a call is rejected.

r. Priority Call (Distinctive Ring Service)

Priority Call is also known as "Distinctive Ringing/Call Waiting." This service allows the subscriber to create and edit a screening list and assign a distinctive ring to the telephone numbers in the list. Incoming calls from calling parties in the screening list are identified to the subscriber by the distinctive ring. Or, if a subscriber is engaged in conversation and a call from one of the designated telephone numbers arrives, a distinctive tone accompanies the incoming call. All other calling numbers ring normally.

s. Do Not Disturb – Telemarketing

Allows customers to intercept callers who have their Caller ID blocked from attempting to terminate to their lines with an announcement stating, “You have called a number which does not accept calls from telemarketers. All other callers may press “9” if they wish to complete the call.”

t. Restricted Number Service

Allows the Telephone Company to block calls to certain subscriber specified destinations.

u. Usage-Sensitive Call Forwarding

Allows a subscriber to pay for Call Forwarding on a per-use basis. At the request of a Customer who does not subscribe to this feature on a monthly basis, access to this feature on a usage-sensitive basis may be blocked, at no charge to the Customer.

v. Usage-Sensitive Three-Way Calling

Allows a subscriber to pay for Three-Way Calling on a per-use basis.

w. Toll Restriction with PIN Override

Allows a customer to dial a specific code (customer-defined) that would toggle the customer’s line from “Toll Restricted” (i.e., 1 + not allowed) to “Toll Allowed” on a per call basis. This will enable the customer to control the origination of toll traffic from the customer’s line.

x. Call Referral Service

Allows the Telephone Company to route incoming calls to a "This number has changed" announcement which refers the caller to the new number. The customer must specify in advance how many months they wish the Call Referral Service remain in place.

2. Installation or Service Change Charge

A non-recurring charge of \$5.00 applies to establish or to change a new and/or additional Custom Calling Service, except when the change results only in the removal of one or more Custom Calling Service.

Customers ordering more than one Custom Calling Service on the same line, at the same time and at the same address will only be billed one non-recurring charge.

3. Rates

	<u>Monthly Rate (\$)</u>
a. Caller ID Block	\$1.00
b. Caller ID Unblock	\$0.00
c. Call Forwarding	\$1.50
d. Call Forwarding Busy	\$0.50
e. Call Forwarding No Answer	\$0.50
f. Selective Call Forwarding	\$5.00
g. Remote Call Forward Activation	\$5.00
h. Three-Way Calling	\$1.75
i. Speed Calling	
• Eight (8) code capacity, per line	\$1.00
• Thirty (30) code capacity, per line	\$2.00
j. Call Waiting	\$2.50
k. Call Waiting Caller ID	\$7.50
l. Teen Service	\$3.50
m. Revertive Calling	\$0.50
n. Direct Connect Service	\$0.50
o. Anonymous Call Rejection (Call Reject)	\$0.50
p. Selective Call Rejection (Call Block)	\$5.00
q. Selective Call Acceptance (Do Not Disturb)	\$5.00
r. Priority Call (Distinctive Ring)	\$5.00
s. Do Not Disturb – Telemarketing	\$2.00
t. Restricted Number Service	\$2.00
u. Usage-Sensitive Call Forwarding (per call)	\$0.75
v. Usage-Sensitive Three-Way Calling (per call)	\$0.75

- w. Toll Restriction with PIN Override \$4.50
- x. Call Referral Service \$10.00

4. Custom Calling Package Rates

Certain Custom Calling services may be subscribed to collectively in groups of services. The following schedule identifies those services, the customer calling service pages and their associated rates. Features included in each package are indicated by the symbol (x).

<u>Feature</u>	<u>1</u>	<u>2</u>	<u>3</u>
Call Waiting	x	x	x
Call Forwarding	x	x	x
Three Way Calling	x	x	x
Speed Calling			
8 codes			
30 codes	x		
Total Monthly Rate	\$6.00	\$5.00	\$3.50

5. Conditions

Custom Calling Services are available only where the individual line service is tone dial activated in electronic switching system equipment. Custom Calling Services will not be provided on foreign exchange services. The company may from time to time promote any or all of its digital enhanced services through a "trial offer" not to exceed one month, to its customers at no charge for the non-recurring charge; however, the customer will not be relieved of paying the recurring or the monthly charge set forth above.

E. 900 SERVICES BLOCKING

1. Description

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

2. Regulations

- a. Call blocking is provided where Telephone Company facilities permit.
- b. 900 services blocking is provided to residential subscribers at no charge for initial requests.

- c. 900 services blocking is to be provided to nonresidential customers, free of charge, on a one-time basis, during a sixty (60) day period after the inception of service.
- d. Residential subscribers obtaining service at a new location shall be afforded blocking of 900 services at no charge, even if they exercised an option to block 900 services at a previous location at no charge.
- e. Telephone company charges, if any, associated with residential subscribers' subsequent requests, and nonresidential subscribers initial and subsequent requests for 900 services blocking will not exceed the Company's service order charge found in this Guidebook. Customers may elect to remove 900 services blocking at no charge.
- f. Nonresidential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge during a sixty (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.
- g. Requests by subscribers to remove 900 services blocking must be in writing.

#### F. DIRECTORY ASSISTANCE

- 1. The rates listed below apply to calls placed to a directory assistance operator for the purpose of obtaining the telephone number(s) of customers located within the same local service area as well as outside the local service area but within the same numbering plan (330).
- 2. Where the customer direct dials the directory assistance number, the charge for each call (maximum of two requested telephone numbers per call) is 30 cents.
- 3. The following are exempt from the above regulations and charges for directory assistance:
  - a. Public, semi-public and customer owned pay phones;
  - b. Any person who is unable to use a telephone directory due to a visual or other physical handicap and who makes application to the Company for exemption from regulations and rates applicable to directory assistance service on his residence access line service;
  - c. Exemptions may be extended to a business access line service in lieu of residence access line service where the handicapped person has only business service in his residence.

4. Direct Inward Dialing (DID) Service

a. Regulations:

DID service will be provided subject to the availability of central office facilities and telephone numbers in the serving central office. Customers utilizing DID must arrange to provide for interception of all unused telephone numbers assigned by the Telephone Company

The Company shall provide telephone numbers for exchange service line connections in initial and incremental blocks of twenty (20) each, up to, but not exceeding, one hundred (100) numbers.

The Customer shall provide all switching or common equipment located on its premises that is necessary for the provision of DID service.

b. Rates and Charges:

The following rates and charges are in addition to rates and charges applicable for the central office trunk lines:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Each group of 20 DID numbers or fraction thereof:	\$174.20	\$3.45
Each DID trunk termination in central office:	\$ 12.50	\$30.15

G. DIRECTORY AND LISTING SERVICES

The following services are available to subscribers at the monthly rates listed below:

1. Extra Name Service, Business	\$0.50/month
2. Extra Name Service, Residence	0.25/month
3. Non-Published Number	1.10/month
4. Foreign Listing, Business	1.20/month
5. Foreign Listing, Residence	.60/month

These listing services are described as follows:

1. Extra Name Service, Business, permits the business subscriber to have names in addition to the subscriber's name listed in the business directory.
2. Extra Name Service, Residence, permits the residential subscriber to have names in addition to the subscriber's name listed in the directory.



3. Non-Published Telephone Service
  - a. The name of a subscriber and the telephone number assigned to the telephone furnished to him will be omitted or deleted from the Company's telephone directories and his telephone number will be omitted or deleted from its information records, subject to the provisions set forth below, upon receipt of an authorization, signed by the subscriber, in a form satisfactory to the Company.
  - b. The Company will endeavor to prevent the disclosure of the number of such telephones but shall not be liable should such number be divulged through inadvertence.
4. Foreign Listing, Business, will enable a business subscriber who has phone service and consequently a telephone number reflecting a location outside of the service area to have a listing in the Company's directory reflecting its name, address and phone number.
5. Foreign Listing, Residence, will enable a residential subscriber who has phone service and consequently a telephone number reflecting a location outside of the service area to have a listing in the Company's directory reflecting his name, address and phone number.

PER CALL NUMBER PRIVACY/PER LINE NUMBER PRIVACY

A. GENERAL

1. Customers may prevent the disclosure of their telephone number when placing calls to a party with service that reveals the calling party's number, by subscribing to either Per Call Number Privacy or Per Line Number Privacy.
2. Per Call Number Privacy and Per Line Number Privacy are provided according to the availability of facilities, features, and central office equipment in locations determined by the Company. The features described will only operate on call originating and terminating within suitably-equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies.

B. DESCRIPTION

1. Per Call Number Privacy

Per Call Number Privacy 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 pre-assigned 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.

2. Per Line Number Privacy

Per Line Number Privacy prevents the disclosure of the customer's telephone number to the called party. Per Line Number Privacy is applicable on all outgoing calls placed from the customer's line. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number.

Deactivation of the blocking of the number is available to both Published and Non-Published customers, at their discretion. To deactivate the privacy status, the customer dials \*89 (1182 from a rotary dial phone) before placing a call.

This allows delivery of the telephone number to the called party. After completion of the call, the line reverts back to the privacy status.

Per Line Number Privacy will be provided at no monthly charge on an optional basis to customers of non-published service.

Per Line Number Privacy will be available for subscription to all eligible customers at the rates set forth in this Guidebook.

C. REGULATIONS

1. Per Call Number Privacy will be provided to all eligible customers. Per Line Number Privacy will not be available to public service customers.
2. Per Line Number Privacy will be provided when requested by the customer to all non-published service customers at no monthly charge. The customer must specify each line to be equipped with the specific blocking service desired. Customers subscribing to non-published service will be advised by Company personnel of the availability of Per Line Number Privacy.
3. 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 privacy service where appropriate.

D. RATES AND CHARGES

Per Call Number Privacy and Per Line Number Privacy will be provided at the applicable rates set forth in this Guidebook.

Non-published customers may subscribe to Per Line Number Privacy without a monthly or non-recurring charge within 90 days of the introduction of the service. After the 90-day period has expired, a non-recurring service order charge will apply.

E. OTHER RATES AND REGULATIONS

1. Per Call Number Privacy/Per Line Number Privacy

		Monthly	
		<u>Business</u>	<u>Residence</u>
a.	Per Call Number Privacy	N/C	N/C
b.	Per Line Number Privacy		
	Each line associated with non-published Service (customer must request service)	N/C	N/C
	Each line associated with other than Non-published service	\$1.10	\$1.10

CARRIER TOLL RESTRICTION SERVICES

A. GENERAL

1. Selective Carrier Denial

Selective Carrier Denial limits the Company's customer access to the requesting toll service provider's facilities, including 10-XXX and 0-dialing. After subscribing to this service, the carrier provides the Company with a list of subscribers who should be denied access to the carrier's facilities and a list of previously denied subscribers who should regain access.

B. REGULATIONS

1. The Company will provide the services, on a nondiscriminatory basis, to all toll service providers.
2. Carrier Toll Restriction Services are offered subject to the availability of suitable facilities and are limited to central offices specifically equipped to provide the services.
3. The Company shall not be liable to the carrier or to any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any non toll-free number for any purpose.
4. Carrier Toll Restriction Services do not provide restriction of non-chargeable calls to numbers such as repair service, public emergency service (i.e. 9-1-1), 1 + 800 calling, or local directory assistance (DA) service in the event charges do not apply to the provision of DA.

5. Carrier Toll Restriction Services will be provided to Residence One-Party, Business One-Party and Business Trunk customers. Carrier Toll Restriction Services will not be provided with party-line or Centrex services.
6. The minimum contract period for Carrier Toll Restriction Services is one month.

C. RATES

1. The following rates and charges apply to the Company's provision of Carrier Toll Restriction Services and are in addition to all other carrier charges as specified elsewhere in the Company's Guidebooks.

	<u>Monthly Rates</u>
a. Selective Carrier Denial	\$5.00
Residence, per line equipped	
Business, per line equipped	
Trunk, per trunk equipped	