

Issued: October 18, 2007

Effective: November 9, 2007

**5. LOCAL EXCHANGE SERVICE**

**5.1. BUSINESS LOCAL SERVICE**

**5.1.1. DESCRIPTION OF SERVICE**

Business Local Service provides the customer with one access line and usage within a local calling area for the transmission of two-way interactive switched voice or data communications. Local calling areas are described in Section 3.

The Company's services are furnished subject to the availability of facilities within the Local Service Area and are subject to the terms and conditions of this Tariff.

Business Local Service provides the customer with one access line, touch-tone service, one commercial white page listing, one simple yellow page listing, 900/976 call blocking, and unlimited calling within the customer's local calling area. Business Local Service is offered as a stand-alone local offer or in conjunction with an associated long distance service provided by the Company.

Business Local Service is subject to monthly recurring charges, usage rates, and, for certain call types, service charges on a per call basis.

**5.1.2. RATES AND CHARGES**

**MONTHLY CHARGE**

Business Access Line	\$48.95
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### 5.2. CUSTOM CALLING FEATURES

Optional Custom Calling features are available with the Company's local service. Customers may order features individually or as part of a feature package. Monthly recurring charges associated with features are applied per access line, and are in addition to any other applicable charges. Usage charges may also apply to some features.

#### 5.2.1. OPTIONAL FEATURES

##### A. Call Trace

Call Trace allows the customer to initiate an automatic trace of the last call received. After receiving a call that is to be traced, the customer dials a code and the traced number is automatically sent to the Company. The customer will not receive the telephone number of the party who called. The Company will hold the traced telephone number for release to the appropriate law enforcement personnel. The customer will be assessed a charge per successful trace.

##### B. Caller ID Name and Number

Caller ID allows the customer to identify the telephone name and number from which a call is being made. The name and telephone number of the person initiating the call is displayed on a customer-provided display device.

##### C. Caller ID Blocking

This feature blocks the display of the customer's name and telephone number to Caller ID display devices on all calls made from the subscribed line. This feature may be de-activated at any time by the customer on a call-by-call basis through the activation of a special code. This feature is provided at no monthly charge to the customer. Per Line Blocking will not prevent the display of originating telephone numbers to 911 emergency service providers.

##### D. Prohibit Billed to Third Number Calls

Allows a customer to prevent all Billed to Third Number calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

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**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.1. OPTIONAL FEATURES (CONT'D)**

**E. Prohibit Collect Calls**

Allows a customer to prevent all Collect calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

**F. Prohibit Billed to Third Number and Collect Calls**

This feature combines the Prohibit Billed to Third Number and the Prohibit Collect Calls features.

**5.2.2. RATES AND CHARGES**

In addition to the following rates, a nonrecurring Service Change Charge, as set forth in Section 4.3, preceding, will apply when a customer requests a change in their selection of features.

**MONTHLY CHARGE**

A. Call Trace	\$ 5.00
B. Caller ID Name & Number	10.00
C. Caller ID Blocking Per Line	0.00
D. Prohibit Billed to Third Number Calls	0.00
E. Prohibit Collect Calls	0.00
F. Prohibit Billed to Third Number & Collect Calls	0.00

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**5.3. 900/976 INFORMATION SERVICE BLOCKING**

**5.3.1. GENERAL**

900/976 Information Service Blocking is provided by the Company as the default service option to restrict calls from the customer's exchange access line to all 900 and/or 976 service access codes.

**5.3.2. REGULATIONS**

- A. When the blocking is activated, direct dialed calls to all 900 and/or 976 service numbers from the customer's exchange access line will be blocked. These blocked calls will be directed to an announcement.
- B. This option does not prevent customers from placing 900 and/or 976 calls from their exchange access line using other Operator Service Providers. In addition, this option does not prevent customers from placing operator assisted or credit card calls to 900 and/or 976 services from a line that is not blocked.

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**5.4. TOLL RESTRICTION**

**5.4.1. GENERAL**

This service provides customers with the ability to block outbound long distance calling from their local access line.

**5.4.2. REGULATIONS**

- A. When the Toll Restriction option is activated, direct dialed long distance calls from the customer's access line will be blocked. These blocked calls will be directed to a network message.
- B. The activation of the Toll Restriction option does not prevent customers from placing long distance calls from the access line utilizing an Operator Services provider or Directory Assistance Call Completion provider that can be reached through the use of a local call. In addition, this option does not prevent customers from placing operator assisted or calling card calls to a long distance number from a line that is not blocked.
- C. Toll Restriction will block the following types of calls:
  - 1+ 7 Digit Long Distance
  - 1+ 10 Digit Long Distance
  - 00+
  - 00-
  - 01+
  - 011+
  - 1010XXX
  - 0+ 7 Digit Long Distance
  - 0+ 10 Digit Long Distance
  - 7 Digit Long Distance

**5.4.3. RATES AND CHARGES**

A nonrecurring charge will apply for each line restricted.

	<b>NONRECURRING CHARGE</b>
A. Toll Restriction, Per Line	\$0.00

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**5.5. OPERATOR SERVICES**

**5.5.1. GENERAL**

A service charge will apply to local calls placed with the assistance of a Company Operator or mechanized response system. Various billing arrangements are available with Operator Assisted Service including Operator Station (Collect, Billed to Third Number, Other Operator Assisted) and Person-to-Person.

**5.5.2. OPERATOR ASSISTED SERVICES**

Customers who cannot physically dial a call can qualify for an Operator Assisted exemption which provides the customer with operator assistance at a direct dialed rate without a service charge. No application or certification is required for this program; however, the customer must request this exemption.

A. Operator Station

An Operator Station service charge applies when calls are completed with the assistance of a Company Operator, except as specified for Person-to-Person calls.

B. Person-to-Person

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

**5.5.3. RATES AND CHARGES**

**SERVICE CHARGE  
PER CALL**

A. Local Operator Assisted Services

1. Operator Station	
a. Automated Calls	\$2.50
b. Operator Assisted Calls	3.75
2. Person-to-Person	
a. Automated Calls	\$4.50
b. Operator Assisted Calls	4.50

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**5.6. RESERVED FOR FUTURE USE**

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**5.7. DIRECTORY ASSISTANCE SERVICE**

**5.7.1. GENERAL**

Directory Assistance Service is furnished upon customer request for assistance in obtaining directory listing information for listings that are within the local calling area or LATA of the originating line. Customers will be charged for all requests including requests for listings that are not available or not found. This service will be provided by an operator or a mechanized response system.

**5.7.2. REGULATIONS**

Directory Assistance charges apply on a per call basis, with a maximum of three requests allowed per call. Calls to Directory Assistance service will be billed directly to the customer's account. Alternate billing options and operator services are not available. Customers will receive one (1) free directory assistance call during each billing cycle.

A. Exemptions

A customer who cannot use telephone directories because of physical or mental limitations may obtain an exemption from Directory Assistance Service charges.

**5.7.3. RATES AND CHARGES**

	<b>SERVICE CHARGE <u>PER CALL</u></b>
A. Directory Assistance, each request within the Company's local calling or LATA/NPA serving area	\$0.95
B. Directory Assistance, each request outside the Company's local calling and LATA/NPA serving area	0.95

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**5.8. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE**

**5.8.1. GENERAL**

Directory Assistance Call Completion Service provides a customer calling Directory Assistance with the option of having the call completed to the requested number. A service message will inform the customer that he may be connected to the requested number automatically for a specified additional charge.

**5.8.2. REGULATIONS**

- A. Directory Assistance Call Completion Service is furnished only where facilities are available. Directory Assistance charges apply in addition to a Directory Assistance Call Completion Service charge. Completed non-local calls will incur a usage charge per minute as set forth in 5.8.3, below.
- B. When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested.
- C. Directory Assistance Call Completion charges apply only to calls actually completed.
- D. The Directory Assistance Call Completion Service charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.
- E. The Directory Assistance Call Completion Service charge does not apply to calls that are exempt from the Directory Assistance charge as defined in Section 5.7.2.
- F. Calls completed through Directory Assistance Call Completion service will be billed directly to the customer's account. Alternate billing options and operator services are not available.

**5.8.3. RATES AND CHARGES**

	<u>CHARGE PER USE</u>
A. Directory Assistance Call Completion, each completed call	
1. Charge per Call	\$1.00
2. Non-Local Rate per Minute of Use	0.30

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### **5.9. DIRECTORY LISTINGS**

#### **5.9.1. BUSINESS LISTINGS**

The Company does not publish a directory of customer listings. However, the Company will arrange for certain listings of the customer's main billing number to be placed in the appropriate directories of another local exchange carrier. The rates and regulations specified herein for directory listings apply only to single-line listings in the alphabetical section of the directory (White Pages) and simple listings in the classified section of the directory (Yellow Pages).

Listings provided under this service are intended solely for the purpose of identifying the customer's telephone number and as an aid to the use of telephone service. Complex listings in the classified section of the directory may be arranged by the customer directly with the local exchange carrier providing the directory service.

- A. The Company is not liable for damages arising from errors or omissions in the making up or printing of directories or in accepting listings as presented by the customer.
- B. The customer will receive one free standard listing in the alphabetical section of the directory that serves the customer's location. Additional listings are available in the alphabetical section of the directory at additional monthly recurring charges. These charges will apply to all additional listings while the directory containing such listings is in effect.
- C. The customer will receive one free simple listing in the classified section of the directory that serves the customer's location. The customer must contact the local exchange carrier providing the directory service to arrange for additional simple listings or any complex listings in the classified section of the directory under separate contract and billing.
- D. A service charge will apply for any customer-requested change in listing, as specified in Section 4.3, preceding.

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**5.9. DIRECTORY LISTINGS (CONT'D)**

**5.9.2. NON-PUBLISHED NUMBERS**

A. General

Non-Published telephone numbers are listed in neither the directories nor Directory Assistance records available to the general public.

B. Regulations

Incoming calls will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the customer.

The Company's liability, if any, for its gross negligence or willful misconduct, or the right, if any, of the customer to seek any legal remedies available for the same, is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the non-published telephone number in the directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-published number for the affected period.

Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication/non-publication of the Non-Published Number or the disclosing/non-disclosing of said number to any person.

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**5.9. DIRECTORY LISTINGS (CONT'D)**

**5.9.3. NON-LISTED NUMBERS**

A. General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

B. Regulations

The acceptance by the Company of the customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the customer.

The Company's liability, if any, for its gross negligence or willful misconduct or the right of the customer to seek any legal remedy available for the same is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the telephone number of a non-listed number in the directory, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-listed number for the affected period.

Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claims to have been caused, directly or indirectly, by the publication of the non-listed number.

**5.9.4. RATES AND CHARGES**

	<u>MONTHLY CHARGE</u>
A. Additional Listing, each	\$2.50
B. Non-Published Numbers, each	4.00
C. Non-Listed Numbers, each	2.00

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**5.10. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911)**

**5.10.1. GENERAL**

The Company will provide a universal central office number 911 for the use of Public Safety Answering Points (PSAP) engaged in providing telecommunications services for a Public Agency engaged in protecting the safety and property of the general public. Use of the 911 number will provide the public with a means of simple and direct telephone access to such Public Safety Answering Points.

In providing this service, the Company will arrange to route 911 telephone calls from telephones with specified Area Code and central office designations to a Public Safety Answering Point specified by an appropriate Public Agency.

**5.10.2. REGULATIONS**

- A. The PSAP operator is responsible for the dispatch of police, fire, ambulance or any other emergency services personnel summoned by the party seeking assistance.
- B. 911 Information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.
- C. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.
- D. After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

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**5.10. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)**

**5.10.2. REGULATIONS (CONT'D)**

- E. The Company assumes no liability for any infringement or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this Tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others.
  
- F. Under the terms of this Tariff the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement or invasion of the right of privacy of any persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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**5.11. TELECOMMUNICATIONS RELAY SERVICE (TRS)**

Telecommunications Relay Service (TRS) is a relay telecommunications service for persons who are deaf or hearing and/or speech disabled. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech. Persons utilizing this service will be charged as if the call were directly dialed.