

CONTENTS

Subject	Section	
Local Exchange Service	1	
Description of Operations		
Application of Rates		
Lifeline Program		
Tel-Assistance Service		
Local Exchange Service Rates and Charges		
Exchange Area Maps		
Prepaid Local Telephone Service		
Service Charges	2	
General		
Application of Charges		
Link Up America Program		
Schedule of Charges		
Termination Charges		
Service Maintenance Charges		
Returned Check Charges		
Charges Applicable Under Special Conditions	3	
Special Charges		
Line Extensions		
Special Construction		
Special Service Arrangements		
Other Regulations		
Connections of Customer-Provided Premises Equipment	4	
General Provisions		
Connections of Registered Equipment		
Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems		
Connections of Equipment Not Subject to Part 68 of the FCC Rules		
Miscellaneous Services	5	
Directory Listings		
Intraexchange Private Line Service and Channels		
Custom Calling Services		
Tone Dialing Service		
Temporary Suspension of Service		
Billed Number Screening		
Distance Learning Discount		
Pay Telephone Access Service		

D
D

T

By: Mr. Justin Haynes
Title: President

CONTENTS

Subject	Section	
Miscellaneous Services	5	
900/975 Call Restriction		
Direct Inward Dialing (DID) Service		
Educational Percentage Discount Rates (E-Rates)		
Line Status Verification		
Busy Line Interrupt		
Public Entity HC1 Service		
Enhanced Central Office Based Services	5A	
Enhanced Custom Calling Services		
Caller ID Services		
Intercity Services	6	
Foreign Exchange Service		
Concurrence with Connecting Carrier's Long Distance Message Telecommunications Service Tariff		
Concurrence with Private Line Services Tariff		
Concurrence with Connecting Carrier's Wide Area Telecommunications Service Tariff		
Other Rules and Regulations		
Rules and Regulations Applying to All Customers' Contracts	7	
Application of Tariff		
Availability of Facilities		
Customer Service and Protection		
Use of Service and Facilities		
Texas Universal Service Fund (TUSF) Surcharge		
Glossary	8	
Digital Services	9	N
Advanced Digital Services – Primary Rate Interface		N

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED JAN 31, '09 CONTROL# <u>TC. NO. 36624</u> TARIFF CLERK</p>

LOCAL EXCHANGE SERVICE

CONTENTS

	Page	
I. DESCRIPTION OF OPERATIONS	2	
II. APPLICATION OF RATES	3	
A. General	3	
B. Local Exchange Service Objectives	3	
C. State Lifeline Program	3.1	T
D. Federal Lifeline Program	7.1	T
III. LOCAL EXCHANGE SERVICE RATES AND CHARGES	12	
A. Residence Monthly Local Exchange Access Line Rates	12	
B. Business Monthly Local Exchange Access Line Rates	13	
C. Grandfathered Local Exchange Access Line Rates	14	
IV. EXCHANGE AREA MAPS	16-24	
V. PREPAID LOCAL TELEPHONE SERVICE	25	
A. General	25	
B. PLTS Services	25	
C. Eligibility Requirements	25	
D. PLTS Terms and Conditions	26	
E. Return to Basic Local Telecommunications Service	29	
F. PLTS Rates, Charges and Payments	30	

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Dec. 2, 2016 Tariff No. 46532

TARIFF CLERK

LOCAL EXCHANGE SERVICE

I. DESCRIPTION OF OPERATIONS

Big Bend Telephone Company, Inc. (the Company) is a privately owned public utility incorporated under the laws of the State of Texas in 1960. Big Bend Telephone Company provides telecommunications services in the areas certified to it which include service to eight (8) Texas counties: Brewster, Crockett, Jeff Davis, Pecos, Presidio, Reeves, Terrell, and Val Verde. Big Bend Telephone Company's authority to serve this area is granted in its Certificate of Convenience and Necessity No. 40004, as determined by the Public Utility Commission of Texas (the Commission). Big Bend Telephone Company maintains its primary office of operations at 808 N. Fifth, Alpine, Texas.

The Company provides one-party service throughout its service area. The following exchanges are included in Big Bend Telephone Company's General and Local Exchange Tariff:

<u>Exchange</u>	<u>Counties</u>	<u>Extended Local Calling Service⁽¹⁾, Local Calling Scope</u>
Alamito	Presidio	Marfa ⁽²⁾ , Big Bend National Park, Calamity Creek, Comstock, Heath Canyon, Lajitas, Langry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Big Bend Park Canyon,	Brewster	Alamito, Big Canyon, Calamity Creek, Comstock, Heath Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua

T
|
T

All rules, regulations and rates of Big Bend Telephone Company apply to the above exchanges unless otherwise specifically noted in this tariff.

- (1) Extended Local Calling is a non-optional two-way calling arrangement whereby customers physically located in the specified Company exchange can make toll-free calls to and receive toll-free calls from incumbent local exchange carrier (ILEC) customers who are physically located in the specified exchange. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another non-ILEC telecommunications provider where both customers are physically located within the specified exchanges and the non-ILEC telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long distance service provider.
- (2) AT&T Texas is the serving ILEC.

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
March 12, 2012 - CONTROL# 40203

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

I. DESCRIPTION OF OPERATIONS (Continued)

<u>Exchange</u>	<u>Counties</u>	<u>Extended Service⁽¹⁾, Local Calling Scope</u>
Big Canyon	Terrell, Pecos	Alamito, Big Bend National Park, Calamity Creek, Comstock, Heath Canyon, Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Calamity Creek	Brewster	Alpine ⁽²⁾ , Alamito, Big Bend National Park, Big Canyon, Comstock, Heath Canyon, Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Comstock	Val Verde	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Heath Canyon, Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Heath Canyon	Brewster	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua

**PUBLIC UTILITY COMMISSION OF
TEXAS
APPROVED**

March 12, 2012 - CONTROL# 40203

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

I. DESCRIPTION OF OPERATIONS (Continued)

<u>Exchange</u>	<u>Counties</u>	<u>Extended Service⁽¹⁾, Local Calling Scope</u>
Lajitas Canyon,	Brewster	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Langtry	Val Verde	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Canyon, Lajitas, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Presidio	Presidio	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Canyon, Lajitas, Langtry, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Redford Canyon,	Presidio	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Lajitas, Langtry, Presidio, Sanderson, Sheffield, Six Shooter, and Terlingua

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p> <p>March 12, 2012 - CONTROL# <u>40203</u></p>

LOCAL EXCHANGE SERVICE

I. DESCRIPTION OF OPERATIONS (Continued)

<u>Exchange</u>	<u>Counties</u>	<u>Extended Service⁽¹⁾, Local Calling Scope</u>
Sanderson	Terrell	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Canyon, Lajitas, Langtry, Presidio, Redford, Sheffield, Six Shooter, and Terlingua
Sheffield Canyon,	Pecos, Crockett	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Lajitas, Langtry, Presidio, Redford, Sanderson, Six Shooter, and Terlingua
Six Shooter Canyon,	Pecos, Terrell, Jeff Davis	Fort Stockton ⁽²⁾ , Alamito, Big Bend National Park, Big Calamity Creek, Comstock, Heath Canyon, Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, and Terlingua
Terlingua Canyon,	Brewster	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, and Six Shooter

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF
TEXAS
APPROVED**

March 12, 2012 - CONTROL# 40203

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES

A. General

1. The rates and charges listed in this Section apply to Local Exchange Service provided by the Company in its service area as specified by the Company's exchange service area maps approved and on file with the Public Utility Commission of Texas.⁽¹⁾⁽²⁾
2. The local exchange service rates and charges specified in this Section are for Basic Local Exchange Service which includes tone dialing and access to Caller ID at no charge. Rates and charges for ancillary services and facilities not specified in this Section are presented in other sections of this tariff.
3. Unless otherwise specified, the rates and charges quoted in this Section are for a minimum contract period of one month. These rates and charges are payable in advance and provide unlimited flat rate calling within the Company's service area as shown under Description of Operations.
4. Local access trunks may be required for local access connections terminating in, or for use with some types of customer-provided equipment with switching (Private Branch Exchange or PBX). For applicable trunk charges, see the PBX Trunk rates as shown in Part III, page 13 of this Section.

T

(1) Local Exchange Service provides toll-free calling between Company customers physically located within the Company's serving area. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another telecommunications provider where both customers are physically located within the specified exchanges and the other telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long distance service provider.

(2) Extended Local Calling Service is a non-optional two-way calling arrangement whereby customers physically located in the Company's serving area can make toll-free calls to and receive toll-free calls from Company customers who are physically located in the Company serving area. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another non-ILEC telecommunications provider where both customers are physically located within the specified exchanges and the non-ILEC telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long distance service provider.

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF
TEXAS
APPROVED**

MAY 20, 2013 - CONTROL# 41475

Tariff Clerk

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES

C. State Lifeline Program

The State Lifeline Program (“State Lifeline”) is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

1. General

- a. A qualifying low-income customer subscribing to State Lifeline shall receive state reductions to their monthly tariffed residential local exchange access line rate.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for State Lifeline from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
- c. State Lifeline rate reductions apply only to basic network service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion. If the customer subscribes to a bundled service, where available, the discount shall only apply to the basic network service portion of the bundled service.
- d. State Lifeline rate reductions do not apply to service connection charges.
- e. The Company may not disconnect the service of a State Lifeline customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.
- f. Upon subscribing to State Lifeline, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.
- g. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
- h. State Lifeline rate reductions will not be available on a retroactive basis except as directed by LIDA or the Commission.

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS EFFECTIVE Dec. 2, 2016 <u>Tariff No. 46532</u> TARIFF CLERK</p>
--

T
T

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

C. State Lifeline Program (Continued)

2. Designated Lifeline Program Services

The Company shall offer the voice telephony services defined to be qualified, or designated, Lifeline Program service pursuant to 16 TAC § 26.412(e).

3. State Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer Criteria

State Lifeline rate reductions will be provided per eligible customer. The applicant must certify that their annual household income is at or below 150% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 16 TAC § 26.412(d) regarding consumer qualifications for Lifeline.

b. Obligations of the Customer

i. A current customer of the Company may be automatically enrolled in State Lifeline by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

ii. A customer who is eligible for State Lifeline, but does not have telephone service at the time of application, shall be responsible for initiating a request for service from the Company.

c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

d. State Lifeline customers will lose their State Lifeline eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under State Lifeline will be terminated if eligibility ceases.

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS EFFECTIVE Dec. 2, 2016 <u>Tariff No. 46532</u> TARIFF CLERK</p>
--

T

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

C. State Lifeline Program (Continued)

4. Deposit and Credit Requirements

- a. The Company shall be prohibited from charging a service deposit in order to initiate State Lifeline if the eligible customer voluntarily elects to receive toll blocking.
- b. The Company may charge a service deposit if:
 - i. The eligible customer denies subscription to toll blocking upon subscribing to State Lifeline.
 - ii. The Company receives a Commission waiver from having to provide toll blocking due to technical limitations.
- c. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of State Lifeline.

5. Service Connection and Charges

- a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to State Lifeline.
- b. Service connection charges do apply when:
 - i. Existing eligible customers requesting additional non-qualifying services at the time Lifeline Program reduced billing is initiated.
 - ii. New customers (those without existing local exchange access service) eligible for State Lifeline and establishing qualifying service.
 - iii. Any subsequent moves or changes after the initial connection to State Lifeline.
- c. Applicable service connection charges for the Company are specified in Section 2 of this tariff.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Dec. 2, 2016 Tariff No. 46532

TARIFF CLERK

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

C. State Lifeline Program (Continued)

6. State Lifeline Program Rate Reduction

a. Implementation

The Company shall provide reduced billing for all State Lifeline eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in State Lifeline to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in State Lifeline and direct the customer to the LIDA for completion of the required forms for eligibility certification.

If the eligible customer's existing telephone service arrangements meet State Lifeline criteria, the Company shall provide reduced billing as indicated above.

b. Amounts

The Company shall apply State Lifeline rate reductions, per eligible customer, as described below

- i. State Reduction. The Company shall give qualifying low-income consumers a state-approved reduction of up to a maximum of \$3.50 in the monthly amount of intrastate charges due in addition to the Area Discount described below.
- ii. Area Discount. The Lifeline Area Discount in all exchanges except those within the Sanderson - Group II rate group is \$0.50 and the Lifeline Area Discount in the Sanderson - Group II rate group is \$1.08.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Dec. 2, 2016 Tariff No. 46532

TARIFF CLERK

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

C. State Lifeline Program (Continued)

6. State Lifeline Program Rate Reduction (Continued)

b. Amounts (Continued)

- iii. Combined Lifeline discounts. The Company shall apply the above discounts, however, the combined discounts shall not result in a rate of less than zero charged for the customer's basic local service.

T
|
T

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Dec. 2, 2016 Tariff No. 46532

TARIFF CLERK

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

D. Federal Lifeline Program

The federal Lifeline Program is a retail local service offering designed to make telephone and/or broadband service available at reduced rates to qualifying low-income customers.

1. General

- a. A qualifying low-income customer subscribing to designated federal Lifeline Program Services, as outlined below, is eligible to receive federal reductions to either his/her monthly tariffed residential local exchange access line rate and federal subscriber line charge or his/her monthly retail rate for an eligible broadband service. The qualifying low-income customer can only receive one federal discount on one service option.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for the federal Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
- c. The federal Lifeline Program rate reductions do not apply to service connection charges, except that customers eligible for the Tribal Link Up Program will receive a 100% reduction, up to \$100.00, on applicable service connection charges, as provided in Section 2 of this tariff.
- d. The Company may not disconnect the service of a federal Lifeline Program customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Dec. 2, 2016 Tariff No. 46532

TARIFF CLERK

N
|
N

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

D. Federal Lifeline Program (Continued)

1. General (Continued)

- e. Upon subscribing to the federal Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.
- f. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
- g. The federal Lifeline Program rate reductions will only be issued on a going-forward basis and will not be available on a retroactive basis except as directed by LIDA or the Commission.
- h. The federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- g. Partial payments made by Lifeline customers will be applied first toward charges for local service.

2. Designated Federal Lifeline Program Services

- a. The Company shall offer the voice telephony service and broadband service defined to be qualified, or designated, federal Lifeline Program service as enumerated in 47 Code of Federal Regulations §54.101(a)(1) and (2) (relating to Supported Services for Rural, Insular and High Cost Areas).
- b. For voice service, the federal Lifeline Program rate reductions apply only to basic local exchange service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Dec. 2, 2016 Tariff No. 46532

TARIFF CLERK

N

N

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

D. Federal Lifeline Program (Continued)

2. Designated Federal Lifeline Program Services (Continued)

- c. For broadband service, the federal Lifeline Program rate reductions apply to the monthly recurring retail rate for eligible broadband service provisioned by the Company or its affiliated Internet Service Provider.
- d. All designated federal Lifeline Program services are subject to minimum service standards and exceptions delineated in 47 Code of Federal Regulations §54.408.

T

3. Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer Criteria

The federal Lifeline Program rate reductions will be provided per eligible customer, limited to one discount per eligible household location. The applicant must certify that their annual household income is at or below 135% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 47 Code of Federal Regulations § 54.409.

b. Obligations of the Customer

- 1) A current customer of the Company may be automatically enrolled in the federal Lifeline Program by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).
- 2) A customer who is eligible for the federal Lifeline Program, but does not subscribe to a designated federal Lifeline Program service at the time of application, shall be responsible for initiating a request for a designated federal Lifeline Program service from the Company before any federal Lifeline Program discounts will be administered.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
Approved:	Effective:
November 21, 2019	December 1, 2019
Control No. 50183 TARIFF CLERK	

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

D. Federal Lifeline Program (Continued)

3. Eligibility Requirement (Continued)

- c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria for the federal Lifeline Program. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.
- d. Federal Lifeline Program customers will lose their federal Lifeline Program eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under the federal Lifeline Program will be terminated if eligibility ceases.

4. Deposit and Credit Requirements

- a. The Company shall be prohibited from charging a service deposit for Lifeline voice-only service plans in order to initiate the federal Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.
- b. The Company may charge a service deposit if:
 - i. The eligible customer denies subscription to toll blocking upon subscribing to the federal Lifeline Program.
 - ii. The Company receives a waiver from having to provide toll blocking due to technical limitations.
- c. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of the federal Lifeline Program.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
Dec. 2, 2016 Tariff No. 46532
TARIFF CLERK

N
N

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

D. Federal Lifeline Program (Continued)

5. Service Connection and Charges

- a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the federal Lifeline Program.
- b. Service connection charges may apply when:
 - i. Existing eligible customers request additional non-qualifying services at the time federal Lifeline Program reduced billing is initiated, or anytime thereafter.
 - ii. New customers (those without existing local exchange access service) eligible for the federal Lifeline Program first order a designated federal Lifeline Program service.
 - iii. Existing eligible customers request any subsequent moves or changes to their service after the initial connection to the federal Lifeline Program.
- c. In instances where service connection charges apply, customers qualifying for the federal Lifeline Program may qualify for the Tribal Link-Up Program and may be eligible to receive a reduction in the applicable service connection charges as provided in Section 2 of this tariff.
- d. Applicable service connection charges for the Company are specified in Section 2 of this tariff.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Dec. 2, 2016 Tariff No. 46532

TARIFF CLERK

N
N

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

D. Federal Lifeline Program (Continued)

6. Federal Lifeline Program Rate Reduction

The Company shall provide reduced billing for all federal Lifeline Program eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in the Lifeline program to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in the Lifeline Program and direct the customer to the LIDA for completion of the required forms for eligibility certification.

- a. If the eligible customer's existing voice or broadband service arrangements meet the federal Lifeline Program criteria, the Company shall provide reduced billing as indicated above.
- b. If the eligible customer's existing voice or broadband service arrangements do not meet the federal Lifeline Program criteria, the Company shall:
 - i. advise the eligible customer by direct mail of the impending termination of his or her Lifeline service; and
 - ii. allow a subscriber 30 days following the date of the impending termination letter required to demonstrate continued eligibility.
 - iii. If the eligible customer chooses to make the necessary changes to their service arrangements, the eligible customer will receive reduced billing per the federal Lifeline Program at the time the change is effective or at the time new service is established.
- c. If the Company charges a federal End User Common Line Charge (a.k.a. Federal Subscriber Line Charge), the federal Lifeline Program support amount must be applied to waive the federal End User Common Line Charge for federal Lifeline Program subscribers.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
Dec. 2, 2016 Tariff No. 46532
TARIFF CLERK

N
N

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

D. Federal Lifeline Program (Continued)

7. Federal Lifeline Program Support Amount

The Company shall apply federal Lifeline Program rate reductions, per eligible customer, as described below.

- a. The qualifying low-income customer can only receive one federal discount on one service option. The discount shall only be given if the customer and service meet qualifying criteria as specified above.
- b. The Company shall grant federal support to qualifying low-income consumers of eligible broadband service of up to \$9.25 per month, subject to the support amount directed by the Federal Communications Commission in 47 Code of Federal Regulations §54.403 regarding Lifeline support amount.
- c. The Company shall grant federal support to qualifying low-income consumers of eligible voice-only service as follows, subject to 47 Code of Federal Regulations §54.403 regarding Lifeline support amount.
 - i. up to \$7.25 per month from December 1, 2019 to November 30, 2020;
 - ii. up to \$5.25 per month from December 1, 2020 to November 30, 2021;
 - iii. no support per month beginning December 1, 2021 except in allowable circumstances defined by the FCC.

N
|
N

T
T

N
|
N

M
|
M

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
Approved:	Effective:
November 21, 2019	December 1, 2019
Control No. 50183	
TARIFF CLERK	

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

D. Federal Lifeline Program (Continued)

7. Federal Lifeline Program Support Amount (Continued)

- d. The federal Lifeline Program discounts shall not result in a rate of less than zero charged for the customer's qualifying voice or broadband service.
- e. Tribal Lands Support Amount (where applicable). Additional federal Lifeline support of up to \$25 per month will be made available to qualifying eligible residents of Tribal lands.

M
|
M

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
Approved:	Effective:
November 21, 2019	December 1, 2019
Control No. 50183	
TARIFF CLERK	

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES

E. Local Exchange Service Objectives

T

1. Unless the Company seeks an extension of its waiver requests in P.U.C. Docket No. 32094, after July 31, 2006, local exchange access service lines shall be adequately designed and maintained to allow transmission of at least 14,400 bits of data per second when connected through an industry standard modem (ITU-T V.32bis or equivalent) or a facsimile machine (ITU-T V.17bis or equivalent).

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Dec. 2, 2016 Tariff No. 46532

TARIFF CLERK

LOCAL EXCHANGE SERVICE

III. LOCAL EXCHANGE SERVICE RATES AND CHARGES

A. Residence Monthly Local Exchange Access Line Rates (1)(2)

<u>Exchange</u>	<u>1-Party</u>
Alamito	\$22.27
Big Bend Park	\$22.27
Big Canyon	\$22.27
Calamity Creek	\$22.27
Comstock	\$22.27
Heath Canyon	\$22.27
Lajitas	\$22.27
Langtry	\$22.27
Presidio	\$22.27
Redford	\$22.27
Sanderson	\$22.27
Sheffield	\$22.27
Six Shooter	\$22.27
Terlingua	\$22.27

I
|
I

- (1) Rates for Access Line Service do not include any other charges for customer premises equipment.
- (2) Lifeline Service residential discounts are available only to qualified applicants as provided in Part II, Paragraph C, of this Section.

By: Mr. Justin Haynes
Title: President

Public Utility Commission of Texas	
Approved: January 5, 2017	Effective: January 1, 2017
Control No. 46640 Tariff Clerk	

LOCAL EXCHANGE SERVICE

III. SCHEDULE OF RATES AND CHARGES

B. Business Monthly Local Exchange Access Line Rates (1)

<u>Exchange</u>	<u>1-Party</u>	<u>PBX Trunk</u>	T D	
Alamito	\$30.00	\$40.50	I	
Big Bend National Park	\$30.00	\$40.50		
Big Canyon	\$30.00	\$40.50		
Calamity Creek	\$30.00	\$40.50		
Comstock	\$30.00	\$40.50		
Heath Canyon	\$30.00	\$40.50		
Lajitas	\$30.00	\$40.50		
Langtry	\$30.00	\$40.50		
Presidio	\$30.00	\$40.50		
Redford	\$30.00	\$40.50		
Sanderson	\$30.00	\$40.50		
Sheffield	\$30.00	\$40.50		
Six Shooter	\$30.00	\$40.50		
Terlingua	\$30.00	\$40.50		I

(1) Rates for Access Line Service do not include a charge for an instrument or other customer premises equipment.

By: Mr. Justin Haynes
 Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED / EFFECTIVE	
Dec 1, 2014	<u>TC. NO. 43696</u>
TARIFF CLERK	

LOCAL EXCHANGE SERVICE

III. SCHEDULE OF RATES AND CHARGES (Continued)

C. Grandfathered Local Exchange Access Line Rates (1) (2)

<u>Exchange</u>	<u>1-Party Residential</u>	<u>1-Party Business</u>	<u>Semi-Public</u>	<u>PBX</u>	<u>Multi Line Hunt</u>
Big Bend National Park		\$30.00		\$22.28	
Comstock	\$22.27	\$30.00	\$ 8.73		
Presidio	\$22.27	\$30.00	\$ 9.50		
Redford	\$22.27		\$ 9.50		
Sanderson	\$22.27	\$30.00	\$ 5.85	\$20.50	\$14.95
Sheffield	\$22.27	\$30.00	\$ 9.50		

I
|
I

- (2) Rates do not include a charge for an instrument or other customer premises equipment.
- (3) Applicable only to in service customers as of February 29, 1992. In service customers may keep existing rates at existing locations and existing installations. Customers cannot change, cannot add to, cannot outside move and cannot supercede.

Public Utility Commission of Texas	
Approved: January 5, 2017	Effective: January 1, 2017
Control No. 46640 Tariff Clerk	

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

III. SCHEDULE OF RATES AND CHARGES (Continued)

D. Grandfathered Seasonal and Vacation Service (1)

E

Rate
(1)(2)

Alamito
Big Bend National Park
Big Canyon
Calamity Creek
Comstock
Heath Canyon
Lajitas
Langtry
Presidio
Redford
Sanderson
Sheffield
Six Shooter
Terlingua

- (1) The monthly rate is based upon fifty percent (50%) of the regular rate for basic and associated additional services suspended for a minimum of thirty (30) days and a maximum of 180 days. Normal installation and service charges will apply.
- (2) Applicable only to in service customers as of February 19, 1992. In service customers may keep existing rates at existing locations and existing installations. Customers cannot change, cannot add to, cannot move and cannot supersede.

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

IV. EXCHANGE AREA MAPS

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

IV. EXCHANGE AREA MAPS (Continued)

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

IV. EXCHANGE AREA MAPS (Continued)

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

IV. EXCHANGE AREA MAPS (Continued)

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

IV. EXCHANGE AREA MAPS (Continued)

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

IV. EXCHANGE AREA MAPS (Continued)

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

IV. EXCHANGE AREA MAPS (Continued)

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

IV. EXCHANGE AREA MAPS (Continued)

By: Mr. Justin Haynes
Title: President

BIG BEND TELEPHONE COMPANY, INC.
Local Exchange Tariff

SECTION 1
1st Revised Sheet 24
Replacing Original Sheet 24

LOCAL EXCHANGE SERVICE

IV. EXCHANGE AREA MAPS (Continued)

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

V. PREPAID LOCAL TELEPHONE SERVICE

A. General

1. Prepaid Local Telephone Service (PLTS) provides eligible customers a one-time opportunity to maintain their local telephone service with the Company.
2. PLTS is offered by the Company in accordance with the Public Utility Commission of Texas' Substantive Rules relating to Prepaid Local Telephone Service.

B. PLTS Services

Customers subscribing to PLTS will receive only the following services:

1. Residential local exchange access line service
2. Mandatory services, including extended area service, expanded local calling service, or extended metropolitan service, if applicable
3. Residential tone dialing service
4. Access to 911 service
5. Access to dual party relay service
6. The ability to report service problems seven days a week
7. Access to the business office
8. Primary residential directory listing
9. Toll blocking service
10. Non-published service, at the customer's option

C. Eligibility Requirements

1. Customers eligible to receive PLTS include:
 - a. Current residential customers who have not been disconnected from the network, but are on the verge of disconnection for non-payment for services; and
 - b. Former residential customers who have been disconnected from the network due to the existence of indebtedness to any dominant certificated telecommunications (DCTU) or other telecommunications carrier.
2. Customers who have been disconnected from PLTS by the Company are no longer eligible to receive PLTS from the Company.
3. Business customers are not eligible to receive PLTS from the Company.

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

V. PREPAID LOCAL TELEPHONE SERVICE (Continued)

D. PLTS Terms and Conditions

1. Eligible customers must contact the Company during the Company's regular business hours to subscribe to PLTS. Within 24 hours of receiving the customer's request, the Company shall mail the customer a confirmation letter detailing the customer's rights and responsibilities upon enrollment in the PLTS plan and the rates, terms, and conditions of the PLTS plan as described in this tariff.
2. Customers subscribing to PLTS shall have mandatory toll blocking and where usage of sensitive services are technically available, usage-sensitive service blocking, if technically capable, placed on their line. Customers subscribing to PLTS shall not place or receive calls, including intraLATA and interLATA long distance or other usage-sensitive services, for which additional charges are billed to the customer's local telephone bill by the Company, through tariffs or contracts, nor shall customers subscribe to any other services offered by the Company that are not included in a subscription to PLTS.
3. Deferred Payment Plan
 - a. General
 - (1) Customers subscribing to PLTS may be required to enter into a deferred payment plan with the Company to pay any outstanding debt owed to the Company for services previously received under basic local telecommunications service and now received under PLTS.
 - (2) The Company shall not require the PLTS customer to enter into a deferred payment plan to pay any outstanding debt for any services that will not be received by the customer under PLTS including, but not limited to, intraLATA and interLATA long distance services.
 - (3) If the Company cannot determine the amount of outstanding debt the PLTS customer owes for the services previously received under basic local telecommunications service and now received under PLTS, the Company shall not require the PLTS customer to enter into a deferred payment plan.

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

V. PREPAID LOCAL TELEPHONE SERVICE (Continued)

D. PLTS Terms and Conditions (Continued)

3. Deferred Payment Plan (Continued)

b. Deferred Payment Plan Amount

To determine the deferred payment plan amount, the Company shall:

- (1) determine the amount the customer owes for the services previously received under basic local telecommunications service and now receives under PLTS;
- (2) apply any undesignated partial payment made by the customer prior to the customer's subscription to PLTS to past debt owed to the Company as determined under (1) of this subparagraph; and
- (3) not reallocate any undesignated partial payments assigned under (2) of this subparagraph to amounts yet to be incurred for basic local telecommunications service.

c. The Company shall not require the applicant entering into a deferred payment plan under this paragraph to make monthly payments which exceed the greater of \$10 per month or 1/12 of the outstanding debt.

d. If the Company and PLTS customer enter into a deferred payment plan under this paragraph, the initial deferred payment shall be billed beginning with the third billing cycle after initiation of PLTS service and shall be billed on a monthly basis thereafter.

4. Customers subscribing to PLTS shall not be required to make a deposit.

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

V. PREPAID LOCAL TELEPHONE SERVICE (Continued)

D. PLTS Terms and Conditions (Continued)

5. Disconnection of PLTS

a. Disconnection with notice

The Company may disconnect PLTS after notice for any of the following reasons:

- (1) failure of the PLTS customer to comply with the terms of a deferred payment plan for PLTS;
- (2) upon conclusion of all periods for which an advance payment has been applied to the PLTS account and when the customer's PLTS account has a zero balance; or
- (3) violation of the Company's rules pertaining to the use of PLTS in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation.

b. Disconnection without notice

The Company may disconnect PLTS without notice for any of the following reasons:

- (1) if the customer accrues new billable charges for toll or other services on their telephone bill that are not defined as PLTS services;
- (2) where a known dangerous condition exists for as long as the condition exists; or
- (3) where service is connected without authority by a person who has not applied for the service or who has reconnected service without authority following termination of service.

c. The Company retains the right to apply any credit in the disconnected PLTS customer's account to the customer's outstanding balances owed to the Company for telecommunications services.

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

V. PREPAID LOCAL TELEPHONE SERVICE (Continued)

D. PLTS Terms and Conditions (Continued)

5. Disconnection of PLTS (Continued)

- d. Customers disconnected from PLTS shall receive a final notice from the Company stating that the customer is permanently disconnected from PLTS and shall not be eligible for PLTS from the Company again. That notice shall also state the terms and conditions that the customer must satisfy before the customer can return to basic local telecommunications service with the Company.

E. Return to Basic Local Telecommunications Service

1. A customer subscribing to PLTS may return to basic local telecommunications service provided the customer:
 - a. has paid all outstanding debt to the Company in full, including indebtedness for the carriage charges of interexchange carriers where the Company bills those charges pursuant to tariffs or contracts; and
 - b. has paid all bills for PLTS.
2. Upon the customer's completion of the obligations listed above, the Company shall notify the customer:
 - a. of the eligibility requirements for returning to basic local telecommunications service without PLTS restrictions;
 - b. of the option to receive basic local telecommunications service with toll blocking and/or usage-sensitive blocking pursuant to the Company's tariffed rates, if applicable, and such toll blocking and usage-sensitive blocking can be removed at any time, upon the customer's request; and
 - c. of the need to contact the Company if the customer wants to return to basic local telecommunications service
3. After receiving notice from the Company and after fulfilling the customer obligations referenced above, in order to subscribe to basic local telecommunications service, the customer shall:
 - a. request subscription to basic local telecommunication service from the Company; and
 - b. pay the service restoral or service connection charges, if applicable and assessed by the Company.

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

V. PREPAID LOCAL TELEPHONE SERVICE (Continued)

F. PLTS Rates, Charges and Payments

1. PLTS Rates

a. The monthly rate for PLTS shall include only the following:

- (1) the applicable residential tariffed rate (or lifeline rate, if applicable) for services included in the PLTS services definition referenced in this section;
- (2) tariffed charges for non-published service, if requested by the customer; and
- (3) surcharges and fees established or authorized by a governmental entity that are billed by the Company, including but not limited to 911, subscriber line charge, sales tax, and municipal fees.

b. Late charges shall not be assessed to a PLTS customer.

2. PLTS Nonrecurring Charges

- a. If the customer subscribes to PLTS within ten (10) days from the date the Company mailed notification of PLTS eligibility to that customer, the Company shall defer recovery of service connection charges, as referenced in Section 2 of this tariff, until the customer returns to basic local telecommunications service.
- b. If the customer does not subscribe to PLTS within ten (10) days from the date the Company mailed notification of PLTS eligibility to that customer, the Company may charge service connection charges, as referenced in Section 2 of this tariff, to that customer when subscribing to PLTS.

By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

V. PREPAID LOCAL TELEPHONE SERVICE (Continued)

F. PLTS Rates, Charges and Payments (Continued)

3. Payments Under PLTS

- a. The Company may require the residential customer of PLTS to make an initial payment for service, which shall not exceed:
 - (1) the monthly rate for PLTS, as described above, for up to two (2) months of service under the PLTS plan; and
 - (2) PLTS nonrecurring charges, as described above, if applicable.
- b. The Company shall not require subsequent monthly payments for PLTS that exceed the monthly rates for PLTS services. The due date of monthly payments under PLTS shall be based on the Company's regular billing cycle.
- c. The customer may be required to make payments under a deferred payment plan as previously referenced in this section.

By: Mr. Justin Haynes
Title: President

SERVICE CHARGES

CONTENTS

	Page
I. GENERAL	2
A. Service Charges	2
B. Rules	2
II. APPLICATION OF CHARGES	4
A. Primary Service Order Charges	4
B. Secondary Service Order Charges	4
C. Premises Visit Charge	4
III. TRIBAL LINK UP	5
IV. SCHEDULE OF CHARGES	9
A. Primary Service Order Charge	9
B. Secondary Service Order Charge	9
V. TERMINATION CHARGE	10
VI. RESERVED FOR FUTURE USE	10
VII. RETURNED CHECK CHARGE	10

T

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
Approved

APR 23, 2014 CONTROL# TC. NO. 42357

TARIFF CLERK

SERVICE CHARGES

I. GENERAL

Service Charges are in addition to all other rates and charges that may be applicable for services provided by the Company. Service Charges apply in addition to installation and construction charges incurred because of unusual costs encountered in the provision of service.

A. Service Charges

The work functions required to establish, add to, move or change telephone service for a business or residence class of service customer are classified by type of service charge as follows:

Service Order Charge - a charge for work performed in connection with receiving, recording, and processing a customer request for service to be performed or provided at the same time, on the same account and on the same premises. One Service Order Charge is applicable per access line or channel.

B. Rules

1. All registered terminal equipment and systems and inside wire may be directly connected to the telecommunications network as specified in, or authorized by, the Registration Program in Part 68 of the Federal Communications Commission's (FCC) Regulations.
2. Customer Premises Inside Wire
 - a. The customer has the option of providing the inside wire and standard jacks on his/her premises, or contracting with a vendor qualified to provide the service.
 - b. Customer premises inside wire, standard jacks, and equipment provided by the customer or customer's agent must be in accordance with the standards of the National Electric Code, the National Electric Safety Codes, Part 68 of the FCC Regulations, the equipment manufacturers and other applicable codes. The customer will hold the Company harmless from any and all liability, claims, or damage suits arising out of the customer's provision or maintenance of inside wire.

By: Mr. Justin Haynes
Title: President

SERVICE CHARGES

I. GENERAL (Continued)

B. Rules (Continued)

3. Charges specified in this Section do not apply to services furnished under the concurrence provisions in Section 6 of this tariff. These services may include, but are not limited to, WATS access lines and access line extensions, and all private line services and channels and access services provided. Nonrecurring charges for these services are stated as exceptions or additions to concurring provisions in Section 6 of this tariff.
4. Changes in the locations of existing services to different premises, or to additional points of termination or to points outside the customer's premises are considered new installations for purposes of this tariff.
5. The service charges described in this tariff are not applicable for:
 - a. normal maintenance and repair of the Company's equipment and service;
 - b. connection of telephone sets or other terminal equipment when no line connection or central office access work is required;
 - c. change or correction in name or billing address when there is not a change in responsibility; and
 - d. when a customer premises is rendered unfit for occupancy due to causes beyond the customer's control, and the same type of service is established at a secondary location.

By: Mr. Justin Haynes
Title: President

SERVICE CHARGES

II. APPLICATION OF CHARGES

A. Primary Service Order Charges (1)

The Primary Service Order Charge is applicable:

1. for requests to establish an account for initial connection of service. An account is each service for which a separate access line is established;
2. for connection of additional local exchange access lines or private lines to an established service;
3. for change and transfer of service involving change in name and responsibility whether or not there is a lapse in service; and
4. for restoration of service disconnected for nonpayment. Disconnected service will be restored upon payment of charges due.

B. Secondary Service Order Charges (1)

The Secondary Service Order Charge is applicable:

1. for subsequent requests for service, number change, restoration of service at customer's request and change in class of service;
2. for additional service ordered after an initial service order has been issued and the additional service request cannot be included on the initial pending service order;
3. for additions, moves and changes of lines in the same building or in different buildings on the same premises; and

D
D

- (1) The Primary Service Order Charge and the Secondary Service Order Charge cannot be applied on the same order. When an order requires work for which both the Primary and Secondary Service Order Charges would otherwise be applied, only the Primary Service Order Charge applies.

By: Mr. Justin Haynes
Title: President

SERVICE CHARGES

II. APPLICATION OF CHARGES (Cont'd)

C. Premises Visit Charge

The Premises Visit Charge is applicable to each trip made to a customer's premises to comply with a request as shown on the related service order as follows:

1. Connect, move, or change primary service or rearrange drop or other facilities at the customer's request.
2. Reconnect service after denial for non-payment, except for customers whose service has been suspended and who are eligible for Prepaid Local Telephone Service. In those instances, the Company will defer the customer's service restoral charges until the customer returns to basic local service.
3. On customer-caused additional trips necessary to perform work requested by the customer. Additional charges for trips required for Company reasons are not applicable.
4. On a customer-initiated service order where maintenance is requested on the customer's side of the demarcation point at the customer's request, or where premises wiring and/or jack installation or repair services are required, or where service troubles are determined to be caused with any customer equipment or power supply. T
T
5. If the customer requests, and the Company agrees to service customer-provided inside wire, jacks and/or equipment which are not in accordance with the technical standards for customer equipment, the customer will be responsible for payment of the Company's standard labor rates in addition to the Premises Visit Charge. MT
|
T
M

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS Approved APR 23, 2014 CONTROL# <u>TC. NO. 42357</u> TARIFF CLERK</p>
--

SERVICE CHARGES

III. TRIBAL LINK UP

- A. Tribal Link Up is a federally certified telephone assistance program designed to make basic telephone service accessible to low-income consumers are eligible residents of Tribal Lands and who are currently not on the public switched network.
- B. Under the program, Tribal Link Up support is available in accordance with Chapter 47 Code of Federal Regulations § 54.413, for a 100% reduction of the Company's customary charges for connection of telephone service, up to \$100.

T
T

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Dec. 2, 2016 Tariff No. 46532

TARIFF CLERK

SERVICE CHARGES

III. Reserved for Future Use

D

D

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
APR 2 '12 CONTROL# TC. NO. 40225
TARIFF CLERK

BIG BEND TELEPHONE COMPANY, INC.
Local Exchange Tariff

SECTION 2
3rd Revised Sheet 7
Replacing 2nd Revised Sheet 7

SERVICE CHARGES

III. Reserved for Future Use

D

D

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
APR 2 '12 CONTROL# TC. NO. 40225
TARIFF CLERK

SERVICE CHARGES

(Reserved for Future Use)

M
-
M

By: Mr. Justin Haynes
Title: President

SERVICE CHARGES

IV. SCHEDULE OF CHARGES (1)(2)

	<u>Business Rate</u>	<u>Residence Rate</u>
A. Primary Service Order Charge	\$15.00	\$10.00
B. Secondary Service Order Charge	\$15.00	\$10.00
C. Premises Visit Charge	\$35.00	\$35.00

T

- (1) The Company offers to perform normal repair and maintenance work only during normal working hours from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays. All repair and maintenance work performed during other than normal hours at the customer's request shall be provided at the sole discretion of the Company at rates based on costs.
- (2) Service charges may be required to be paid at the time of application for service.

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS Approved APR 23, 2014 CONTROL# <u>TC. NO. 42357</u> TARIFF CLERK</p>
--

SERVICE CHARGES

V. TERMINATION CHARGE

When a customer cancels an order for service prior to the establishment of service, a termination charge may be applicable. The Termination Charge shall equal the costs incurred by the Company in designing, engineering, ordering and providing the service less disposal value.

VI. RESERVED FOR FUTURE USE

T
D
—
D
M
—
M

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
Approved
APR 23, 2014 CONTROL# TC. NO. 42357
TARIFF CLERK

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

CONTENTS

	Page	
I. SPECIAL CHARGES	2	
A. Applications	2	
B. Customer Requirements	2	
II. LINE EXTENSIONS	3	
A. Rules for Line Extension Charges	4	TD
B. Poles on Private Property	5	T
C. Provisions of Private Right-of-Way	5	T
III. SPECIAL CONSTRUCTION	5	
A. Construction on Private Property	5	
B. Temporary Service	6	
C. Service Provided to Movable Premises	6	
D. Service to Residential and Commercial Developments	7	
E. Underground Service Connections	8	
IV. SPECIAL SERVICE ARRANGEMENTS	9	
A. General	9	
B. Rates and Charges	9	
V. OTHER REGULATIONS	10	

-----FOR
By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
SEP 8'08 CONTROL# DKT. NO. 35957

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

I. SPECIAL CHARGES

A. Applications

Special charges may be applied in addition to the usual service connection charges and monthly rates. Special charges apply primarily when unusual investment or expense will be incurred by the Company. Special charges will apply when:

1. conditions require or the customer requests the provision of special equipment or unusual or nonstandard methods of plant construction, installation or maintenance or a move of Company facilities;
2. the customer's location requires the use of costly private rights-of-way; and
3. the proposed service is of a temporary nature, and the plant to be placed would not be useful to the Company in the general conduct of its business after that service was discontinued.

B. Customer Requirements

1. Temporary Construction - The customer shall be charged the estimated cost of construction and removal of the plant which would not be of value to the Company, less the estimated net recovery value of the material used. The Company may require the customer to pay the cost of construction plus the cost of removal, less salvage, for temporary construction performed in advance of permanent construction or to provide temporary service.
2. Power Requirements for Service Delivered by Alternative Technologies - At the Company's discretion, the customer's telephone service may be provisioned via non-traditional, or alternative, technologies. If telephone service will be delivered by alternative technologies, the customer will be responsible for providing a standard commercial grade 110 volts, 15 amp AC circuit power source at the service location. If the customer chooses to use a power supply other than a commercial-grade power supply, the alternate power supply must provide the standard voltage equivalent of the aforementioned commercial-grade power supply. The customer will be solely responsible for the installation, maintenance, repair, and continued proper operation of the power supply and associated equipment up to the interface point provided by the Company. All power sources must meet applicable federal, state and local codes.

T
|
T

-----FOR
By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS</p> <p>APPROVED</p> <p>SEP 8'08 CONTROL# <u>DKT. NO. 35957</u></p>

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

I. SPECIAL CHARGES (Continued)

B. Customer Requirements (Continued)

3. The Company shall retain title to all plant constructed, as specified within this tariff, provided wholly or partially at a customer's expense.
4. When attachments are made to poles of other companies, instead of providing construction for which the customer would be charged under the provisions of this section, the customer shall pay the Company's cost for such attachments.
5. The customer is required to pay the construction charges made by another telephone company providing facilities to connect with the facilities of the Company.

M
|
M
|
D
|
D

-----FOR C
By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
SEP 8'08 CONTROL# <u>DKT. NO. 35957</u>

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

II. LINE EXTENSIONS (Continued)

The Company will furnish adequate telephone service to the largest practicable number of customers in its certificated service area on the basis of the following conditions:

MD
|
M
|
D

A. Rules for Line Extension Charges

T

1. All costs will be computed on a current basis, and material cost will be computed on the basis of the extension of the minimum sized cable or plant necessary to serve the applicant.
2. The Company will determine the type of plant extension required on the basis of current and projected conditions and estimate the cost accordingly.
3. The construction charge for line extensions is apportioned equally among all applicants of a group, where applicable. Where the applicant is an individual, he or she will be solely responsible for the cost of the line construction.
4. Applicants may be required to make advance payments to cover all or a portion of the excess construction charges for exchange service or special service arrangements when in the Company's judgment there is evidence of credit risk. A cash deposit may also be required as specified in Section 7, General Rules and Regulations, Part III, Paragraph F. on Deposits.
5. Payments for line construction are not refundable, and no credit will be allowed for future installations on line extensions constructed under the above regulations.

-----FOR
By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
SEP 8'08 CONTROL# <u>DKT. NO. 35957</u>

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

II. LINE EXTENSIONS (Continued)

B. Poles on Private Property

The Company will provide the poles on private property which are used in serving an individual customer at no cost to the customer except in cases where the customer is required to pay for constructing the line extension. Poles requested by the customer, in excess of those deemed necessary by the Company, will be charged to the customer at the installed cost. Ownership and maintenance of such poles is vested in the Company.

C. Provisions of Private Rights-of-Way

The Company's obligation to provide service depends entirely on its ability to secure, retain and maintain suitable rights-of-ways without incurring unreasonable expense. When conditions require, applicants shall provide, without expense to the Company, private rights-of-way as needed. Any and all private rights-of-way permit requirements and any and all associated costs will be the responsibility of the applicant and must be furnished before a plant extension project begins.

III. SPECIAL CONSTRUCTION

A. Construction on Private Property

1. The Company will furnish an average amount of entrance and distribution facilities, provided the facilities are of the standard type normally furnished for the particular location or kind of service.
2. If additional entrance or distribution facilities are required, or if conditions require special equipment, maintenance or methods of construction, if the installation is for a temporary purpose, or if for any other reason, the construction costs are excessive as compared with the revenue to be derived from the project, the applicant may be required to pay for costs over and above the costs applicable for a normal installation.

-----FOR C
By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS

APPROVED

SEP 8'08 CONTROL# DKT. NO. 35957

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

III. SPECIAL CONSTRUCTION (Continued)

A. Construction on Private Property (Continued)

3. The customer will provide the Company upon request and without charge written permission for the placement of the Company's facilities on his property.
4. The customer is responsible for providing satisfactory entrance to the building and space for mounting any necessary network protection equipment.
5. The customer will provide adequate protection for Company equipment and/or facilities placed on his/her property. If adequate protection is not being provided by the customer to protect the Company's equipment, the customer will provide the Company, upon request and without charge, written permission for the placement of adequate protection. If the customer refuses to secure protection of the equipment placed on his/her property, the Company reserves the right to remove the jeopardized equipment.

B. Temporary Service

Where plant construction is required to provide any temporary service or facility, or where it is necessary to place temporary construction in advance of permanent construction in order to meet the customer's requirements, the Company may require the applicant to pay the nonrecoverable costs of the temporary construction or to contract for service beyond the initial period, or both.

C. Service Provided to Movable Premises

1. When telephone service is provided to movable premises by means of aerial plant, the customer shall provide a clearance pole if the Company considers it necessary. The clearance pole must comply with the Company's specifications. The customer shall place, own and maintain the pole. However, if the customer elects and the Company agrees, the Company will place, own and maintain the pole and bill the customer the cost of placing the pole.
2. Where plant construction is required to provide any service or facility to a movable premises, and it is necessary to place temporary construction in advance of permanent construction in order to meet the customer's requirements, the Company may require the applicant to pay the nonrecoverable costs of the temporary construction or to contract for service beyond the initial period, or both.

-----FOR COMMISSION STAMP-----

By: Mr. Bill Golden
Title: President

Effective: March 1, 1992

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

III. SPECIAL CONSTRUCTION (Continued)

D. Service to Residential and Commercial Developments

The construction charges, allowances and provisions previously specified in this Section contemplate the extension of facilities into areas of normal growth and development. Where facilities are to be extended into new areas of residential or commercial real estate development which, in the Company's opinion, are of a promotional or speculative nature, the Company may require an advance deposit equal to all or a portion of the costs of such construction, depending on the circumstances in each case. This advance deposit will be payable prior to the start of construction.

1. The Company and the developer may enter into a contractual agreement that provides for the periodic refund of portions of the deposit as customers in the development receive telephone service, and other terms of the contract are met. The contract will specify the estimated number of telephone customers expected to receive service within the area and the time required to complete the project (not to exceed five years). The contract will provide that the construction charge be recomputed to reflect regular tariff allowances, design changes made by the developer, damage to telephone facilities by persons other than Company employees or agents or unusual construction requirements. Periodic refunds to the developer will be adjusted accordingly.
2. The applicant for telephone service to a development is required to provide the Company, at his own expense, the necessary easements for installation and maintenance of telephone facilities, clear the ground where facilities are to be installed according to Company specifications and request installation of telephone facilities at an appropriate time during construction of the project to avoid unnecessary costs to the Company.

-----FOR COMMISSION STAMP-----

By: Mr. Bill Golden
Title: President

Effective: March 1, 1992

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

III. SPECIAL CONSTRUCTION (Continued)

E. Underground Service Connections

When a customer requests that underground service connections be installed instead of aerial facilities which would ordinarily be used, or when aerial facilities are used to provide service, and the customer subsequently requests that facilities be placed underground, the following regulations apply:

1. the customer shall pay the cost of constructing and maintaining underground conduits which will be built according to Company specifications;
2. any ducts required in the underground conduit by the Company to furnish service shall be reserved for its exclusive use;
3. if a customer requests that cable be installed in a trench, the trench shall be constructed and back filled under the Company's supervision at the customer's expense;
4. the Company will maintain and replace cable installed in conduit where the Company has inspected and approved the conduit. The Company will repair or replace cable in conduit or trench necessitated by damage caused by the customer or his representatives, only at the customer's expense; and
5. the Company may replace existing aerial facilities with underground facilities in connection with planned projects or during its normal operations. If a customer requests the removal and replacement of existing aerial facilities with underground facilities prior to the time of normal replacement, the customer will be responsible for the expense incurred by the Company in making the replacement.

-----FOR COMMISSION STAMP-----

By: Mr. Bill Golden
Title: President

Effective: March 1, 1992

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

IV. SPECIAL SERVICE ARRANGEMENTS

A. General

1. If a customer's requirements cannot be met by regular service arrangements, the Company will provide, where practical, special service arrangements at charges equal to the estimated cost of furnishing such facilities. These special service arrangements will be provided if the provision of such arrangements is not detrimental to any other services furnished under the Company's tariffs.
2. If any type of qualifying special assembly device is subscribed to by more than three (3) customers, the Company may file the offering as a general service offering in the appropriate tariff section.

B. Rates and Charges

1. Rates for special service arrangements are equivalent to the estimated costs of furnishing the special service arrangements.
2. Estimated costs, which consist of an estimate of the total cost to the Company of providing the special service arrangement, may include the following:
 - a. cost of maintenance;
 - b. cost of operation;
 - c. depreciation on the estimated installed cost of any facilities used to provide the special service arrangement based on anticipated useful service life less estimated net salvage value;
 - d. general administration expenses, including taxes on the basis of average charges for these items;
 - e. any other item of expense associated with the particular special service arrangement; and
 - f. an amount, computed on the estimated installed cost of the facilities used to provide the special service arrangement, for return on investment.

-----FOR COMMISSION STAMP-----

By: Mr. Bill Golden
Title: President

Effective: March 1, 1992

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

IV. SPECIAL SERVICE ARRANGEMENTS (Continued)

B. Rates and Charges (Continued)

3. The estimated installed cost described above will include the costs of equipment and materials provided or used, plus estimated labor costs, including the cost of installation, engineering, supervision, transportation, rights-of-way, in addition to other items chargeable to the capital accounts.
4. Special service arrangement rates are subject to revision depending on changing costs.
5. If and when a special service arrangement becomes a tariffed offering, the tariffed rate or rates will apply from the date of tariff approval.
6. The following rate treatments may be used in connection with charges for special service arrangements:
 - a. monthly rental or termination agreement with or without an installation charge; and
 - b. installation charge only.

V. OTHER REGULATIONS

Line extensions and special service arrangements are further subject to the regulations specified in the tariffs of this Company, and any revisions, additions or supplements which may be made in the future.

-----FOR COMMISSION STAMP-----

By: Mr. Bill Golden
Title: President

Effective: March 1, 1992

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

CONTENTS

	Page
I. GENERAL PROVISIONS	2
A. Responsibility of the Customer	2
B. Responsibility of the Company	4
C. Liability of the Company	5
D. Recording of Two-Way Telephone Conversations	5
E. Violation of Regulations	6
II. CONNECTIONS OF REGISTERED EQUIPMENT	6
A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems	6
B. Premises Wiring Associated with Registered Communications Systems	7
C. Connections Involving National Defense and Security	9
III. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS	10
A. Direct Connections	10
B. Connections Through Grandfathered Connecting Arrangements	11
C. Modifications To Systems and Installations Involving Unregistered Equipment	12
IV. CONNECTIONS OF EQUIPMENT NOT SUBJECT TO PART 68 OF THE FCC RULES	13

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p> <p>MAY 11' 2010 CONTROL# <u>DKT. NO. 38133</u></p> <p>TARIFF CLERK</p>

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

I. GENERAL PROVISIONS

Terminal equipment, inside wiring and communications systems may be connected at the customer's premises to telecommunications services furnished by the Company in accordance with the provisions of this Section. Telecommunications services include local exchange service, Long Distance Message Telecommunications Service (LDMTS), Wide Area Telecommunications Service (WATS), and Access Service.

A. Responsibility of the Customer

1. The customer shall be responsible for the installation, operation and maintenance of any terminal equipment, inside wiring, or communications systems. No combinations of terminal equipment or communications systems shall require change in or alteration of the Company's equipment or services, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system. Upon notice from the Company that terminal equipment or communications systems are causing hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to correct the problem.
2. Service Charges
 - a. If a Company employee makes a repair visit to the customer's premises where the service difficulty may result from the use of terminal equipment, inside wiring or a communications system, the customer shall be responsible for payment of a Maintenance Service Charge as shown in Section 2 of this tariff.

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p> <p>MAY 11' 2010 CONTROL# <u>DKT. NO. 38133</u></p> <p>TARIFF CLERK</p>

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

I. GENERAL PROVISIONS (Continued)

A. Responsibility of the Customer (Continued)

- b. If customer-provided premises wiring or communications systems fail acceptance tests monitored by, or participated in by the Company, as provided in Section 68.215 of the Federal Communications Commission's (FCC) Code, and/or if the wiring has been shown to be not in conformance with the information provided in the affidavit as specified in Section 68.215, and/or if the wiring has caused harm to the network, the customer shall agree to pay the Company an amount based on the costs of activities performed by its employees.
3. The customer shall provide all electrical power necessary for the operation of terminal equipment, communications systems and associated wiring to the point of interconnection with the telephone network.
4. Customers providing their own premises equipment shall reimburse the Company for the cost of damages or changes requested by the customer to facilities or equipment of the Company caused by the negligence or willful act of the customer or resulting from improper use of Company facilities, or due to malfunction of any facilities or equipment provided by other than the Company.

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAY 11' 2010 CONTROL# DKT. NO. 38133

TARIFF CLERK

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

I. GENERAL PROVISIONS (Continued)

B. Responsibility of the Company

1. The Company shall not be responsible for the installation, operation or maintenance of any terminal equipment, inside wiring or communications system. Telecommunications services are not represented as adapted to the use of terminal equipment or communications systems. Where terminal equipment or communications systems are used with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service components suitable for telecommunications services and to the design, maintenance and operation of service components in a manner proper for such services. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the terminal equipment or communications systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by terminal equipment or communications systems, (3) address signaling where such signaling is performed by signaling equipment, or (4) the dilution of service quality when the customer operates the equipment outside the manufacturer's recommended operating parameters.
2. The Company will, at the customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with telecommunications services.
3. The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with part 68 of the FCC Rules. If such changes can be reasonably expected to render any customer's premises equipment incompatible with telecommunications services, require modification or alteration of such premises equipment, or otherwise materially affect its use or performance, the customer will be given adequate notice, in writing, to allow the customer an opportunity to maintain uninterrupted service.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED

MAY 11' 2010 CONTROL# DKT. NO. 38133

TARIFF CLERK

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

I. GENERAL PROVISIONS (Continued)

C. Liability of the Company

1. The Company will not be held responsible for any loss or damage, nor for any impairment or failure of service, arising from or in connection with the use of customer-provided premises equipment and not caused solely by the negligence of the Company.
2. The Company will not be held liable for damages arising out of injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided premises equipment.

D. Recording of Two-Way Telephone Conversations

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, voice recording equipment may be directly, acoustically or inductively connected with telecommunications services under the following conditions:

1. all parties being recorded or monitored must hear a beep tone at regular intervals; or
2. all parties to the conversation must give prior consent for the recording of the conversation. The prior consent must be obtained in writing, or be part of and obtained at the start of the call by the recording party. The voice recording equipment shall be arranged so that it can be connected and disconnected from telecommunications services or switched on and off by the user. Exemptions to these provisions do exist under certain restrictions for commercial broadcast licensees, emergency reporting systems and law enforcement authorities.

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p> <p>MAY 11' 2010 CONTROL# <u>DKT. NO. 38133</u></p> <p>TARIFF CLERK</p>

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

I. GENERAL PROVISIONS (Continued)

E. Violation of Regulations

When any premises equipment is used with telecommunications services in violation of any of the provisions in this Section, the Company will take such immediate action as necessary for the protection of the telecommunications network and its employees and will promptly notify the customer of the violation. The customer shall discontinue such use of the premises equipment or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use, to correct the violation or to give the required written confirmation to the Company within the allotted time shall result in suspension of the customer's service until such time as the customer complies with this provision of the tariff.

II. CONNECTIONS OF REGISTERED EQUIPMENT

A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Registered terminal equipment, protective circuitry, and communications systems may be directly connected at the customer's premises to the telecommunications network, subject to Part 68 of the FCC Rules, Part I, as set forth in the Section preceding, and the following:

1. All combinations of registered equipment and associated nonregistered terminal equipment (including, but not limited to, wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the FCC Rules are continually satisfied.

The Company may discontinue service or impose other remedies, as provided for in Part 68, for failure to comply with these provisions.

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAY 11' 2010 CONTROL# DKT. NO. 38133

TARIFF CLERK

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

II. CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems (Continued)

2. The customer shall not connect registered equipment to a Company line if:
 - a. the ringer equivalence of such equipment in combination with the total ringer equivalence of other equipment connected to the same line exceeds the allowable ringer equivalence as determined by the Company; or
 - b. the ringer type is not a ringer type designated by the Company, as suitable for that particular line.
3. Unless the FCC grants a specific waiver or the equipment is located in hazardous or inaccessible locations (the exception described in Part II, Paragraph A.4. following), all connections of registered equipment to the Company-provided services shall be made through FCC registered standard jacks. However, in the case of registered communications systems, standard jacks may be wired in a nonstandard manner if wired in such a manner as to prevent hazard, damage, malfunction or degradation of service.
4. The required use of standard jacks is waived for registered equipment which is located in hazardous or inaccessible locations.

B. Premises Wiring Associated With Registered Communications Systems

Premises Wiring is wiring which connects separately-housed equipment entities or system components to one another, or wiring which connects an equipment entity or system component with the Company's point of interconnection located at the customer's premises and not within an equipment housing.

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAY 11' 2010 CONTROL# <u>DKT. NO. 38133</u> TARIFF CLERK</p>

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

II. CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

**B. Premises Wiring Associated With Registered Communications Systems
(Continued)**

1. Fully-protected premises wiring is premises wiring which is either:
 - a. no greater than 25 feet in length (measured linearly between the points where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used;
 - b. a cord which complies with Paragraph a. preceding and which is extended once by a registered extension cord. Extension cords may not be used as substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure;
 - c. wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that conforms to Part 68 of the FCC Rules; or
 - d. electrically behind registered equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.
2. Protected premises wiring requiring acceptance testing for imbalance is premises wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages to the Company's facilities.

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAY 11' 2010 CONTROL# DKT. NO. 38133

TARIFF CLERK

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

II. CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

B. Premises Wiring Associated With Registered Communications Systems (Continued)

3. Unprotected premises wiring is all other premises wiring. Customers who intend to connect premises wiring other than fully-protected premises wiring to the telephone network shall give advance notice to the Company and comply with the procedures specified in Part 68 of the FCC Rules, or as otherwise authorized by the FCC.
4. The Company may invoke extraordinary procedures as specified in Part 68 of the FCC Rules where one or more of the following conditions are present:
 - a. information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely;
 - b. a failure has occurred during acceptance testing for imbalance; or
 - c. harm has occurred, and there is reason to believe that this harm was a result of wiring operations performed under Part 68.
5. In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than fully-protected premises wiring installations as set forth in Part 68 of the FCC Rules.

C. Connections Involving National Defense and Security

In certain cases, Part 68 of the FCC Rules permits the connection of unregistered terminal equipment or communications systems to the telecommunications network, provided that the Secretary of Defense, the head of any other governmental department (having requisite FCC approval), or their authorized representative certifies in writing to the Company that:

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p> <p>MAY 11' 2010 CONTROL# <u>DKT. NO. 38133</u></p> <p>TARIFF CLERK</p>

By: Mr. Justin Haynes
Title: President

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

II. CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

C. Connections Involving National Defense and Security (Continued)

1. the connection is required in the interest of national defense and security;
2. the equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or the Company's employees; and
3. the work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

III. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS

A. Direct Connections

Grandfathered terminal equipment and communications systems, including protective circuitry, may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration and may be modified only in accordance with Part 68 of the FCC Rules, subject to the following conditions:

1. The customer shall notify the Company when such grandfathered terminal equipment or communications systems are to be connected and shall notify the Company when such grandfathered terminal equipment or communications systems are to be permanently disconnected. Such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment.
2. All such connections are made through FCC registered standard jacks.

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p> <p>MAY 11' 2010 CONTROL# <u>DKT. NO. 38133</u></p> <p>TARIFF CLERK</p>

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

III. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)

A. Direct Connections (Continued)

3. All such connections shall comply with the minimum protection criteria set forth in Part 68 of the FCC Rules.
4. Premises wiring shall conform to Part 68 of the FCC Rules.
5. No changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer.
6. Additions to grandfathered communications systems may be made without registration of any additional equipment involved if:
 - a. equipment to be added is being reconnected, i.e., was previously directly connected prior to January 1, 1980, in accordance with the Company's tariffs, and
 - b. such additions comply with the provisions of Part III, Paragraph A.1. through 5. preceding.
7. Additions of registered equipment to grandfathered communications systems are subject to the provisions of Part II preceding.

B. Connections Through Grandfathered Connecting Arrangements

1. Grandfathered connections of terminal equipment and communications systems (as defined in Section 8) may remain connected and may be moved and reconnected for the life of the equipment and may be modified only in accordance with Part 68 of the FCC Rules.

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAY 11 '2010 CONTROL# DKT. NO. 38133

TARIFF CLERK

-----FOR COMMISSION STAMP-----

By: Mr. Bill Golden
Title: President

Effective: March 1, 1992

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

**III. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND
GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)**

**B. Connections Through Grandfathered Connecting Arrangements
(Continued)**

2. All terminal equipment and communications systems must comply with the following minimum protection criteria:
 - a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt when averaged over any three second interval. To insure that this limit is not exceeded, the power of the signal which may be applied by the equipment to the Company's point of interconnection located on the customer's premises will be specified for each customer location, but in no case shall it exceed one milliwatt.
 - b. To protect other services, it is necessary that the signal which is applied by the equipment to the Company's point of interconnection located on the customer's premises comply with the limits specified in Part 68 of the FCC Rules.

**C. Modifications To Systems and Installations Involving Unregistered
Equipment Are Covered As Follows:**

The use of other than fully-protected premises wiring is considered a modification under Part 68 of the FCC Rules. As an exception to the general requirement that no modification is permitted to unregistered equipment whose use is permitted under Part 68, certain modifications are authorized by Part 68. Other than fully-protected premises wiring may be used if it is qualified in accordance with the procedures and requirements specified in Part 68.

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAY 11' '2010 CONTROL# <u>DKT. NO. 38133</u> TARIFF CLERK</p>

-----FOR COMMISSION STAMP-----

By: Mr. Bill Golden
Title: President

Effective: March 1, 1992

CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

III. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)

C. Modifications To Systems and Installations Involving Unregistered Equipment Are Covered As Follows: (Continued)

Existing separate, identifiable and discrete protective apparatus may be removed, or replaced with apparatus of lesser protective function, provided that any premises wiring to which the telephone network is thereby exposed conforms to FCC requirements. Minor modifications to existing unregistered equipment are authorized to facilitate installation of premises wiring, so long as these minor modifications are performed under the responsible supervision and control of a person who complies with the FCC requirements.

IV. CONNECTIONS OF EQUIPMENT NOT SUBJECT TO PART 68 OF THE FCC RULES

Terminal equipment and communications systems not registered nor grandfathered in accordance with Part 68 of the FCC Rules and Regulations may be connected to the network pursuant to the tariff provisions in effect prior to October 17, 1977, requiring the use of a network control signaling unit and connecting arrangement, or customer-provided protective circuitry registered in accordance with Part 68 of the FCC Rules and Regulations.

The terminal equipment and communications systems must comply with the minimum protection criteria set forth in Part 68 of the FCC Rules.

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p> <p>MAY 11' 2010 CONTROL# <u>DKT. NO. 38133</u></p> <p>TARIFF CLERK</p>

-----FOR COMMISSION STAMP-----

By: Mr. Bill Golden
Title: President

Effective: March 1, 1992

MISCELLANEOUS SERVICES

CONTENTS

	Page
I. DIRECTORY LISTINGS	3
A. General	3
B. Primary Listings	4
C. Regular Extra Listings	4
D. Special Types of Extra Listings	5
E. Nonpublished Service	7
F. Rates and Charges	7
II. PACKAGED SERVICES	8
A. Maverick Plan	8
B. Amistad Plan	9
C. Chisos Plans	11
III. TOLL RESTRICTION SERVICE	14
A. General	14
B. Rules and Regulations	14
C. Rates and Charges	14
IV. INTRAEXCHANGE PRIVATE LINE SERVICE AND CHANNELS	16
A. General Rules and Regulations	16
B. Rates for Intraexchange Private Line Service and Channels	17
V. CUSTOM CALLING SERVICES	18
A. General	18
B. Rates and Charges	19
VI. TONE DIALING SERVICE	20
A. General	20
B. Rates and Charges	20
VII. TEMPORARY SUSPENSION OF SERVICE	20
A. General	20
B. Rates and Charges	20
VIII. BILLED NUMBER SCREENING	21

M
|
M

By: Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED April 13, '07 CONTROL# <u>TC. NO. 34091</u> TARIFF CLERK</p>

MISCELLANEOUS SERVICES

CONTENTS

	Page	
IX.		DISTANCE LEARNING DISCOUNT 21
X.		900/976 CALL RESTRICTION 21
	A.	General 21
	B.	Mandatory Call Blocking 22
	C.	Rates and Charges 22
XI.		PAY TELEPHONE ACCESS SERVICE 23
	A.	Description of Service 23
	B.	Definitions 23
	C.	General Rules and Regulations 24
	D.	Responsibility of Company 28
	E.	Violation of Regulations 29
	F.	Rates and Charges 30
XII.		DIRECT INWARD DIALING (DID) SERVICE 31
	A.	General 31
	B.	Rates and Charges 32
XIII.		EDUCATIONAL PERCENTAGE DISCOUNT RATES (E-RATES) 33
XIV.		LINE STATUS VERIFICATION 34
	A.	General 34
	B.	Rates and Charges 34
XV.		BUSY LINE INTERRUPT 35
	A.	General 35
	B.	Rates and Charges 35
XVI.		PUBLIC ENTITY HC1 SERVICE 36
XVII.		811 DIALING SERVICE 37
	A.	General 37
	B.	Regulations 37
	C.	Explanation of Terms 39
	D.	Rates and Charges 39
XVIII.		MESSAGE INTERCEPT SERVICE 40
	A.	General 40
	B.	Rates and Charges 40

N
N

By: Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS

EFFECTIVE
May 8, 2017 Tariff No. 47108

TARIFF CLERK

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS

A. General

These regulations apply only to the alphabetical section of the directory containing the regular alphabetical list of customers and do not apply to listings or advertising appearing in the classified section.

1. The alphabetical list of names of customers is designed solely for the purpose of informing parties of the telephone numbers of customers and those entitled to use the customer's service and does not contemplate a special arrangement of names.
2. The Company has the right to limit the length of any listing in the directory to one line by the use of abbreviations, if the clarity of the listing or the identification of the customer is not impaired.
3. A listing must conform to the Company's directory specifications.
4. Listings are regularly provided in connection with all classes of exchange service except public telephone service. A listing may be omitted from the directory upon request of a customer in writing under the conditions specified in Nonpublished Service. Refer to Paragraph D., following for additional regulations on nonpublished directory listings.
5. The length of the contract period for extra directory listings where the listing actually appears in the directory is the directory period, unless the main contract is canceled prior to the end of the period. When the listing appears on information records only, the contract is for one month.

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

B. Primary Listings

When two or more access lines or trunks are consecutively assigned, the first number of the group is considered the primary listing. Where two or more access lines are not consecutively assigned, a primary listing may be made for each line.

C. Regular Extra Listings

1. Usually all extra listings assigned must use the same address and telephone number as the primary listing except for alternate listings, however, when the Company considers it necessary to facilitate directory usage it may permit listings under a different address from the primary listing while using the telephone number of the primary listing.
2. In connection with service provided at hotels, motels, retirement homes, or boarding houses, extra listings may be provided in the names of permanent guests or tenants at that location, provided approval is obtained from the hotel or motel involved, without issuing a separate bill.
3. At the customer's option, extra listings may be obtained when a directory is published. If the extra listings are requested between issues of directories, the listings appear on information records only. Charges for extra listings begin at the time the listings are posted on information records.

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

C. Regular Extra Listings (Continued)

4. Business extra listings may be the names of partners or members of a partnership or firm, the names of officers of the corporation, or the names of business associates or employees of a business establishment. Business extra listings may be the bona fide names of individuals, firms or corporations which the customer owns or controls or is duly authorized to represent. Listings, which are designed primarily to give publicity to a commodity or service, are not accepted.

Extra listings in connection with Pay Telephone Access Service are furnished under the regulations and rates specified for business extra listing.

5. Residence extra listings may be the names of members of the customer's family or of other persons residing in the customer's household as part of the family unit.

D. Special Types of Extra Listings

1. Duplicate Listings

Duplicate listings, including listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names are permitted when the Company considers the listing necessary for the proper identification of the customer. Duplicate listings intended to secure a preferential position in the directory or for advertising purposes are not permitted.

2. Alternate Listings

The listing of an alternate telephone number to be called in case no answer is received is permitted for customers in all classes of service. The consent of the customer in whose name the alternate number and service are provided to is required prior to providing the alternate listing.

T

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

D. Special Types of Extra Listings (Continued)

3. Extra Lines of Information

The listing of additional lines of information like office hours which are not required by the Company to efficiently handle telephone traffic are not included in the regular charges for the service. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory at extra charges. This rate applies to each additional line of information.

4. Foreign Listings

Foreign listings are listings which appear in a directory other than the directory for which local service is furnished. The minimum contract period for which charges will apply will be for the duration of the directory and are payable in advance. Foreign listings will be discontinued and a refund made based on the months remaining for the duration of the directory after main service has been disconnected.

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

E. Nonpublished Service

1. A listing is nonpublished when a customer requests that no listing be placed in the Company's directories and information records. This arrangement is provided only under the terms of a special agreement whereby the customer agrees to hold the Company harmless from any damages which might result because of the nonpublished listing and to absolve the Company from any responsibility for the failure of the customer to receive telephone calls because of the nonpublished listing.
2. The Company is not liable for damages arising from publishing the telephone number of a nonpublished service in the telephone directory, refusing to disclose a nonpublished telephone number upon request or disclosing the telephone number of any person. If such numbers should be published in the telephone directory, the Company's liability is limited to a refund of the monthly charges applicable for nonpublished service.
3. A customer residing in an E9-1-1 Service district forfeits the privacy afforded by nonpublished and/or nonlisted telephone service to the extent that the customer's name, telephone number, and address associated with the customer's service location are furnished to the E9-1-1 service administrator, E9-1-1 public safety answering point (PSAP) or E911 service database.

F. Rates and Charges

	<u>Monthly Rates</u>
Primary Listings	
Local Exchange Service (one listing)	No charge
Regular Extra Listing	\$.25
Special Extra Listing	(1)
Nonpublished Service, each	\$1.00

D

- (1) The current rates of the vendor preparing the directory are applicable on an annual basis or for the life of the directory

MISCELLANEOUS SERVICES

II. PACKAGED OFFERINGS

A. Maverick Packages

The following Maverick Packages are available to existing or new residential customers upon availability for each serving area. Applicable service charges as specified in Section 2 of this Local Exchange tariff apply unless otherwise indicated herein.⁽¹⁾

1. Features:

Call Forwarding	Repeat Dialing
Call Forward Busy	Selective Call Acceptance
Call Forward No Answer	Selective Call Rejection
Call Return	Selective Call Forward
Call Waiting	Anonymous Call Rejection
Cancel Call Waiting	Caller ID Name and Number
Priority Call (Distinctive Ring)	

2. Maverick Package Rates:

	<u>Monthly Rate</u>	<u>Installation Charge⁽¹⁾</u>
a. Maverick 3 Three of the above features	\$6.75	\$10.00
b. Maverick 5 Five of the above features	\$10.50	\$10.00
c. Maverick All All features listed above	\$13.25	\$10.00

⁽¹⁾ The Company will waive applicable non-recurring service order charges associated with requests for the Maverick Packages during the first ninety (90) days the packages become available throughout the Company's exchanges.

T
N
N

MISCELLANEOUS SERVICES

II. PACKAGED OFFERINGS

B. Amistad Plan

1. Regulations

- a. The following Amistad Plan is available to qualifying existing or new residential customers upon availability for each serving area.
- b. All requests for new service are subject to the Rules and Regulations found in Section 7 of this Local Exchange Tariff.
- c. Applicable service charges as specified in Section 2 of this Local Exchange tariff apply unless otherwise indicated herein.⁽¹⁾
- d. Normal toll charges are applicable on primary and secondary residential lines unless the customer orders Toll Restriction Service. The primary customer will be responsible for all third party and collect calls charged to both residential access lines.
- e. The Amistad Plan will be billed on a single bill. Billing will not be separated on a per line basis.

2. Description

The Amistad Plan includes the following:

- 2 Residential Local Exchange Access Lines (Primary and Secondary)
- Tone Dialing
- Primary and Secondary Directory Listings
- All of the following CLASS and Enhanced Calling Features:
 - Caller ID Name and Number Delivery
 - Call Waiting
 - Cancel Call Waiting
 - Call Waiting ID
 - Three-Way Calling
 - Call Forwarding

⁽¹⁾ All Non-recurring charges for both existing and new customers will be waived during the first 90 days this package is available throughout the Company's service area.

MISCELLANEOUS SERVICES

II. PACKAGED OFFERINGS

B. Amistad Plan (Continued)

3. Rates and Charges

- a. The following rates and charges apply per subscriber in all of the Company's exchanges. Rates shown below do not include applicable taxes, fees and surcharges as may be indicated in this or other Company tariffs.
- b. Service will be billed in one-month increments, unless the Company is able to pro-rate service for a partial month.
- c. Rates

Monthly Rate	\$28.95
Nonrecurring Charge ⁽¹⁾	\$10.00

I

⁽¹⁾ All Non-recurring charges for both existing and new customers will be waived if the customer orders this package during the first 90 days after the package becomes available throughout the Company's service area.

By: Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAY 20, '13 CONTROL# <u>TC. NO. 41475</u> TARIFF CLERK</p>

MISCELLANEOUS SERVICES

II. PACKAGED OFFERINGS

C. Chisos Plans

1. Regulations

- a. The following Chisos Plans are available to qualifying existing or new business customers upon availability for each serving area.
- b. All requests for new service are subject to the Rules and Regulations found in Section 7 of this Local Exchange Tariff.
- c. Applicable service charges as specified in Section 2 of this Local Exchange tariff apply unless otherwise indicated herein.⁽¹⁾
- d. Applicable toll charges will be billed to the primary account holder for all access lines included in the package.
- e. The Chisos Plans will be billed on a single bill. Billing will not be separated on a per trunk basis.

2. Description

- a. The Chisos Basin Plan includes:
 - 2 PBX Trunks
 - Caller ID Name and Number
 - Anonymous Call Rejection
 - Call Forwarding
 - Speed Calling 30 or 50
 - Three-Way Calling
 - 3 Voice Mail boxes
 - Inside Wire Maintenance

T
N
N

MISCELLANEOUS SERVICES

II. PACKAGED OFFERINGS

C. Chisos Plans (Continued)

2. Description (Continued)

b. The Chisos Mountain Plan includes:

- 3 PBX Trunks
- Caller ID Name and Number
- Anonymous Call Rejection
- Call Forwarding
- Speed Calling 30 or 50
- Three-Way Calling
- 5 Voice Mail boxes
- Inside Wire Maintenance

c. The Chisos Peaks Plan includes:

- 4 PBX Trunks
- Caller ID Name and Number
- Anonymous Call Rejection
- Call Forwarding
- Speed Calling 30 or 50
- Three-Way Calling
- 9 Voice Mail boxes
- Inside Wire Maintenance

T

N

N

MISCELLANEOUS SERVICES

II. PACKAGED OFFERINGS

C. Chisos Plans (Continued)

3. Rates and Charges

- a. The following rates and charges apply per subscriber in all of the Company's exchanges. Rates shown below do not include applicable taxes, fees and surcharges as may be indicated in this or other Company tariffs.
- b. Service will be billed in one-month increments, unless the Company is able to pro-rate service for a partial month.

c. Rates

	<u>Monthly Rate</u> ⁽²⁾	<u>Nonrecurring Charge</u> ⁽¹⁾
Chisos Basin Plan	\$62.95.....	\$15.00
Chisos Mountain Plan	\$82.95.....	\$15.00
Chisos Peaks Plan	\$99.95.....	\$15.00

T

(1) All Non-recurring charges for both existing and new customers will be waived if the customer orders this package during the first 90 days after the package becomes available throughout the Company's service area.

(2) At the customer's request, Call Forward Busy/No Answer can be added to the Chisos Plans at no additional charge.

N
N

By: Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

Oct 28 '06 CONTROL# DKT. NO. 33383

TARIFF CLERK

MISCELLANEOUS SERVICES

III. TOLL RESTRICTION SERVICE

A. General

1. The Toll Restriction feature provides for the denial of access to the Long Distance Telecommunications Network by the Local Exchange Service user while permitting the user to dial local service area calls including local Directory Assistance and 9-1-1 Emergency Services. This feature allows the user access to toll free numbers such as 1-800 or 1-888 but restricts access to operator services. For user initiated Toll Restriction with PIN override access, please see Subscriber Activated Call Blocking in Subsection V, Custom Calling Features.
2. Toll Restriction Service requires special facilities and will be furnished only where such facilities are available.

B. Rules and Regulations

1. The customer accepts full responsibility for the denial of access to the Long Distance Message Toll Network, and for the acceptance of any incoming "collect" long distance messages. The Company is free and harmless from any and all liabilities and/or damages which may be alleged or incurred by such denial or acceptance.
2. The customer is required to post a notice at the location of any instrument available to the public that is associated with Toll Restriction Service notifying users that only local calls may be dialed.

C. Rates and Charges ⁽¹⁾⁽²⁾

	<u>Per Month Per Line Equipped</u>	<u>Nonrecurring Charge</u>
Toll Restriction Service	N/C	\$10.00

⁽¹⁾ If Toll Restriction Service is installed at the same time initial service is installed, no nonrecurring charges apply. Otherwise, this nonrecurring charge applies.

⁽²⁾ Toll Restriction Service will be provided to customers subscribing to Lifeline Service at no monthly charge.

BIG BEND TELEPHONE COMPANY, INC.
Local Exchange Tariff

SECTION 5
2nd Revised Sheet 15
Replacing 1st Revised Sheet 15

MISCELLANEOUS SERVICES

D

D

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

IV. INTRAEXCHANGE PRIVATE LINE SERVICE AND CHANNELS

A. General Rules and Regulations

1. The Company provides facilities where available for Intraexchange Private Line Service for the purpose of telecommunications, signaling, telemetry and electrical control solely for the use of customers within its exchange service area.
2. Channels for services not specifically named elsewhere in this tariff, and for purposes other than telecommunications, will be furnished where facilities are available and where, in the Company's judgement, the use to be made of such channels is not contrary to Company regulations or detrimental to other services.
3. The Company does not usually furnish channels with a better than normal grade of transmission. Higher grade channels will be provided on a cost basis only when physically and economically practicable on the part of the Company.
4. Private line service may not be connected to the telecommunications network for local exchange service or long distance message service.
5. IntraLATA interexchange private line service will be furnished in accordance with the Special Access Service rates, charges, rules and regulations of the TSTCI Intrastate Access Service Tariff on file with the Public Utility Commission of Texas.
6. Services provided under this tariff are intended to be used by intraexchange private line customers in obtaining end-to-end private line services. Interexchange carriers may use services found in this tariff which will meet their administrative needs. An interexchange carrier cannot obtain services from this tariff to furnish a segment of their authorized service offerings. Interexchange carriers may obtain private line facilities from the Access Tariff of the Company.

T
|
T

MISCELLANEOUS SERVICES

IV. INTRAEXCHANGE PRIVATE LINE SERVICE AND CHANNELS (Continued)

A. General Rules and Regulations (Continued)

7. The purpose for which the intraexchange private line service is to be used must be made known to the Company at the time of application for service. The customer will notify the Company in writing prior to a planned change in use.

B. Rates for Intraexchange Private Line Service and Channels

The following rates are applicable to all standard types of channels listed:

	<u>Monthly Rate (2)</u>
For the initial 1/4 mile circuit or fraction thereof, circuit measurement (1)	\$3.00
For each additional 1/4 mile of circuit or fraction thereof, circuit measurement (1)	\$1.00

- (1) Airline mileage is applicable. Mileage computed separately for each circuit measurement. Fractions are rounded to the next highest increment.
- (2) For applicable service connection charges, please see Section 2, Service Charges.

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

V. CUSTOM CALLING SERVICES

A. General

1. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following custom calling features:
 - a. Call Waiting - By means of a tone signal, a customer who is using his telephone is alerted when another caller is trying to reach that telephone number. This service permits putting the first call on hold so that a second call can be answered.
 - b. Cancel Call Waiting - Permits the customer to cancel the Call Waiting function for the duration of one call. Cancel Call Waiting prevents the call waiting tones from interrupting calls. Cancel Call Waiting is activated by flashing the switchhook, either before placing a call or during a call, and entering an activation code. When the call is terminated, Call Waiting is reactivated. When Cancel Call Waiting is activated, incoming callers will receive a busy signal.
 - c. Call Forwarding - Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between his access line and the distant access line to which the call was transferred.
 - d. Call Forward Busy-Line - Allows incoming calls that encounter a busy condition to be automatically forwarded to another telephone number within the exchange or Long Distance Telecommunications Network, where facilities permit. The customer can continue a conversation while incoming calls are answered elsewhere. This service is not activated and deactivated by the customer but is in effect any time an incoming call encounters a busy-line.

MISCELLANEOUS SERVICES

V. CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

1. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following custom calling features: (Continued)
 - e. Call Forward Don't Answer - Allows incoming calls which are not answered after a customer designated interval to be automatically forwarded to another telephone number within the exchange or Long Distance Telecommunications Network, where facilities permit. This service is not activated and deactivated by the customer but is in effect any time an incoming call is not answered after the customer designated interval.
 - f. Call Forward Busy/Don't Answer - This feature allows incoming calls which are either not answered or which are met with a busy signal to be automatically forwarded to another telephone number within the exchange or Long Distance Telecommunications Network, after a customer designated interval and where facilities permit. This service is not activated and deactivated by the customer but is in effect any time an incoming call is not answered after the customer designated interval.
 - g. Call Forward-Remote Access - Permits a customer that also subscribes to Call Forwarding to activate, deactivate or change the Call Forwarding forward-to number from a remote location. Call Forward-Remote Access can only be accessed from a Dual-Tone Multi-Frequency telephone which has a full set of characters including the "*" and "#".
 - h. Call Hold - Permits a customer to place a call on hold, for whatever reason, and then continue the conversation either from the same set or from a more convenient location. Call Hold is activated by flashing the switchhook, dialing an access code, then hanging up. The call is resumed when the customer's handset is picked up. Call Hold is deactivated when the held station hangs up or when the holding station hangs up after reconnecting with the held station. A short ring will remind the customer of a held call if the customer fails to reconnect.
 - i. Long Distance Alert - Permits the customer to identify incoming long distance calls. When a customer subscribes to Long Distance Alert, incoming long distance calls will produce a distinctive ring or a distinctive call waiting tone if applicable.

N
|
N
T
T
T
M
M

By: Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p> <p>Oct 28 '06 CONTROL# <u>DKT. NO. 33383</u></p> <p>TARIFF CLERK</p>

MISCELLANEOUS SERVICES

V. CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

1. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following custom calling features: (Continued)
 - j. Make Set Busy - Permits a customer to make their telephone line appear busy to all incoming calls. The customer can activate the service by dialing an access code, either when the station is idle or during a call. When an incoming call is diverted, the customer hears a short ring only as a reminder that Make Set Busy is active. A deactivation code is dialed to return the line to idle status. Outgoing calls can still be placed while Make Set Busy is activated. Call Forwarding and Call Forward Don't Answer take precedence over this service. TM
|
M
 - k. Speed Calling - Permits a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Customers may subscribe to either the 30-number capacity feature per line or the 50-number capacity feature per line. T
 - l. Subscriber-Activated Call Blocking - Permits the customer to block certain types of outgoing calls, such as toll calls by dialing an access code. While Subscriber-Activated Call Blocking is in effect, the customer can override the restrictions by dialing a Personal Identification Number (PIN) before placing the call. The customer's PIN is issued by the Company when the service is ordered. A separate code is used to deactivate Subscriber-Activated Call Blocking. T
 - m. Teen Service - Permits a single-line to be assigned up to four separate dialing numbers, one primary and up to three secondary numbers. Incoming calls are identified by a distinctive ringing cadence. Customers can list any or all of the dialing numbers in the telephone directory. Extra listing charges would apply. All billing is to the primary number. Most custom calling services are compatible with Teen Service. T

By: Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

Oct 28 '06 CONTROL# DKT. NO. 33383

TARIFF CLERK

MISCELLANEOUS SERVICES

V. CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

1. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following custom calling features: (Continued)
 - n. Teen Service Select Call Forwarding - Permits additional flexibility to Teen Service. Call Forward can be activated for the Teen Service secondary dialing numbers. Calls for any of the Teen Service dialing numbers can be forwarded simultaneously or independently of the primary number. Activation of Call Forwarding for the secondary numbers is accomplished by use of a Personal Identification Number (PIN) issued by the Company at the time of subscription.
 - o. Three-Way Calling - Enables a customer to add a third party on an existing call without operator assistance, thereby establishing a three-way conversation. The transmission quality may vary depending on the distance and routing necessary and may not necessarily meet normal standards.
2. Custom Calling Services can be provided in connection with individual line residence and business service. Rotary line groups must have all lines in the group equipped. Pay Telephone Services are excluded from this service.
3. Custom Calling Services require Tone Dialing Service for proper operation.
4. Custom Calling Services may not be available in all exchanges and therefore will only be provided in areas where facilities are available.

T

T

By: Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

Oct 28 '06 CONTROL# DKT. NO. 33383

TARIFF CLERK

MISCELLANEOUS SERVICES

V. CUSTOM CALLING SERVICES (Continued)

B. Rates and Charges ⁽¹⁾

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these features are associated.

<u>Individual Service</u>	<u>Monthly Rates</u>	
	<u>Business</u>	<u>Residential</u>
Call Waiting	N/C	N/C
Cancel Calling Waiting	\$1.25	\$1.00
Call Forwarding	N/C	N/C
Call Forward Busy-Line	\$2.00	\$1.00
Call Forward Don't Answer	\$2.00	\$1.00
Call Forward Busy/Don't Answer ⁽³⁾	\$2.00	\$1.00
Call Forward-Remote Access	\$3.00	\$2.00
Call Hold	\$1.25	\$1.00
Long Distance Alert	\$3.00	\$2.50
Make Set Busy	\$1.25	\$1.00
Speed Calling	\$1.25	\$1.00
Subscriber-Activated Call Blocking	\$3.00	\$2.00
Teen Service	\$8.00	\$5.00
Teen Service Selective Call Forwarding	\$1.25	\$1.00
Three-Way Calling	N/C	N/C
 <u>Feature Discount ⁽²⁾</u>		
Applies to Second Charged Feature and Each Additional Feature Subscription	(\$ 0.50)	(\$0.25)

N

(1) Service Order Charges outlined in Section 2 of this Local Exchange Tariff shall apply as indicated herein. When any two (2) or more Custom Calling Services are ordered at the same time, only one (1) Service Order Charge applies. The Service Order Charge(s) will be waived the first ninety (90) days a service is offered in an exchange.

(2) The feature discount is applied on a per feature basis as a credit to individual custom calling monthly rates when a customer subscribes to two or more additional rated custom calling features. Call Waiting, Call Forwarding and Three-Way Calling are provided at no charge; therefore, these services shall not be considered for feature discount purposes.

(3) The Company will waive applicable service order charges associated with requests for Call Forward Busy/No Answer for the first ninety (90) days the service is available in the Company's exchanges.

N
N

By: Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p> <p>Oct 28 '06 CONTROL# <u>DKT. NO. 33383</u></p> <p>TARIFF CLERK</p>

MISCELLANEOUS SERVICES

VI. TONE DIALING SERVICE

A. General

Tone Dialing Service is an optional service that provides for the origination of telephone calls through the use of a pushbutton tone pad rather than a standard rotary dial.

B. Rates and Charges

Monthly Rate

Tone Dialing Access

N/C

Tone Dialing access is required for each central office line, channel or network access line to provide Tone Dialing

VII. TEMPORARY SUSPENSION OF SERVICE (1)

A. General

A subscriber may request to temporarily suspend his service for a period of one month or more. No outward or inward service is provided during the period of suspension. Notice to suspend service may begin on any day of the month provided reasonable notice is given in advance. Notice to restore service must also be given in advance.

B. Rates and Charges (2)

The rate for the period of suspension is equal to one half of the total exchange rate charges, starting on the date on which service is suspended.

Bills will be rendered on regular billing dates during the period of suspension. Payment for local service equal to the anticipated suspension period may be made in advance. No allowance shall be made if service is suspended for less than one month.

- (1) Only applicable in exchanges where facilities are available.
- (2) For applicable service connection charge, please see Section 2, Service Charges.

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

VIII. BILLED NUMBER SCREENING

At the option of the Company, Billed Number Screening will be furnished to control instances of fraud associated with billed to third number, station-to-station or person-to-person collect service or in response to a customer request.

The term "Billed Number Screening" denotes an arrangement whereby, at the time of call origination, billed to third number, station-to-station or person-to-person collect calls are screened for customer preauthorized or Company-directed non-acceptance.

IX. DISTANCE LEARNING DISCOUNT

Upon submission of an affidavit that complies with the requirements of the Public Utility Commission of Texas' Substantive Rule 26.141, an eligible educational institution or library may obtain discounts on any rate or service that is predominantly used for distance learning or information sharing purposes. The percentage discount as determined by the Commission's Rule, shall apply to any tariffed service or customer-specific contract that is ordered out of this local exchange tariff or any tariff that the Company concurs or otherwise participates in.

T
|
T

X. 900/976 CALL RESTRICTION

A. General

1. 900/976 Call Restriction is a central office service which allows a customer to restrict certain outgoing local and long-distance calls from their exchange access line. Call Restriction precludes completion of calls placed by dialing numbers preceded by 1+900 or 976. These calls are also referred to as pay-per-call information services. Calls placed to 976 numbers using the Long Distance Message Telecommunications Network (i.e., 1+976 or 1+(NPA)+976), may not be screened by the Company and may not be included in Call Restriction service.
2. Calls placed to restricted numbers from an access line equipped with Call Restriction service will be directed to a central office announcement where available.
3. Call Restriction service requires special facilities. In areas where special facilities are not available, all access to pay-per-call information services will be blocked.
4. Call Restriction is offered only in conjunction with Residence and Business exchange access line or trunk service.

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

X. 900/976 CALL RESTRICTION

A. General (Continued)

5. The minimum contract period for this service is one month.
6. With the exception of disconnection of local exchange service, the General Rules and Regulations of the Company regarding payment for services, as outlined in this tariff, apply to 900 and 976 services.
7. The Company shall be held harmless from any and all losses resulting from the blocking of pay-per-call information services, pursuant to the authority granted in the Public Utility Commission of Texas' Substantive Rule 26.124.

T

B. Mandatory Call Blocking

1. Access to pay-per-call information services (i.e., 900 and 976) will be automatically blocked for subscribers to pay telephone services.
2. The Company may elect to block access to pay-per-call information services from a subscriber's line if charges for 1+900 and/or 976 services originating from the customer's line are not paid. The Company will use its normal billing and collection investigation procedures for toll to determine if blocking is necessary.

C. Rates and Charges

A nonrecurring service charge is applicable for each incident of Call Restriction service with the following exceptions:

1. The initial incident of individual Call Restriction service;
2. A customer with Call Restriction service requests a transfer of service and reestablishment of 900/976 Call Restriction on the same service order.

Call Restriction	\$10.00
Per line/trunk equipped	

By: Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

Feb 28 '06 CONTROL# DKT. NO. 32323

TARIFF CLERK

MISCELLANEOUS SERVICES

XI. PAY TELEPHONE ACCESS SERVICE

T
ND

A. Description of Service

1. Pay Telephone Service (PTS) is a telecommunications service utilizing any coin, coinless, credit card reader, or cordless instrument that is accessible by members of the general public, or business patrons, employees, and/or visitors of the premise's owner or lessee where pay telephone service is installed, provided that the end user pays for local or toll calls from such instruments on a per-call basis. For purposes of this definition, coinless telephones provided in guest rooms by a hotel/motel are not pay telephones. A telephone that is primarily used by business patrons, employees, and/or visitors of the premise's owner is not a pay telephone if all local calls and "1-800" and "1-888" type calls from such telephones are free to the end user.
2. Pay Telephone Access Service (PTAS) is a service offered by the Company to a PTS Provider which provides a two-way access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises, and the network interface.
3. PTS Provider is the entity that purchases PTAS from the Company and registers with the Public Utility Commission as a provider of PTS to the end user.

B. Definitions:

Operator Service - Any service using live operators or automated operator functions for the handling of telephone service, such as toll calling via collect, third number billing, and calling card services. The transmission of "1-800" and "1-888" numbers, where the called party has arranged to be billed, is not operator service.

Operator Service Provider (OSP) - Any person or entity that provides operator services by using either live or automated operator functions. When more than one entity is involved in processing an operator service call, the party setting the rates shall be considered to be the OSP. However, PTS Providers shall not be deemed to be OSPs.

ND

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

XI. PAY TELEPHONE ACCESS SERVICE (Continued)

T
ND

B. Definitions (Cont'd)

Rate Information - All charges ultimately charged by the PTS Provider, including any surcharges, fees, and any other form of compensation charged by the PTS Provider on behalf of the call aggregator.

"0+" Call - A call made by the caller dialing the digit "0" followed by the terminating telephone number. On some automated call equipment, a digit or digits may be dialed between the "0" and the terminating telephone number.

"0-" Call - A call made by the caller dialing the digit "0" and no other digits within five seconds. A "0-" call may be made after a digit (or digits) to access the local network is (are) dialed.

Automatic Number Identification (ANI) - The automatic transmission by the local switching system of the originating telephone number to an interexchange or other communications carrier or to the operator of a 911 system.

Originating Line Screening (OLS) - A two digit code passed via Flex ANI coding digit service that enables different classes of service to be distinguished by the operator service provider.

C. General Rules and Regulations

1. All PTS Providers must register with the Commission in order to do business in the State of Texas. The Company shall not provide PTAS to a person required to be registered to provide such service unless that person provides a commission-supplied proof of registration.
2. PTAS will not be provided in conjunction with foreign exchange service or rotary line service.
3. The PTS Provider shall be responsible for the installation, maintenance, and operation of the customer-provided coin, coinless, credit card reader or cordless instrument used in connection with PTAS.

ND

MISCELLANEOUS SERVICES

XI. PAY TELEPHONE ACCESS SERVICE (Continued)

C. General Rules and Regulations (Cont'd)

4. The PTS Provider must ensure that any instruments are constructed, maintained and operated to work satisfactorily with facilities provided by the Cooperative.
5. Pay instruments used in connection with PTAS must be registered in compliance with Federal Communications Commission Part 68 Registration Program or connected behind an FCC registered coupler.
6. The PTS Provider must comply with all applicable federal, state and local laws and regulations including those concerning the use of pay telephones by disabled and/or hearing- or speech-impaired persons.
7. A maximum of one (1) customer-provided coin or coinless instrument may be connected to any PTAS access line.
8. A non-dial instrument may be connected to PTAS access line and must be visible from the main station. Notice as required under the Commission's Rules must be provided when the instrument is connected.
9. The Company will not assure privacy of communications from the customer-provided instrument to the connection to the network.
10. PTAS may be connected to, from or through any customer - provided telecommunications switching systems, or Company - provided central office based PBX-type switching systems, provided that the PTS Provider meets all the requirements of the Commission's Rules. The PTS Provider must ensure that access to E-911, 911 and/or 0- is not blocked and must comply with all legislative and rule requirements regarding the operation of E-911 and 911.

T
ND

ND

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

XI. PAY TELEPHONE ACCESS SERVICE (Continued)

T

D

D

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

XI. PAY TELEPHONE ACCESS SERVICE (Continued)

C. General Rules and Regulations (Cont'd)

11. The PTS Provider agrees to indemnify and hold the Company harmless from any and all loss, damage and expense occasioned by or arising out of claims for injury to persons or damage to property caused by or contributed to by the provision of detailed toll billing records to the PTS Provider by the Company, including but not limited to, any disclosure of said detailed toll billing records by the PTS Provider.
12. The PTS Provider shall be responsible for the payment of all local and toll message charges, including local and long distance directory assistance calls, except as provided in the Commission's Rules.
13. If the PTS Provider uses automated call completion technology to complete operator service calls, and if validation information is available for calls that the PTS Provider (or a third-party billing and collection agent operating on behalf of the PTS Provider) will bill through a certificated telecommunications utility, the PTS Provider is required to validate the call and is allowed to submit the call for billing only if the call was validated.

T
ND

ND

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

XI. PAY TELEPHONE ACCESS SERVICE (Continued)

T
ND

D. Responsibility of Company

1. Directory listings will be provided, under the regulations of this tariff governing the furnishing of listings for business customers at the PTS Provider's request.
2. PTAS will be available in all exchanges.
3. Call Screening Services as described herein are available to PTS Providers. The PTS Provider will not be responsible for payment of charges for calls placed in violation of Originating Line Screening or Billed Number Screening. The Company will not bill for calls if the pay telephone clearly identifies to the local operator at the time a 0+, 0-, third number billed, or collect call is placed; otherwise, the appropriate Long Distance Telecommunications charges will apply. The Company will only be responsible for refunds or adjustments of charges for calls placed through non-Company operators, when those calls are billed through the Company.

Originating Line Screening will be provided via flexible automatic number identification (Flex ANI) coding digit service to all PTS providers at no charge. Flex ANI enables assignment of two-digit codes so that different classes of service can be distinguished by the operator service provider. The Company provides Originating Line Screening for calls that originate from pay telephone instruments.

Billed Number Screening will be provided where facilities exist, at the PTS Provider's option, at no charge. This feature prevents billing of incoming collect and/or third number billed calls.

4. Answer Supervision will be provided, at the PTS Provider's option, at the rates shown in F. following. This feature provides "off-hook" supervisory signals to the pay telephone equipment, which is the signal that allows billing to begin. These signals originate from the called party's central office (the terminating central office) to a line interface at the calling party's serving central office (the originating central office).

ND

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

XI. PAY TELEPHONE ACCESS SERVICE (Continued)

D. Responsibility of Company (Cont'd)

4. The Company will not initiate a maintenance service call or take any other action in response to a trouble report on a pay telephone until such time as requested by the PTS Provider or its agent. The PTS Provider must keep the Company advised of the identity of the PTS Provider or agent authorized to request a maintenance service call.
5. The Company is not required to provide local directory assistance service to pay telephones accessible to inmates of confinement facilities.
6. The Company must provide a PTS Provider using automated call completion technology to complete operator service calls the same services and information that the Company provides interexchange carriers in the Commission Rules, on the same prices, terms and conditions that any interexchange carrier receives from the Company.

E. Violation of Regulations

1. Where a PTS Provider or pay telephone is in violation of this tariff, the Company will promptly provide written notification to the PTS Provider, citing the specific tariff provisions being violated.
2. The notice will state that the Company will disconnect the instrument(s) that are in violation of the tariff if the PTS Provider does not notify the Company in writing, within 20 days of receipt of the notice, that the violation has been corrected.
3. If the PTS Provider has filed a complaint with the Commission regarding the disconnection and has provided the Company with a copy of the complaint that indicates that the complaint has been filed with the Commission's complaint office within 20 days of receipt of the notice of a violation from the Company, the Company will not disconnect the instrument(s) pending resolution of the complaint by the Commission.

T
ND

ND

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

XI. PAY TELEPHONE ACCESS SERVICE (Continued)

F. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Pay Telephone Access Service Access Line, each		\$28.00 (1)	I
Originating Line Screening	No charge	No charge	
Billed Number Screening	No charge	No charge	
Coin Supervision Additive Service	NECA FCC No. 5 17.4.4	(1)	

- (1) Applicable Service Charges are set forth in Section 2 of this tariff. Service Charges for business access lines will be applicable.

By: Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAY 20, '13 CONTROL# <u>TC. NO. 41475</u> TARIFF CLERK</p>

MISCELLANEOUS SERVICES

XII. DIRECT INWARD DIALING (DID) SERVICE

A. General

The following regulations apply in addition to other regulations in this and other tariffs of the Company.

N
N

1. Direct Inward Dialing Service consists of the central office switching equipment necessary to provide direct inward dialing from the local exchange and long distance telecommunications network to stations and attendant positions associated with customer premises switching systems.
2. The provision of DID Service is subject to the availability of Telephone Company facilities and telephone numbers and the utilization of appropriate customer premises equipment.
3. DID Service must be provided on all lines in a trunk or access line group arranged for inward service. The service does not contemplate the routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or access line group.
4. The operational characteristics of interface signals between Telephone Company-provided connecting arrangements and customer-provided switching equipment must conform to Telephone Company specifications.
5. The Telephone Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any customer-provided facilities obsolete, require modification thereof or otherwise affect the use or performance of such facilities.
6. The Telephone Company will provide directory listings in accordance with the regulations included in this Tariff. Direct inward dialing numbers furnished under these provisions are not entitled to free directory listings.
7. Customer-premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.
8. DID Service may not be shared or jointly used except as allowed by this tariff.
9. The rates and charges for this service contemplate the use of standard Telephone Company equipment and serving arrangements.

N
N
TM
M

By: Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED May 02, '07 CONTROL# <u>TC. NO. 34065</u> TARIFF CLERK</p>

MISCELLANEOUS SERVICES

XII. DIRECT INWARD DIALING SERVICE

A. General (Continued)

- 10. Direct Inward Dialing telephone numbers are normally provided in blocks of 100 consecutive numbers. However, the blocks may be provided on a nonconsecutive basis if this is within the normal limitations of the serving office. The Telephone Company retains its rights to the telephone numbers used in DID Service as provided in Section 7 of this tariff. T
- 11. DID Service may not be used by the subscriber to furnish alternative services to third parties. N
- 12. DID Service is available to properly authorized certificated telecommunications utilities on a resale basis.
- 13. DID Service cannot be used for toll by-pass.
- 14. DID Service cannot be used to expand the local calling scope beyond that available to a customer's premise. N

B. Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Direct Inward Dialing Service to Customer-Premises Switching Systems:		
First 100 DID Number assigned, minimum charge	\$145.00	\$145.00
Each additional 100 DID Numbers assigned Over the first 100	\$50.00	\$145.00
Trunk Termination, each	(1)	(2)

(1) Applicable PBX Trunk charges as provided in Section 1 of this tariff.

(2) Applicable Service Connection Charges as provided in Section 2 of this tariff.

By: Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
May 02, '07 CONTROL# TC. NO. 34065
TARIFF CLERK

MISCELLANEOUS SERVICES

XII. EDUCATIONAL PERCENTAGE DISCOUNT RATES (E-RATES)

School, library or consortia are eligible for application of the Federal Communication Commission's Educational Percentage Discount Rates (E-Rates) for Big Bend's services pursuant to 47 C.F.R. Part 54. To receive these discounts, a school, library or consortia must meet the Federal requirements, and the discounts must be applied to existing contracts as specified by the Federal Communications Commission's requirements or to services resulting from contracts pursuant to Big Bend's voluntary participation in the Federal bidding process.

N
|
N

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

XIV. LINE STATUS VERIFICATION

A. General

1. Line Status Verification is a service where an operator determines the condition of an access line that a customer requests to be checked.
2. This service is provided where facilities exist for line status verification through an operator.
3. No request will be processed on a collect, or reversal of charges, or person-to-person basis.
4. The rate for Line Status Verification applies to calls from customers who request operator assistance in determining the status of a line except for calls to and from authorized emergency agencies (i.e. police, fire, and ambulance). Agencies that are not obvious emergency agencies may apply to the Company for an exemption so that the charge for Line Status Verification is not applicable.

B. Rates and Charges (1)

	<u>Rate</u>
Line Status Verification, per occurrence	\$1.35

- (1) In the event the request for the collect billing of emergency Line Status Verification is denied, the potential billed party will not be charged for the emergency Line Status Verification attempt.

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

XV. BUSY LINE INTERRUPT

A. General

1. Busy Line Interrupt is a service where an operator interrupts a conversation in progress to ascertain willingness to establish conversation with an alternate party.
2. Except in the case of an emergency for Busy Line Interrupt, no request will be processed on a collect, or reversal of charges, or person-to-person basis. (1)

In case of an emergency, the caller will initially be asked to bill the charge in the traditional manner (deposit the appropriate charge or billed to the originating number). If these billing arrangements are not acceptable, the operator will then suggest billing with a telephone calling card or on a third number basis. In the event the caller is unable to satisfy payment in any of these ways, the charge will be billed on a collect basis but only after the appropriate rate has been relayed to the accepting party and verification of acceptance of the charges has been obtained.

3. The rate for Busy Line Interrupt applies to calls from customers who request operator assistance in the interruption or attempted interruption of a conversation in progress, except for calls to and from authorized emergency agencies (i.e. police, fire, and ambulance). Agencies that are not obvious emergency agencies may apply to the Company for an exemption so that the charge for Busy Line Interrupt is not applicable.

B. Rates and Charges (1) (2)

	<u>Rate</u>
Busy Line Interrupt, per occurrence	\$2.20

- (1) In the event the request for the collect billing of emergency Busy Line Interrupt is denied, the potential billed party will not be charged for the emergency Busy Line Interrupt attempt.
- (2) Applicable whenever the operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

XVI. PUBLIC ENTITY HC1 SERVICE

Eligible entities described in §58.253(a) of the Public Utility Regulatory Act (PURA) or their authorized representatives may order discounted intraLATA interexchange dedicated high capacity (1.544 Mbps) service ("Public Entity HC1 Service"). In order to qualify for this service, at least one point of termination of this service must be located on an eligible entity's premises. Public Entity HC1 Service will be provided under the terms and conditions of the Telephone Company's Intrastate Access Service Tariff and at the lowest rate offered for the corresponding service by any local exchange company electing incentive regulation under Chapter 58 of PURA.

Qualifying educational institutions or libraries may either elect the rate treatment provided in this subsection or the discount provided pursuant to the Company's intrastate tariffs, as described in PURA §57.022.

Public Entity HC1 Service is available only for the exclusive, or shared use, of eligible entities, and will be provided only to eligible entities located in an exchange area served by the Company. Customers who obtain service under this section and are not eligible entities will have such services disconnected or will be charged standard tariffed rates for the service. Resale or sharing of Public Entity HC1 Service, or the use of Public Entity HC1 Service in the resale of local or long distance service is prohibited.

Rates for Public Entity HC1 Service apply for: (1) service provided between an eligible entity's premises where the service is between exchanges wholly within the Company's service area; (2) service provided from an eligible entity's premises in the Company's service area up to the point of interconnection with the facilities of another carrier, or carriers; or (3) service provided from an eligible entity's premises in the Company's service area to an Interexchange Carrier's ("IXC") point of presence in the same LATA. The rates and regulations of other carriers or IXCs apply where any portion of the service is provided by other carriers or IXCs. Standard rates for equivalent services in other intrastate tariffs of the Company will apply when an eligible entity requests only transport mileage and neither terminating location is within the Company's service area, or an eligible entity orders additional features with Public Entity HC1 Service.

By: Justin Haynes
Title: President

MISCELLANEOUS SERVICES

XVII. 811 DIALING SERVICE

A. General

811 Service is a three-digit abbreviated local dialing arrangement that allows local exchange end-users to reach the provider(s) of the state's One Call Notification system (811 Customer). 811 Service is used by the One Call Notification system to provide advance notice of excavation activities to underground facility operators pursuant to Federal Communications Commission's Sixth Report and Order (FCC 05-59) in CC Docket 92-105.

811 Service determines the central office serving the calling party, converts the dialed digits to a Customer provided designated Routing Telephone Number (RTN) and routes the call over the public switched telephone network utilizing Advanced Intelligent Network platforms and features.

B. Regulations

In addition to the following rules and regulations, the Rules and Regulations in Section 7 of the Company's Local Exchange Tariff shall also apply.

1. 811 Service is offered subject to the availability of facilities and is not available for resale.
2. There can be only one 811 Customer for each stand-alone, host, or remote central office NPA-NXX serving area. The Company will route calls based on the serving central office.
3. The Customer provided designated RTN must be a toll-free number to ensure that toll charges are not incurred by the end-user.
4. 811 Service can be accessed only by end-users who subscribe to the Company's local exchange service, and by end-users who obtain service from an entity that utilizes the Company's local switching to provide dial tone service to its end-users.

By: Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED April 13, '07 CONTROL# <u>TC. NO. 34091</u> TARIFF CLERK</p>

N

N

MISCELLANEOUS SERVICES

XVII. 811 DIALING SERVICE (Continued)

B. Regulations (Continued)

5. 811 Service will not complete calls dialed using 1+, 0+, 0-operator assisted, 101XXXX, or inmate calls. 811 calls are not permitted where local calling is restricted.
6. The Customer is responsible for informing all local exchange service providers operating within its designated geographical area of any call centers it establishes. Any change to the terminating number(s) is the customer's responsibility. A 60-day written notice is required for any planned number change to ensure that timely number translations occur at each Central Office.
7. 811 Service does not include operator assisted calls, and will only be available to PBX and Key switching system when those systems have been correctly programmed. The Company does not undertake to perform nor shall it be responsible for such programming.
8. Caller ID information from the originating number is not provided to the 811 Customer on a real-time basis.
9. The Company will make every effort to route 811 calls to the appropriate call center(s); however, it will not be held responsible for routing mistakes and errors, interruptions of service, or intervening Acts of God that interfere with telephone service and/or with routing. The Company's obligation under 811 applies solely to the transmission of the call and ends upon call completion to the Customer-provided designated RTN. The Company reserves the right to discontinue the service, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Company personnel, facilities or services.
10. 811 Service is provided solely for the benefit of the Customer. The provision of such service shall not be interpreted, construed, or regarded as being for the benefit of or creating any obligation toward, or any right of action on behalf of, any third person or other legal entity, including end users of the Company or any providers of telecommunications service.

N

N

By: Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED April 13, '07 CONTROL# <u>TC. NO. 34091</u> TARIFF CLERK</p>

MISCELLANEOUS SERVICES

XVII. 811 DIALING SERVICE (Continued)

C. Explanation of Terms

811 Customer: The entity providing, with appropriate state authority, the excavation notice service under Texas Statutes, Chapter 251 of the Utilities Code.

Calling Party: The end user in a Company Exchange placing an 811 call.

Terminating Number: The local or toll free number subscribed to by the 811 Customer.

D. 811 Service Rates and Charges

The Company reserves the right to revise this tariff at a later date if charges are deemed appropriate or, if network rearrangements made by the Company or at customer request in the future require the Company to incur additional costs.

N
|
N

By: Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
April 13, '07 CONTROL# TC. NO. 34091
TARIFF CLERK

MISCELLANEOUS SERVICES

XVIII. MESSAGE INTERCEPT SERVICE

A. General

1. Message Intercept Service provides a service to subscribers who have had their phone number disconnected because they have either moved to a new location or requested a change in phone number. Dialing the subscriber's former number results in a prerecorded message which announces the new number.
2. The rates apply to a ninety-day increment of service and can be continued for additional ninety-day time periods at the customer's discretion.
3. This service is limited to those exchanges in which facilities are available to provide the service.
4. The charges below do not apply to the following:
 - a. when provided as a result of a number change initiated by action of the Company.
 - b. when the subscriber's telephone number has been omitted from the telephone directory or is incorrect.
 - c. when provided as a result of Company-initiated actions.

B. Rates and Charges

1. Nonrecurring charge per phone number –
Initial 90 days of service: \$15.00
2. Additional 90 days of service \$12.50
3. Secondary Service Order Charge – Per the rates contained in Section 2 of this tariff.

By: Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS

EFFECTIVE

May 8, 2017 Tariff No. 47108

TARIFF CLERK

N
N

ENHANCED CENTRAL OFFICE BASED SERVICES

CONTENTS

	Page
I. ENHANCED CUSTOM CALLING SERVICES	2
A. General	2
B. Services	3
C. Rates and Charges	7
II. CALLER ID SERVICE	8
A. General Regulations	8
B. Service Descriptions	11
C. Feature Interactions	13
D. State and Local Government Undercover Operations Special Service Arrangements	14
E. Rates and Charges	16

ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES

A. General

1. Enhanced Custom Calling Services permit a customer to manage incoming and outgoing calls to their residence or business local exchange access line more effectively. For incoming and outgoing calls, Enhanced Custom Calling Services function only when the central offices that serve both the originating and terminating caller are equipped for enhanced services.
2. Enhanced Custom Calling Services apply to single line. Residence and business service, excluding pay telephone access service. Enhanced Custom Calling Services are only offered where technical facilities are available.
3. A monthly recurring rate applies to all Enhanced Custom Calling Services with the exception of Caller ID and for Customer Originated Call Trace, which is billed at an individual charge when the feature is successfully invoked.
4. Both seven- and ten-digit telephone numbers can be identified and/or selected with Enhanced Custom Calling Services.
5. When multiple services are activated on a customer's line, certain Enhanced Custom Calling Services may take precedence over others.
6. Services with call forwarding capabilities (including Call Forwarding, Call Forward Busy-Line, Call Forward Don't Answer) cannot be used on a continual basis by a customer to expand the local calling scope beyond that normally available to a customer's premises.
7. In cases of emergency, an operator may assist the caller to override conditions imposed by Enhanced Custom Calling Services on a telephone line.

T

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAY 20, '13 CONTROL# TC. NO. 41475

TARIFF CLERK

ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

B. Services

1. Enhanced Custom Calling Services are optional telephone service arrangements which provide one or more of the following services:

- a. Call Block (Selective Call Rejection) - Permits the customer to block an incoming call and/or calls from a maximum of thirty-one (31) specified telephone numbers. Call Block functions as a screening service for the customer. A customer may create, by dialing an activation code, the list of telephone numbers. In addition, if a customer receives an unwanted call from an unknown telephone number, the customer may block future calls from that unknown number by immediately dialing the Call Block activation code after the unwanted call is terminated.

The Company's equipment will review all incoming calls and block those calls from numbers that appear on the customer's list. Blocked telephone numbers are directed to a Company recorded announcement which advises the caller that the called party does not wish to receive the call.

Standard call completion will occur if a call originates from a central office that is not equipped for Enhanced Custom Calling functions.

- b. Call Return (Automatic Recall) - Permits the customer to automatically redial the telephone number of the most recently completed incoming call by dialing an activation code. If the redialed number is busy, the Company's equipment will monitor the redialed number for a maximum of thirty (30) minutes in an attempt to establish the call. When both lines are idle, the customer is notified by a distinctive ring, and when the customer picks up the receiver, the call is automatically placed. If the redialed number is a toll call, the customer will be prompted by a recording that gives the customer the option to continue and complete the toll call or to hang up and avoid toll charges.

Call Return cannot operate when a call originates from a central office that is not equipped for Enhanced Custom Calling functions. In addition, this feature will not operate when the calling party's (redialed) number has been Call Forwarded.

ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

B. Services (Continued)

1. Enhanced Custom Calling Services are optional telephone service arrangements which provide one or more of the following services:
(Continued)

- c. Customer Originated Call Trace (1) - Permits the customer to activate a trace of the last completed incoming call immediately after the call is terminated. Customer Originated Call Trace is billed per successful trace invoked by the customer. If the trace is successfully completed, the customer receives a success announcement. If a trace is successful, the Company's equipment will record the incoming call detail. If the call is interrupted by a Call Waiting call prior to the trace activation, the Call Waiting call is considered the last incoming call and would be the one traced. Call detail does not include recording of the telephone conversation.

The Company will not provide any call detail which results from a trace to the customer subscribing to Customer Originated Call Trace. The Company will provide the call detail of a successful trace only to appropriate law enforcement authorities when the Company receives a proper request. If a customer wishes that further action be taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies who, in turn, should contact the Company's business office during normal business hours to obtain the specific records for that customer.

- (1) At its option, or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using manual Call Tracing as detailed in Section 2. This may occur when, in the judgement of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property. In addition, when the customer is located in an exchange where Customer Originated Call Trace is not available or the unwanted calls originate from a central office that is not equipped for Enhanced Custom Calling functions or linked to appropriate facilities, manual Call Tracing may be invoked.

By: Mr. Justin Haynes
Title: President

ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

B. Services (Continued)

1. Enhanced Custom Calling Services are optional telephone service arrangements which provide one or more of the following services:
(Continued)

- d. Priority Call (Distinctive Ringing) - Permits the customer to preselect a maximum of thirty-one (31) telephone numbers that can be given a distinctive alerting signal, ring or Call Waiting tone. A customer creates, by dialing an activation code, the list of telephone numbers. The Company's equipment will screen incoming calls and provide the appropriate signal, ring or tone for those numbers that appear on the customer's list.

Calls from telephone numbers not included on the screening list will produce a normal ring. A normal ring will also occur if a call originates from a central office that is not equipped for Enhanced Custom Calling functions.

A customer may subscribe to both Priority Call and Call Waiting features. A distinctive Call Waiting tone is provided with the Priority Call feature.

Some customer premises equipment may not be able to produce a distinctive signal, ring or tone. The Company accepts no liability for customer premises equipment that is not compatible with Priority Call service.

- e. Repeat Dialing (Automatic Callback) - Permits the customer to automatically redial the last outgoing telephone number. If the redialed number is busy, the customer may dial an activation code, and the Company's equipment will monitor the redialed number for a maximum of thirty (30) minutes in an attempt to establish the call. When both lines are idle, the customer is notified by a distinctive ring, and when the customer picks up the receiver, the call is automatically placed.

The Repeat Dialing feature will not operate to monitor and place a call to a telephone number served by a central office that is not equipped for Enhanced Custom Calling functions. Repeat Dialing will not operate if the calling number is Call Forwarded.

ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

B. Services (Continued)

1. Enhanced Custom Calling Services are optional telephone service arrangements which provide one or more of the following services:
(Continued)

- f. Select Call Acceptance - Permits a customer to select a maximum of thirty-one (31) specified telephone numbers within the customer's local calling scope, Extended Area Calling scope, or Long Distance Telecommunications network (where facilities permit) from which the customer is receiving calls. A customer may create, by dialing an activation code, the screening list of telephone numbers from which the customer is accepting calls.

The Company's equipment will screen incoming calls and will transmit calls to the customer only if the caller's number appears on the customer's screening list. When a call is placed to the customer from a number not on the screening list, the caller receives an announcement indicating that the called party does not wish to receive calls at this time.

- g. Select Call Forwarding - Permits a customer to forward incoming calls from a maximum of thirty-one (31) specified telephone numbers within the customer's local calling scope, Extended Area Calling scope, or Long Distance Telecommunications Network (where facilities permit). A customer may create, by dialing an activation code, the list of telephone numbers to be forwarded. The Company's equipment will screen incoming calls and forward only those calls from numbers that appear on the customer's list. Calling numbers that do not appear on the customer's screening list will terminate as normal.

Where applicable, the customer is responsible for the charges associated with each toll call between his local call access line equipped with Select Call Forwarding and the distant exchange access line to which the call was transferred.

ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

C. Rates and Charges ⁽¹⁾⁽²⁾

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these services are associated.

<u>Individual Service</u>	<u>Monthly Rates</u>	
	<u>Business</u>	<u>Residential</u>
Call Block (Selective Call Rejection)	\$3.00	\$2.00
Call Return (Automatic Recall)	\$4.00	\$3.00
Customer Originated Call Trace ⁽³⁾⁽⁴⁾ (per successful trace)	\$10.00	\$10.00
Priority Call (Distinctive Ringing)	\$3.00	\$2.50
Repeat Dialing (Automatic Callback)	\$4.00	\$2.00
Select Call Acceptance	\$3.00	\$2.00
Select Call Forwarding	\$2.65	\$2.00
<u>Feature Discount ⁽⁵⁾</u>		
Applies to Second Feature And Each Additional Feature Subscription	(\$0.50)	(\$0.25)

- (1) Rates for Enhanced Custom Calling Services do not include a charge for an instrument or other customer premises equipment. D
T
- (2) Service Order Charges outlined in Section 2 of this Local Exchange Tariff shall apply as indicated herein. When any two (2) or more Custom Calling Services are ordered at the same time, only one (1) Service Order Charge applies. The Service Order Charge(s) will be waived the first ninety (90) days a service is offered in an exchange. T
T
- (3) The ability to invoke the Customer Originated Call Trace feature is provided to all customers at no charge, and cannot be considered as a subscription service when applying a Package discount.
- (4) The charge for Customer Originated Call Trace is only billed per successful activation of the service.
- (5) The feature discount is applied on a per feature basis as a credit to individual enhanced custom calling service monthly rates, with the exception of Customer Originated Call Trace, when a customer subscribes to two or more additional enhanced custom calling services.

By: Mr. Justin Haynes
Title: President

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE

A. General Regulations

1. Caller ID Service will be provided in connection with individual and multiline residence and business lines. Although this service is available on line-side PBX trunk connections, it is not available on trunk-side PBX connections, such as DID. In addition, pay telephone services are excluded from this tariff offering.
2. Caller ID Service is provided with basic local service. Where Caller ID Service is available, any calling party, whether they subscribe to Caller ID or not, has per-call blocking capability, unless that customer is calling from a pay telephone. The blocking of Calling Number Delivery and/or Calling Name Delivery will not be provided on calls originating from pay telephones. T
3. Caller ID Service is available only in areas where technically feasible and where facilities are available.
4. Caller ID Service allows customers to manage incoming calls to their residence or business local exchange access line more effectively. Caller ID Service functions only when the central office that serves the originating call as well as the customer's serving central office are both equipped for the service. In cases of emergency, an operator may assist the caller to override conditions imposed by Caller ID Service on a telephone line. D
5. Any Telephone Company calling party may prevent the Calling Name Delivery or Calling Number Delivery to the called party by dialing an access code (*67 on their touch tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code activates per-call blocking. Per-call blocking is available at no charge. T
6. If a calling party activates per-call blocking, the calling party name and/or number will not be transmitted across the line. Instead, Caller ID subscribers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block name/number delivery. T

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAY 20, '13 CONTROL# TC. NO. 41475
TARIFF CLERK

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

A. General Regulations (Continued)

7. Per-line blocking will be offered at no charge to a particular customer if the Commission receives from the customer written certification that the customer has a compelling need for per-line blocking. Customers who request per-line blocking also have the ability to unblock their line on a per call basis by dialing an access code (*82 on their touch tone pad or 1182 from a rotary telephone) immediately prior to placing the call. The *82 (or 1182) access code deactivates per-line blocking and delivers the calling party name and/or number for that call. Per-line blocking is automatically reactivated when the customer terminates the call. T
8. The Telephone Company shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name and/or telephone number which the calling party has requested to be omitted from the telephone directory or the disclosing of such telephone number to any person. T
9. The Telephone Company shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name and/or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason. T
10. The Telephone Company shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the called party when such indicator has been passed on to the telecommunication utility by the Telephone Company. T
11. A person may not use Caller ID service to compile and sell specific local call information without the affirmative consent or approval of the originating telephone customer. This restriction does not prohibit the Caller ID subscriber from: (1) verifying network performance or testing the provision of caller identification service; (2) compiling, using, and disclosing aggregate Caller ID information; or, (3) complying with applicable law or legal process. T

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAY 20, '13 CONTROL# TC. NO. 41475
TARIFF CLERK

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

A. General Regulations (Continued)

12. When a call is placed from a telephone number associated with a non-published listing, the number and name may be disclosed if the called party has equipment to display Calling Number and/or Calling Name Delivery. Customers may prevent the display of the calling number and name by activating Caller ID blocking. Caller ID blocking is available, at no charge, in areas where Caller ID disclosure is possible.

T

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAY 20, '13 CONTROL# TC. NO. 41475

TARIFF CLERK

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE

B. Service Descriptions

1. Caller ID Service (Caller ID) is the general category of the following services which assist customers in the management of incoming calls.
 - a. Anonymous Call Rejection (ACR) - Allows customers to automatically reject all calls that have been "blocked" and, therefore, marked anonymous by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.
 - b. Calling Name Delivery (CNAM) - Allows the Caller ID subscriber to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. When a Calling Name Delivery equipped line is on-hook, the calling party name is transmitted across the line during the silent interval between the first and second ring. Calling Name Delivery subscribers must provide and connect their own compatible CPE to process the CNAM transmission.
 - c. Calling Number Delivery (CND) - Allows the transmission of the Calling Party Number (CPN) to the subscriber's access lines. When a line equipped with Calling Number Delivery is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring. Calling Number Delivery subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the CPN transmission.

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

B. Service Descriptions (Continued)

1. Caller ID Service (Caller ID) is the general category of the following services which assist customers in the management of incoming calls. (Continued)

d. Call Waiting ID - When a person is already speaking on the telephone and- receives another phone call, Call Waiting ID will allow the display of the name and/or number of the new caller on the customer's CPE. This service allows the customer to decide if he wants to answer the new incoming call.

Call Waiting ID is offered subject to the following limitations:

- 1) Customers must also receive Call Waiting.
- 2) Customers are responsible for furnishing their own compatible CPE, which should include the Caller ID capability necessary to display the calling party's name and/or number.
- 3) Available only where central office facilities permit.

T

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAY 20, '13 CONTROL# TC. NO. 41475

TARIFF CLERK

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

C. Feature Interactions

1. Caller ID information will not be displayed under the following conditions:
 - a. If the called party is off-hook.
 - b. If the called party answers during the first ring interval.
2. Caller ID is not available with services based on distinctive ringing which have a silent interval length insufficient for CPN and CNAM transmission.
3. Identification of specific stations or extensions served by customer premise equipment is not possible. The main directory name and number associated with the customer premise equipment will be displayed.
4. Caller ID will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities.
5. When Caller ID Service is provided in connection with line-side PBX trunk connections, the Telephone Company makes no guarantee that the calling party information will be delivered in a manner such that the customer's equipment will be able to transmit that information to the stations or extensions serviced by the customer premise equipment. Customers subscribing to Caller ID Services in conjunction with line-side PBX connections are responsible for the provision of compatible customer premise equipment which will receive, translate, display and/or store the transmitted data. The installation, repair, and technical capability of that equipment to function in conjunction with Caller ID Services on line-side PBX connections will be the responsibility of the customer. The Telephone Company assumes no liability and will be held harmless for any damage to the customer's equipment due solely to the transmission of the calling party information or for any incompatibility of the customer's equipment to perform satisfactorily with the information transmitted.

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

D. State and Local Government Undercover Operations Special Service Arrangements

1. The parameters of the special service arrangement are as follows: State and Local government entities authorized to conduct undercover or surreptitious civil or criminal investigations, where the existence or conduct of an investigation or the identity of the investigator may be disclosed or compromised by Calling Number Delivery Service or Calling Name Delivery Service, may be eligible to receive at no charge, for a period not to exceed ninety (90) calendar days, local exchange business, key or line-side PBX access service to be used only in connection with a service arrangement that will mask the identity of the calling number or calling party name. In addition, any nonrecurring charges and the FCC Subscriber Line charge associated with these access lines will be waived. All monthly and nonrecurring charges will begin to accrue for each access line on the 91st calendar in service day.
2. The services provided under the special service arrangement will be offered only in exchanges where Caller ID Service, as furnished by the Telephone Company, is available.
3. Each State or Local government entity must request and receive sponsorship, on a individual access line basis, from the Texas Attorney General for access or subscription to this special service arrangement. The special service arrangement must be requested by the Texas Attorney General on behalf of any State or Local government entity which, in the judgement of the Texas Attorney General, is authorized to conduct undercover or surreptitious civil or criminal investigations.
4. For the purpose of requesting the special service arrangement, the State Attorney General will designate a representative that will act as liaison between all State and Local government agencies and the Telephone Company. The Telephone Company will also designate a representative to coordinate with the State Attorney General representative. In addition, the Telephone Company will establish internal procedures to administer requests for the special service arrangement.

By: Mr. Justin Haynes
Title: President

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

D. State and Local Government Undercover Operations Special Service Arrangements (Continued)

5. The total number of in-service local exchange access lines provided for under the special arrangement for use by all State and/or Local government entities in the conduct of undercover or surreptitious civil or criminal investigations cannot exceed ten (10) at any given time.
6. The Texas Attorney General will be responsible for ensuring that the services provided at no charge under the special service arrangement are to be used only by authorized representative(s) of State and/or Local government entities and only in the conduct of undercover or surreptitious civil or criminal investigations.

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

E. Rates and Charges ⁽¹⁾⁽²⁾

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these services are associated.

<u>Individual Service</u>	<u>Monthly Rates</u>		
	<u>Business</u>	<u>Residential</u>	
Anonymous Call Rejection	\$1.00	\$1.00	R
Calling Number Delivery	NC	NC	R
Calling Name Delivery	NC	NC	R
Calling Number Delivery AND Calling Name Delivery	NC	NC	R
Calling Number Delivery OR Calling Name Delivery with Anonymous Call Rejection	\$1.00	\$1.00	R
Calling Number Delivery AND Calling Name Delivery with Anonymous Call Rejection	\$1.00	\$1.00	R
Call Waiting ID	\$1.50	\$1.00	
<u>Feature Discount ⁽³⁾</u>			
Applies to Second Feature And Each Additional Feature Subscription	(\$0.50)	(\$0.25)	T

- (1) Caller ID Service does not include a charge for an instrument or other customer premises equipment.
- (2) Service Order Charges outlined in Section 2 of this Local Exchange Tariff shall apply as indicated herein. When any two (2) or more Custom Calling Services are ordered at the same time, only one (1) Service Order Charge applies. The Service Order Charge(s) will be waived the first ninety (90) days a service is offered in an exchange.
- (3) The feature discount is applied on a per feature basis as a credit to individual feature monthly rates when a customer subscribes to two or more calling features. When a customer orders a combined package of features that is already offered at a reduced rate, that package will be considered an individual feature for the purposes of the feature discount.

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p> <p>MAY 20, '13 CONTROL# <u>TC. NO. 41475</u> TARIFF CLERK</p>

INTERCITY SERVICES

CONTENTS

	Page
I. FOREIGN EXCHANGE SERVICE	2
A. General	2
B. Provision of Service	2
C. Application of Rates	2
D. Rates and Charges	2
II. CONCURRENCE WITH CONNECTING CARRIER'S LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE TARIFF	3
III. CONCURRENCE WITH PRIVATE LINE SERVICES - DIGITAL LINE SERVICES TARIFFS	4
IV. CONCURRENCE WITH CONNECTING CARRIER'S WIDE AREA TELECOMMUNICATIONS SERVICE TARIFFS	5
V. INTRASTATE ACCESS SERVICES TARIFF	6
VI. OTHER RULES AND REGULATIONS	6

PUBLIC UTILITY COMMISSION OF TEXAS APPROVED	
SEP 1'99	CONTROL# <u>DKT. NO. 20094</u>
TARIFF CLERK	

By: Mr. Justin Haynes
Issued: President

INTERCITY SERVICES

I. FOREIGN EXCHANGE SERVICE

A. General

Foreign exchange service is exchange service furnished to a customer from an exchange other than the one in which he is located and served.

Foreign exchange service is not in accordance with the general plan of furnishing telephone service and will be furnished only under special conditions where the service is warranted by the circumstances and if satisfactory arrangements can be made where a connecting company is involved.

The Company is not obligated to furnish such service, particularly where it involves undue expense or impairment of the service furnished the general public.

B. Provision of Service

Customers having foreign exchange service are subject to the rates, rules and regulations of the exchange from which such service is provided. All local service provided the customer other than the foreign exchange service is subject to the rates, rules and regulations contained in this Local Exchange Tariff of the Company.

C. Application of Rates

Applicable tariff rates cover only normal conditions where all necessary facilities are available. If facilities are not available and unusual expenditures are involved in their provision, the customer may be required to pay an additional charge to cover the unusual expenditure as provided under Section 3 of this tariff or enter into a contract for service beyond the initial period or both.

D. Rates and Charges

Foreign Exchange Service if furnished in accordance with the rules, regulations, and rates of the Interexchange Private Line Service and Channel Tariff filed by Southwestern Bell Telephone Company with the Public Utility Commission of Texas.

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

AUG 27'92 CONTROL# DKT. NO. 10996

TARIFF CLERK

By: Mr. Justin Haynes
Issued: President

INTERCITY SERVICES

II. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE TARIFF

Big Bend Telephone Company, Inc. is an issuing carrier of the John Staurulakis, Inc. Issuing Carrier Long Distance Message Telecommunications Service Tariff that is on file with the Public Utility Commission of Texas for the provision of IntraLATA Long Distance Message Telecommunications Service within the State of Texas. This issuing carrier status includes the rates, charges, rules, and regulations applicable for each service provided by Big Bend Telephone Company, Inc. in the John Staurulakis, Inc. Issuing Carrier Long Distance Message Telecommunications Service Tariff. Big Bend Telephone Company, Inc. makes itself subject to such rates, charges, rules, and regulations until this issuing carrier status is revoked or cancelled. Big Bend Telephone Company, Inc. expressly reserves the right to cancel this issuing carrier status when and if it appears that such cancellation is appropriate.

T
N
N

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**
MAR 1'00 CONTROL# DKT. NO. 21221
TARIFF CLERK

By: Mr. Justin Haynes
Issued: President

INTERCITY SERVICES

III. PRIVATE LINE SERVICES

As of the effective date of this tariff, Big Bend Telephone Company, Inc. cancels its concurrence in the standard Intrastate Private Line Services Tariff rates of Southwestern Bell Telephone Company and grandfathers these services for existing customers at existing locations. Any change to grandfathered services or accounts after the effective date of this tariff will void the grandfathered status of the service and will be considered a new service request. New service requests for intraLATA interexchange private line services will be offered by Big Bend Telephone Company, Inc. in accordance with the Special Access Service rates, charges, rules and regulations of the TSTCI Intrastate Access Service Tariff on file with the Public Utility Commission of Texas. As an issuing carrier of the TSTCI Intrastate Access Service Tariff, Big Bend Telephone Company, Inc. makes itself subject to such rates, charges, rules and regulations until this issuing carrier status is revoked or canceled. Subject to the jurisdiction of the Public Utility Commission of Texas, Big Bend Telephone Company, Inc. expressly reserves the right to cancel this issuing carrier status when it appears that such cancellation is appropriate.

T
N
N

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**
MAR 1'00 CONTROL# DKT. NO. 21221
TARIFF CLERK

By: Mr. Justin Haynes
Issued: President

INTERCITY SERVICES

IV. WIDE AREA TELECOMMUNICATIONS SERVICE TARIFFS

As of the effective date of this tariff, Big Bend Telephone Company, Inc. concurs in the Wide Area Telecommunications Service (WATS) Tariff for IntraLATA WATS filed by Southwestern Bell Telephone Company as it exists on the effective date of this tariff. Any in-service Wide Area Telecommunication Services provided in accordance with such tariffs as on file with the Public Utility Commission of Texas on the effective date of this tariff, are grandfathered as of the effective date of this tariff. Any change to grandfathered Wide Area Telecommunications Services or accounts after the effective date of this tariff will void the grandfathered status of said services and will be considered a new service request. New service requests for Wide Area Telecommunications Services will be provided by Big Bend Telephone Company, Inc. in accordance with the Special Access Service rates, charges, rules, and regulations of the TSTCI Interstate Access Tariff on file with the Public Utility Commission of Texas.

T
N
N

By: Mr. Justin Haynes
Issued: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAR 1'00 CONTROL# <u>DKT. NO. 21221</u> TARIFF CLERK</p>

INTERCITY SERVICES

V. INTRASTATE ACCESS SERVICES TARIFF

Big Bend Telephone Company, Inc. is an issuing carrier of the TSTCI Intrastate Access Service Tariff that is on file with the Public Utility Commission of Texas for providing Switched Access, Special Access Services and other miscellaneous services within the State of Texas. Big Bend Telephone Company, Inc. makes itself subject to such rates, charges, rules and regulations until this issuing carrier status is revoked or canceled. Big Bend Telephone Company, Inc. expressly reserves the right to cancel this issuing carrier status when it appears that such cancellation is appropriate.

The provision of such services by the Company as set forth in the TSTCI Intrastate Access Service Tariff, does not constitute a joint undertaking with the customer for the furnishing of any service.

Effective January 1, 1992, customers subscribing Special Access and Billing and Collection Services will receive a credit of 32.47 percent on their monthly billing. This credit is applicable to all intrastate special access charges and Billing and Collection incurred by Big Bend Telephone Company, Inc. customers, including, but not limited to, those access charges found in Big Bend's Intrastate Access Tariff, Sections 7 and 8. The monthly bill credit will continue until the Public Utility Commission of Texas revises the existing rates for these access services, provided the revision considers the revenue impact of eliminating the access credit in developing the revised access rates.

In accordance with Substantive Rule 26.202 and pursuant to H.B. 11, Acts of 72nd Legislature, first called Special Session 1991, services provided during the month of October 1997 under this Section are subject to a negative 15.54 percent final 1996 one-time true up tax adjustment factor.

T

VI. OTHER RULES AND REGULATIONS

In addition to the rules and regulations set forth in this tariff section, the General Rules and Regulations established in Section 7, are also applicable to any service and facilities provided herein.

By: Mr. Justin Haynes
Issued: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED Feb 28 '06 CONTROL# <u>DKT. NO. 32323</u> TARIFF CLERK</p>

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

	Page	
I.	APPLICATION OF TARIFF	2
II.	AVAILABILITY OF FACILITIES	2
III.	CUSTOMER SERVICE AND PROTECTION	3
	A. Resolution of Disputes	3
	B. Application for Service	3
	C. Refusal of Service	4
	D. Application of Business or Residence Rates	6
	E. Advance Payments	8
	F. Deposits	8
	G. Order of Precedence for Establishing Service	14
	H. Billing and Payment for Service	14
	I. Discontinuance of Service	17
	J. Cancellation of Application for Basic Service	19
	K. Termination of Service	20
IV.	USE OF SERVICE AND FACILITIES	21
	A. Use of Service	21
	Unauthorized Attachments or Connections	22
	Use of Automatic Dial Announcing Devices	23
	B. Obligations of Customers	26
	C. Rights of the Company	26
	Work Performed on an Overtime Basis	26
	Work Interruption	26
	Ownership	26
	Impairment of Telephone Service	27
	Abandonment of Telephone Service	27
	Abuse of Telephone Service	27
	Telephone Directories	28
	Telephone Numbers	28
	D. Liability of the Company	29
	E. E911 Service	31.1
V.	RESERVED FOR FUTURE USE	31.3

N

T

PUBLIC UTILITY COMMISSION OF TEXAS

EFFECTIVE

March 6, 2016 Tariff No. 45657

TARIFF CLERK

By: Justin Haynes
Title: Chairman and CEO

RULES AND REGULATIONS
APPLYING TO ALL CUSTOMERS' CONTRACTS

	Page
VI. TEXAS UNIVERSAL SERVICE FUND (TUSF) SURCHARGE	32

D

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED OCT 07, '08 CONTROL# <u>DKT. NO. 36112</u> TARIFF CLERK</p>

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

I. APPLICATION OF TARIFF

The rules and regulations contained in this Section apply to the services and facilities provided by the Company in the State of Texas. These rules and regulations are in addition to those contained in the Switched and Special Access Service Tariff, Long Distance Message Telecommunications Service Tariff, the Wide Area Telecommunications Tariff and the Private Line Services and Channels Tariff. When services and facilities are provided in part by the Company and in part by other connecting companies, the regulations of the Company apply to the portion of the services or facilities furnished by the Company. Failure on the part of the customer to observe these rules and regulations after due notice of such failure, automatically gives the Company the right to discontinue service to that customer.

The regulations covering the connection of equipment, accessories or facilities provided and maintained by the customer are contained in other sections of this tariff.

- A. In the event of a conflict between any rate, rule, regulation or provision contained in this tariff and any rate, rule, regulation or provision contained in the tariffs of Companies' in which the Company concurs, the rate, rule, regulation or provision contained in this tariff shall prevail.
- B. This Tariff cancels and supersedes all other tariffs of the Company issued and effective prior to the effective date shown on the individual sheets of this tariff.
- C. Should there be any conflict between this tariff and the Rules and Regulations of the Public Utility Commission of Texas (the Commission), the Commission's rules shall apply unless otherwise established by the courts.

II. AVAILABILITY OF FACILITIES

The Company's obligation to furnish, or continue to furnish, telecommunications service is dependent upon its ability to obtain, retain, and maintain, without unreasonable expense, suitable rights-of-way and facilities, and to provide for the installation of those facilities required to furnish and maintain that service.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION

This part of the Rules and Regulations Section of the tariff provides information to telephone consumers about: resolving disputes with the Company, applying for service, the classification of business and residential rates, deposits, billing, refusal of service, disconnection of service and cancellation of service. The rules set forth below summarize Sections 26.23, 26.24, 26.25, 26.27, 26.28 and 26.30 of the Public Utility Commission Substantive Rules. Please refer to the Substantive Rules for additional details concerning these provisions. A complete copy of the Substantive Rules will be available for review upon request.

T

A. Resolution of Disputes

A customer may file a complaint, by letter or by telephone, with the Company and within twenty-one (21) days, the Company will investigate and advise the customer of its response. Complaints forwarded to the Company by the Public Utility Commission (PUC) will be investigated and responded to in writing to the PUC within 21 days of receipt.

N

|

N

In addition, any customer or applicant for service who is not satisfied with the Company's response to a complaint against any Company action or determination under the Commission's customer service rules shall be given an opportunity for a supervisory review by the Company. If the Company is unable to provide a supervisory review immediately after a customer requests one, the Company shall arrange a review at the earliest possible date. Service shall not be disconnected pending completion of the review, but if the customer chooses not to participate in the review or fails to make arrangements for a review to take place within five days after requesting it, the Company may disconnect service provided notice has been issued under standard disconnect procedures. Any customer who is dissatisfied with the Company's review shall be informed of his right to file a complaint and/or request a hearing before the appropriate municipal regulatory body or the Public Utility Commission of Texas, whichever is applicable. The results of the supervisory review must be provided in writing to the customer within ten (10) days of the review, if requested.

T

T

T

M

M

|

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAR 16'00 CONTROL# <u>DKT. NO. 22193</u> TARIFF CLERK</p>
--

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

B. Application for Service

Application for service, or requests from customers for additional service or changes in the grade or class of service become contracts when received by the Company and are subject to the minimum contract term of one month unless specified otherwise. The Company reserves the right to require application for service to be made in writing on forms supplied by it.

Any general change in rates, rules or regulations modifies the terms of the contract to the extent of such change without further notice. However, if rates are increased, the customer may cancel his contract upon reasonable written notice and upon payment for all service and any contractual liability.

C. Refusal of Service

1. Compliance by Applicant

The Company may decline to serve an applicant until such applicant has complied with the state and municipal regulations and the Company-approved rules and regulations on file with the Commission governing the service applied for or for the following reasons:

- a. The applicant's installation, power supply or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be provided; T
- b. The applicant fails to comply with the Company's tariffs pertaining to operation of nonstandard equipment, power supply, or unauthorized attachments which interfere with the service of others. The Company will provide the applicant notice of refusal and allow the applicant a reasonable amount of time to comply with the Company's tariffs. T

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
SEP 8'08	CONTROL# <u>DKT. NO. 35957</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

C. Refusal of Service (Continued)

1. Compliance by Applicant (Continued)

- c. The applicant has acted as a guarantor for another customer and fails to pay the guaranteed amount, where such guarantee was made in writing to the utility and was a condition of service;
- d. The applicant applies for service at a location where another customer received, or continues to receive, service and the utility bill is unpaid at that location and the utility can prove that the change in identity is made to avoid or evade payment of the Company bill. An applicant may request a supervisory review if the Company determines that the applicant intends to deceive the utility and refuses to provide service;
- e. Except as provided in Section 1, subsection V, of this tariff describing Prepaid Local Telephone Service, service may be refused, if the applicant for nonresidential service owes a debt to any utility for the same kind of service as that applied for, including long distance charges for nonresidential applicants where a provider of basic local telephone service bills those charges to the customer pursuant to its tariffs. If the applicant's indebtedness is in dispute, the applicant will be provided service upon complying with the Company deposit requirements. Payment of long distance charges is not a condition of local exchange service for residential applicants; and
- f. The applicant refuses to make a deposit if required under these rules.

2. Applicant's Recourse

In the event that the Company refuses to serve an applicant under the provisions of these rules, the Company must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the Public Utility Commission of Texas. The Company will inform applicants eligible for Prepaid Local Telephone Service (PLTS), that PLTS service is available if they are not eligible for standard local telephone service.

N
|
N
ND
|
N
T
M
|
M
N
|
N

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAR 16'00 CONTROL# <u>DKT. NO. 22193</u> TARIFF CLERK</p>
--

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

C. Refusal of Service (Continued)

3. Insufficient Grounds for Refusal to Serve

The Company shall not refuse service to a present customer or applicant because of:

- a. delinquency in payment for service by a previous occupant of the premises to be served;
- b. failure to pay for any charges not included in the Company's tariffs; T
- c. failure to pay a bill to correct previous underbilling due to misapplication of rates of more than six months prior to the date of application unless the underbilling is a result of theft of service; T
D
- d. failure to pay a bill of another customer as guarantor thereof, unless the guarantee was made in writing to the Company as a condition precedent to service; T
- e. failure to pay a bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a telephone bill; and T
- f. failure of a residential applicant to pay for long distance charges. N

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAR 16'00 CONTROL# <u>DKT. NO. 22193</u> TARIFF CLERK</p>
--

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

D. Application Of Business Or Residence Rates

1. Business rates apply at the following locations:
 - a. in offices, stores, factories, and all other places of a strictly business nature;
 - b. in boarding houses (except as noted below), offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs, or lodges, public, private or parochial schools, colleges, hospitals, libraries, churches, and other similar institutions, except in churches and lodges as specified below;
 - c. at residence locations when the customer 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 a residential nature. This fact might be indicated by some form of advertising, or when such business use is not typically characteristic of residential telephones usage and occurs during times when, in compliance with the law or established custom, business places are ordinarily closed;
 - d. at a residence where an office is maintained within the premises or where an office, shop or other place of business is adjacent to the residential premises with a connecting door or other opening between the two, or where the residence serves as a headquarters for a commercial, institutional or professional pursuit;
 - e. in college fraternity houses where the members lodge within the house; and/or
 - f. at any location where the location and expected usage of telephone service at that location are indicative of a business, trade or profession.

By: Mr. Justin Haynes
Title: President

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

D. Application of Business or Residence Rates (Continued)

2. Residence rates apply at the following locations:
 - a. in a private residence where business listings are not provided;
 - b. in private apartments of hotels, rooming houses or boarding houses where service is confined to the customer's use and which are not advertised as a place of business;
 - c. in the place of residence of a clergyman, physician, nurse or other medical practitioner, provided the office is located in their residence and is not a part of an office building. In any such cases, the listing may indicate the customer's profession, but only in connection with an individual name. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply;
 - d. in a private stable or garage when strictly a part of a domestic establishment;
 - e. in churches where the service is not accessible for public use as in a clergyman's study; and/or
 - f. in fire department dormitories or sleeping quarters where the telephone number is not published, and the telephone is not available for use by the general public.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 28, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

E. Advance Payments

When making application for service, the applicant may be required to pay, at the time the application is accepted, the service connection charge, if applicable, and the first month's charges for exchange service, excluding charges for local messages in excess of the monthly guarantee. This provision does not apply if a deposit is collected. In all cases, the regular monthly charges for service are payable as specified in the Local Exchange Tariff. The provisions of this paragraph affect the initial payment only and not the subsequent billing and collecting practices as elsewhere provided in this tariff.

F. Deposits

The following provisions summarize the principal features of the Commission's Substantive Rules on deposits. Section 26.24 of the Commission's rules provides additional details concerning this provision. Customers who are required to provide an initial deposit in order to receive service will be provided information about the deposits requirements.

1. Requirements for Permanent Residential Applicants

- a. The Company may require a residential applicant for service to establish satisfactory credit, but establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Credit worthiness established by spouses during the last twelve (12) months of shared service shall be applied equally for twelve (12) months immediately following divorce to a spouse or former spouse who shared the service. Credit history maintained by one must be applied equally to the other without modification and without additional qualifications not required of the other.

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAR 16'00 CONTROL# <u>DKT. NO. 22193</u> TARIFF CLERK</p>
--

T
T
N
N

T
T

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

- b. Subject to the following conditions, a residential applicant shall not be required to pay a deposit:
 - 1) if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such telephone service account and during the last twelve (12) consecutive months of service did not have more than one occasion in which a bill for such service was paid after becoming delinquent and never had service disconnected for nonpayment;
 - 2) if the residential applicant furnishes in writing a satisfactory guarantee for the amount of the required deposit to secure payment of bills for the service requested; and/or
 - 3) if the residential applicant demonstrates a satisfactory credit rating by appropriate means including, but not limited to, the production of generally acceptable credit cards, letters of reference, and the names of credit references which may be quickly and inexpensively contacted by the Company, or ownership of substantial equity.
- c. The Company may require an initial deposit from residential customers if:
 - 1) the customer has on more than one occasion during the last twelve (12) consecutive months of service been delinquent in paying a bill for telephone service; or
 - 2) the customer's service was disconnected for nonpayment.
- d. Alternatively, the customer may furnish a satisfactory written guarantee to secure payment of bill in lieu of a cash deposit.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

2. Requirements for Commercial and Industrial Service Customers

If the credit of a commercial or industrial applicant for service has not been satisfactorily established to the Company, the applicant may be required to make a deposit.

3. Reestablishment of Credit

An applicant who had previously been a customer of the Company and whose service had been discontinued for nonpayment of bills shall be required, before service is rendered, to pay all amounts due the Company, or execute a deferred payment agreement, if offered, to reestablish credit.

4. Amount of Deposit and Interest for Permanent Residential, Commercial and Industrial Service and Exemption from Deposit

a. Initial Deposit - The required deposit shall not exceed an amount equivalent to one-sixth (1/6) of the estimated annual billings except as provided by Prepaid Local Telephone Service (Sec. 1, V.). The estimate of billings for residential customers and applicants may include only charges in the Company tariffs but may not include estimated billings from long distance charges. The deposit amount for nonresidential customers and applicants may include estimated billings from long distance charges only where the Company bills those charges to the customer.

In determining the amount of any deposit permitted by this section, no revenue from non-tariffed products or services may be used.

T
T
N
|
N

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAR 16'00 CONTROL# <u>DKT. NO. 22193</u> TARIFF CLERK</p>
--

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

b. Additional Deposit Requirements

- 1) During the first twelve (12) months of service, if actual usage is three times estimated usage (or three times average usage of most recent three bills) and current usage exceeds \$150 and 150% of the security held, a new deposit requirement may be calculated. The Company may require an additional deposit to be made within ten (10) days after issuance of written notice of termination and requested additional deposit. In lieu of the additional deposit, the customer may elect to pay the current usage within ten (10) days after issuance of written notice of termination and requested additional deposit.
- 2) Commercial Service - If actual billings are at least twice the amount of the estimated billings, and a suspension notice has been issued on a bill within the previous twelve (12) month period, a new deposit may be required to be made within ten (10) days after issuance of written notice of termination and requested additional deposit. T
- 3) Residential Service - If actual billings are at least twice the amount of the estimated billings after two billing periods, and a suspension notice has been issued on a bill within the previous twelve (12) month period, a new deposit may be required to be made within ten (10) days after issuance of written notice of termination and requested additional deposit. In lieu of additional deposit, the customer may elect to pay the current bill by the due date of the bill, provided the customer has not exercised this option in the previous twelve (12) months. T

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAR 16'00 CONTROL# DKT. NO. 22193
TARIFF CLERK

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

- c. In determining the amount of any deposit permitted in this tariff, no revenue from estimated telephone directory advertising will be used.
- d. Interest on Deposits - On deposits required from customers, the Company shall pay a minimum interest on such deposits at an annual rate. The amount of interest to be paid on deposits will be established by the Commission on an annual basis in accordance with statutory requirements. The applicable statute is Tex. Rev. Civ. Stat. Ann. art. 1440a (Vernon 1989). The current rate is established by the Commission annually in December for the following year and is reflected in the Order Setting Interest Rates included in this tariff.
 - 1) Payment of the interest to the customer shall be annually if requested by the customer or at the time the deposit is returned or credited to the customer's account.
 - 2) The deposit shall earn interest from the date paid and shall cease to draw interest on the date it is returned or credited to the customer's account.

5. Applicants for Permanent Residential Service Who are Sixty-five (65) Years of Age or Older

All such applicants will be considered as having established credit if the applicant does not have an outstanding account balance with the Company or another utility for the same service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED

AUG 27, '92 CONTROL# DKT. NO. 10996
TARIFF CLERK

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

6. Refund of Deposit

- a. If service is not connected or after disconnection of service, the Company shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless in accordance with these rules.
- b. When the customer has paid bills for service for twelve (12) consecutive residential billings or for twenty-four (24) consecutive commercial or industrial billings without having service disconnected for nonpayment and without having more than two occasions on which a bill was delinquent, and when the customer is not delinquent in the payment of current bills, the Company shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's bill or void the guarantee. If the customer does not meet these refund criteria, the deposit and interest may be retained.

7. Deposit Not to Affect Regular Collection Practices

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sum due the Company for services rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber has made a deposit with the Company.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

G. Order of Precedence for Establishing Service

Applications for service in a particular exchange will be completed in accordance with the chronological order of receipt and depending upon the availability of facilities. Where facilities are limited, the following order of precedence shall apply:

1. Application for new business service shall be given priority over applications for residence service.
2. All others.

H. Billing and Payment For Service

1. The customer is responsible for payment of all charges for services furnished, including charges for service originated or accepted at his access line. In addition, the customer is responsible for any charges which may be applicable to a guarantee of deposit as provided in Subparagraph F.1.b.2., above.
2. Disputed Bills

In the event of a dispute between a customer and the Company over any bill for utility service, the Company shall make an appropriate investigation and report the results to the customer. In the event the dispute is not resolved, the Company shall inform the customer of the Public Utility Commission's complaint procedures.

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED AUG 27, '92 CONTROL# <u>DKT. NO. 10996</u> TARIFF CLERK</p>
--

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Billing and Payment for Service (Continued)

3. The customer shall pay all charges for monthly service in advance. Payment is due on or before the due date which is sixteen (16) days after issuance of the bill. The postmark, if any, on the envelope of the bill, or the issuance date on the bill, if there is no postmark on the envelope, shall constitute proof of the date of issuance. If the bill is not paid by the due date, the Company may discontinue service ten (10) days after written notice has been sent to the customer in accordance with Paragraph 23.45(a) and 23.46(a) of the Commission's Substantive Rules.
4. If a residential customer expresses an inability to pay all of his or her bill and has not been issued more than two termination notices at any time during the preceding twelve (12) months, the customer may enter into a deferred payment plan with the Company in accordance with Paragraph 23.45 of the Commission's Substantive Rules.
5. A one-time penalty not to exceed five (5) percent may be applied to delinquent commercial or industrial bills. The one-time penalty shall not apply to residential bills. The penalty may not be applied to any balance to which the penalty was applied in a previous billing and shall only apply on undisputed amounts or if the dispute is resolved in favor of the Company.
6. Any applicant or one for whom an application is made, owing the Company for service furnished under a former contract, shall pay or make satisfactory arrangements for paying any bill outstanding and unpaid before any additional service will be furnished.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED

AUG 27, '92 CONTROL# DKT. NO. 10996
TARIFF CLERK

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Billing and Payment for Service (Continued)

7. Adjustment of Charges - If billings for telephone service are found to differ from the Company's lawful rates for the services purchased by the customer, the Company shall calculate a billing adjustment. If the customer was overcharged, the Company will refund all overcharges.

If the customer was undercharged, the Company may back bill the customer for a period not to exceed six (6) months, unless the underbilling is a result of theft of service. Service may not be disconnected, except in cases of theft of service, for charges incurred six months prior to the date the Company initially notifies the customer of the amount of undercharge and the total additional amount that will be due. If the underbilling is \$50.00 or more, the Company shall offer such customer a deferred payment plan option, for the same length of time as that of the underbilling, except for theft of service.

T
T
T

Overbillings that are not adjusted by the Company within three billing cycles of the bill in error shall accrue interest from the date of payment unless the utility chooses to provide interest to all of its affected customers from the date of the bill in error. The interest rate shall be established annually by the Commission in December for the following year in accordance with the Public Utility Commission's Substantive Rules.

T
D

8. Adjustments of Charges for Service Interruptions

In the event a customer's service is interrupted other than by the negligence or willful act of the customer and remains out of order for twenty-four (24) hours or longer after access to the premises is made available and after the customer reports to the Company that the service is out of order, the Company shall make an appropriate adjustment to the customer's bill.

N

9. Partial Payments

Upon receiving a partial payment from a residential customer, the Company will allocate payment first to basic local telephone service. Basic local service, if combined into a bundled package and subscribed to by a customer, will be charged the stand-alone rate according to Company tariffs.

N

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAR 16'00 CONTROL# <u>DKT. NO. 22193</u> TARIFF CLERK</p>

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Billing and Payment for Service (Continued)

10. Company-Initiated Toll Blocking

The Company will block a residential customer's access to long distance services at the request and expense of a long distance carrier due to the nonpayment of long distance charges. The charge to the long distance carrier will be not more than \$10.00 for one-time installation and will be not more than \$1.50 per month.

Where technically capable, the Company will provide toll blocking to allow the residential customer access to toll-free numbers. The Company will not apply toll blocking in an unreasonably preferential, prejudicial, or discriminatory manner. The Company will notify the customer within 24 hours of initiating toll block.

I. Notice to Governmental Entities Regarding Texas Prompt Payment Act

Non-residential customers who are governmental entities under the Texas Prompt Payment Act (TPPA), Chapter 2251 Title 10 General Government, Texas Government Code Annotated, are responsible for notifying the Company of their status. TPPA provisions apply to these customers with regard to overdue payment, interest due on overdue payment and certain exceptions as specified in the statute.

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

MAR 10' 2011 CONTROL# DKT. NO. 39149
TARIFF CLERK

N
|
N

By: Mr. Justin Haynes
Title: President

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service

1. Discontinuance with notice.

Proper notice consists of a separate mailing or hand delivery at least ten (10) days prior to the stated date of disconnection, with the words "termination notice" or similar language prominently displayed on the notice. If mailed, the cutoff day may not fall on a holiday or weekend but on the next work day after the tenth day.

Notices for residential customers will indicate the specific amount owed for tariffed local telephone services for which payment is required in order to maintain basic local telephone service. The notice will include the customer's right to receive basic local telephone service without entering Prepaid Local Telephone Service if the customer does not owe for basic local service.

Notices will include a statement notifying customers that if they need assistance paying their bill, or are ill and unable to pay their bill, they should contact the Company where they may be able to arrange an alternative payment method or establish a deferred payment plan.

Telephone service may be disconnected after proper notice for any of the following reasons:

- a. failure to pay a delinquent account for telephone service or failure to comply with the terms of a deferred payment agreement (the customer has neither paid a bill nor agreed to a deferred payment plan within twenty-six (26) days from the bill's date of issuance), except as provided in Prepaid Local Telephone Service;
- b. violations of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or relating to the operation of nonstandard provided equipment, if a reasonable attempt has been made to notify the customer, and the customer has been afforded a reasonable opportunity to remedy the situation;

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAR 16'00 CONTROL# <u>DKT. NO. 22193</u> TARIFF CLERK</p>
--

N
N
T
T

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service (Continued)

1. Discontinuance with notice (Continued)

c. failure to pay charges arising from an underbilling or comply with the Company's deposit or guarantee arrangements in accordance with Part III., Paragraph F., preceding;

MT
|
M

d. failure to pay a bill for charges that are in the Company's tariffs, including long distance charges for nonresidential customers only where the Company bills those charges to the customer pursuant to Company tariffs, or make deferred payment arrangements by the date of suspension or disconnection; and/or

N

e. avoidance of toll blocking by incurring long distance charges after toll blocking was implemented by the Company due to nonpayment of long distance charges.

N

2. Telephone service may be disconnected without notice under either of the following conditions:

M

a. a known dangerous condition exists; or

T

b. service is connected without authority by a person who has not applied for service or who has reconnected service without authority or service was reconnected after termination for nonpayment; or

c. instances of tampering with Company equipment, evidence of theft of service, or other acts to defraud the Company.

T
T

M

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAR 16'00 CONTROL# <u>DKT. NO. 22193</u> TARIFF CLERK</p>
--

MM

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service (Continued)

3. The Company may not disconnect service for any of the following reasons:
- a. failure to pay for any charges not included in the Company's tariffs;
 - b. failure to pay for a different type or class of telephone service unless charges were included on the bill at the time service was initiated;
 - c. failure to pay the account of another customer as guarantor thereof, unless the Company has in writing the guarantee as a condition precedent to service;
 - d. failure to pay charges arising from an underbilling resulting from any misapplication of rates more than six months prior to the current billing, except for theft of service;
 - e. failure to pay disputed or unauthorized charges until a determination is made on the accuracy of the charges;
 - f. failure of a residential customer to pay long distance charges; or
 - g. where a delinquent customer at a permanent residence has established that such action will prevent the customer from summoning emergency medical help for someone seriously ill residing at that residence and the customer has complied with the following:
 - (1) Each time a customer seeks to avoid suspension or disconnection of service under this subsection, the customer before the date of suspension or disconnection must:
 - (a) have the person's attending physician (the term "physician" means any public health official, including, but not limited to, medical doctors, doctors of osteopathy, nurse practitioners, registered nurses, and any other similar public health official)

D
T
T
T
T
N
N

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
MAR 16'00 CONTROL# DKT. NO. 22193
TARIFF CLERK

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service (Continued)

3. The Company may not disconnect service for any of the following reasons:
(Continued)

contact the Company by the stated date of disconnection;

(b) have the person's attending physician submit a written statement to the Company; and

(c) enter into a deferred payment plan.

The prohibition against suspension or disconnection is effective sixty-three (63) days from the issuance of the Company's bill or a shorter period agreed upon by the Company and the customer or physician.

4. Disconnection on holidays or weekend.

Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when Company personnel are not available to the public for the purpose of making collections and reconnecting service.

N
|
N
|
M
|
M

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED MAR 16'00 CONTROL# <u>DKT. NO. 22193</u> TARIFF CLERK</p>
--

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service (Continued)

5. Disconnection due to abandonment.

The Company may not abandon a customer or a certificated service area without written notice to its customers therein and all similar neighboring companies, and without approval from the Commission.

6. Collection costs.

The customer is responsible for all collection costs, including attorney's fees, incurred by the Company as a result of any breach of contract by the customer.

7. Disputes.

In the event of a dispute between a customer and the Company, the Company shall not disconnect service pending completion of a supervisory review of the dispute as provided in Part III., Paragraph A., above.

J. Cancellation of Application For Basic Service

When the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

When installation of service has been started prior to the cancellation, a cancellation charge equal to the minimum service charge shall apply.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

J. Cancellation of Application for Basic Service (Continued)

Where special construction has been started prior to the cancellation, a charge equal to the cost incurred in the special construction, less net salvage, applies. Installation or special construction for a customer is considered to have started when the Company incurs any expense in connection with the installation which would not otherwise have been incurred.

K. Termination of Service

The customer may terminate service prior to the expiration of the initial contract period after giving notice to the Company, and after payment of the termination charges given below, in addition to all charges due for service which has been furnished.

1. In the case of service for which the initial contract period is one month, the charges are due for the balance of the initial month.
2. Service may be terminated after the expiration of the initial contract period after notifying the Company and payment of charges due to the date of termination of the service as provided elsewhere in this tariff.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES

A. Use of Service

1. Local exchange telephone service, as distinguished from pay telephone access service, is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of customer service may be extended to guests of a Hotel-Motel. The Company has the right to refuse to install customer service or to permit such service to remain on the premises of a public character, when the service is so located that the public in general or patrons of the customer may make use of the service. At such locations, however, customer service may be installed, provided the service is so located that it is not accessible for public use. T
D
D
2. The customer is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage, or that of any of his authorized users.
3. Local residence exchange service may not be resold or used to provide access to resold or shared customer premises key equipment. Local business exchange service may not be resold or used to provide access to resold or shared customer premises key or switching equipment, intraLATA Long Distance Message Telecommunications Service and intraLATA Wide Area Telecommunications Service.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
FEB 03, '04 CONTROL# DKT. NO. 29113
TARIFF CLERK

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

A. Use of Service (Continued)

4. Transmitting Messages - The Company does not transmit messages but offers the use of its facilities for communications between its customers.
5. Use of Lines of Other Companies - When suitable arrangements can be made, lines of other telephone companies may be used in establishing connections to points not reached by the Company's lines. In establishing connections with the lines of other companies, the Company is not responsible or liable for any action of the connecting company.
6. Unauthorized Attachments or Connections - No equipment, accessory, apparatus, circuit or device shall be attached to or connected with Company facilities except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection or to disconnect service. The customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his premises because of the use of such attachments or connections.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

A. Use of Service (Continued)

9. Except as otherwise provided in this Tariff, nothing herein shall be construed to permit the use of a device to interconnect any Company-owned line or channel with any other communications line or channel of the Company or of any other person. T
10. Use of Automatic Dial Announcing Devices T
- a. An automatic dial announcing device is any automatic equipment used for telephone solicitation or collection that plays a recorded message when a connection is completed to a telephone number. T
T
D
|
D
- b. The following requirements are imposed on the user of an automatic dial announcing device: T
- 1) the user shall obtain a permit from the Commission, and the Company may request a copy of such permit from the Commission; T
- 2) the device is not used for random number dialing or to dial numbers by successively increasing or decreasing integers and may not simultaneously engage two or more lines of a multi-line business; T
T
- 3) the message conveyed by the device, or a message delivered by a human, must deliver the message in a single language and state within the first 30 seconds the nature of the call and the name, address, and call-back telephone number other than the device number, of the person, company, or organization making the call unless the device is used for debt collection purposes in compliance with federal regulation, or there is a live operator for hold announcement purposes; T
|
T

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED SEP 11, '02 CONTROL# <u>DKT. NO. 26437</u> TARIFF CLERK</p>
--

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

A. Use of Service (Continued)

- 4) When used for solicitation, must have a message shorter than 30 seconds or the ability to detect an answering device and terminate the call within 30 seconds; N
|
N

- 5) The device disconnects from the called person's line not later than five (5) seconds after either party terminates the call. Where the device cannot disconnect within that period, a live operator must introduce the call and receive the called party's consent; T
|
T
T

- 6) No calls shall be made to emergency telephone numbers of hospitals, fire departments, law enforcement offices, medical physician or service offices, health care facilities, poison control centers, "911" lines, other entities providing emergency service, any guest room or patient room of a hospital, health care facility, elderly home, or similar establishment, any telephone numbers assigned to paging service, cellular telephone service, specialized mobile radio service, or other radio common carrier, or any service for which the called party is charged for the call; |
T
T

- 7) For calls terminating in the State of Texas, the device is not to be used to make a call: T
 - i. on a Sunday before noon or after 9 p.m., or before 9 a.m. or after 9 p.m. on a weekday or a Saturday, when the device is used for solicitation; or T

 - ii. at any hour that collection calls would be prohibited under the Federal Fair Debt Collection Practices Act, 15 United States Code, Section 1692 et seq., when the device is used for collection purposes; and/or T

- 8) A violation of any portion of this Section shall subject the user to Commission administrative penalties for each day violations occur and to prosecution for a Class A misdemeanor as set forth in Section 87B (f) of the Public Utility Regulatory Act, § 55.138. T
|

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**
SEP 11, '02 CONTROL# DKT. NO. 26437
TARIFF CLERK

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

A. Use of Service (Continued)

- 9) If during a call, a cross-promotion or reference is made to any sponsor-provided service where the caller will incur a charge to place the call, the estimated time and rate must be stated. N
|
N

- c. Disconnection - The Company may disconnect or refuse to connect service to a person using or intending to use an automatic dial announcing device if it determines that the device is causing network harm. T
T M

The Company shall disconnect service to a person upon a determination and notice by the Commission that the person is violating the rules set forth in this section. Where the Company receives Commission notice that a court or qualified agency has suspended a permit as allowed in state-issued licenses for failure to pay child support, the Company shall in these instances disconnect immediately. The Company may reconnect service to the person only upon a determination by the Commission that the person will comply with the Commission's rules as set forth in this section. |
M
T
T M

Except for immediate disconnection as noted above, the Company shall give written notice, by mail or hand delivery, if practicable, to the person using the device of its intent to disconnect service not later than the third day before the date of the disconnection, except that if the device is causing network congestion or blockage, the notice may be given by telephone or hand delivery, if practicable, on the day before the date of disconnection. |
M
T

- d. Exception - These provisions do not apply to the use of an automatic dial announcing device when the call is used for an emergency or public service approved by a county's emergency management coordinator in the county where the call is received or where a public or private primary or secondary school system attempts to account for truant students. T
|
T
T

- e. Form and Fee - Anyone applying for a permit to use one or more automatic dial announcing devices shall use a Commission form and pay the required fee set by the Commission for each permit issued. N
N

- f. Complaints - The Company shall record and forward ADAD-related complaints to the Commission within three days of Company receipt and so inform the complainant |

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
SEP 11, '02 CONTROL# DKT. NO. 26437
TARIFF CLERK

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

B. Obligations of Customers

1. Alterations - The customer agrees to notify the Company promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's facilities, and the customer agrees to pay the Company's current costs for such changes.
2. Use of Commercial Power - Unless specifically provided otherwise in this tariff, when commercial power is used for the operation of customer provided premises equipment, the customer provides the necessary power wiring, power outlets and commercial power and assumes all responsibility for the safe condition of the power wiring, power outlets and commercial power.

C. Rights of the Company

1. Work Performed on an Overtime Basis - The charges specified in this Tariff do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer. If the customer requests that overtime labor be performed, an additional charge, based on the additional costs involved, applies.
2. Work Interruption - The charges specified in this Tariff do not contemplate work once begun being interrupted by the customer. If the customer interrupts work once begun, an additional charge, based on the additional costs involved, applies.
3. Ownership - Any facilities on the customer's premises furnished by the Company shall be and remain the property of the Company, whose agents and employees have the right to enter said premises at any reasonable hour for the purpose of installing, terminating, inspecting, maintaining or repairing service, and making collections from pay telephones.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

C. Rights of the Company (Continued)

4. Impairment of Telephone Service - When the general telephone service to the public is impaired by a customer's use of telephone service, or service directly incident thereto, the Company shall have the right to require the customer to contract with the Company for such additional facilities as may be necessary in the Company's judgment to remove the cause of said impairment, or if the customer refuses this requirement or will not remedy the situation, to discontinue service completely.
5. Abandonment of Telephone Service - The Company may discontinue service which has been abandoned.
6. Abuse of Telephone Service - After giving the customer a reasonable opportunity to remedy the situation and after giving proper notice, the Company may discontinue service which is used:
 - a. in such a way that interferes with the service of other telephone users;
 - b. for any purpose other than as a means of communication;
 - c. to communicate profane or obscene language;
 - d. for a call or calls, anonymous or otherwise, if made in a manner which reasonably could be expected to frighten, abuse, torment or harass another;
 - e. in any fraudulent or unlawful manner;
 - f. in manner which violates any of the Company's lawful regulations; or
 - g. to obtain a customer's listed name, address or telephone number from Directory Assistance for any purpose other than to facilitate the making of a telephone call.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

C. Rights of the Company (Continued)

7. Telephone Directories - The Company normally publishes telephone directories annually.
 - a. Distribution - The Company distributes to its customers without charge such directory information as in its opinion is generally necessary for the efficient use of the service. Any additional directories or information requested by a customer will be furnished without additional charge if the Company agrees, that such provisions will make the customers use of telephone service more efficient. Other directories will be furnished at the Company's discretion at a reasonable rate.
 - b. Ownership - Directories regularly furnished to customers are the property of the Company, are loaned to customers to aid in the use of telephone service, and are to be returned to the Company upon request. Customers must not deface or mutilate directories. The Company has the right to make a charge for directories issued in replacement of directories destroyed, defaced or mutilated while in possession of customers.
8. Telephone Numbers - The Company reserves the right to change the telephone number or numbers assigned to a customer or the central office designation associated with such telephone number or numbers, or both, as reasonably appropriate in the conduct of its business. The customer has no property right in any number or central office designation assigned by the Company.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Company

1. Given the customer's exclusive control of his communications over Company-provided facilities, and of the other uses for which Company facilities may be furnished, and because errors incident to the service and the use of facilities are unavoidable, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein.
2. The Company's failure to provide or maintain facilities under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's control, subject to the interruption allowance provisions by this tariff.
3. Defacement of Premises - No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the sole negligence of the Company or its employees.
4. Errors - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer or any others, for damages arising from errors or omissions in the making up or printing of its directories or in accepting listings as presented by customers or prospective customers, the Company's liability, if any, shall not exceed the amount paid for local exchange service during the period covered by the directory in which the error or omission occurred.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Company (Continued)

5. Interruptions of Service - In the event a customer's service is interrupted by other than the negligence or willful act of the customer, and it remains out of order for twenty-four (24) hours or longer after access to the premises is made available and after being reported to be out of order, appropriate adjustments or refunds shall be made to the customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the customer shall be the pro rata part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for telephone service. No allowance for interruption of service will be made for any period in which such service interruption is caused by malfunction or failure of customer-owned equipment.
6. Indemnification - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer or by any others, the customer indemnifies and holds harmless the Company against claims, losses or suits for injury to or death of any person, or damage to any property which arises from:
 - a. the use, placement or presence of the Company's facilities on the customer's premises; or
 - b. the use of customer-provided premises equipment, voltages or currents transmitted over the Company's facilities caused by customer-provided premises equipment.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 27, '92	CONTROL# <u>DKT. NO. 10996</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Company (Continued)

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

7. Liability - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring during provision of telephone service, the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this tariff as an allowance for interruptions. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer or authorized user, or joint user, or which arise from the use of customer-provided premises equipment shall not result in the imposition of any liability whatsoever upon the Company.

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
NOV 20, '96	CONTROL# <u>DKT. NO. 16546</u>
TARIFF CLERK	

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

E. E911 Service

1. Description

- a. 911 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- b. 911 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide access to 911 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 911 calls are routed for response.
- c. E911 (or Enhanced 911) Service automatically routes 911 calls to a PSAP and provides the calling telephone number and Registered Location, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. A Registered Location is defined as the most recent information obtained by the Company that identifies the physical location of an end user.
- d. Where access to E911 Service is provided over Internet Protocol (IP) technologies, the E911 Service may not operate during a power outage, and may not be restored until power is restored and end user equipment is reset. The IP-based E911 Service also will not operate if the customer's broadband connection is disrupted. If the customer moves the telephone equipment to a location other than the Registered Location, as defined herein, the E911 Service will not route the emergency call to the appropriate PSAP and provide the appropriate end user address. The Customer is responsible for updating their Registered Location information to ensure that IP E911 Service functions properly.

ND

D

N

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
March 6, 2016 Tariff No. 45657
TARIFF CLERK

By: Justin Haynes
Title: Chairman and CEO

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

E. E911 Service (Continued)

2. Regulations and Liability Information

- a. E911 Service is regulated by the Texas Commission on State Emergency Communications.
- b. The telephone subscriber forfeits the privacy afforded by nonlisted and nonpublished service to the extent that subscriber information associated with the originating station location are furnished to the PSAP. The telephone subscriber (published and nonpublished) consents to the storage and retention of the subscriber name, telephone number and address in the E911 database and also consents to access to this information by PSAPs and Emergency Response Agencies for the sole purpose of responding to an emergency call.
- c. The Company makes no warranty that access to E911 will be uninterrupted, timely, secure, or error-free, or, in the case of IP-based E911, that battery backup power will be sufficient to maintain the service throughout any and/or all power outages.

N
|
N

By: Justin Haynes
Title: Chairman and CEO

<p>PUBLIC UTILITY COMMISSION OF TEXAS EFFECTIVE March 6, 2016 <u>Tariff No. 45657</u> TARIFF CLERK</p>
--

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

E. E911 Service (Continued)

3. Rates and Charges

- a. No charge will be applied by the Company to the calling party for calls placed to the 9-1-1 telephone number.
- b. A monthly 911 Service Fee will be imposed on each non-exempt "local exchange access line" or its equivalent as defined by the Texas Commission on State Emergency Communications. The amount of the fee varies by region and is set by the Texas Commission on State Emergency Communications.
- c. Where the 911 Service Fee does not fully offset the cost of 911 Service, a monthly 911 Equalization Surcharge will be imposed on each non-exempt "local exchange access line" or its equivalent, as defined by the Texas Commission on State Emergency Communications. The amount of the fee is set by the Texas Commission on State Emergency Communications.
- d. Remittance of the 911 Service Fee is generally determined by the physical location of the customer's telephone. In the case of a customer receiving IP service that is nomadic, in that it can be accessed from any broadband connection, the situs for determining the applicable 911 Service Fee is the customer's billing address.

V. RESERVED FOR FUTURE USE

N

N

By: Justin Haynes
Title: Chairman and CEO

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
March 6, 2016 Tariff No. 45657
TARIFF CLERK

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

VI. TEXAS UNIVERSAL SERVICE FUND (TUSF) SURCHARGE

- A. The purpose of the Texas Universal Service Fund (TUSF) is to implement a competitively neutral mechanism that enables all residents of Texas to obtain basic telecommunications services. Because targeted financial support may be needed in order to provide and price basic telecommunications services in a manner to allow accessibility by consumers, the TUSF will assist local exchange companies (LECs) in providing these services at reasonable rates in high cost rural areas. In addition, the TUSF will reimburse the following entities: qualifying local exchange companies for revenues lost as a result of providing Lifeline and Link-Up America services to qualifying low-income consumers under the Public Utility Regulatory Act; telecommunications carriers providing statewide telecommunications relay service; qualified vendors providing specialized telecommunications device distribution service for the hearing-impaired and speech-impaired; and the Texas Department of Human Services, the Texas Department for the Deaf and Hard of Hearing, the Texas Universal Service Fund administrator, and the Public Utility Commission for the costs incurred in implementing the provisions of the Public Utility Regulatory Act, Chapter 56 (relating to Telecommunications Assistance and the Universal Service Fund.) T

- B. The TUSF Surcharge is for recovery of the Company's TUSF assessment. The Company's TUSF Surcharge amount is determined by applying the TUSF assessment rate, as determined by the Commission, to actual rates for services that are considered "intrastate telecommunications services receipts," as that term has been defined by the Commission. T
T

- C. The TUSF Surcharge will be identified on the retail customer's bill as the "Texas Universal Service." Effective September 1, 2004, charges for all eligible intrastate taxable telecommunications services receipts on a retail customer's bill, excluding Lifeline and Link-Up America services, will be assessed a TUSF surcharge based on the TUSF assessment rate approved by Commission Order. The TUSF Surcharge assessment percentage may be changed periodically by the Commission. T
T

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
AUG 26, '94	CONTROL# <u>DKT. NO. 29960</u>
TARIFF CLERK	

RULES AND REGULATIONS
APPLYING TO ALL CUSTOMERS' CONTRACTS

D

D

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
OCT 07, '08	CONTROL# <u>DKT. NO. 36112</u>
TARIFF CLERK	

GLOSSARY

INDEX

Term	Page
A	
Access Line	8
Air Line Measurement	8
Ancillary Devices	8
Answering Equipment	8
Applicant	8
Authorized Protective Connecting Module	8
Authorized User	8
B	
Building (Same)	9
Business Service	9
C	
Call	9
Calling Area	9
Cancellation Charges	9
Central Office	9
Central Office Area	10
Central Office Building	10
Central Office Line	10
Channel	10
Circuit	10
Class of Service	10
Commission	10
Communications Systems	11
Company	11
Conduit	11
Connecting Company	11
Connection	11
Connection Charge	11
Construction Charge	11
Continuous Property	11
Contract	12

By: Mr. Justin Haynes
Title: President

GLOSSARY

INDEX

Term	Page
C	
Contract Period	12
Cost or Cost Basis	12
Customer	12
Customer Premises Inside Wire	12
Customer Provided Terminal Equipment	12
Customer Trouble Report	13
D	
Demarcation Point	13
Direct Burial	13
Direct Connection	13
Direct Electrical Connection	13
Directory	13
Directory Assistance Service	14
Directory Listing	14
Disconnect Notice	14
Disconnection of Service	14
Drop Wire	14
E	
Entrance Facilities	14
Exchange	14
Exchange Access Line	15
Exchange Area	15
Exchange Line	15
Exchange Service	15
Exchange Service Area	15
Extended Local Calling Service	16
F	
Facilities	16
Family	16
Flat-Rate Service	16
Foreign Exchange Service	16

By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS APPROVED
March 12, 2012 - CONTROL# 40203

GLOSSARY

INDEX

Term		Page
	G	
General Exchange Services		16
Grandfathered Communications Systems		17
Grandfathered Connections of Communications Systems		17
Grandfathered Connections of Terminal Equipment		17
Grandfathered Terminal Equipment		18
	H	
Harm		18
Household		18
	I	
Identification Number		18
Individual Line Service		18
Initial Nonrecurring Charge		19
Initial Service Period		19
Installation Charge		19
Intercept Service		19
Interexchange Private Line		19
Interface		19
Interface Equipment		20
InterLATA		20
IntraLATA		20
Intraexchange Channel Service		20
Intraexchange Service		20
	J	
Jack		20
	K	
Key Equipment		20
Key System Line		20
Key Telephone Set		21
Key Telephone System		21

By: Mr. Justin Haynes
Title: President

GLOSSARY

INDEX

Term	Page
L	
Labeling	21
Line	21
Local Access and Transport Area (LATA)	21
Local Calling Area	21
Local Channel	21
Local Exchange Service	22
Local Message	22
Local Message Charge	22
Local Service	22
Local Service Area (Local Calling Area)	22
Local Service Charge	22
Long Distance Message Telecommunications Service	23
M	
Maintenance Service Charge	23
Message	23
Mileage	23
Minimum Contract Period	23
Miscellaneous Common Carriers	23
Mobile Telephone Service	24
Modular Outlet	24
N	
Network Control Signaling	24
Network Control Signaling Unit	24
Network Interface	24
Nonpublished Telephone Number	24
Nonrecurring Charge	24
Normal Central Office	24

By: Mr. Justin Haynes
Title: President

GLOSSARY

INDEX

Term	Page	
O		
One-Party Service	24	
Other Common Carrier (OCC)	25	
Other Common Carrier Terminal Location	25	
Outlet	25	
P		
Pay Telephone Access Service	25	T
Permanent Disconnect	25	
Person	25	
Premises	25	
Premises Wiring	26	
Preassigned Number	26	
Prewiring	26	
Primary Termination	26	
Principal Central Office	26	
Private Branch Exchange (PBX)	26	
Private Branch Exchange Trunks	27	
Private Line	27	
Private Line Service	27	
Protective Connecting Arrangement	27	
Public Thoroughfare	27	D
Published Telephone Number	27	
R		
Rate Center	28	
Reference Listing	28	
Registered Protective Circuitry	28	
Registered Terminal Equipment	28	
Residence Exchange Access Line	28	
Residential Service	28	
Rotary Dial Service	28	
Rotary Line Service	29	
Route Measurement	29	

By: Mr. Justin Haynes
Title: President

GLOSSARY

INDEX

Term	Page
S	
Same Building	29
Service Call	29
Service Charges	29
Service Drop	29
Serving Central Office	29
Signal Conditioning Equipment	30
Single Channel (Half Duplex)	30
Station Equipment	30
Station Instrument	30
Subscriber	30
Supersedure of Service	30
Supplemental Contract	30
Suspension of Service	30
T	
Tariff	31
Telecommunications Services	31
Telephone Number	31
Telephone or Telecommunications Network	31
Temporary Disconnection	31
Temporary Service	31
Terminal Equipment Accessories	32
Termination Agreement	32
Termination Charge	32
Termination of Service	32
Toll Message	32
Toll Rate	32
Toll Service	33
Tone Dialing Service	33
Trunk	33

D

By: Mr. Justin Haynes
Title: President

GLOSSARY

INDEX

Term		Page
	U,V	
Underground Service Connection		33
Voice Grade Facility		33
	W	
Wide Area Telecommunications Service (WATS)		33
SYMBOLS FOR TARIFF CHANGES		34

By: Mr. Justin Haynes
Title: President

GLOSSARY

The definitions specified herein apply to the intrastate service and facilities furnished by Big Bend Telephone Company, Inc. in the State of Texas.

These tariff definitions cancel and supersede all other tariff definitions of the Company issued or effective prior to the approval date of this tariff.

ACCESS LINE

A central office line which provides access to the telephone network for local and long distance telephone services.

AIR LINE MEASUREMENT

The shortest distance between two points.

ANCILLARY DEVICES

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

ANSWERING EQUIPMENT

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

APPLICANT

Any person, partnership, cooperative corporation, corporation, or any combination thereof requesting affirmative service or action from the Company.

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

AUTHORIZED USER

A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the tariff and (1), on whose premises a station of the private line service is located or (2), who receives from or sends to the customer over such private line or channel communications relating solely to the business of the customer.

By: Mr. Justin Haynes
Title: President

GLOSSARY

BUILDING (Same)

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the wires or cables of the Company can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

BUSINESS SERVICE

Telecommunications service furnished to customers where use is of a business, professional or occupational nature.

CALL

An attempted communication, whether completed or not.

CALLING AREA

See Local Service Area.

CANCELLATION CHARGES

A charge applicable under certain conditions when application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before contract period is completed.

CENTRAL OFFICE

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

GLOSSARY

CENTRAL OFFICE AREA

The area within which the customer's lines are connected to the central office operating unit, or units, established by the Company.

CENTRAL OFFICE BUILDING

A building or portion of a building containing one or more central offices. There may be more than one central office building in an exchange, and one central office building may serve more than one exchange.

CENTRAL OFFICE LINE

See Access Line.

CHANNEL

A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, by wire, fiber, radio or a combination thereof; and, provided by use of a single physical facility or route.

CIRCUIT

A channel used for the transmission of energy in the furnishing of telephone and other communication services further described as:

- (a) Two-wire circuit: A circuit using one transmission path, which may be one carrier pair or one pair (two wires) of metallic conductors.
- (b) Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors.

CLASS OF SERVICE

A description of telecommunications service furnished a customer which denotes such characteristics as nature of use (business or residence) or type of rate (flat or message rate).

COMMISSION

The Public Utility Commission of Texas.

GLOSSARY

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable, when not connected to exchange telecommunication service, of 2-way communication.

COMPANY

As used in this tariff, Company is synonymous with Big Bend Telephone Company, Inc.

CONDUIT

A tubular runway for cable facilities.

CONNECTING COMPANY

A corporation, cooperative, association, partnership or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

CONNECTION

Denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

CONNECTION CHARGE

See Service Charge.

CONSTRUCTION CHARGE

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

CONTINUOUS PROPERTY

The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property, provided local wire or cable facilities are used and the customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

GLOSSARY

CONTRACT

The service agreement between a customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the customer and the authorized users specifically named are furnished in accordance with the provisions of this tariff.

CONTRACT PERIOD

The length of time for which a customer is responsible for the charges associated with the services, facilities, and equipment under contract.

COST OR COST BASIS

Cost of equipment and materials provided or used plus the cost of installation including engineering, labor, supervision, transportation, right-of-way and other items which are chargeable. This also denotes the actual expense incurred by the Company relating to the call-out of Company personnel.

CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this tariff and responsible for the payment of charges and compliance with the rules and regulations of the Company.

CUSTOMER PREMISES INSIDE WIRE

All wire within a customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises Inside Wire is located on the customer's side of the Company's premises protector. By definition, Customer Premises Inside Wire excludes riser and buried cable.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wiring, provided by a customer, which may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

GLOSSARY

CUSTOMER TROUBLE REPORT

Any oral or written report from a customer or user of telecommunications service received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though it may duplicate each telephone reported in trouble when several items are reported by one customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

DEMARICATION POINT

The point of interconnection between Company communications facilities and the terminal equipment, protective apparatus or wiring at a subscriber's premises. The Demarcation Point is located on the customer's side of the Company's protector or equivalent, where a protector is not used, and consists of a modular jack or equivalent.

DIRECT BURIAL

The installation of cables or conductors directly in the earth and not in conduit or duct.

DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECT ELECTRICAL CONNECTION

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

DIRECTORY

A book which alphabetically lists each telephone customer with his/her address and telephone number.

GLOSSARY

DIRECTORY ASSISTANCE SERVICE

A service provided to assist customers in obtaining telephone numbers which are or are not listed in the directory.

DIRECTORY LISTING

The publication of the Company's directory and/or directory assistance records, of information relative to a customer's telephone number, by which telephone users are able to ascertain the call number of a desired station.

DISCONNECT NOTICE

The written notice sent to a customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

DISCONNECTION OF SERVICE

An arrangement made at the request of the customer or initiated by the Company for violation of tariff regulations by the customer, for a permanent interruption of telephone service. A "final" bill would be rendered showing moneys owed to the Company as of the date the service was disconnected.

DROP WIRE

Wires used to connect the aerial, buried or underground distribution facilities to the point where connection is made with a customer's premises.

ENTRANCE FACILITIES

Facilities extending from the point entrance on private property to the premises on which service is furnished.

EXCHANGE

A unit established by the Company for the administration of telecommunications service in a specified area for which a separate local rate schedule is provided. The area usually embraces a city, town, or village and its environs. It consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

GLOSSARY

EXCHANGE ACCESS LINES

See Access Line.

EXCHANGE AREA

The area within which the Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

EXCHANGE LINE

Any circuit connecting an exchange access line with a central office.

EXCHANGE SERVICE

Exchange service is a general term describing as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the Local Exchange Tariff.

- (a) Flat-Rate Service: A classification of exchange service furnished a customer under tariff provisions, for which a stipulated charge is made, regardless of the amount of use.
- (b) Individual Line Service: A classification of exchange service which provides that only one exchange access line shall be served by the circuit connected.

D
|
D

EXCHANGE SERVICE AREA

The area within which the Company furnishes complete local telephone service at the applicable exchange rates for that area.

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED April 19, '04 CONTROL# <u>TC. NO. 29465</u> TARIFF CLERK</p>

By: Mr. Justin Haynes
Title: President

GLOSSARY

EXTENDED LOCAL CALLING

Extended Local Calling is a non-optional two-way calling arrangement whereby customers physically located in the specified Company exchange can make toll-free calls to and receive toll-free calls from incumbent local exchange carrier (ILEC) customers who are physically located in the specified exchange. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another non-ILEC telecommunications provider where both customers are physically located within the specified exchanges and the non-ILEC telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long distance service provider.

T
|
T

FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Public Utility Commission of Texas.

FAMILY

A group of two or more persons related by blood, marriage or adoption and residing together. A primary family consists of the head of a household and all (one or more) other persons in the household related to the head. A secondary family comprises two or more persons such as guests, lodgers, or resident employees and their relatives, living in a household or quasi-household (other than the negligible number or such groups among inmates or institutions) and related to each other.

FLAT-RATE SERVICE

A classification of exchange service furnished a customer under tariff provisions for which a stipulated charge is made regardless of the amount of use.

FOREIGN EXCHANGE SERVICE

Exchange Service furnished under tariff provisions by means of a circuit connecting a customer's premises with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

GENERAL EXCHANGE SERVICES

Services furnished by the Company connected to or associated with primary Local Exchange

By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF
TEXAS
APPROVED**
March 12, 2012 - CONTROL# 40203

GLOSSARY

GRANDFATHERED COMMUNICATIONS SYSTEMS

All communications systems (including their equipment, premises wiring and protective circuitry, if any) lawfully connected at the customer's premises which are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such systems were connected to the telecommunications network prior to January 1, 1980 and are of a type of system which was directly connected (i.e., without Company-provided connecting arrangements) to the telecommunications network as of June 1, 1978.

GRANDFATHERED CONNECTIONS OF COMMUNICATIONS SYSTEMS

All lawful connections via Company-provided connecting arrangements of customer-provided communications systems (including their equipment and premises wiring) at the customer's premises which are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such connections to the telecommunications network were made via Company-provided connecting arrangements prior to January 1, 1980, and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network as of June 1, 1978.

GRANDFATHERED CONNECTIONS OF TERMINAL EQUIPMENT

All connections via Company-provided connecting arrangements of customer-provided terminal equipment lawfully connected at the customer's premises which are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such connections to the telecommunications network were made via Company-provided connecting arrangements prior to July 1, 1979, and such connecting arrangements are the same type of connecting arrangement connected to the telecommunications network as of October 17, 1977.

GLOSSARY

GRANDFATHERED TERMINAL EQUIPMENT

All terminal equipment (including protective circuitry, if any) lawfully connected at the customer's premises which are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such terminal equipment was connected to the telecommunications network prior to July 1, 1979 and is of a type of terminal equipment which was directly connected (i.e., without Company-provided connecting arrangements) to the telecommunications network as of October 17, 1977.

HARM

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

HOUSEHOLD

A Household comprises all persons who occupy a dwelling unit, that is, a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A Household includes the related persons (the head of the household and others in the dwelling unit who are related to the head) and also the lodgers and employees, if any, who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a Household.

IDENTIFICATION NUMBER

An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

INDIVIDUAL LINE SERVICE

A classification of exchange service furnished under tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

By: Mr. Justin Haynes
Title: President

GLOSSARY

INITIAL NONRECURRING CHARGE (I.N.C.)

A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

INITIAL SERVICE PERIOD

The minimum period of time for which service is provided.

INSTALLATION CHARGE

A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to Service Connection Charges.

INTERCEPT SERVICE

A service arrangement provided by the Company whereby calls placed to a disconnected or discontinued telephone number are intercepted and the calling party is informed by an operator or by a recording that the called telephone number has been disconnected or discontinued.

INTEREXCHANGE PRIVATE LINE

A communication path between two or more exchanges, and not connected for exchange telephone service.

INTERFACE

- (a) The junction or point of interconnection between two systems or equipments having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.
- (b) The point of interconnection between Company equipment and communications facilities on the premises of the Customer. Also referred to as Demarcation Point.

GLOSSARY

INTERFACE EQUIPMENT

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

INTERLATA

Long Distance Message Telecommunications Service where point locations are in a different Local Access and Transport Area (LATA).

INTRALATA

Long Distance Message Telecommunications Service where service point locations are within the same Local Access and Transport Area (LATA).

INTRAEXCHANGE CHANNEL SERVICE

Channel connecting two or more "Primary Terminations" in the same exchange.

INTRAEXCHANGE SERVICE

Telecommunications service confined wholly within a single exchange.

JACK

A modular outlet designed to permit the establishment of a connection between the local exchange facilities and terminal equipment with cords ending in plugs.

KEY EQUIPMENT

Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to communicate with other telephones in the customer's system.

KEY SYSTEM LINE

A circuit connecting key system equipment with a central office.

GLOSSARY

KEY TELEPHONE SET

A telephone set equipped with keys or buttons in the housing.

KEY TELEPHONE SYSTEM

An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, intercom or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

LABELING

Registered terminal equipment and/or registered protective circuitry shall have prominently displayed on an outside surface information providing the registration number, the ringer equivalence number, the grantee's names, model number and serial number or date of manufacture.

LINE

See Access Line.

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Telephone Company exchanges which are grouped to serve common, social, economic and miscellaneous purposes.

LOCAL CALLING AREA

See Local Service Area.

LOCAL CHANNEL

Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

GLOSSARY

LOCAL EXCHANGE SERVICE

Provides for telephone communication within a local service area in accordance with the provisions of the Local Exchange Tariff. Local Exchange Service provides toll-free calling between Company customers physically located within the same exchange. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another telecommunications provider where both customers are physically located within specified exchanges and the other telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long distance service provider.

T
|
T

LOCAL MESSAGE

A communication between two access lines within the local service area of the calling telephone.

LOCAL MESSAGE CHARGE

The charge that applies for a completed message that is made when the calling access line and the called access line are both within the same local calling area where a local message charge is applicable.

LOCAL SERVICE

The intercommunication (by means of facilities connected with a Company central office or offices and under the provisions of the Company) between access lines located in the same exchange or in different exchanges between which no toll rates apply.

LOCAL SERVICE AREA (LOCAL CALLING AREA)

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

LOCAL SERVICE CHARGE

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

By: Mr. Justin Haynes
Title: President

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED April 19, '04 CONTROL# <u>TC. NO. 29465</u> TARIFF CLERK</p>

GLOSSARY

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

Facilities furnished by means of wire, fiber, radio or a combination thereof for telecommunications between access lines in different local service areas in accordance with the regulations and system of charges specified by the Company. The toll service charges specified are in payment for all service furnished between the calling and called access lines.

MAINTENANCE SERVICE CHARGE

A charge made by the Company when a service difficulty or trouble report results from customer-provided equipment or facilities.

MESSAGE

A communication between two exchange access lines. Messages may be classified as local or toll.

MILEAGE

The measurement (airline, route, etc.) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

MINIMUM CONTRACT PERIOD

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

MISCELLANEOUS COMMON CARRIERS

Communications common carriers which are not engaged in the business of providing either a public landline message telephone service or a public message telegraph service.

GLOSSARY

MOBILE TELEPHONE SERVICE

Telecommunications service provided by means of radio frequencies through a land radio-telephone base station. Connections may be established between a wire access line and a mobile or fixed unit or between two mobile or fixed units.

MODULAR OUTLET

See Jack.

NETWORK CONTROL SIGNALING

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

NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Company for the provisions of network control signaling.

NETWORK INTERFACE

See Interface.

NONPUBLISHED TELEPHONE NUMBER

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

NONRECURRING CHARGE

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

NORMAL CENTRAL OFFICE

See Serving Central Office

ONE-PARTY SERVICE

Any exchange access line designed for the provision of exchange service to one premises.

GLOSSARY

OTHER COMMON CARRIER (OCC)

Denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing services authorized by the Federal Communications Commission.

OTHER COMMON CARRIER TERMINAL LOCATION

A discrete operational and equipment location of the OCC from which the OCC furnishes and administers common carrier communications services to its patrons.

OUTLET

See Jack.

PAY TELEPHONE ACCESS SERVICE

A service offered by the Company to a Pay Telephone Service Provider which provides a two-way access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises, and the network interface.

T
|
T

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use of another service.

PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

PREMISES

The same premises consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others;
- (b) the portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; and
- (c) the continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves, the same premises consists of the building or portion of a building occupied as a unit by the customer in the conduct of his business or as a residence or a combination thereof, and not intersected by a public thoroughfare, a corridor, or space occupied by others.

By: Mr. Justin Haynes
Title: President

GLOSSARY

PREMISES WIRING

All wire within a customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of the Company's premises protector. By definition, Customer Premises Inside Wire excludes riser, buried and aerial cable.

PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

PRIMARY TERMINATION

Applied to channels which extend beyond the continuous property of a customer or the confines of a single building housing the premises of more than one customer. Also, denotes the first termination of such a channel at a station or PBX on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes a "Primary Termination." For purpose of this definition, the location of a "Primary Termination" for channel services associated with "Switching System Services" is considered to be at the "Switching System Services" serving central office. When the "Switching System Services" serving central office is not in the same exchange as the main location, the "Mileage Service Area" center for the main location will be used in lieu of the "Switching System Services" serving central office.

PRINCIPAL CENTRAL OFFICE

Refers to the central office in a single office exchange or to that office (usually the toll office) of a multi-office exchange which is designated as such for the purpose of measuring local and interexchange channel mileage.

PRIVATE BRANCH EXCHANGE (PBX)

An arrangement of equipment situated on a customer's premises, consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The PBX provides for intercommunications between these telephones for communication with the general exchange network and for long distance message telecommunications service.

GLOSSARY

PRIVATE BRANCH EXCHANGE TRUNKS

Trunks connecting a Private Branch Exchange System with a central office for communication with the general exchange network and for long distance message telecommunications service.

PRIVATE LINE

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

PRIVATE LINE SERVICE

The channels furnished to a customer for communication between specified locations.

PROTECTIVE CONNECTING ARRANGEMENT

Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

PUBLIC THOROUGHFARE

A road, street, highway, lane or alley under the control of and kept by the public.

PUBLISHED TELEPHONE NUMBER

A number, which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

D
|
D

GLOSSARY

RATE CENTER

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

REFERENCE LISTING

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

REGISTERED PROTECTIVE CIRCUITRY

Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with Part 68 of the FCC Rules and Regulations.

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with Part 68 of the FCC Rules and Regulations.

RESIDENCE EXCHANGE ACCESS LINE

An exchange access line used to provide exchange telephone service to a residence customer.

RESIDENTIAL SERVICE

Telecommunications service furnished to customers when the actual or obvious use is for domestic purposes.

ROTARY DIAL SERVICE

A service arrangement whereby calls are originated through the use of a telephone equipped with a rotary dial instead of pushbutton keys.

GLOSSARY

ROTARY LINE SERVICE

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

ROUTE MEASUREMENT

The physical length of a circuit between two points.

SAME BUILDING

See Building.

SERVICE CALL

A visit to a customer's premises in connection with a service difficulty. See also Maintenance Service Charge.

SERVICE CHARGES

A nonrecurring charge applying to the provisions of telephone service.

SERVICE DROP

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a customer's telephone.

SERVING CENTRAL OFFICE

The central office from which a customer's telephone service is normally provided.

D
|
D

GLOSSARY

SIGNAL CONDITIONING EQUIPMENT

That equipment connected to a channel to condition signals generated by data terminal equipment.

SINGLE CHANNEL (Half Duplex)

A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

STATION EQUIPMENT

Customer-owned equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

STATION INSTRUMENT

A telephone set including the cord.

SUBSCRIBER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this tariff and responsible for the payment of charges and compliance with the rules and regulations of the Company.

SUPERSEDURE OF SERVICE

The immediate assumption of service provided to a customer discontinuing service by a qualified applicant who is to take the service at the same premises. Supersedure of service is predicated upon the customer and the applicant giving written notice to the Company and the payment of outstanding charges against the service.

SUPPLEMENTAL CONTRACT

A contract for service, equipment or facilities in addition to that provided for under the original contract.

SUSPENSION OF SERVICE

An arrangement made at the request of the customer or initiated by the Company, for temporarily interrupting service.

By: Mr. Justin Haynes
Title: President

GLOSSARY

TARIFF

The schedule of the Company containing all rates, and charges stated separately by type or kind of service and the customer class, and the rules and regulations of the Company stated separately by type or kind of service and the customer class as filed with the Public Utility Commission of Texas.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this tariff.

TELEPHONE NUMBER

A numerical designation assigned to a customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "Central Office Designation".

TELEPHONE OR TELECOMMUNICATIONS NETWORK

The local telephone exchange and long distance message telecommunications facilities, or network; both inter and intrastate.

TEMPORARY DISCONNECTION

See Suspension of Service.

TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

GLOSSARY

TERMINAL EQUIPMENT ACCESSORIES

Devices, apparatus and associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the telecommunications system of the Company are connected either electrically, acoustically or inductively.

TERMINATION AGREEMENT

An agreement between the Company and the customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

TERMINATION CHARGE

A charge made to liquidate a customer's obligation for termination of service prior to the expiration of the initial contract period.

TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the customer or by the Company, under its regulations concerning cancellation for cause.

TOLL MESSAGE

A communication between two exchange access lines, with the called access line being outside of the local or service area of the calling access line from which the message originates.

TOLL RATE

The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between exchanges.

GLOSSARY

TOLL SERVICE

That part of the total telephone service rendered by the Company which is furnished between different local service areas in accordance with the rates and regulations specified in the Long Distance Message Telecommunications Tariff as may be issued or concurred in by the Company.

-tone DIALING SERVICE

A classification of exchange service, furnished from certain central offices, whereby calls are originated through the use of tone dial instruments in lieu of a rotary dial instrument.

TRUNK

A telephone communication path connecting a central office and customer premises equipment, used in the establishment of end-to-end service.

UNDERGROUND SERVICE CONNECTION

A drop wire or cable which is run underground from a pole line or an underground distributing cable.

VOICE GRADE FACILITY

A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

A service designed to meet the needs of customers who make or receive substantial volumes of long distance telephone calls.

SYMBOLS FOR TARIFF CHANGES

SYMBOLS FOR TARIFF CHANGES

The following symbols are used in the right-hand margin to denote changes or revisions to material contained within this tariff.

- (C) Change in Regulation
- (D) Discontinued Rate or Regulation
- (E) Correction of an error made during a revision
- (I) Rate Increase
- (M) Moved Text, but no change in Rate, Regulation or Text
- (N) New Rate or Regulation
- (R) Rate Reduction
- (T) Change in Text, but no change in Rate or Regulation

DIGITAL SERVICES

CONTENTS

		Page	
I.	ADVANCED DIGITAL SERVICES – PRIMARY RATE INTERFACE	2	
	A. General Description	3	
	B. Definitions of Service Components	4	
	C. Regulations	6	
	D. Rates and Charges	10	
II.	CENTREX	11	N
	A. General	11	
	B. Centrex Package	12	
	C. Definitions	13	
	D. Rates	14	N

By: Justin Haynes
Title: Chairman and CEO

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
March 6, 2016 Tariff No. 45657
TARIFF CLERK

DIGITAL SERVICES

I. ADVANCED DIGITAL SERVICES – PRIMARY RATE INTERFACE (PRI)

A. General Description

1. Advanced Digital Services – PRI is a digital business service that provides access from a customer’s premises to the Company’s circuit switched voice and circuit switched data via a 1.544 Mbps central office termination and a 1.544 Mbps interconnection to the customer’s premises. Advanced Digital Service – PRI service includes the transport, common equipment, local exchange switching, and trunks for access to the local exchange and toll networks.

2. Advanced Digital Services – PRI may be provisioned over a DS1 or other suitable facility. Advanced Digital Service – PRI and other local services are offered to the Company’s end user customers only and may not be used by common carriers or traffic aggregators for the origination or termination of traffic. Use of such service for transmitting interexchange traffic that does not either originate or terminate at the customer’s premises within the exchange is prohibited.

By: Justin Haynes
Title: Chairman and CEO

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED JAN 31, '09 CONTROL# <u>TC. NO. 36624</u> TARIFF CLERK</p>

DIGITAL SERVICES

I. ADVANCED DIGITAL SERVICES – PRIMARY RATE INTERFACE (PRI)
(Continued)

A. General Description (Continued)

3. Advanced Digital Services – PRI is provided in base capacities of twenty-three (23) 56 Kbps “B” channels and one (1) 56 Kbps “D” channel (23 B+D). The “D” channel is used for out-of-band signaling and control of the “B” channels. Where technology permits, “D” channels can be shared by up to five (5) Advanced Digital Services – PRIs for the same customer. “B” channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types using the Call-by-Call feature as described herein. With optional Clear Channel Capability configurations, the “B” and “D” channels operate at speeds of 64 Kbps.
4. Customer Premises Equipment Facilities – Compatible customer premises equipment is required for Advanced Digital Services – PRI. All Equipment used with these services is required to conform with National ISDN guidelines, as referenced in the following Telcordia Technology (formerly Bellcore) specifications:

<u>Document Number</u>	<u>Description</u>
TR-NWT-001268	ISDN Primary Rate Access Call Control Switching and Signaling Generic Requirements for Class II Equipment
SR-NWT-002343	ISDN Primary Rate Access Generic Guidelines for Customer Premises Equipment

By: Justin Haynes
Title: Chairman and CEO

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
JAN 31, '09 CONTROL# TC. NO. 36624
TARIFF CLERK

DIGITAL SERVICES

I. ADVANCED DIGITAL SERVICES – PRIMARY RATE INTERFACE (PRI)
(Continued)

B. Definitions of Service Components

1. “B” Channel – (Bearer Channel) this is a 56 Kbps or 64 Kbps digital channel capable of transporting circuit switched data or circuit switched voice.
2. Caller ID Name+Number – This feature allows the calling party’s number and name, if not set to block, to be displayed on compatible customer premises equipment when an incoming call is received, including those calls made to Direct Inward Dialing (DID) service telephone station numbers.
3. Call-by-Call Capability – When a customer has a Tie Line between customer premises equipment, an inbound WATS line, or a Foreign Exchange (FX) line, this feature allows the circuit switched data and voice services enabled over the PRI to share “B” channels and arrange them as a single trunk group. This allows incoming and outgoing voice and circuit switched data calls to utilize “B” channels on a call-by-call basis. Without this feature, each service type, circuit switched voice or circuit switched data, must have a dedicated “B” channel.
4. Direct Inward Dialing (DID) Numbers – This service allows the customer to get a block of 100 sequential numbers where the Company’s central office, working in conjunction with customer premises equipment, directs inbound calls to the customer directly to the called party’s station equipment over the “B” channels. Additional charges for DID Numbers are found in Section 5 of the Local Exchange Tariff and shall apply as specified therein.

By: Justin Haynes
Title: Chairman and CEO

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
JAN 31, '09 CONTROL# TC. NO. 36624
TARIFF CLERK

DIGITAL SERVICES

I. ADVANCED DIGITAL SERVICES – PRIMARY RATE INTERFACE (PRI)
(Continued)

B. Definitions of Service Components (Continued)

5. “D” Channel – (Delta Channel) this is a 56 Kbps or 64 Kbps digital channel used to transport signaling and control information for the “B” channels.
6. D-Channel Back-Up – In customer arrangements of two or more Advanced Digital Services – PRI, it provides advanced continuity of service by allowing a “D” channel of one PRI to automatically take over for a failed “D” channel of another PRI.
7. Equal Access – This service allows the customer to select an interexchange long distance carrier for each Advanced Digital Service – PRI trunk group for circuit switched voice and circuit switched data.
8. Network Ring Again – This service enables a station user whose digital PBX is connected to a central office by Advanced Digital Service – PRI to complete calls to a busy station line in another system without redialing. The system may be in the same or a different central office than the originating caller.

By: Justin Haynes
Title: Chairman and CEO

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
JAN 31, '09 CONTROL# TC. NO. 36624
TARIFF CLERK

DIGITAL SERVICES

I. ADVANCED DIGITAL SERVICES – PRIMARY RATE INTERFACE (PRI)
(Continued)

C. Regulations

1. Provision of Service

- a. Advanced Digital Service – PRI is provided at the option of the Company and can only be provided from digital central offices equipped and programmed to provide such service and when the plant facilities serving the customer are capable of providing Advanced Digital Service – PRI.
- b. The availability, functionality, and capabilities of Advanced Digital Service – PRI features and service offerings may vary by serving central office.
- c. Except as specified otherwise, Advanced Digital Services – PRI may not be used for any purpose for which consideration is rendered to pay any other party other than the Company. The Advanced Digital Services – PRI is designed for commercial business entities and not for commercial transport wireless or terrestrial carriers.

By: Justin Haynes
Title: Chairman and CEO

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
JAN 31, '09 CONTROL# TC. NO. 36624
TARIFF CLERK

DIGITAL SERVICES

I. ADVANCED DIGITAL SERVICES – PRIMARY RATE INTERFACE (PRI)
(Continued)

C. Regulations (Continued)

1. Provision of Service (Continued)

- d. Advanced Digital Service – PRI Specifications – All customer provided equipment used to interface with Company provided PRI is required to conform with Technical Reference Specifications as used by the Company.
- e. On-site battery back-up for Company provided line equipment at the customer’s premises will be the customer’s responsibility, including any expenses associated therewith.

2. Payment for Service

- a. Advanced Digital Service – PRI is offered under a Term Payment Plan of 12 Months. The PRI service offered under the Term Payment Plan commences on the date the Company certifies the PRI is tested and ready for service. Upon completion of a 12-month term, the service will automatically renew on a month to month basis.
- b. Temporary Suspension of Service is not offered for Advanced Digital Service – PRI.

T
|
T

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
May 11' 2010 CONTROL# TC. NO. 38133
TARIFF CLERK

DIGITAL SERVICES

I. ADVANCED DIGITAL SERVICES – PRIMARY RATE INTERFACE (PRI)
(Continued)

C. Regulations (Continued)

2. Payment for Service (Continued)

- c. Cancellation of Service Prior to Establishment of Service – In the event a customer initiates cancellation of Advanced Digital Service – PRI Service Orders before completion and certification of the PRI, only the Installation Charges will apply. If the PRI service is tested and certified ready for service, the customer agrees to a minimum of one-month billing if cancellation has occurred.
- d. Cancellation of Service Prior to Completion of the Term Payment Plan – In the event service is terminated by the customer prior to completion of the service term, the customer shall be liable for early termination charges equal to 100% of the unexpired portion of the recurring charges for the applicable contract period.

By: Justin Haynes
Title: Chairman and CEO

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
JAN 31, '09 CONTROL# TC. NO. 36624
TARIFF CLERK

DIGITAL SERVICES

I. ADVANCED DIGITAL SERVICES – PRIMARY RATE INTERFACE (PRI)
(Continued)

C. Regulations (Continued)

3. Application of Charges and Rates

- a. The Rates and Charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariffs.
- b. Circuit Switched Voice calls are subject to Expanded Local Calling Service charges or Long Distance Message Telecommunications Service charges as specified elsewhere in the Company's tariffs, if applicable.
- c. Circuit Switched Data calls are subject to either Local Usage sensitive rates* based on minutes of use for local and/or Expanded Local Calling, or Long Distance Message Telecommunications Service charges as specified elsewhere in the Company's tariffs.
- d. For Advanced Digital Service – PRI facilities requiring loop lengths greater than three miles in length, an Advanced Digital Service – PRI loop transport rate may apply per facility.
- e. The Advanced Digital Service – PRI Network Rearrangement Charge is applicable for any changes to the customer configuration after the initial installation. The Network Rearrangement Charges is applicable per occurrence and not based on the number of trunks.

- Local Usage rate per minute is \$0.01 after 30 free hours of data service per month.

By: Justin Haynes
Title: Chairman and CEO

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED JAN 31, '09 CONTROL# <u>TC. NO. 36624</u> TARIFF CLERK</p>

DIGITAL SERVICES

I. ADVANCED DIGITAL SERVICES – PRIMARY RATE INTERFACE (PRI)
(Continued)

D. Rates and Charges

1. 12 Month Term Payment Plan

<u>Service Description</u>	<u>Monthly Recurring</u>	<u>Non-Recurring Installation Charges</u>
Primary Rate Interface (PRI) Group	\$824.00	\$1,700.00
<u>Optional Services & Features</u>		
Call-by-Call Capability	\$25.00	\$75.00
D-Channel Back-Up	\$120.00	\$200.00
Network Ring Again	\$75.00	\$300.00
Network Rearrangements (Each)	\$0.00	\$50.00

By: Justin Haynes
Title: Chairman and CEO

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
JAN 31, '09 CONTROL# TC. NO. 36624
TARIFF CLERK

DIGITAL SERVICES

II. CENTREX

A. General

1. Centrex is a central office based service which provides key type features to multi-line business customers.
2. All Centrex lines, trunk access or intra-group access, require both the switching access and loop access components in order for service to be offered by the Telephone Company. When offered via an Internet Protocol (IP) platform, the service also requires a sufficient broadband connection, which is not a tariffed component of this service.
3. Centrex will be offered in wire centers where necessary equipment and facilities exist. For IP Centrex, customers must use IP-capable telephony devices for all features to work properly.
4. One directory listing is provided without charge for each Centrex system. Additional directory listings for Centrex stations may be provided to the customer at the regular business extra listing rate according to the regulations set forth in Section 5 of this tariff.
5. The customer will order the quantity of lines to have trunk access to the public switched network and the remaining quantity of lines to have intra-group only access, subject to Telephone Company standards. Any request to deviate from these standards will be rated on an individual case basis. Any trunk access connections terminating in a PBX will be assessed the PBX rate found in Section 1 of this tariff.
6. Tie lines for direct connections between Centrex groups and other systems are provided primarily for communication between stations within each system.
7. All general Rules and Regulations found in Section 7 of this tariff apply to the provision of Centrex service.
8. Centrex lines and extensions may be terminated at the customer's single premises or at different premises served by the same central office.

N
N

By: Justin Haynes
Title: Chairman and CEO

<p>PUBLIC UTILITY COMMISSION OF TEXAS EFFECTIVE March 6, 2016 <u>Tariff No. 45657</u> TARIFF CLERK</p>
--

DIGITAL SERVICES

II. CENTREX (Continued)

A. General (Continued)

9. The service is not available for use with residential service or Pay Telephone Access Service.
10. Centrex Service may not be used to resell local or long distance service.
11. E911 Service accessible via IP Centrex Service is subject to limitations as outlined in Section 7. IV.E., General Rules and Regulations.

B. Centrex Package

1. Trunk access provides a maximum quantity of Centrex stations full access simultaneously to the entire public switched network. This maximum quantity is referred to as Centrex Trunk Access lines. IP Centrex customers must order a minimum of one business trunk.
2. Intra-group only access provides a customer's Centrex stations restricted access only to other stations within the predefined Centrex group. This access is referred to as intra-group (IG) lines.
3. Centrex customers subscribe to service based on the total number of access lines or seats which may process trunk access calling simultaneously. All lines ordered by the customer have the capability for trunk access. However, only a given quantity of lines ordered by the customer can process trunk access calling simultaneously.
4. Centrex is equipped with basic components such as abbreviated station-to-station dialing, abbreviated outbound dialing (aka Speed Dialing), line hunting capabilities, and call queuing. IP Centrex also allows customers access to a suite of Unified Communications features. The customer may order additional optional features or feature packages which are listed in Sections 5 and 5A of this tariff.
5. End user taxes, fees and surcharges will be billed as set forth in this or other Company's tariffs. For example, End User Common Line Charges and Access Recovery Charges will be assessed per the Company's Interstate Access Tariff on file with the Federal Communications Commission.

By: Justin Haynes
Title: Chairman and CEO

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
March 6, 2016 Tariff No. 45657
TARIFF CLERK

N
N

DIGITAL SERVICES

II. CENTREX (Continued)

C. Definitions

Abbreviated Dialing Codes

1) An arrangement where typically 3, 4, or 5 digits are used to call another station within the same customer group; or (2) Frequently called telephone numbers may be accessed by dialing single or multiple digits. Telephone numbers are programmed into the Centrex system and correspond to assigned digits also known as Speed Calling.

Customer Group

A collection of stations where calls originate and terminate within the Centrex system of a single Centrex customer.

Hunting

A search through a group of numbers until an idle station is found or the first number of the group is reached. Used to avoid having incoming calls receive busy signals. The customer group to be searched and the sequence in which the search will be performed are defined by the Centrex customer at the time the system is installed.

Queue

Incoming or outgoing calls are automatically placed on hold when all lines are busy. Each held call is completed in the order calls were received (i.e., the first call into the system will be the first call served), when the next telephone line becomes available.

Switching Access

All facilities, excluding Loop Access facilities, for usage of the telecommunications switching network either for access to and from the public switched network (Trunk Switching Access), or for intercommunication only between stations within each Centrex system (Intra-Group Switching Access).

Loop Access

All facilities, including outside plant and central office circuit facilities, from the customer's premises to their Centrex service central office.

N

N

By: Justin Haynes
Title: Chairman and CEO

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
March 6, 2016 Tariff No. 45657
TARIFF CLERK

DIGITAL SERVICES

II. CENTREX (Continued)

D. Rates (1)

	Monthly Rate
1. SWITCHING ACCESS	
a. Centrex Trunk	(2)
b. Intra-Group Switched Access, per connection	\$3.60
2. LOOP EQUIVALENT	
Per Station	\$6.10

- (1) Applicable service charges will apply, per Section 2 of this tariff.
(2) Applicable rates for Business 1-Party Access Line or PBX Trunks shall be applied per Section 1.III.B.

N
|
N

By: Justin Haynes
Title: Chairman and CEO

<p>PUBLIC UTILITY COMMISSION OF TEXAS EFFECTIVE March 6, 2016 <u>Tariff No. 45657</u> TARIFF CLERK</p>
--