

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.
Marketing Under Service Mark of "TEC" (N)
Lera Roark
Vice President
Issued: 1/01/08

TRA Tariff 1
Title Page
1st Revised Page 1
Cancels Original Page 1
Effective: 01/01/08

GENERAL SERVICES TARIFF

This tariff contains regulations and rates applicable for the furnishing of general telephone services and equipment and facilities associated with such services offered by the West Tennessee Telephone Company, Inc. within this State. This tariff is on file with the Tennessee Regulatory Authority.

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

EXPLANATION OF SYMBOLS

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

- (C) to signify changed regulation
- (D) to signify discontinued rate, regulation, or text
- (I) to signify increase
- (N) to dignify new rate, regulation, or text
- (R) to signify reduction
- (T) to signify a change in text but no change in rate or regulation

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

ALL MATERIAL ON THIS SHEET IS NEW

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera Roark
Vice President
Issued: 8/29/95

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Effective: 9/28/95

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Issued: 11/19/09

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Effective: 12/19/09

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Issued: 9/27/11

Cancels 9th Revised Page 2

Effective: 10/28/11

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Issued: 11/19/09

Cancels 6th Revised Page 3

Effective: 12/19/09

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Issued: 4/12/12

Cancels 9th Revised Page 4

Effective: 4/01/12

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Issued: 9/01/07

Cancels 2nd Revised Page 5

Effective: 10/01/07

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Issued: 8/09/07

Cancels 3rd Revised Page 5-A

Effective: 10/01/07

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Issued: 2/28/97

Cancels 4th Revised Page 6

Effective: 4/15/97

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Issued: 10/10/03

Cancels 5th Revised Page 7

Effective: 11/9/03

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James Garner (T)

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10th Revised Page 8

Issued: 01/06/12

Replaces 9th Revised Page 8

Effective: 02/06/12

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Vice President

2nd Revised Page 1

Issued: 9/15/10

Cancels 1st Revised Page 1

Effective: 10/15/10

1. DEFINITIONS OF TERMS

For the purpose of these tariff schedules the terms and expressions listed below shall have the meanings set forth opposite them.

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ACCESSORIES - Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically connected to, the conductors in the communications path of the telecommunications system.

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ADDITIONAL LISTING - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

ANSWER SUPERVISION - This feature provides the capability of delivering "off hook" supervision signals from the subscriber's serving central office to a line interface at the customer's premises. These supervisory signals indicate when the called party has answered an incoming call (gone "off hook").

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APPLICANT - A person, firm, corporation or other organization applying for telecommunications service.

AUTHORIZED USER - A person, firm or corporation (other than the subscriber) on whose premise a telephone, private branch exchange, or private line service or channel is located and who may communicate over such channels in accordance with the terms of the tariff.

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Lera Roark (T)
Vice President
Issued: 9/15/10

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Effective: 10/15/10

1. DEFINITIONS OF TERMS

AUXILIARY LINE - An additional individual line main station used for one-way (inward to the subscriber) service.

BASE RATE - The rate for primary classes of exchange service which does not include zone or mileage charges. (T)

BASE RATE AREA - A specific area within an exchange area as set forth in the telephone company's tariffs, maps or descriptions. Local Exchange Service within this area is furnished at uniform rates without extra mileage charges.

BUILDING (SAME) - The term "same building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by enclosed 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 be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by enclosed passageways and the plant facility requirements for furnishing service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduit are not considered enclosed passageways.

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

CALL - An attempted or completed communication.

CALLING CARD - Denotes a billing arrangement by which a Long Distance call may be charged to an authorized calling card number. (N)
(N)

CANCELLATION CHARGE - A charge applicable under certain conditions when an application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved.

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

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Issued: 9/15/10

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1. DEFINITIONS OF TERMS

CENTRAL OFFICE CONNECTING FACILITY - Denotes a facility furnished to an Other Common Carrier by the Company (in accordance with the Company's facilities for Other Common Carrier's tariffs) between the terminal location of the Other Common Carrier and a point of connection on the Company premises. (T)

CENTRAL OFFICE LINE - A circuit directly connecting an individual main station or private branch exchange switchboard or an intercommunicating system with a central office.

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

CHANNEL - A path for communications between two or more stations, or company offices, furnished in such a manner as the company may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or route.

CIRCUIT - A channel used for the transmission of electrical energy in the furnishing of telephone and other communications service.

CLASS OF SERVICE - A description of telecommunications service furnished a subscriber which denotes such characteristics as nature of use (Business or Residence) or type of rate (Flat Rate or Measured Rate). (T)

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COMMISSION - Tennessee Regulatory Authority (TRA) (N)

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2nd Revised Page 5

Issued: 9/15/10

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Effective: 10/15/10

1. DEFINITIONS OF TERMS

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CONNECTING COMPANY - A corporation, association, firm or individual, licensed and operating as a communications common carrier, owning and operating a toll line and/or one or more central offices providing local exchange telephone service to the public and with whom the company interchanges traffic.

CONSTRUCTION CHARGE - A separate charge authorized in the tariff for construction of pole lines, circuits, facilities, etc.

CONTINUOUS PROPERTY - The plot of ground, together with any buildings thereon, occupied by the subscriber, which is not divided by public highways or separated by property occupied by other. Where a subscriber 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 subscriber furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT - Refers to the agreement between a subscriber and the company under which telecommunications services, and facilities are furnished subject to the rules and regulations specified in this Tariff.

COST - Cost when referred to in this tariff consists of cost of equipment, freight, taxes, cost of maintenance, cost of operation, general administration expenses, including taxes on the basis of average charges for these items, and any other item of expense associated with the particular situation. Installed cost includes cost of equipment and materials provided or used, plus labor, engineering, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts.

COST OF EQUIPMENT - Cost of equipment when referred to in this tariff consists of equipment cost, freight, taxes, cost of maintenance, cost of operation, general administration expenses, including taxes on the basis of average charges for these items, and any other item of expense associated with the particular situation.

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Issued: 9/15/10

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1. DEFINITIONS OF TERMS

CPE - See "Customer Provided Equipment"

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CUSTOMER - See Subscriber .

CUSTOMER-OWNED COIN OPERATED TELEPHONE (COCOT) - See Payphone Access Lines, Section 7.

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CUSTOMER-PROVIDED TERMINAL EQUIPMENT - Devices, apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the communications path or the telecommunications system, are so connected either electrically, acoustically, or inductively.

DATA ACCESS ARRANGEMENT - A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in section "Connection with Customer-Provided Equipment and Facilities" of this tariff.

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DIRECTORY ASSISTANCE - The Company furnishes Directory Assistance service for the purpose of aiding customers in obtaining telephone numbers. Directory Assistance does not provide telephone numbers associated with private (non-published) listings but does furnish numbers for semi-private (non-listed) listings.

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DIRECTORY ASSISTANCE CALL COMPLETION - Directory Assistance Call Completion (DACC) will provide customers who obtain a telephone number from Directory Assistance the option of being connected to the number without having to hang up.

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Lera Roark (T)

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2nd Revised Page 7

Issued: 9/15/10

Cancels 1st Revised Page 7

Effective: 10/15/10

1. DEFINITIONS OF TERMS

DIRECTORY LISTING - The publication in the Company's directory and/or information records of information relative to a subscriber's telephone number, by which telephone users are enabled to ascertain the call number of a desired station. (M)

- 1. Caption Listing: The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business. (N)
- 2. Cross Reference Listing: The listing of a generally accepted name of a subscriber followed by a reference to another listing. |
- 3. Foreign Exchange Listing: The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served. |
- 4. Indented Listing: Indented listings are used where a subscriber has more than one listing for services under the same name at one or more locations. (N)

DROP WIRE - Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the NID. (T)

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EXCHANGE - A basic geographical unit established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may consist of one or more central offices, together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

EXCHANGE AREA - The territory served by an exchange.

EXCHANGE LINE - Any line (circuit) directly or indirectly connecting an exchange station with a central office.

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

This text formerly appeared on Section 1 1st Revised Page 6.

The text previously found on this sheet can now be found on Section 1 2nd Revised Page 8.

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Vice President

2nd Revised Page 8

Issued: 9/15/10

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Effective: 10/15/10

1. DEFINITIONS OF TERMS

EXTENDED AREA SERVICE - A type of telephone service furnished under tariff provisions whereby subscribers of a given exchange may complete calls to and where provided by the tariff, receive messages from one or more exchanges without the application of long distance message telecommunications charges. (M)

EXTENSION AND PABX STATION MILEAGE - The charges made for the additional circuit required to furnish such stations beyond the allowance distance from the main station or PABX switchboard. (M)

EXTENSION LINE - A circuit connecting a primary station with an extension station, or a circuit connecting a private branch exchange switchboard. An extension line may terminate on a key in lieu of an instrument. (M)

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EXTRA LISTING - Any listing of a name or information in connection with a subscriber's telephone number beyond that to which he is entitled without additional charge in connection with his regular service.

F. C. C. - Federal Communications Commission (N)

FLAT RATE SERVICE - A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.

(D)

FOREIGN CENTRAL OFFICE - Any central office other than that which serves the area in which the subscriber is located.

FOREIGN EXCHANGE LINE MILEAGE - The measurement applying to that portion of a central office line connecting a customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service. (T)

FOREIGN EXCHANGE SERVICE - Telephone exchange service furnished to a subscriber from a central office of an exchange other than the exchange regularly serving the area in which the subscriber is located.

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2nd Revised Page 9

Issued: 9/15/10

Cancels 1st Revised Page 9

Effective: 10/15/10

1. DEFINITIONS OF TERMS

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HARM - Harm consists of hazards to personnel, damage to company equipment, and impairment of service to persons other than the user of the customer-provided equipment.

Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to company equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDIVIDUAL LINE - A classification of exchange service furnished under the tariff provision that no other subscriber shall be served by the circuit connecting such station with the central office.

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INITIAL OR MINIMUM SERVICE PERIOD - The minimum length of time for which a subscriber is obligated to pay for service, facilities, and equipment, whether or not retained by the subscriber for such minimum length of time.

INSTALLATION CHARGE - A non-recurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service connection charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" or "non-recurring" charge.

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GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 1

Vice President

2nd Revised Page 10

Issued: 9/15/10

Cancels 1st Revised Page 10

Effective: 10/15/10

1. DEFINITIONS OF TERMS

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LATE PAYMENT CHARGE - A late payment charge is a charge applied to overdue charges on a subscriber's bill when the previous month's bill has not been paid in full prior to the next billing date.

(N)

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LIFELINE - A low income assistance program, available to qualified residential subscriber's, which reduces monthly charges for local service through credits supported by federal and Company funds.

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LINE ACCESS CHARGE - The charge for access line (excluding instrument charges) together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this tariff.

(T)

LINK-UP - A low income assistance program, available to qualified residential subscribers, which reduces charges for connection of service through credits supported by federal funds.

(N)

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(N)

LOCAL CALLING AREA - The area within which telecommunication service is furnished subscribers under a specific schedule of exchange rates and without toll (long distance) charges. A local calling area may include one or more exchange service areas, or portions of exchange service areas.

LOCAL CHANNEL - Applies to that portion of a channel which connects a station to an interexchanging channel. A channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE - A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges. It includes the use of exchange facilities required to establish connections between stations within the exchange and between stations and the toll facilities serving the exchange.

(D)

(D)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 1

Vice President

2nd Revised Page 11

Issued: 9/15/10

Cancels 1st Revised Page 11

Effective: 10/15/10

1. DEFINITIONS OF TERMS

LONG DURATION CALLS - Calls which last a duration of a minimum of two successive midnights. Long Duration Calls which are billed on a usage basis, will be subject to billing which additionally bills the call as a new call for each 24 hour period or fraction thereof, past the second midnight recorded. (N) | (N)

MESSAGE - A communication between two stations. Messages may be classified as follows:

- a. Local Message: A message between stations within the same local service area.
- b. Long Distance Message: A message between stations in different exchange areas for which a long distance message charge is made.

MEASURED RATE SERVICE - A classification of exchange service which includes an individual line with a monthly outward local usage allowance for a stipulated monthly charge. A charge for usage applies for outward local calls completed in excess of the allowance and is based on one or more of the following elements: number of calls, duration, time of day, day of week and distance between originating and terminating central offices.

MILEAGE - The measurement upon which charges are computed for extension tie, private lines and for lines serving exchange stations located outside the central office area of the connecting central office.

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

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GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera Roark (T)
Vice President
Issued: 9/15/10

TRA Tariff 1 (T)
SECTION 1
2nd Revised Page 12
Cancels 1st Revised Page 12
Effective: 10/15/10

1. DEFINITIONS OF TERMS

MOVE - A transfer of telephone service and/or equipment from one location to another on the same premises where there is no interruption of service other than is incident to the work involved. Transfers of telephone service and equipment from one premise to another, or from one location to another on the premises involving a break in the continuity of service and resulting in cessation of local service charges are not considered as moves, but as new service connections and subject to the regular termination charges and service charges that may be applicable.

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 (Dialing), calling and called number identification, audible tone signals (call progress signals indicating recorder or busy conditions, altering, 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 provision of network control signaling.

NETWORK INTERFACE DEVICE (NID) - The network interface device will be installed by the Company. (T)

The NID is at the protector, however, until approved hardware is available, the interface will be located outside the customer's premises as close as practicable to the protector or equivalent. (T)

At the point of demarcation, all premises service will connect to the telecommunications network.

The NID is a weatherproof enclosure consisting of a protector, a standard registration program jack or equivalent and an entrance bridging device provided by the Company as part of local exchange service lines, WATS, or Private Line Services. (T)

The subscriber is not permitted to hard-wire (Direct Connect) to the network interface. An approved modular connecting entrance bridging device, allowing disconnection of customer-provided wire, must be utilized when connecting to the NID. (T)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 1

Vice President

2nd Revised Page 13

Issued: 9/15/10

Cancels 1st Revised Page 13

Effective: 10/15/10

1. DEFINITIONS OF TERMS

NON-RECURRING CHARGE - A one time charge associated with certain installations, change or transfer of services, either in lieu of or in addition to recurring monthly charges.

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POINT OF DEMARCATION - The point of physical interconnection (connecting block, terminal strip, protector or remote isolation device) between the telephone network and the customer premises wiring. This point is part of the telephone network, provided and maintained by the telephone company under this Tariff. The location of this point is at the NID which is located outside at a point determined by the Company, which is accessible to the Customer.

(T)

PREMISES (SAME) - The term "same premises" shall be interpreted to mean: (a) The building or buildings, together with the surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by property occupied by others; or (b) the portion of the building occupied by the subscriber either in the conduct of his business or as a residence, and not intersected by a public corridor or by space occupied by others; or (c) the building or portion of a building occupied by the subscriber in the conduct of his business and as a residence provided both the business and the residence bear the same street address; or (d) the continuous property operated as a single farm whether or not intersected by a public thoroughfare.

In connection with inside moves, the term "same premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare, a corridor, or space occupied by others.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 1

Vice President

2nd Revised Page 14

Issued: 9/15/10

Cancels 1st Revised Page 14

Effective: 10/15/10

1. DEFINITIONS OF TERMS

PRIMARY CLASS OF SERVICE - Any of those classes of exchange service which the Company undertakes to furnish at any point within the base rate area at a rate common to all applicants for the same class. Primary classes of service may be furnished at points outside a base rate area at base rates plus zone or extra exchange line mileage, when appropriate, per approved tariffs on file with the Commission. (T)

PRIVATE BRANCH EXCHANGE SERVICE (PABX SERVICE) - A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other subscribers.

Lines (circuits), equipment and facilities ordinarily furnished in connection with PABX service include the following:

1. PABX Station: A station connected with a PABX switchboard or PABX dial switching equipment.
2. PABX Extension Station: A telephone set which is bridged to the same line as the PABX station.
3. PABX Interior Station: A PABX station that cannot originate or receive calls outside the PABX either directly or through the PABX attendant.
4. PABX Trunk: A central office line (circuit) connecting a PABX system with a central office.
5. Tie Line: A circuit connecting PABX or Centrex systems.

PRIVATE LINE SERVICE - A circuit provided to furnish communication only between two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general exchange and interexchange networks. (T)

PRIVATE LISTING - Telephone number not listed in the telephone directory nor given out by the Company. (T)

PRIVATE RIGHT-OF-WAY - A facility route granted to the Company on/or over private property. (T)

PUBLIC TELEPHONE - An exchange station, either attended or equipped with a coin collecting device, designed and placed for use by the public in general, at locations chosen or accepted by the Company. (T)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 1

Vice President

2nd Revised Page 16

Issued: 9/15/10

Cancels 1st Revised Page 16

Effective: 10/15/10

1. DEFINITIONS OF TERMS

SUSPENSION OF SERVICE - An arrangement made at the request of the subscriber, or initiated by the Company for violation of tariff regulations by the subscriber, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the subscriber's premises.

TARIFF - The rates, charges, rules and regulations adopted and filed by the Company and approved by the TRA. (T)
(T)

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM - A structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U. S. Government and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company. (N)
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TELECOMMUNICATIONS SERVICES - The various services offered by the Company as specified in this General Services Tariff and/or other Company Tariff. |
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TELEPHONE NUMBER - A designation assigned to a telephone service for convenience in operating. (N)

TEMPORARY DISCONNECTION - An arrangement made at the request of the customer for temporarily discontinuing service without terminating the contract or removing the telephone equipment from the customer's premises, as more specifically defined by the Tariff.

TENNESSEE RELAY CENTER - The Tennessee Relay Center permits hearing and speech users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party. (N)
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GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 1

Vice President

2nd Revised Page 17

Issued: 9/15/10

Cancels 1st Revised Page 17

Effective: 10/15/10

1. DEFINITIONS OF TERMS

TERMINATION CHARGE - A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

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This text formerly appeared on Section 1 1st Revised Page 16.

The text previously on this sheet can now be found on Section 1 2nd Revised Page 18.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 1

Vice President

2nd Revised Page 18

Issued: 9/15/10

Cancels 1st Revised Page 18

Effective: 10/15/10

1. DEFINITIONS OF TERMS

TOLL MESSAGE - A message between stations in different exchange areas and furnished under the provisions of the applicable toll tariff. (M)

APPOINTMENT CALL - An arrangement made in advance with a particular party for the establishment of a person-to-person long distance message telephone connection at a specified time. |

CALLING CARD CALL - A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party. (T) |

COLLECT MESSAGE - A toll message in which the user stipulates that the called party accept and pay for all charges associated with the message. |

(D) |

PERSON-TO-PERSON - A toll message in which the user stipulates desire for communication with a specified person or extension station at a specified toll point. |

STATION-TO-STATION - A toll message in which the user desires communication with anyone who answers. |

THIRD NUMBER BILLED - A toll message in which associated charges are billed neither to the calling station nor to the called station, but rather to a station not involved in the message. (M)

TOLL RATE - The initial period charge prescribed for toll messages usually based upon the duration of the initial period and distance between exchanges.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

Lera Roark

SECTION 1

Vice President

2nd Revised Page 19

Issued: 9/15/10

Cancels 1st Revised Page 19

Effective: 10/15/10

1. DEFINITIONS OF TERMS

TOLL SERVICE - Toll service is that part of the total telephone service rendered by the company which is furnished between subscribers in different exchange areas in accordance with the rates and rules specified in the toll tariffs. (M) | (M)

TRA - Tennessee Regulatory Authority (N)

UNDERGROUND SERVICE CONNECTION - A subscriber's "drop" wire which is ran underground from a pole line or an underground distributing cable. (M) |

UTILITY - See Company |

VISIT CHARGE - See Maintenance Visit Charge, Section 4. |

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(D)(M)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 2

Lera Roark

2nd Revised Page 1

Vice President

Cancels 1st Revised Page 1

Issued: 5/24/00

Effective: 6/23/00

2. GENERAL REGULATIONS

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SECTION 2

Lera Roark

1st Revised Page 2

Vice President

Cancels Original Page 2

Issued: 7/23/03

Effective: 8/22/03

2. GENERAL REGULATIONS

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West Tennessee Telephone Company, Inc.

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Lera Roark

1st Revised Page 3

Vice President

Cancels Original Page 3

Issued: 6/1/99

Effective: 7/7/99

2. GENERAL REGULATIONS

2.1 Application

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

2.2 Limitations and Use of Service

1. Use of Subscriber's Service

- a. Subscriber telephone service, as distinguished from payphone access lines, is furnished for use by the subscriber, his family, employees or business associates, or persons residing in the subscribers household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a subscriber's residential premises. The Company has the right to refuse to install subscriber service or to permit such service to remain on premises of payphone service when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use. (T)
- b. Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. The prohibition shall not apply to a subscriber who is engaged as a communications common carrier in a public telegram message business. (T)

POTS (Plain Old Telephone Service) voice grade services are provided subject to industry standard voice grade equivalent lines as set forth by the Universal Service guidelines for voice services only. Voice grade services are not recommended for use as data transmission services and they do not guarantee or provide any specific bandwidth. Voice grade services do not guarantee any specific modem speeds when modems are connected to POTS voice grade services. (N)

It is recommended that customers subscribe to digital data services, ISDN, high capacity services or other bandwidth services when specific modem speeds or bandwidth is required. (N)

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company

TPSC Tariff 1
SECTION 2
Original Page 4

Nolan V. Ferguson
General Manager

Issued: 6/1/74

Effective: 7/1/74

2. GENERAL REGULATIONS

2.2 Limitations and Use of Service (Continued)

1. Use of Subscriber's Service (Continued)

- c. In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Company, and of the uses for which facilities may be furnished him by the Company, and because of unavoidableness of errors incident to the services and to the use of such facilities by the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.

2. Establishment of Identity

- a. The calling party shall establish his identity in the course of any communication as often as may be necessary.
- b. The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

3. Customer-provided Terminal Equipment and Communications Systems

Customer-provided terminal equipment may be used and customer-provided communications systems may be connected with the facilities furnished by the Company for telecommunications services as provided in Section 13.

4. Accessories Provided by the Subscriber

Accessories which aid a subscriber's convenience in his use of the facilities of the Company in the Service for which they are furnished under this tariff are permissible provided any such accessory so used would not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company; or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company
Nolan Ferguson
General Manager
Issued: June 1, 1974

TPSC Tariff 1
Section 2
Original Page 5

Effective: July 1, 1974

2. GENERAL REGULATIONS

2.2 Limitations and Use of Service (Continued)

5. Broadcast of Recordings of Telephone Conversations

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

6. Recorded Public Announcements

- a. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:
 - (1) For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
 - (2) Subscribers transmitting factual public announcements such as Time, Stock Market quotations. Airline schedules and similar information are excluded from the preceding condition.
 - (3) Private telephone numbers will not be furnished for use with recorded public announcements.
 - (4) Failure to comply with the provisions of this tariff shall be cause for termination of the service.

7. Limited Communication

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

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company
Nolan V. Ferguson
General Manager
Issued: 6/1/74

TPSC Tariff 1
SECTION 2
Original Page 6
Effective: 7/1/74

2. GENERAL REGULATIONS

2.2 Limitations and Use of Service (Continued)

8. Transmitting Messages

The Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

9. Unlawful Use of Service

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

10. Cancellation of Service for Cause

a. The Company may without notice either suspend service or terminate the subscriber's contract without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon:

- (1) Abandonment of the service.
- (2) Failure of a subscriber to make suitable deposit as required by this tariff.
- (3) Impersonation of another with fraudulent intent.
- (4) Listening in on party line conversations.
- (5) Non-payment of any sum due for exchange, long distance or other services.
- (6) Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company
Nolan V. Ferguson
General Manager
Issued: June 1, 1974

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Original Page 7
Effective: July 1, 1974

2. GENERAL REGULATIONS

2.2 Limitations and Use of Service (Continued)

10. Cancellation of Service for Cause (Continued)

- (7) Use of service or facilities for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
 - (8) The use of service or facilities or the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service;
 - (9) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
 - (10) Any other violation of the Company's regulations.
- b. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

11. Misuse of Directory Assistance Service

The Company may limit or refuse the use of directory assistance to obtain a subscriber's listed name, address or telephone for any purpose other than to facilitate the making of a telephone call.

2.3 Establishment and Furnishing of Service

1. Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company

TPSC Tariff 1
SECTION 2
Original Page 8

Nolan V. Ferguson
General Manager

Issued: 6/1/74

Effective: 7/1/74

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

1. Availability of Facilities (Continued)

- b. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available for when the construction of the necessary facilities does not involve excessive costs.
- c. When excessive cost are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 5. except as otherwise specified.

2. Party Line Service

(Not applicable to this Company.)

3. Application for Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect.
- b. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

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West Tennessee
Telephone Company

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Nolan V. Ferguson
General Manager

Issued: 6/1/74

Effective: 7/1/74

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

3. Application for Service (Continued)

- c. If telephone service is established and it is subsequently determined that either condition in b. exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

4. Application of Rates for Business and Residence Service

- a. Although in general business rates apply at business locations and residence rates apply at residence locations, the determination as to whether subscriber service should be classified as business or residence is based on the character of use to be made of the service.
- b. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature or where the listing required is such as to indicate business use. Business rates apply for:
 - (1) Offices, stores, factories, mines and all other places of a strictly business nature.
 - (2) Boarding houses, except as modified under 2.3.4.c.(2); offices or hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under 2.3.5.c.(5), public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and in churches.

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

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company
Nolan V. Ferguson
General Manager
Issued: June 1, 1974

TPSC Tariff 1
Section 2
Original Page 10

Effective: July 1, 1974

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

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

- (3) Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.
 - (4) Residence locations, where an extension station or extension bell is located in any place where business rates would apply under the provisions of this tariff.
 - (5) Service Terminating solely on the secretarial facilities of a secretarial answering firm will carry business rates.
 - (6) Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under 2.3.4.c.(3)
 - (7) All other locations where the subscriber's primary use of the service is for business purposes.
- c. Residence rates apply when the use of the service is of a domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:
- (1) Private residences on service not employing business listings.
 - (2) Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the subscriber and business listings are not employed.
 - (3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the subscriber's residence which is used as an office, but is located in the subscriber's residence which is used as an office, but is located in the subscriber's domestic establishment, and provided no business designation is employed. Titles such as "Dr.", "Rev.", "Judge", "Professor" are not considered business designations.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

Lera Roark

Section 2

Vice President

1st Revised Page 11

Issued: 5/24/00

Cancels Original Page 11

Effective: 6/23/00

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

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

c. (Continued)

- (4) Private stable or garage when strictly a part of the subscriber's domestic establishment.
- (5) College Fraternity houses where members of the fraternity lodge within the house.
- (6) Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.

d. Changes from business service to residence service are made only in the event of a change in the subscriber's arrangements which would entitle him to a residence classification of his service, as specified in c. preceding.

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

e. Changes for residence to business service may be made without change in telephone number, if the subscriber so desires. Service connection charges, which apply for such changes, are quoted in Section 4. of this Tariff.

f. Subscribers who wish to reduce the chance of a change in their Local Exchange Carrier, IntraLATA and/or InterLATA toll service provider(s) without their express written or verbal consent my request, at no charge, to have their preferred carrier selection frozen to their carrier of choice. Preferred Carrier Freezes shall be implemented or removed by one of the following three methods¹: (N)

- 1) In written form by the use of a Letter of Agency (LOA) that must conform with Rule 1220-4-2-.56(2)(a), The Tennessee Verification of Orders for Changed of Long Distance Carrier, or
- 2) Verbally with a call between the subscriber and the Company, or
- 3) Verbally with a three-way conference call between the Company, the subscriber, and the preferred carrier. (N)

¹ This offering in no way nullifies the carrier or reseller's responsibility to verify the service provider changes as outlined in Rule 1220-4-2-.56(2), The Tennessee Verification of Orders for Changes of Long Distance Carriers.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

Lera Roark

Section 2

Vice President

Original Page 11.1

Issued: 5/24/00

Effective: 6/23/00

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

4. (Continued)

f. (Continued)

At the time a subscriber makes a request to the Company to place a freeze on their account, the Company will send the subscriber a confirmation letter. The Company does not guarantee that by placing a freeze on the subscriber's account that the preferred carrier cannot be changed without the subscriber's consent. The Company shall not be liable for any damages that may occur if the preferred carrier is changed without the subscriber's consent as long as the Company has fully complied with the requirements specified in Rule 1220-4-2-.56(2), The Tennessee Verification of Orders for Changes in Long Distance Carriers.

5. Initial Service Periods

- a. Unless otherwise specified, the initial service period for all services offered in this tariff is one month commencing with the date of installation of the service.
- b. The initial service period for PBX service is sixty months.
- c. For all other services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated in brackets following the basic termination charge listed in that section of this tariff containing the service offered.
- d. The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TSPC Tariff 1

Lera D. O'Brian Roark

SECTION 2

Vice-President

1st Revised Page 12

Issued: 2/19/91

Cancels Original Page 12

Effective: 3/23/91

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

6. Floor Space, Electric Power and Operating at the Subscriber's Premises

- a. The subscriber is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the subscriber by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of the subscriber.
- b. All operating required for the use of communications facilities provided by the Company at the subscriber's premises will be performed at the expense of the subscriber, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

7. Provision and Ownership of Apparatus and Facilities

- a. Apparatus and facilities furnished by the Company on the premises of a subscriber or authorized user of the Company are the property of the Company and are provided upon the condition that such apparatus and facilities, except as expressly provided in this tariff, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collection from coin boxes, to install, inspect or repair any part of the Company's apparatus and facilities on the subscriber's premises, or upon termination or cancellation of the service, to remove such apparatus and facilities. (T)
- b. Subscribers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Company, except upon the written consent of the Company. (T)
- c. Apparatus and facilities furnished by the Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof expected. (T)

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company

TPSC Tariff 1
SECTION 2
Original Page 13

Nolan V. Ferguson
General Manager

Issued: 6/1/74

Effective: 7/1/74

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

8. Provision and Ownership of Directories

Telephone directories distributed from time to time by the Company remain the property of the Company, shall not be mutilated and shall be surrendered upon request. No binder, holder, insert or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the directories owned by the Company, except that this prohibition shall not apply to a subscriber-provided binder, holder, insert, or auxiliary cover which is not so attached as to impede reference to essential service information or otherwise interferes with service.

9. Provision and Ownership of Telephone Numbers

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

10. Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this tariff, is borne by the Company.

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

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company

TPSC Tariff 1
SECTION 2
Original Page 14

Nolan V. Ferguson
General Manager

Issued: 6/1/74

Effective: 7/1/74

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

11. Company Facilities at Hazardous or Inaccessible Locations

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

12. Work Performed Outside Regular Working Hours

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

13. Suspension of Business and Residence Service

a. General

- (1) Upon request, a subscriber to business or residence service may arrange for the temporary suspension of such service. Suspension of service is available on a subscriber's complete service or on such portion thereof as can be suspended.
- (2) When the period of suspension is less than one month, the regular charges for the full month of service shall apply. The minimum charge for any twelve consecutive months shall not be less than three-fourths of the total charge for full service during the twelve month period.

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company
Nolan V. Ferguson
General Manager
Issued: June 1, 1974

TPSC Tariff 1
Section 2
Original Page 15

Effective: July 1, 1974

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

13. Suspension of Business and Residence Service (Continued)

- (3) When a complete service, or portion thereof which can be suspended, is subject to an initial service period of more than one month, the basic termination charge applicable thereto will be reduced one-half the normal full rate or reduction while the service is on a suspended basis and the initial service period is extended by one-half month for each month of suspension.
- (4) In connection with complete suspension of service, local or long distance service is not furnished during the period of suspension.
- (5) The charge for the total suspension period may be collected in advance.
- (6) There is no reduction in the charge for foreign exchange line mileage during the period of suspension.

b. Application of Charges

The charge for service during the period of suspension is **50 percent** of the rate regularly charged, except as specified in 2.3.13.a preceding.

14. Termination of Service

a. Termination of Service by the Company

- (1) Violation of any of the regulations contained in this tariff on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service.
- (2) When the service is terminated on the initiative of the Company because of violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera D. O'Brian Roark
Vice-President
Issued: 2/19/91

TPSC Tariff 1
Section 2
1st Revised Page 16
Cancels Original Page 16
Effective: 3/23/91

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

14. Terminations of Service (Continued)

a. (Continued)

- (3) The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.

b. Termination of Service at the Subscriber's Request

Service may be terminated at any time upon reasonable notice from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of any initial service period or applicable termination charges, or both.

15. Ringer Limitations

a.

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

c.

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company

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SECTION 2
Original Page 17

Nolan V. Ferguson
General Manager

Issued: 6/1/74

Effective: 7/1/74

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

16. Transfer of Service Between Subscribers

- a. Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation, or in case of abandonment, provided there is no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways:
 - (1) If the new subscriber, fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder. Future bills are then rendered to him without an adjustment to or from any particular date, with the Company arranging for requested change in billing and directory listing.
 - (2) If the new subscriber does not wish to assume payment of the old account a new service application is taken and an adjustment in billing is made to and from the date the transfer is effective.
- b. Under either method of transfer the reassignment of the old telephone number to the service of the new party is arranged for only after the former subscriber has given his consent to its use, and then only when, in the judgement of the Company, there exists no relationship, business or otherwise, between the old and new subscribers, and when in the judgement of the Company a change in the telephone number is not required.
- c. When a relationship does exist, business or otherwise, between the old and new subscribers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgement of the Company a change in the telephone number is not required.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera Roark
Vice-President
Issued: 12/11/96

TPSC Tariff 1

Section 2

1st Revised Page 18

Cancels Original Revised Page 18

Effective: 1/10/97

2. GENERAL REGULATIONS

2.4 Payment Arrangements and Credit Allowances

1. Advance Payments

An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other non-recurring charges plus charges for one month of service. Where construction charges are applicable the payment thereof may be required in advance of start of construction.

2. Deposits

- a. Any applicant who is unable to establish a satisfactory credit standing with the Company or any subscriber whose credit standing has become impaired may also be required to deposit a sum up to an amount equal to either the charge for two months' local service or the charge for the estimated toll messages during a like period, or both. Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.
- b. Interest at the rate of 6% per annum is allowed to the subscriber during the continuance of the deposit. If held until discontinuance of service, such deposit and accrued interest, less any and all amounts then due, is upon such discontinuance returnable to the subscriber.
- c. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation or constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TPSC Tariff 1

Lera Roark

Section 2

Vice-President

Original Page 18.1

Issued: 12/11/96

Effective: 1/10/97

2. GENERAL REGULATIONS

2.4 Payment Arrangements and Credit Allowances (Continued)

- 3. Payment for Service (M)
 - a. All charges due by the subscriber are payable at the Company's Business Office or at any agency duly authorized to receive such payments. If objection in writing is not received by the Company within thirty days after the bill is rendered the account shall be deemed correct and binding upon the subscriber. (M)

 - The customer is responsible for payment of all charges for services furnished to the customer or its joint or authorized users. This responsibility is not changed, by the virtue of any use, misuse, or abuse of the customer's service or customer-provided systems, equipment, facilities, or services interconnected to the customer's service, which use, misuse, or abuse may be occasioned by third parties, including, without limitation, the customer's employees or other members of the public. (N)

Certain material on this page formerly appeared on Original Page 18

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company

TPSC Tariff 1
SECTION 2
Original Page 19

Nolan V. Ferguson
General Manager

Issued: 6/1/74

Effective: 7/1/74

GENERAL REGULATIONS

2.4 Payment Arrangements and Credit Allowances (Continued)

3. Payment for Service (Continued)

- b. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.
- c. Should service be suspended for non-payment of charges, it will be restored only as provided under "Restoration Charge" in Section 4 of this tariff.
- d. When the service has been disconnected for non-payment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new station agreement which is subject to the provisions of this tariff.
- e. In its discretion, the Company may restore or re-establish service which has been suspended or disconnected for non-payment of charges, prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver of any such or other charges due and unpaid or for the violation of the provisions of this tariff, nor shall the failure to suspend or disconnect service for non-payment of any past due account or accounts operate as a waive or estoppel to suspend or disconnect service for non-payment of such account or of any other past due account.

4. Allowance for Interruptions

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the subscriber, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of forty-eight hours from the time it is reported to or detected by the Company, except as otherwise specified in this tariff. For the purpose of administering this regulation, every month is considered to have thirty days.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 2

Original Page 19.1

Lera Roark

Vice President

Issued: 7/23/03

Effective: 8/22/03

2. GENERAL REGULATIONS

2.4 Payment Arrangements and Credit Allowances (Continued)

5. Late Payment Charge

- a. A late payment charge of two percent (2%) for residence customers (limited to one and one half percent (1.5%) for the first year following the effective date of this charge) and up to three percent (3%) for business customers may be charged for Company regulated services. A late payment charge of up to two percent (2%) for residence customers (limited to one and one half percent (1.5%) for the first year following the effective date of this charge) and up to three percent (3%) for business customers may be applied to charges for regulated services provided by a third party, provided:
 - (1) Company has given notice to customers; or
 - (2) The contract between the customer and the particular third party provides for the late fee; or
 - (3) A valid tariff exists permitting the particular third party to charge the late fee.
- b. A different late fee may apply to charges for unregulated services at the rate as provided by the terms of service for these unregulated services, but not to exceed the rate for regulated service.
- c. Late payment charges will be applied to the unpaid balance of each subscriber's bill (including amounts billed in accordance with the Company's Billing and Collections Tariff) when the previous month's bill has not been paid in full prior to the next billing date.

ALL MATERIAL ON THIS PAGE IS NEW.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

Lera Roark
Vice President

SECTION 2

Original Page 19.2

Issued: 7/23/03

Effective: 8/22/03

2. GENERAL REGULATIONS

2.4 Payment Arrangements and Credit Allowances (Continued)

5. Late Payment Charge (Continued)

- d. Nonpayment of a late payment charge shall not be the sole cause for denial or termination of a customer's local exchange service.
- e. This late payment charge will not apply to:
 - (1) Lifeline customers;
 - (2) Specified charges disputed or contested by the customer, including any applicable taxes, fees or charges directly related to the disputed amount;
 - (3) Charges for prepaid services, except to the extent that the charges for such services remain unpaid on the following bill date;
 - (4) Charges for which the customer has had less than 21 days to pay (subject to notification by the customer); and
 - (5) Previous unpaid late payment charges.
- f. Charges for payments that are overdue on state government accounts will be applied consistent with the applicable state statutes.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 2

Lera Roark

1st Revised Page 20

Vice President

Cancels Original Page 20

Issued: 6/7/99

Effective: 7/7/99

2. GENERAL REGULATIONS

2.5 Liability of the Company

1. Service Irregularities

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

The Company shall be indemnified, defended and held harmless by the Customer, against any claim, loss or damage arising from the use of services offered under this tariff including, but not limited to, claims by subscribers to services provided to the Customer, and users of any services provided or resold by the Customer.

(N)
|
|
|
(N)

2. Use of Facilities of Other Connecting Carriers

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

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company

TPSC Tariff 1
SECTION 2
Original Page 21

Nolan V. Ferguson
General Manager

Issued: 6/1/74

Effective: 7/1/74

2. GENERAL REGULATIONS

2.5 Liability of the Company (Continued)

3. Indemnifying Agreement

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

4. Defacement of Premises

The Company is not liable for any defacement of or damages to the premises of a subscriber resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of employees of the Company.

5. Period of the Presentation of Claims

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs.

6. Equipment in Explosive Atmosphere

- a. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The subscriber shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other party or person, and for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TPSC Tariff 1

Lera Roark

SECTION 2

Vice President

1st Revised Page 22

Issued: 12/11/96

Cancels Original Page 22

Effective: 1/10/97

2. GENERAL REGULATIONS

2.5 Liability of the Company (Continued)

6. Equipment in Explosive Atmosphere (Continued)

- b. The Company may require each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
- c. The subscriber shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

7. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of exchange telecommunications service shall be performed by equipment furnished, installed and maintained by the Company.

8. The applicable terms, rates and conditions specified in this tariff constitute the only agreement between the parties with respect to the service(s) to which the Customer has subscribed. Statements (whether written or oral) may have been made about the service(s) specified in this tariff. Such statements, however, do not constitute warranties, shall not be relied upon by the Customer and are not part of the parties' relationship. All prior agreements, proposals, representations or understandings concerning the service(s) are also deemed superseded upon the Customer's subscription. The applicable tariff sections constitute the complete and exclusive expression of the parties' relationship. These tariff provisions may only be modified by: 1) a subsequent tariff filing; or 2) approval by the Tennessee Regulatory Authority of a special contract tariff. All implied warranties, including the implied warranty of merchantability, are disclaimed. The Company does not warrant that the service(s) are fit for any particular purpose of the Customer. The Company makes no warranties with respect to the service(s) other than that the service(s) will conform to the description contained in this tariff. (N)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

Ler Roark

SECTION 2

Vice President

Original Page 22.1

Issued: 6/7/99

Effective: 7/07/99

2. GENERAL REGULATIONS

2.5 Liability of the Company (Continued)

9. Unauthorized Computer Intrusion

The Company's liability, if any, for its willful misconduct is not limited by this section of the tariff. With respect to any other claim or suit by a subscriber, common carrier, reseller, or any other party for damages caused by, or associated with, any unauthorized computer intrusion, including but not limited to the input of damaging information such as a virus, time bomb, any unauthorized access, interference, alteration, destruction, theft of, or tampering with, a Company computer, switch, data, database, software, information, network or other similar system, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge by the Company for the service for the period during which the service provided by the Company was affected or so utilized.

10. Transmission of Data

The Company shall not be held liable for any damage, harm or loss of data caused by the subscriber using the Company's voice-grade telephone access lines and/or facilities for the transmission of data. The Company's liability shall be limited to errors or damages to the transmission of voice messages over these facilities, and the liability shall be limited to an amount equal to the proportional amount of the Company's billing for the period of service during which the errors or damages occur.

ALL MATERIAL ON THIS PAGE IS NEW.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

James Garner
Vice President
Issued: 9/26/13

TRA Tariff 1
SECTION 3
10th Revised Page 1
Cancels 9th Revised Page 1
Effective: 11/01/13

3. BASIC LOCAL EXCHANGE SERVICES

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GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 3

James Garner

20th Revised Page 2

Vice President

Cancels 19th Revised Page 2

Issued: 7/23/2014

Effective: 11/1/14

3. BASIC LOCAL EXCHANGE SERVICE

3.1. **Monthly Exchange Rates**

The rates specified herein entitle the subscriber to an unlimited number of messages to all stations bearing the designation of central offices within the serving exchange and additional exchanges as shown in Section 3.2., **Local Calling Areas**, of this tariff.

Exchanges of Atwood, Bradford, Rutherford & Trezevant

	Monthly Rate**	
1-party Access Line	\$ 24.00	
Key System lines	7.66	
PBX Trunks	12.66	
Residence		
1-party access line	\$ 16.00	(I)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 3

James Garner

6th Revised Page 3

Vice President

Cancels 5th Revised Page 3

Issued: 9/15/10

Effective: 10/15/10

3. BASIC LOCAL EXCHANGE SERVICE

3.2. Local Calling Areas

The rates specified in Basic Local Exchange Services entitle subscribers to access all stations bearing the BellSouth central office designations of additional exchanges as shown following. The local calling area of the exchange in the left-hand column also includes the exchanges listed in the right-hand column.

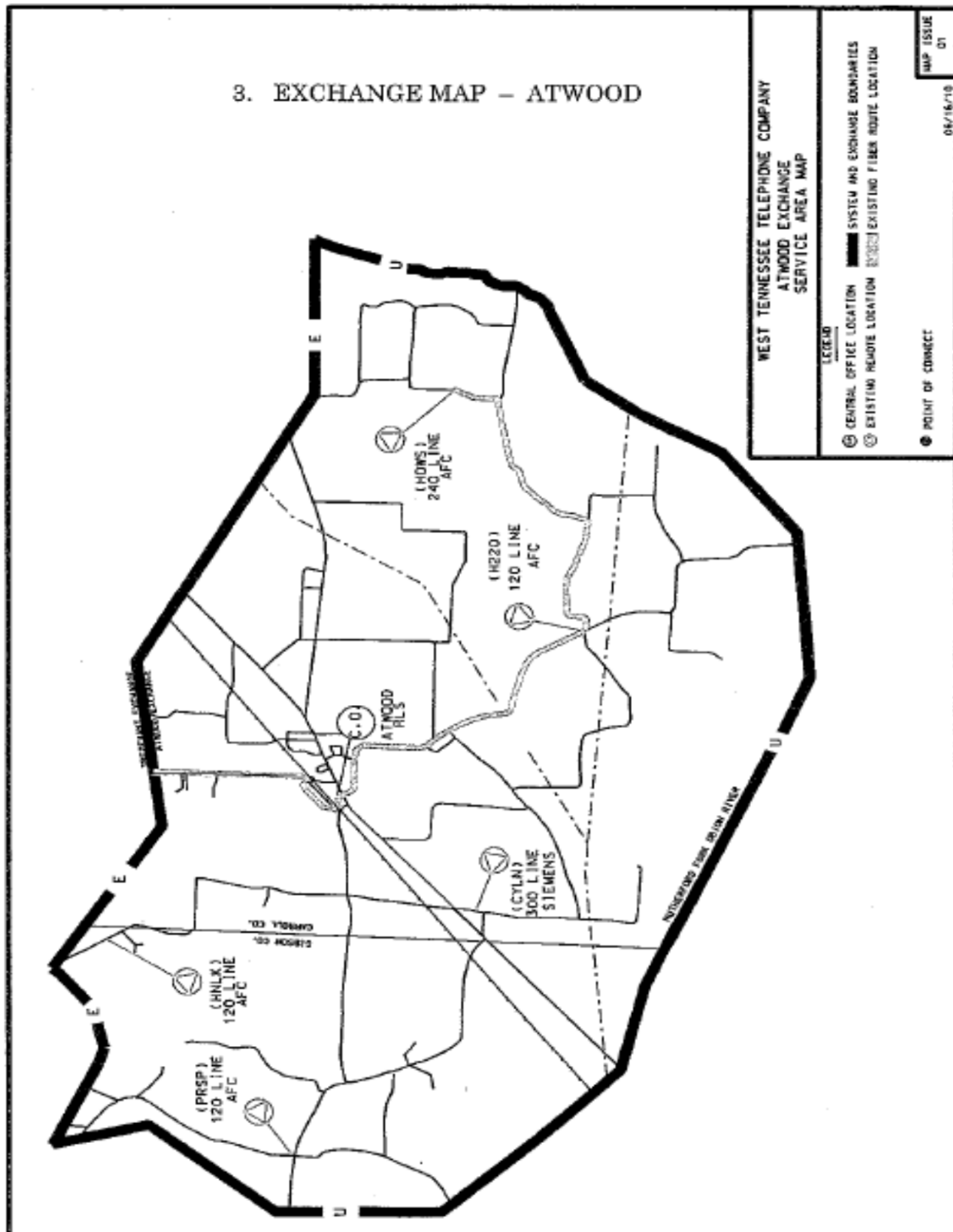
<u>Exchange</u>	<u>Additional Exchanges</u>
Atwood	Bradford, Bruceton ¹ , Cedar Grove ¹ , Huntingdon ¹ , McKenzie ¹ , Milan ¹ , Rutherford, and Trezevant
Bradford	Atwood, Brazil ¹ , Dyer ¹ , Gibson ¹ , Humboldt ¹ , Medina ¹ , Milan ¹ , Rutherford, Trenton ¹ , Trezevant, and Yorkville ² ,
Rutherford	Atwood, Bradford, Brazil ¹ , Dyer ¹ , Gibson ¹ , Humboldt ¹ , Kenton ¹ , Mason Hall ¹ , Medina ¹ , Milan ¹ , Trenton ¹ , Trezevant, and Yorkville ² .
Trezevant	Atwood, Bradford, Bruceton ¹ , Cedar Grove ¹ , Huntingdon ¹ , McKenzie ¹ , and Rutherford.

3.3. The **Exchange Service Area Maps** of the Company are as follows:

(N)

Note ¹ : BellSouth NXX's only

Note ² : West Kentucky Telephone only



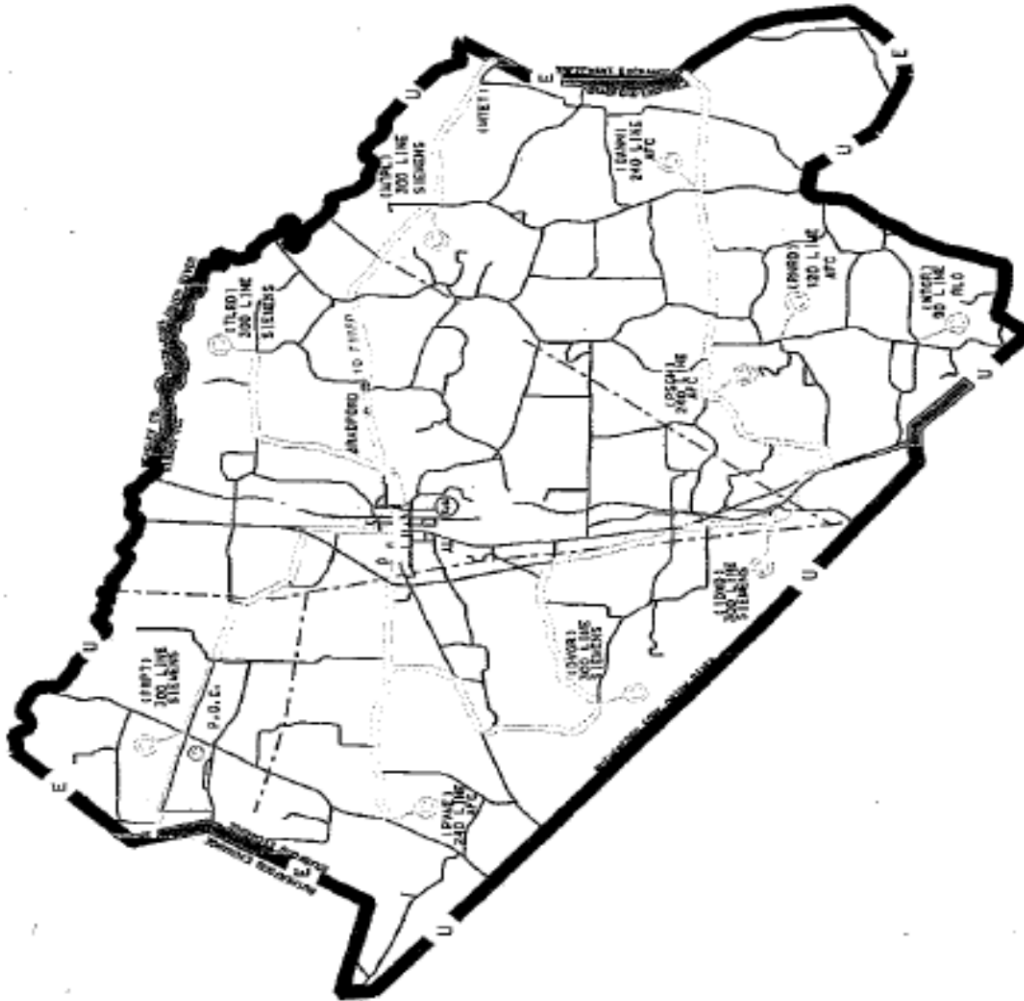
3. EXCHANGE MAP - BRADFORD (T)

WEST TENNESSEE TELEPHONE COMPANY
BRADFORD EXCHANGE
SERVICE AREA MAP

LEGEND

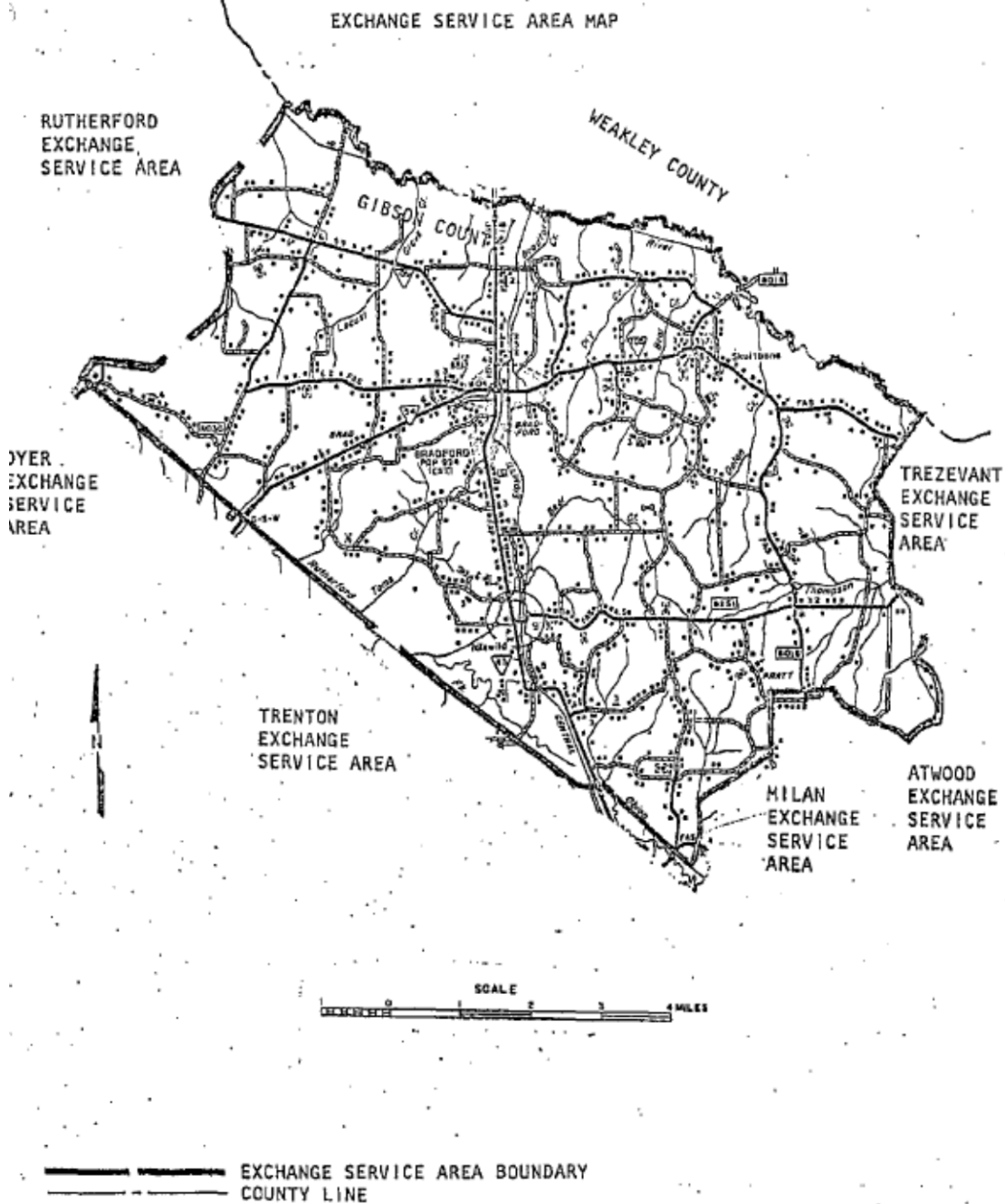
- ⊙ GENERAL OFFICE LOCATION
- ⊙ EXISTING REMOTE LOCATION
- ▬ SYSTEM AND EXCHANGE BOUNDARIES
- ⋯ EXISTING FIBER ROUTE LOCATION

POINT OF CONTACT
MAP ISSUE 01
08/15/10



Lera Roark (T)
Vice President (T)
Issued: 9/15/10

ORIGINAL SHEET
ESA MAP A



ISSUED: JUNE 1, 1974

EFFECTIVE: JULY 1, 1974

WEST TENNESSEE TELEPHONE COMPANY
BRADFORD, TENNESSEE

TREZEVANT & ATWOOD, TENNESSEE
ORIGINAL SHEET
ESA MAP B

EXCHANGE SERVICE AREA MAP

BRADFORD
EXCHANGE
SERVICE
AREA

MCKENZIE
EXCHANGE
SERVICE
AREA





HUNTINGDON
EXCHANGE
SERVICE
AREA

CEDAR GROVE
EXCHANGE
SERVICE
AREA

MILAN
EXCHANGE
SERVICE
AREA



 EXCHANGE SERVICE AREA BOUNDARY
 COUNTY LINE

ISSUED: JUNE 1, 1974

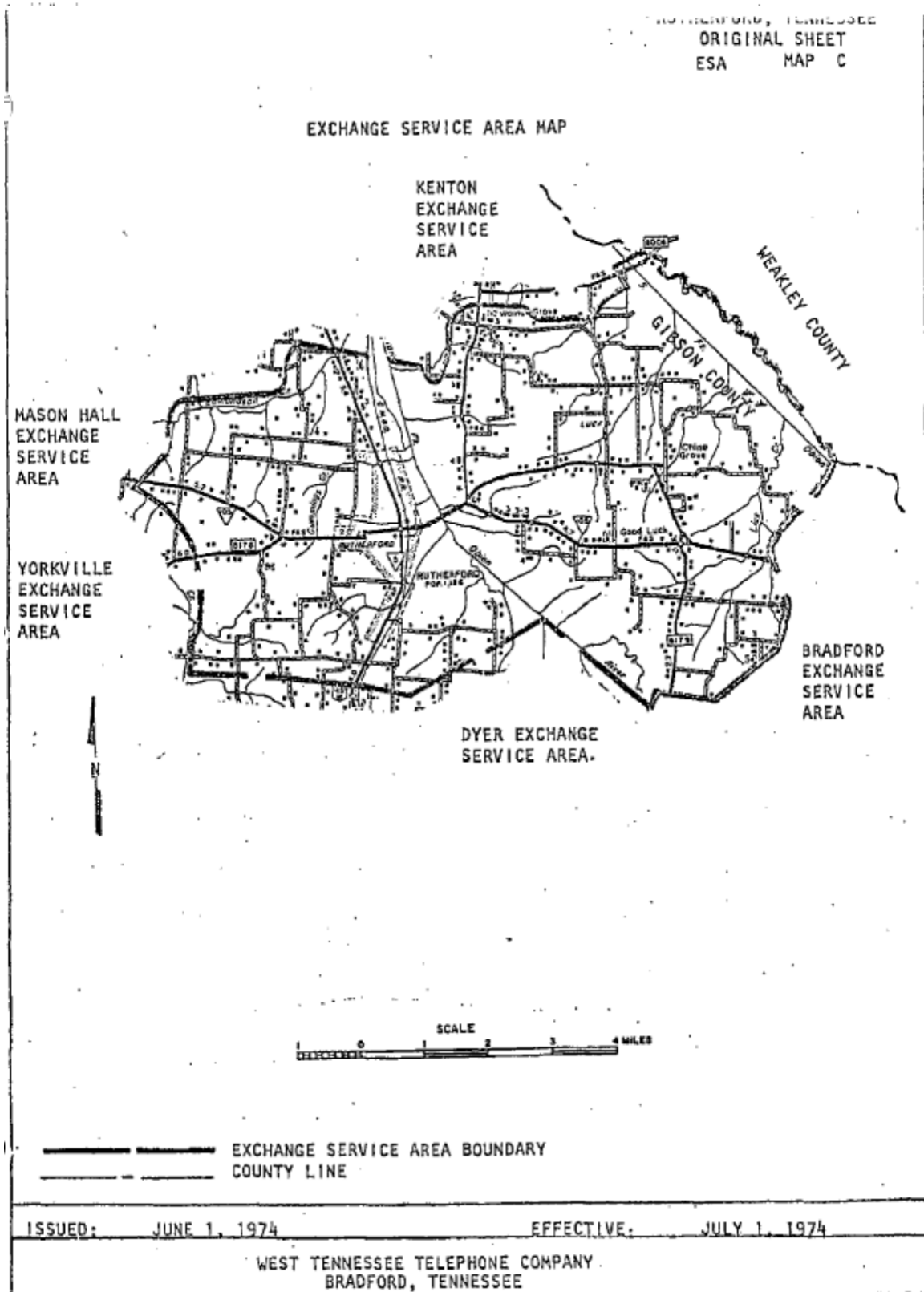
EFFECTIVE: JULY 1, 1974

WEST TENNESSEE TELEPHONE COMPANY
BRADFORD, TENNESSEE

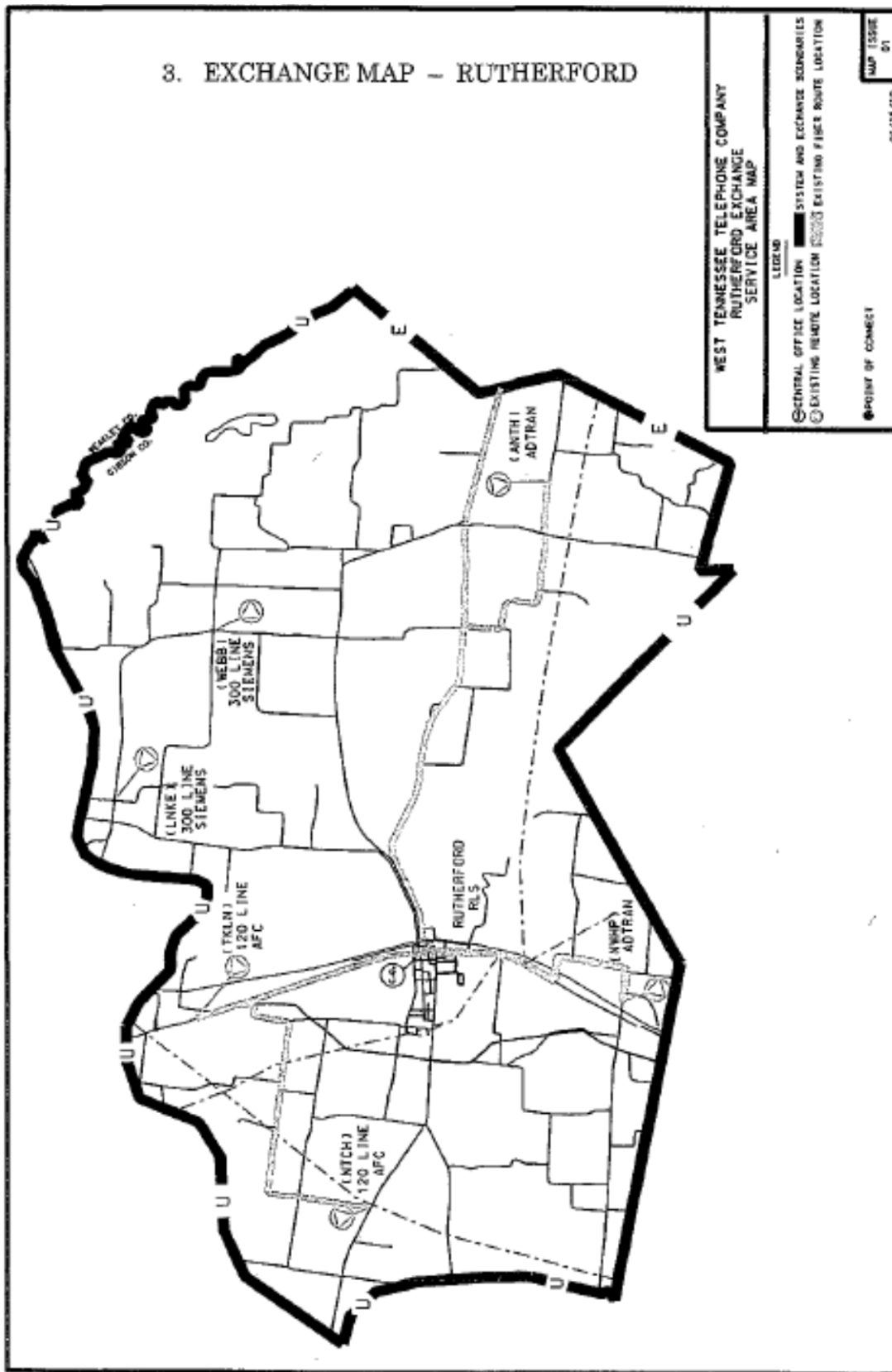
Lera Roark (T)

Vice President (T)

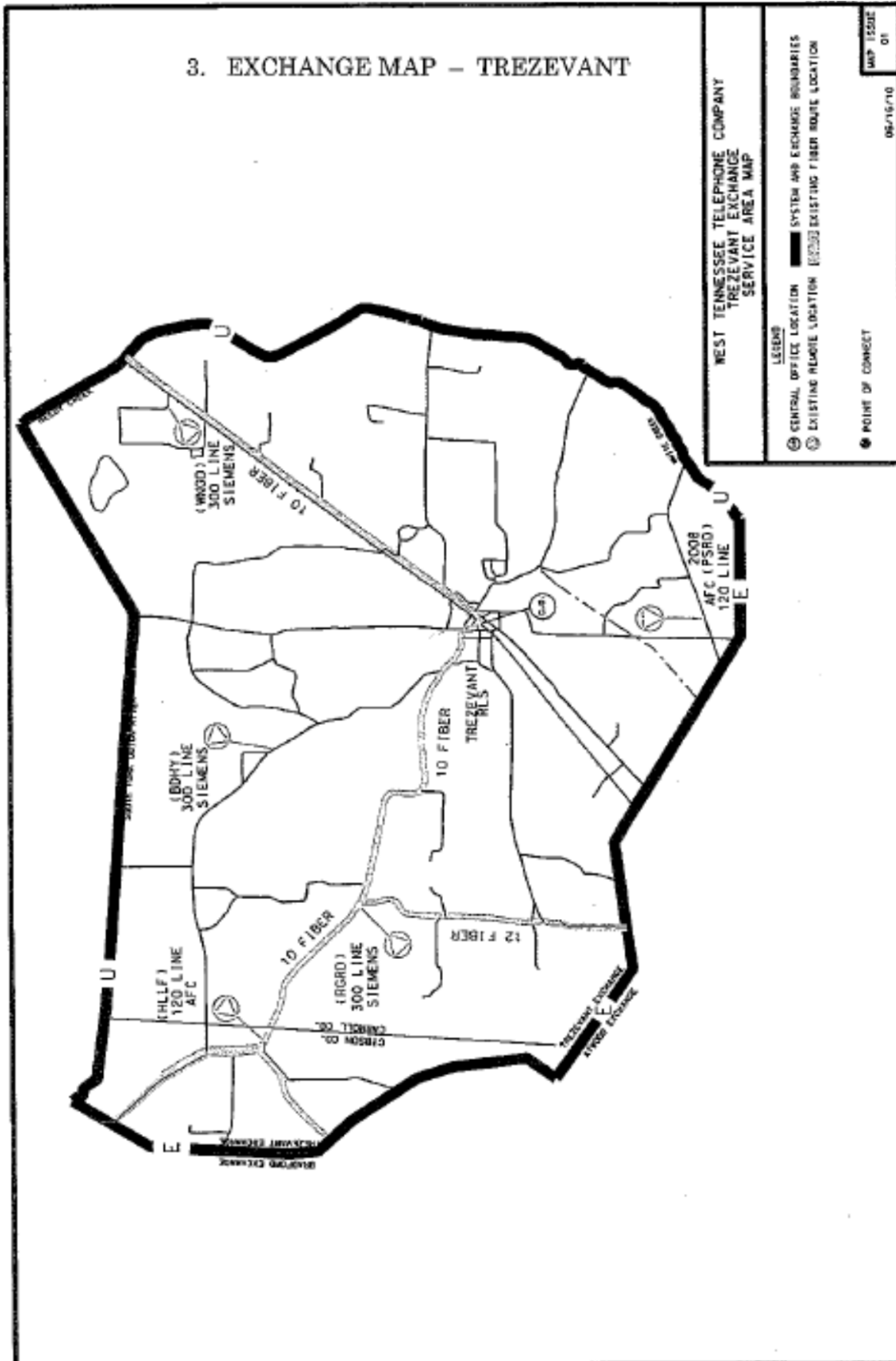
Issued: 9/15/10



Lera Roark (T)
Vice President
Issued: 9/15/10



Lera Roark (T)
Vice President
Issued: 9/15/10



GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 3

Lera Roark

4th Revised Page 8

Vice President

Cancels 3rd Revised Page 8

Issued: 9/15/10

Effective: 10/15/10

3. BASIC LOCAL EXCHANGE SERVICES

3.4. <u>Concession Service</u>	(M)
1. <u>Employees' Telephone Service</u>	(T)
A. General	(T)
(1) A 100% concession is made for employees' telephone service for the provision of standard residence exchange access service, Touchtone Service and Custom Calling Services.	(T)
(2) No concessions will be made to employees for message toll telephone service.	(T)
(3) Service may be furnished by the Company at its expense in the residence of employees, when in its judgement, the interests of Company in rendering continuous service to the public will be advanced.	(T)
B. Conditions	(T)
(1) Employees' telephone service, at their residence, is available to employees of the Company upon completion of 3 months of continuous service with the Company. This service is not available when the employee resides in a boarding and/or rooming house.	(T)
(2) One primary listing may be provided in the name of the employee (except that the listing of a married woman may be in her or her husband's name).	(T)
2. <u>Concession Service for Churches</u>	(T)
A concession is allowed from the regular business rate for regularly established churches so that the rate for service in churches is the same as the residence rate.	(M)

The text previously found on this sheet can now be found on Section 3 Original Page 11.

This text formerly appeared on Section 3 1st Revised Page 4.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera Roark
Vice President

Issued: 9/15/10

TRA Tariff 1
SECTION 3
3rd Revised Page 9
Cancels 2nd Revised Page 9
and 1st Revised 9.1
Effective: 10/15/10

3. BASIC LOCAL EXCHANGE SERVICES

- 3.4. **Concession Service (Continued)** (M)
3. **Concession to Schools (Grades K-12 Only) for School/Parent Systems**
- Schools (Grades K-12) using auto dialers/voice mail communication systems to notify parents of important school events and child absenteeism will be provided access lines at the discounted rates set forth below. This discount will apply to lines installed for the sole purpose of school/parent communication systems.
- A. Schools for grades K-12 will be charged the residential flat rate for access lines used for School/Parent Communication Systems only. (T)
- B. Schools will only be permitted one access line at residential rates per 100 students, or fraction thereof. (T)
- C. Auto dialers are to be used only to contact persons providing written consent to the school to be contacted or to contact parties authorized to act on behalf of persons providing written consent. (T)
- Auto dialers used for the purpose of controlling absenteeism are not required to be registered with the TRA. (T) (M)

The text previously found on this sheet can now be found on Section 3 Original Page 12.

This text formerly appeared on Section 3 Original Page 4.1, which has been removed.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

Lera Roark

SECTION 3

Vice President

3rd Revised Page 10

Issued: 9/15/10

Cancels 2nd Revised Page 10

Effective: 10/15/10

3. BASIC LOCAL EXCHANGE SERVICES

3.5. **Operator Assisted Local Calls and Local Calling Card Service Calls** (T) (M1)

West Tennessee Telephone Company, Inc. concurs with the Operator Assisted Local Calls and Local Calling Card Service calls rates, rules and regulations as filed with the Tennessee Regulatory Authority (TRA) by BellSouth Telecommunications, Inc. together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations until this concurrence is revoked or cancelled by either party. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such a cancellation is in the best interest of the Company, subject to the jurisdiction of the TRA as it applies.

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(T)
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(T)
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(T)
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(T)

3.6. **Local Operator Verification/Interruption Service**

West Tennessee Telephone Company, Inc. concurs with the Local Operator Verification/Interruption Service rates, rules and regulations governing such communications as filed with the Tennessee Regulatory Authority (TRA) by BellSouth Telecommunications, Inc., together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations until this concurrence is revoked or cancelled by either party. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such a cancellation is in the best interest of the Company, subject to the jurisdiction of the TRA as it applies.

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(T) (M1)
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(T) (M2)
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(T)
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|
(T)
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|
(T)
|
(T) (M2)

The text previously found on this sheet can now be found on Section 3 Original Page 14.

M1 - This text formerly appeared on Section 3 Original Page 6.

M2 - This text formerly appeared on Section 3 Original Page 7.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 3

Lera Roark

1st Revised Page 11

Vice President

Cancels Original Page 11

Issued: 3/22/2013

Effective: 04/01/2013

3. BASIC LOCAL EXCHANGE SERVICES

3.7. **County Seat Calling***

(T) (M)

- 1. Two-way calling is provided between the following county seat exchanges and designated areas of county fringe exchanges on a direct dialed (1+) basis without charge to the caller. These additional local calling areas are not provided to public and semipublic telephone service. All operator assisted calls between these exchanges are subject to toll charges per the concurrence in Section 16, of this tariff.

(T)

(T)

County Seat Exchange

Fringe Area Exchanges

Trenton

Atwood

Trenton

Trezevant

(M)

(D)

(D)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 3

James Garner (T)

1st Revised Page 12

Vice President

Cancels Original Page 12

Issued: 5/25/12

Effective: 6/01/12

3. BASIC LOCAL EXCHANGE SERVICES

3.8. **Lifeline Assistance Program**

1. General

A. Lifeline Assistance Program was developed to reduce rates for low income customers. The Company participates in this assistance program to increase the availability of telecommunications services to all consumers in its serving areas. The structure of this program is outlined in the following paragraphs.

(T)

(T)

B. Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives a federally subsidized credit toward the monthly cost of basic telephone service, as well as a credit towards the residential access line rate. The Lifeline Assistance Program shall also be extended beyond a telephone subscriber's participation in the means-based programs referenced in paragraph 3.8.2.B.a. following to also include any individual in the telephone subscriber's household. The telephone subscriber must, however, demonstrate that the household member relied upon for eligibility is eligible and participating in any of the means-based programs and that the telephone subscriber is the financially responsible party for the qualifying member of his or her household, or that the eligible household member is the telephone subscriber's dependent pursuant to the rules and regulations of the Internal Revenue Service. Alternatively, to constitute a qualifying customer eligible to receive Lifeline Assistance, a customer must meet the income level requirements set forth in paragraph 3.8.2.A. below.

(N)(M1)

(N)(M1)

(M2)

(M2)

M1 – Material formerly found on this page now found on Section 3, 1st Revised Page 14.

M2 – Material formerly found on this page now found on Section 3, 1st Revised Page 13.

This text formerly appeared on Section 3 3rd Revised Page 8.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

James Garner (T)

SECTION 3

Vice President

1st Revised Page 13

Issued: 5/25/12

Cancels Original Page 13

Effective: 6/01/12

3. BASIC LOCAL EXCHANGE SERVICES

3.8. **Lifeline Assistance Program (Continued)**

2. **Regulations**

- A. A customer’s household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size;
 - a. For purposes of these rules, “income” is defined as all income actually received by all members of a household. This includes salary before deduction for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran benefits, inheritances, alimony, child support payments, worker’s compensation benefits, gifts, lottery winnings, and the like. The only exceptions are student financial aid, military housing and cost-of living allowances, irregular income from occasional small jobs such as baby-sitting or lawn mowing, and the like.
 - b. A “household” is any individual or group of individuals were living together at the same address as one economic unit. A household may include related and unrelated persons. An “economic unit” consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen (18) years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen (18) living with their parents or guardians are considered to be part of the same household as their parents or guardians

- B. Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that he/she receives benefits under a program outlined in sub-paragraph 3.8.2.B.a., below, and must, on the same document, agree to notify the Company if he/she ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.

(N)

(M1)

(M2)

(M2)

(N)

(M3)

(T)

(M3)

(M4)

(M4)

M1 – Material formerly found on this page now found on Section 3, 1st Revised Page 14.

M2 – Material formerly found on this page now found on Section 3, Original Page 15.

M3 – Material found on this page formerly found on Section 3, Original Page 12.

M4 – Material formerly found on this page now found on Section 3, Original Page 16.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 3

James Garner (T)

1st Revised Page 14

Vice President

Cancels Original Page 14

Issued: 5/25/12

Effective: 6/01/12

3. BASIC LOCAL EXCHANGE SERVICES

3.8. **Lifeline Assistance Program (Continued)**

2. **Regulations (Continued)**

B. (Continued)

a. Unless other eligibility requirements are established by the Tennessee Regulatory Authority (TRA), Lifeline Assistance is also available to all subscribers who participate in one of the following programs: (T) (M1)

- (1) *TennCare Medicaid*, (T)
- (2) *Supplemental Nutrition Assistance Program (SNAP)*,
- (3) *Supplemental Security Income (SSI)*,
- (4) *Temporary Assistance for Needy Families (TANF)*,
- (5) *Low-Income Home Energy Assistance Program (LIHEAP)*,
- (6) *Section 8 Federal Public Housing Assistance (FPHA)*, or
- (7) *National School Lunch Program's Free Lunch Program.* (T)

(D)(M1)

C. (D)(M2)

D. Qualifying subscribers must provide the Company with acceptable documentation as proof of their eligibility to receive Lifeline service under the income-based or program-based requirements. The Company will confirm a subscriber's continued eligibility to receive Lifeline service on an annual basis by requiring the subscriber to sign a certification to his/her present qualifications for Lifeline service. Upon a determination of ineligibility, the credit will be discontinued on the bill if the customer fails to provide proof of eligibility within thirty (30) days following written notification to the customer. (N)

E. If the Company receives notification from the program administrator that the subscriber is receiving Lifeline service from another telecommunications carrier or that more than one member of a subscriber's household is receiving Lifeline service, the subscriber will be de-enrolled from Lifeline Assistance without notice within five (5) business days following the Company's receipt of that notice. (N)

M1 – Material found on this page formerly found on Section 3, Original Page 12.

M2 – Material found on this page formerly found on Section 3, Original Page 13.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1
SECTION 3
Original Page 15

James Garner
Vice President

Issued: 5/25/12

Effective: 6/01/12

3. BASIC LOCAL EXCHANGE SERVICES

3.8. **Lifeline Assistance Program (Continued)**

2. **Regulations (Continued)**

- F. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll blocking as part of Lifeline Assistance. "Toll Blocking" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence. (T)(M)
- G. Lifeline Assistance will not be disconnected for non-payment of toll charges, unless first authorized by the TRA. (T)
- H. The Company may not collect a service deposit in order to initiate lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company. (T) (M)
- I. One low income credit is available per household and is applicable to the primary residential connection only. (N)
- J. A Lifeline customer may subscribe to any local service offering available to other residential customers.
- K. The PIC charge will not be billed to Lifeline customers who subscribe to toll blocking and do not presubscribe to a long distance carrier.
- L. Lifeline subscribers may apply their Lifeline discount to the Company's family shared calling plans and to bundled service packages or packages containing optional calling features available to Lifeline customers. The calling plan must be in the name of the eligible subscriber, and a household may receive only one Lifeline supported service. Partial payments from Lifeline subscribers purchasing bundled packages or packages containing optional calling features will first be applied to pay down the allocated price of the Lifeline voice services. (N)

M – Material on this page formerly found on Section 3, Original Page 13.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

James Garner
Vice President
Issued: 08/26/14

TRA Tariff 1
SECTION 3
2nd Revised Page 16
Cancels 1st Revised Page 16
Effective: 11/01/14

3. BASIC LOCAL EXCHANGE SERVICES

3.8. Lifeline Assistance Program (Continued)

3. Rates and Charges

- A. Eligible customers will receive a monthly Federal Lifeline Service Credit of **\$9.25***. The dial tone line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero. (R)(T)
- B. The Company shall apply the Federal Lifeline Service Credit received by the administrator of the Federal Lifeline Assistance program to the qualifying customer's basic local exchange service rate.
- C. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.
- D. To participate in the Lifeline Assistance Program, qualified residential customers will be required to subscribe to Residential Local Service as defined in this Tariff with the following provisions:

The Lifeline Program discount on basic local exchange access service shall apply only to residential access lines.

Per Line - Maximum of one line per qualified subscriber

Monthly Rate - Residential Basic Local Exchange Rate, Section 3. Total discount available as approved by the FCC is **\$9.25***. The dial-tone line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero. (R)(T)

- E. All aspects of Lifeline Assistance shall be subject to the interpretation of applicable Federal regulations and any directives which may, from time to time, be prescribed by the Universal Service Administrative Company. These rules are separate and apart from any rules prescribed as part of a state Universal Service Program.
- F. Eligible Lifeline customers who elect to receive Toll Blocking services will receive a monthly Toll Limitation Service Credit up to **\$3.00**. This credit will not exceed the amount of the Toll Blocking service monthly charge.

* Subject to change based on Federal End User charges.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

James Garner
Vice President
Issued: 10/26/13

TRA Tariff 1
SECTION 3
2nd Revised Page 17
Cancels 1st Revised Page 17
Effective: 12/01/13

3. BASIC LOCAL EXCHANGE SERVICES

3.9. **Returned Check Charge**

When payment in the form of a bank check or bank draft for services rendered is returned to the company, the customer will be assessed a service charge not exceeding that which is permitted by applicable law.

Pursuant to Section 47-29-102, Tennessee Code of 2010, the Company will apply a returned check charge of Thirty Dollars (**\$30.00**) for each check or draft that is not accepted by the subscriber's financial institution on which the check or draft is written.

3.10. **Credit Card Convenience Fee**

A convenience fee is a charge in addition to the original transaction amount for the convenience of being able to make a credit or debit card payment over the telephone with a customer care representative. This allows our customers another option that is separate and in addition to standard payment methods. A convenience fee charge of \$1.00 will be assessed for any credit or debit card payments made over the telephone with a customer care representative.

(T)
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(T)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

James Garner (T)
Vice President
Issued: 4/12/12

TRA Tariff 1
SECTION 4
8th Revised Page 1
Cancels 7th Revised Page 1
Effective: 4/01/12

4. SERVICE CHARGES

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(D)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera Roark
Vice President
Issued: 9/15/10

TRA Tariff 1 (T)
SECTION 4
4th Revised Page 2
Cancels 3rd Revised Page 2
Effective: 10/15/10

4. SERVICE CHARGES

4.1. **General** (T)

1. Service Charges are those charges associated with work performed by the Company in connection with the provisions of services or equipment to a customer. (T)
2. Service Charges are in addition to any other scheduled rates and charges. They apply in addition to, and not in lieu of, installation charges, nonrecurring charges (NRC) or construction charges which are found in other sections of this tariff.
3. Service Charges for the initial establishment of residential or business service are due and payable on the first billing cycle after the installation date of the equipment.
4. The charges specified herein do not contemplate work being performed by the Company employees at a time when overtime wages apply due to the request of the subscriber, nor do they contemplate work begun being interrupted by the subscriber. If the subscriber requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
5. Non-recurring service charges shall not apply to service associated with installation of new or additional access lines, pursuant to Order of the Tennessee Regulatory Authority in Docket No. 99-00995, issued April 19, 2002. Any provision to the contrary shall be of no effect.

4.2. **Definitions** (T)

1. Access Line

The term "Access Line" denotes the line between the service Central Office and the Subscribers premises.

This service is amended pursuant to TRA Docket No. 99-00995 dated April 19, 2002.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 4

Vice President

3rd Revised Page 3

Issued: 9/15/10

Cancels 2nd Revised Page 3

Effective: 10/15/10

4. SERVICE CHARGES (T)

4.2. Definitions (Continued) (T)

2. Connection (T)

The term "Connection" denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

3. Cost (T)

"Cost", as used in this section, is to be interpreted as meaning the cost of labor, including charges for supervision and other overhead expenses.

4. Miscellaneous Charges (T)

Applicable under a variety of circumstances. The charges usually consist of a combination of one or more service charges.

5. Restoration Charges (T)

Applicable for restoral of service following a temporary suspension of such service.

6. Termination Charge (T)

Applicable for a subscriber's request for discontinuance of an item of service or equipment prior to the expiration of the initial service period designated for such item.

(T)(M)
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(M)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark

SECTION 4

Vice President

4th Revised Page 4

Issued: 9/15/10

Cancels 3rd Revised Page 4

Effective: 10/15/10

4. SERVICE CHARGES (T)

4.3. **Regulations** (T)

1. **Application of Service Charges** (T)

A. **Service Order Processing Charge** applies per account for the processing of a customer request for service or equipment ordered for completion at one time. (T)

(1) A service order processing charge will be applicable in addition to the appropriate Premises Visit, Line Connection, Station Connection, Installation Charge(s) and Central Office Wiring Charge.

(2) Only one Service Order Processing Charge is applicable for all requests made at one time for service on one premises.

(3) The Service Order Processing Charge is applicable for request for initial connection of service and connection of additional local exchange lines, private lines, off-premises extension lines, or the lines of an established service, and transfer of service involving a lapse in service. Also, a Service Order Processing Charge is applicable for requests for connection of an extension access location or any miscellaneous equipment, number change, restoration of service, change from business to residence service or residence to business service, or additional optional, non-published, non-listed, and dual-name directory listing.

B. **Premises Visit Charge** (T)

(1) A Premises Visit Charge applies per account for each visit to a customer's premises to perform work requested by the customer.

(2) However, no additional premise visit charge is applicable for subsequent visits required to complete an order to which a visit charge has been applied.

This service is amended pursuant to TRA Docket No. 99-00995 dated April 19, 2002.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark

SECTION 4

Vice President

4th Revised Page 5

Issued: 9/15/10

Cancels 3rd Revised Page 5

Effective: 10/15/10

4. SERVICE CHARGES (T)

4.3. **Regulations (Cont.)** (N)

1. Application of Service Charges (Continued) (N)

C. **Line Connection Charges** (T)

One line connection charge is applicable to the provision of each access line in association with any of the following services: (T)

Individual Residence Lines
Individual Business Lines
PBX Trunks
Key System Trunks
Off-Premises Extensions
Telephone Answering Service Lines
Semi-Public Service
Long Distance Terminals

D. **Central Office Wiring** (T)

- (1) Work associated with but not limited to the necessary connection and testing of lines, numbers and other equipment in the central office necessary to provide the service ordered by the customer.
- (2) Central Office Wiring charges are not applicable when service is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.
- (3) A Central Office Wiring charge is applicable to each change in telephone number made at the request of the customer.

This service is amended pursuant to TRA Docket No. 99-00995 dated April 19, 2002.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark

SECTION 4

Vice President

4th Revised Page 6

Issued: 9/15/10

Cancels 3rd Revised Page 6

Effective: 10/15/10

4. SERVICE CHARGES (T)

4.3. **Regulations (Cont.)** (N)

1. **Application of Service Charges (Cont.)** (N)

E. **Premises Work Charge** (N)

Premised work is that work performed by a Company representative on a customer's premises exclusive of work required to establish or re-establish network access to a Standard Network Interface (unless specifically stated in this tariff) and includes but is not limited to service ordering and equipment handling. Therefore, the appropriate charges for these work functions for residence and simple business applications is the respective Premises Work Charge. Additional Charges may apply for services provided which are not tarified under this tariff. (T)

This service is amended pursuant to TRA Docket No. 99-00995 dated April 19, 2002.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 4

Vice President

4th Revised Page 7

Issued: 9/15/10

Cancels 3rd Revised Page 7

Effective: 10/15/10

4. SERVICE CHARGES (T)

4.3. **Regulations (Cont.)** (N)

1. **Application of Service Charges (Cont)**

F. **Miscellaneous Charges** (T)

(1) Change in Telephone Number (M1)

- a. For changes in telephone number of local exchange, one
- b. Service Order Charge plus a Central Office Wiring Charge for each number charged will apply.
- b. For changes in Telephone number where a Premises Visit is required, one Service Order Charge, one Central Office Wiring and one Premises Visit Charge will apply.
- c. The above charges do not apply when in the judgment of the Company, changes in telephone number are satisfactory for continuation of satisfactory service. (M1)

(2) Changes of Terminal Equipment for which an installation charge is specified. (M2)

(3) Rearrangement of Drop Wire, Outside Circuit and/or Protector.

- a. For the rearrangement of drop wire, outside circuit and/or protector initiated by the action of the subscriber, a Line Connection Charge and a Premises Visit Charge as specified in this Section will be applicable.
- b. Charges for arrangements are not applicable if the rearrangement, move or change is required for the continuation of satisfactory service. (M2)

This service is amended pursuant to TRA Docket No. 99-00995 dated April 19, 2002.

M1 - This text formerly appeared on Section 4 4th Revised Page 8.

M2 - This text formerly appeared on Section 4 3rd Revised Page 9.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark

SECTION 4

Vice President

5th Revised Page 8

Issued: 9/15/10

Cancels 4th Revised Page 8

Effective: 10/15/10

4. SERVICE CHARGES (T)

4.3. **Regulations (Cont.)** (N)

1. Application of Service Charges (Cont.)

G. **Other Charges** (T)(M1)

(1) MAINTENANCE VISIT CHARGE

A maintenance visit charge applies per visit to a customer's premises where a service difficulty or trouble report results from the use of equipment or facilities provided other than by the Company, or company-provided inside wire when not covered by the deregulated optional maintenance plans.

(T)
(T)

(2) DENIED SERVICE RESTORAL CHARGE

A denied service restoral charge applies for the restoral of service to an individual service, service line or private branch exchange or Centrex system after denial or service for nonpayment.

(T)
(T)

(3) SUSPENDED SERVICE RESTORAL CHARGE

When at the request of the customer, service is temporarily suspended (a maximum of 6 months/calendar year) a Service Order Charge as specified in Section 4 will apply for the restoral of that service.

(M1)

(4) DISHONORED CHECK CHARGE

A Dishonored Check Charge applies when any negotiable instrument presented for payment for service or deposit becomes dishonored, and is returned to the Company from the bank.

(M2)
(T)(M2)

The text previously found on this sheet can now be found on Section 4 4th Revised Page 7.

M1 - This text formerly appeared on Section 4 3rd Revised Page 9.

M2 - This text formerly appeared on Section 4 2nd Revised Page 10.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 4

Vice President

4th Revised Page 9

Issued: 9/15/10

Cancels 3rd Revised Page 9

Effective: 10/15/10

4. SERVICE CHARGES (T)

4.3. **Regulations (Cont.)** (N)

1. Application of Service Charges (Cont.) (N)

H. **Standard Network Interface - Residence or Non-key Business** (T)(M1)
(T)

The Standard Network Interface is that point on the customer's premises where all premises services are connected to the telecommunications network. The Standard Network Interface is a nontariffed weatherproof enclosure consisting of a protector, standard registration program jack or equivalent and an entrance bridging device.

(D)

(D)(M1)

2. Service Charges are in addition to all other rates and charges that may be applicable for service and equipment provided by the Company. Other rates and charges include, but are not limited to, installation and non-recurring charges. (M2)
(T)

Installation charges apply when equipment with which the installation charge is associated is connected or moved unless otherwise specified. (T)

3. Service Charges do not apply to changes required for the proper maintenance of service. (T)
(M2)

The text previously found on this sheet can now be found on Section 4 4th Revised Page 7 and Section 4 5th Revised Page 8.

M1 - This text formerly appeared on Section 4 2nd Revised Page 10.

M2 - This text formerly appeared on Section 4 1st Revised Page 10.-A, which has been removed.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 4

Vice President

3rd Revised Page 10

Issued: 9/15/10

Cancels 2nd Revised Page 10

Effective: 10/15/10

4. SERVICE CHARGES (T)

4.4. <u>Rates - Service Charges</u>	<u>BUSINESS OR RESIDENCE</u>	(T) (M)
1. Service Order Processing Charge	\$ 5.00	
2. Premise Visit Charge	\$10.00	
3. Central Office Wiring Charge	\$ 5.00	
4. Line Connection Charges		
A. Exchange Lines, each	\$ 8.00	(T)
B. PBX Trunks and Key Trunks	\$ 8.00	(T)
C. WATS Access Lines, each	*	(T)
5. Premises Work Charges		
- per item	\$10.00	(M)

* As per BellSouth Telecommunications, Inc. General Exchange Guidebook. (T)

This service is amended pursuant to TRA Docket No. 99-00995 dated April 19, 2002.

The text previously found on this sheet can now be found on Section 4 4th Revised Page 9.

This text formerly appeared on Section 4 6th Revised Page 11.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 4

Vice President (T)

7th Revised Page 11

Issued: 9/15/10

Cancels 6th Revised Page 11

Effective: 10/15/10

4. SERVICE CHARGES (T)

4.5. Rates - Other Charges

(N)

	Business or <u>Residence</u>	
1. Maintenance Visit Charge	\$20.00	(T)(M1)
2. Denied Service Restoral Charge	\$10.00	
3. Dishonored Check Charge, per account, per return	\$ 5.00	 (M1)

4.6. Waiver of Service Connection Charges *

(T)(M2)

In connection with Marketing or Sales studies, Marketing and Sales programs, the Company reserves the right to waive service connection charges for Custom Calling Services within specified areas for such periods of time as designated by the Company, with a 30-day written notice given to the Commission.

|
(M2)

* Docket No. 94-00972 (Effective 5/2/1994) (T)

The text previously found on this sheet can now be found on Section 4 3rd Revised Page 10.

M1 - This text formerly appeared on Section 4 1st Revised Page 12.

M2 - This text formerly appeared on Section 4 1st Revised Page 13.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

James Garner (T)
Vice President
Issued: 4/12/12

TRA Tariff 1
SECTION 4
3rd Revised Page 12
Cancels 2nd Revised Page 12
Effective: 4/01/12

4. SERVICE CHARGES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

James Garner (T)
Vice President
Issued: 4/12/12

TRA Tariff 1
SECTION 4
3rd Revised Page 13
Cancels 2nd Revised Page 13
Effective: 4/01/12

4. SERVICE CHARGES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark

SECTION 4

Vice President

4th Revised Page 14

Issued: 9/15/10

Cancels 3rd Revised Page 14

Effective: 10/15/10

4. SERVICE CHARGES (T)

4.8. **Third Party Service Provider Block** (T) (M)

The Company is required to offer their customers a service that blocks the placing of monthly recurring charges on telephone bills by third party service providers (i.e., internet, voice mail, chat lines and web pages). This blocking service will give the subscriber the ability to better prevent unauthorized charges appearing on their telephone bill by not allowing third party service providers the ability to place monthly recurring charges on the customer's bill without proper verification. Authorized casual billing of toll calls such as collect, third party and calls to a carrier's toll access number as well as authorized charges for directory advertising are excluded from this blocking service. The method of verifying charges for customers with the third party bill block service is described below:

- 1. The third party service provider shall not submit charges to a subscriber's telephone company without first obtaining a letter of authorization (LOA) from an authorized individual for the telephone account. The LOA shall include the name and address of the company providing the service, a description of the service, an itemization of the cost including whether the charge is a one-time or a recurring fee and a statement confirming that the person signing up for the service is an authorized individual for the telephone service. (T)
- 2. The LOA shall not be combined with inducements of any kind on the same document. (T)
- 3. A copy of the LOA must be provided to the Company, if requested, as authority from the customer to place a monthly recurring charge on their telephone bill. (T)
- 4. The Company will not remove third party service provider block without first calling the subscriber and obtaining verbal approval. (T)
- 5. The subscriber will be required to sign a written Third Party Service Provider Block/Remove Request Form to implement this service. (T)

A nonrecurring charge of **\$15.00** will apply to establish Third Party Service Provider Block. There is no charge to remove this service from the subscriber's line. (M)

This text formerly appeared on Section 4 Original Page 16.

The text previously found on this sheet can now be found on Section 4 2nd Revised Page 12.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

Lera Roark

SECTION 4

Vice President

1st Revised Page 15

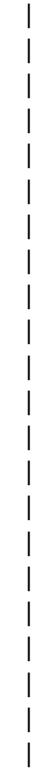
Issued: 9/15/10

Cancels Original Page 15

Effective: 10/15/10

4. SERVICE CHARGES (T)

(M)



(M)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera Roark
Vice President
Issued: 9/15/10

TRA Tariff 1
SECTION 4
1st Revised Page 16
Cancels Original Page 16
Effective: 10/15/10

4. SERVICE CHARGES (T)

(M)

(M)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera D. O'Brian
Vice-President

Issued: December 15, 1986

TPSC Tariff 1

SECTION 5

1st Revised Page 1

Cancels Original Page 1

Effective: Jan 1, 1987

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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GENERAL SERVICES TARIFF

West Tennessee
Telephone Company

TPSC Tariff 1
SECTION 5
Original Page 2

Nolan Ferguson
General Manager
Issued: 6/1/74

Effective: 7/1/74

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1. Charges Applicable for Construction of Facilities

1. **General**

- a. Construction charges, term contracts, special monthly charges or combinations thereof may be applicable under certain conditions as hereinafter set forth and in addition to other charges specified in this tariff in connection with the construction of facilities to provide service.
- b. Construction charges are payable upon application for service or when billing is rendered as the Company, at its option, may require.

Construction charges are determined as hereinafter set forth based on costs, which means in this case the in-plant costs consisting of labor, materials, supervision and other overhead expenses associated with the construction.

Normally, estimated costs will be used; however, where the subscriber requests, actual cost will be used when practicable.

- c. Term contracts for periods exceeding one month may be required as protection against a short-lived investment in facilities. In such cases, a contract term of from one to ten years may be required to cover new construction, with a Basic Termination Charge which would be administered as stated in Section 4.2.
- d. Special monthly charges, as specified hereinafter, may also be required in connection with new construction and/or rearrangement of facilities. Such monthly charges will be based on monthly carrying charges determined as specified in 5.4. following.
- e. Except as otherwise provided herein, the regulations in this tariff contemplate that the type of construction required to provided the quantity and class of service involved will be determined by the Company. The applicant may be required to pat the additions costs involved where a different type of construction than that proposed by the Company is desired.
- f. When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under the provisions of this Section, the attachments' rental charges to the Company for such attachments may be assessed to the applicant (s) in whole or in part as the particular circumstances may warrant.

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company

TPSC Tariff 1
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Nolan Ferguson
General Manager
Issued: 6/1/74

Effective: 7/1/74

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1. Charges Applicable for Construction of Facilities (Continued)

1. **General (Continued)**

- g. Construction performed by the applicant, where authorized in this tariff, is subject to the approval of the Company.

2. **Construction for Serving Subscribers in General**

- a. Inside the Base Rate Area, no charge is applicable for the provision of new pole line or underground construction on public highways or other easements, when such construction is used in serving subscriber's in general.
- b. Outside the Base Rate Area:
 - (1) Extensions to existing facilities required for furnishing service will be constructed along public highways and/or private property by the Company under the following conditions with the type of construction; i.e., aerial or buried, to be determined by the Company.
 - (a) An allowance of 2/4 miles airline measurement per applicant will be made for such extensions without the application of construction charges except in those cases where unusual conditions are encountered which in the judgement of the Company would justify a greater or lesser allowance.
 - (b) For the construction in excess of the above mentioned allowance, a construction charge based on the estimated in-plant cost of the construction required will apply.
 - (c) The applicants may be required to secure and provide, without cost to the Company, the necessary right-of-way required for new construction. These applicants may, also, be required to clear such right-of-way.
 - (d) Ownership and maintenance of the constructed facilities will be vested in the Company.
 - (2) Construction on existing pole lines, including the necessary circuits, for furnishing service will normally be provided at no construction charge to the applicants.

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company
Nolan V. Ferguson
General Manager
Issued: June 1, 1974

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Effective: July 1, 1974

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1. Charges Applicable for Construction of Facilities (Continued)

3. Construction on Private Property to Serve Individual Subscribers

- a. Except as provided in **b.** following, poles on private property to be used in serving an individual subscriber will be furnished by the Company at a charge to the Subscriber equal to the cost of each such pole; however, the Company will furnish as many as two poles without charge to the subscriber provided that the poles thus furnished are used to carry central office circuits. Ownership and maintenance of such poles is vested in the Company.
 - (1) In lieu of the arrangement specified preceding, the subscriber may, at his own expense, provide all poles on private property necessary to serve him. Ownership and maintenance of such poles on private property is vested in the subscriber.
- b. Buried Construction

Where the Company decides it is more feasible to furnish buried facilities instead of pole line construction, the principles applicable in **a.** preceding are followed and an allowance of 300 feet of buried construction will be made in lieu of the specified pole allowance. Conduit for these facilities, however, will be furnished by the subscriber or will be constructed and maintained at his expense. Maintenance of such construction shall be at the expense of the Telephone Company, including any trench work involved.
- c. Where, for the purpose of furnishing extension lines, it is necessary to lay underground conduit, to trench, or to set poles on the subscriber's premises, the subscriber is required to provide and install such underground conduit, to dig and backfill trenches, and to provide and erect such poles or the Company will perform the work at the subscriber's expense. Where the work is performed by the subscriber, it must be in accordance with the specifications of the Company.
- d. Where poles are provided inside the Base Rate Area under the provisions described in **a.** preceding, the Company will furnish and maintain the necessary circuits. In case poles are provided on private property outside the Base Rate Area, the necessary circuits will be furnished and maintained by the Company; however, the subscriber may be required to bear all or a part of the construction cost of the circuits where the revenue is not expected to be sufficient to insure, within a reasonable time, an adequate return on the necessary investment. Where poles or other supporting structure are provided under **c.** preceding, the Company will furnish and maintain the necessary circuits.

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company
Nolan V. Ferguson
General Manager
Issued: June 1, 1974

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Effective: July 1, 1974

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1. Charges Applicable for Construction of Facilities (Continued)

3. Construction on Private Property to Serve Individual Subscribers (Continued)

- e. When attachments are made to poles of other companies, in lieu of providing new pole line construction on private property for which the subscriber would regularly be charged construction charges under the provisions of this section, the attachment rental charges to the Telephone Company in excess of **\$1.00** per pole per annum may be assessed the subscriber.
- f. Where pole line construction is proposed by the Telephone Company and the subscriber requests buried construction, any additional initial cost of buried construction over pole line construction shall be borne by the subscriber. Maintenance of such buried construction shall be at the expense of the Telephone Company, including any trench work required.

4. Minimum Revenue Guarantee and Extended Service Period

When a substantial number of central office lines are involved in providing local or foreign exchange service, the subscriber may, based upon the circumstances in each case, be required to guarantee a minimum monthly amount of revenue for a period of up to a maximum of ten years with termination charges applicable in case of cancellation prior to the expiration of the service period.

5. Underground Service Entrances

- a. Underground service entrances may be provided at the subscriber's request as special construction in connection with either existing or new services, in lieu of the usual aerial drop wire.
- b. Where the following conditions exist, buried service entrance facilities will be furnished without construction charge:
 - (1) The location of the service is in an area where buried distribution facilities are used by the Company, and
 - (2) Buried service wire or buried cable would normally be provided by the Company for service entrance.
 - (3) The distance on private property does not exceed 300 feet for any one customer.

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**5.1. Charges Applicable for Construction of Facilities (Continued)****5. Underground Service Entrances (Continued)**

- (c) Where the conditions in (b) above do not exist, buried service entrance will be provided at the applicant's request and he shall be required to pay the additional or excess cost incurred by the Company as set forth in 5.1.6 following, or buried service entrance will be furnished without construction charge where the applicant provides conduit or opens and backfills a trench to specifications of the Company.

6. Special Types of Construction

When a special type of construction other than those covered preceding is desired by a subscriber or where the individual requirements of a particular situation make the construction unusually expensive, the subscriber is required to bear the excess cost of such construction. Any special maintenance expense that may from time to time occur will be borne by the subscriber except that maintenance of buried service wire, including associated trenching where required, will be at the expense of the Company.

7. Construction Required for Temporary Service

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such construction.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera D. O'Brian
Vice-President

Issued: December 15, 1986

TPSC Tariff 1

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1st Revised Page 7

Cancels Original Page 7

Effective: Jan 1, 1987

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2. Rearrangements of Existing Plant

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

When the move or change is made at the request of an individual he may be asked to pay the cost of the move or change as a one time charge.

5.3. Charges for Unusual Installation

(D)

(D)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera D. O'Brian

Vice-President

Issued: December 15, 1986

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1st Revised Page 8

Cancels Original Page 8

Effective: Jan 1, 1987

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Charges for Unusual Installation (Continued)

2. Special Types of Installation

When a special type of installation is desired by a subscriber or where the individual requirements of a particular situation make the installation unusually expensive, the subscriber is required to bear the excess cost of such installation.

GENERAL SERVICES TARIFF

West Tennessee
Telephone Company
Nolan V. Ferguson
General Manager
Issued: June 1, 1974

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Original Page 9

Effective: Jan 1, 1974

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Charges for Unusual Installation

3. Temporary Installation

When an installation is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such installation, over and above all other regular charges for service and equipment.

5.4. Special Service Arrangements

1. Where practicable, special equipment and arrangements, not otherwise provided for in this tariff, are furnished if they are in accord with authorized service offerings and if they are to be used in connection with and not detrimental to any of the services furnished by the Company. Charges for such special service arrangements will be based on the estimated costs of furnishing them, such costs to consists of the following items to the extent they are applicable:
 - a. Cost of maintenance.
 - b. Cost of operation.
 - c. Depreciation on the estimated cost installed of the facilities utilized, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
 - d. Administration and taxes on the basis of reasonable average charges for these items.
 - e. Any other specific items of expense associated with the particular situation.
 - f. A reasonable amount, computed on the estimated cost installed of the facilities utilized, for return and contingencies.
2. Estimated cost installed as mentioned in c. and f. preceding includes cost of equipment and materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, right-of-way and any other investment items.

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West Tennessee Telephone Company, Inc.

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Original Page 10

Lera D. O'Brian

Vice-President

Issued: December 15, 1986

Effective: Jan 1, 1987

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.5. Customer Premises Inside Wire

(N)

1. General

- a. Customer premises inside wire and standard jacks associated with residence and business individual and party line basic exchange services will be provided by the Customer. Customer premises inside wire associated with Semi-Public Coin telephone service may not be provided, changed or maintained by the customer.
- b. Customer premises inside wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends between the termination of the Exchange Access Line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the Local Exchange Service Line.
- c. Customer premises inside wire provided by the customer must be installed in accordance with applicable electrical codes, Part 68 of the F.C.C. Rules and Regulations and related Company practices.
- d. Customer premises inside wire provided by the customer may be connected to residence and business individual line basic exchange service furnished by the Company at the standard network interface as defined in "Definitions", Section 4, Page 3-A.
- e. The typical network interface for the connection of customer premises inside wire is a nontariffed weatherproof enclosure consisting of a protector, a standard registration program jack or equivalent and an entrance bridging device as part of the Local Exchange Access Line Service at the applicable Service Connection Charges. A standard network interface will be installed at a location determined by the Company. Customer premises inside wire can

(N)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

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Lera D. O'Brian

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Vice-President

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Issued: December 15, 1986

Effective: Jan 1, 1987

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.5. Customer Premises Inside Wire (Continued)

(N)

1. General (Continued)

e. (Continued)

only be connected to the company-provided standard network interface by a Standard Entrance Bridging Device. The standard entrance bridging device allows the customer to remove customer premises inside wire from the Telephone Company standard network interface to allow testing of the Local Exchange Service Line and Customer Premises Inside Wire.

- f. Maintenance of customer premises inside wire will be performed by the customer, except for wiring covered under the deregulated optional maintenance plan.

2. Responsibility of the Customer

- a. Where the customer provides the inside wire and standard jacks, the installation must be in accordance with applicable electrical codes, Part 68 of the F.C.C. Rules and Regulations and related Company practices.
- b. In the event the customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or the customer's agent. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's wire maintenance activity.
- c. In those instances where the Company makes a repair visit to the customer's premises and the service difficulty or trouble results from customer premises inside wire, the customer is responsible for the payment of the Maintenance of Service Charge specified in this Tariff, unless a Maintenance Agreement with the Company is in effect for such wire.

(N)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

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Lera D. O'Brian

Vice-President

Issued: December 15, 1986

Effective: Jan 1, 1987

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.5. CUSTOMER PREMISES INSIDE WIRE (Continued)

(N)

3. Responsibility of the Company

The Company will make Part 68 of the F.C.C. Rules and Regulations guide lines for customer provision of inside wire available to customers at the Telephone Company business office.

4. Violation of Regulations

- a. Where customer premises inside wire is causing harm to the network and/or is in violation of Part 68, F.C.C. Rules and Regulations the Company will promptly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
- b. The customer shall discontinue use of the customer premises inside wire or correct the violation and notify the Company in writing that the violation has been corrected within 10 days after receipt of such notice.
- c. Failure of the customer to discontinue such use or to correct the violation will result in the suspension or disconnection of the Customer's service until such time as the customer complies with the provisions of this Tariff.

(N)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera Roark (T)
Vice President
Issued: 9/15/10

TRA Tariff 1
SECTION 6
1st Revised Page 1
Cancels Original Page 1
Effective: 10/15/10

6. DIRECTORY LISTINGS

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West Tennessee Telephone Company, Inc. (T)

TRA Tariff 1 (T)

Lera Roark (T)

SECTION 6

Vice President (T)

1st Revised Page 2

Issued: 9/15/10

Cancels Original Page 2

Effective: 10/15/10

6. DIRECTORY LISTINGS

6.1. Regulations Applicable to Directory Listings

1. These rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscribers' telephone numbers and as an aid to the use of telephone service.
2. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence or arrangement. In accepting listings as requested by subscribers or prospective subscribers the Company will not be a party to controversies between subscribers as a result of the publication of such listings in its directories. (T)
3. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgement such listings would tend to delay or impede the use of the service.
4. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when in its judgement the clearness of the listing and the identification of the subscriber is not impaired thereby.
5. Except as hereinafter provided only one listing is furnished without extra charge for each main service, or PBX system; where a number of main services are provided on a rotary basis they are considered as one service. If additional listings are required to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number or listings allowed does not exceed the number of main station lines or PBX trunks associated with that service. (T)
6. All listings, with or without extra charge, usually bear the call number of the first line but, at the customer's request, listings may bear any of the consecutive numbers subject to Company approval provided in their judgement this exception will not adversely affect the service.
7. When in the judgement of the Company the use of reference or other listings in excess of the number of listings permitted without extra charge as previously outlined, are needed for better identification of the subscriber or governmental offices to facilitate the Company's operations, such listings may be provided without charge. (T) (M) | | (M)

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6. DIRECTORY LISTINGS

6.1. **Regulations Applicable to Directory Listings** (Continued) (M)

6.2. **Business Listings**

1. Generally, business listings consist of a name, a designation descriptive of the subscriber's business if not self-explanatory, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted, but may be that of a second party designated by the subscriber. Additional listings may be furnished in the names of partners or members of the firm, the names of officers of the corporation where the subscriber is a corporation, and for any business establishment, the names of associated or employees of the subscriber. Business additional listings may also be the bona fide names of individuals, firms or corporations which the subscriber owns or controls, or is duly authorized to and actually does represent. (T)
(T)
(T)
(D)
(D)
2. All listings of a subscriber's services which are located on the same premises must bear the same address, except in the case of outside stations of PBX systems, or main station service when the address may be shown as the premise where the outside station is located.

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6. DIRECTORY LISTINGS

6.2. **Business Listings (Continued)**

3. **Business Designations**

- A. The designation in a business listing consists of a word or phrase, (T)
abbreviated where necessary, that describes the general character of
the subscriber's business. Designations will not be used where the
name under which the subscriber is doing business is sufficient to
indicate the character of the business. The listing of an individual,
together with his title and the name of the business with which he is
associated or represents, in lieu of a designation of the general
character of the business, is not permitted. Likewise, the listing of
the name of a firm or corporation, followed by the name or name and
title of an individual connected therewith, in lieu of a business
designation is not permitted:

Examples of listings not permitted:

Getz, J.G., Mgr., Lewis Grocery Co., 234-6488

Lewis Grocery Co., Getz, J.G., Mgr., 234-6488

- B. Listings of clergyman, physicians, surgeons, dentists, veterinary (T)
surgeons, professors, government officials, etc., may for purposes of
identification include abbreviated designations of titles. Also the title
"Mrs." or "Miss" is permitted. Degrees are permitted when they serve
as a means of better identification; however, titles and designations
will be omitted when a degree is used which conveys adequate
information.

4. **Trade Names**

A trade name created by adding a term such as Company, Agency, Shop,
Works, etc., to the name of a commodity of service will not be accepted as a
listing unless the subscriber shows satisfactory evidence that he is
authorized to do business under the trade name. The Company reserves
the right to reject listings which appear to be designed primarily to give
publicity to the commodity or service, or with in its judgements are
otherwise objectionable or unnecessary for identification purposes.

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6. DIRECTORY LISTINGS

6.3. Residence Listings

Residence listings consist of a name and the telephone number. The primary listing is ordinarily the name of the individual who subscribes for the service but the listing may be in the name of a second party so designated by the subscriber. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

Special Residence Designations -

Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc. may, for the purposes of identification, include abbreviated designations of titles. Also, the title "Mrs." or "Miss" is permitted.

6.4. Private Telephone Numbers

Some subscribers request their telephone numbers be omitted from the directory and the Company's information records. Such requests, when presented in writing, may be fulfilled through the assignment of a private telephone number subject to the rates and regulations outlined below.

Incoming calls to private telephone numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a private telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

The telephone number, name and address of the subscriber may be disclosed in connection with 911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with 911 service.

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6. DIRECTORY LISTINGS

6.4. **Private Telephone Numbers (Continued)**

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a private telephone number in the directory or disclosing said number to any person shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such private telephone number. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private telephone number or the disclosing of said number to any person.

1. **Rate Application** - (T)

A monthly rate of \$.50 applies for each private telephone number except when provided for the following services:

- A. Special Reversed Charge Toll Service. (T)
- B. Foreign Exchange Service where the subscriber is also furnished Local Exchange Service. (T)
- C. Additional service furnished to the same subscriber who has service listed in the telephone directory at a same address. (T)
- D. Additional service furnished to the same subscriber who has service listed in the telephone directory at a different address, provided:
 - (1) The listed service is in the same local exchange, and
 - (2) Arrangements have been made that calls to the listed number will be answered at all times.
- E. To a subscriber living in a hotel, hospital, retirement complex, apartment house, boarding house or club, if the subscriber is listed under the telephone number of the PBX; or semi-public service furnished to the hotel, hospital, retirement complex, apartment house, boarding house or club. (T)
- F. Service which is installed for a temporary period. (T)
- G. To Inward Wide Area Telecommunications Service. (T)

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6. DIRECTORY LISTINGS

6.5. Semi-Private Telephone Numbers

Semi-private telephone numbers are not listed in the Company's alphabetical directory, but are maintained on informational records and will be furnished upon the request of the calling party. The acceptance by the Company of the subscriber's request to furnish a semi-private telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a semi-private telephone number in the directory shall attach to the Company. Where such number is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such semi-private telephone number. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a semi-private telephone number.

The telephone number, name and address of the subscriber may be disclosed in connection with 911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with 911 service.

Rate Application - A monthly rate of \$.50 applies for each semi-private telephone number with the exception of those services previously listed under 6.4.1. preceding.

6.6. Additional Listing Charges

1. Additional name listings in excess of those permitted without extra charge, are furnished at \$.75 per month. Additional line matter and directional calling information, where permitted, is furnished at \$.75 per line, per month.
2. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Additional (paid) directory listings are accepted for a minimum chargeable period of the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In case the additional listing does not appear in the directory, the minimum chargeable period is for one month. (M)

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6. DIRECTORY LISTINGS

6.6. Additional Listing Charges (Continued)

2. (Continued)

Listing charges date from the day the information records are posted. (M)
Information records are posted at the time the application for the listing is made, or at any time up to and including the closing date of the directory, as desired by the customer.

3. Listing charges are automatically discontinued upon termination of the main service with which associated and additional listing charges may be discontinued upon request after the expiration of the minimum chargeable period. Charges for additional listings of those other than the subscriber may be discontinued upon request of the subscriber in case the listed party becomes a subscriber to exchange service similar in classification to that under which such party already is listed, i.e., business or residence, or in case of the death of the listed party, or if such party moves from the premises at which the exchange service listed is furnished.

6.7. Miscellaneous Listings

1. Reference Listings - Reference listings may be furnished to subscribers who change their names, absorb other businesses or subdivide their business and have authority to continue the use of the old name, and in other cases when in the judgement of the Company they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings. Following is an example of such a listing:

Long Lumber Co. See South Lumber Co.

2. Foreign Listings - Listings in the alphabetical section of the directory of an exchange other than the local exchange may be furnished to anyone listed at the regular rate for additional listings. An example of a chargeable foreign listing is as follows:

**Allisen J. F. Atty. McMinnville, Tenn.
(Long Distance)786-1121**

3. Indented Listings - Indented Listings are employed where a subscriber has more than one listing for service under the same name at one or more locations.

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6. DIRECTORY LISTINGS

6.7. Miscellaneous Listings (Continued)

3. Indented Listings (Continued)

For example:

Jones A.B. Atty	523-4879
Res	875-1345
OR	
Jones A.B. Contrs	523-4141
Branch	525-3882
Garage	525-3970

4. Caption Listings

Listings may be indented under a caption or sub-caption at no additional charge for the caption arrangement when in the judgement of the Company the captions will facilitate the use of the service. Listings indented under captions may include names of departments, branches of the business, titles of officials or individual names.

For example:

Standard Oil Co.	
Main ofc	523-5011
City Mgr	876-2651
Jones, J.O.	822-9504
Service Stations	
Bankhd Av.	872-9233
Pchtree.	874-5124

A. Restrictions which apply to the listing of individual names are as follows: (T)

- (1) Telephone names must be different from the main service and is to be shown.
- (2) Individual names will only appear under caption arrangements which show the appropriate main service or PBX system number. (T)
- (3) Individual names will not be listed with associated titles.

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6. DIRECTORY LISTINGS

6.7. Miscellaneous Listings (Continued)

4. Caption Listings (Continued)

B. Listings that are variations of the same general line of business or which in the judgement of the Company appear to advertise or catalogue the extent of the subscriber's business or bring about group advertising are not permitted in listings to be indented under captions. (T)

5. Additional Listings for Names Spelled More Than One Way

Subscribers whose names may be spelled different from the way such names are commonly pronounced may arrange for additional listings of their names alternately spelled, at the regular additional listing rate.

For example:

Smithe A B 872-2377

And as listed under "Smith"

Smith A B 872-2377

Listings of alternate spelling are not allowed when in the judgement of the Company they are desired for the purpose of securing a preferential position in the directory or for advertising purposes.

6. Alternate (Directory) Listings

Subscribers may obtain listings which refer calling parties to certain other telephone numbers. Alternate listings are of two general types as described below:

A. Nights, Sundays, and Holidays -

(1) This type of alternate listing refers calling parties to an alternate telephone number to be used after business hours and on Sundays and holidays. The monthly rate for such listing is \$.75 per month for each line of the "Note", and for each listing included under the "Note".

(T)
(T)

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6. DIRECTORY LISTINGS

6.7. Miscellaneous Listings (Continued)

6. Alternate (Directory) Listings (Continued) (T)

A. **Nights, Sundays and Holidays** (Continued) (N)

(2) Names of individuals are not permitted in listings of this type; however, telephone numbers may be shown for those entitled to use the service, in connection with which the alternate listing is to be provided, and who are agreeable to the use of their numbers in such alternate listing. Listings of this type may indicate the telephone numbers of members of the immediate family of the subscriber desiring the alternate listing. (T)

Example:

Doe Mfg Co furn 378-5216

**Note: From 5 pm to 8 am on weekdays,
from 5 pm Saturdays until 8 am
Mondays and Holidays call as follows:**

**City Sales 378-7931
Manager 237-8077**

B. **If no answer dial -** (T)

Alternate listings which refer calling parties to other telephone numbers in case no answer is received at the preceding listed telephone may indicate the telephone numbers in such listings. This type of alternate listing is charged for at a rate of \$. 75 per month and appears in the directory as follows:

**Phillips John E atty 389-8719
If no answer dial 237-4211**

(M)
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(M)

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6. DIRECTORY LISTINGS

6.7. Miscellaneous Listings (Continued)

7. Temporary Listings

- A. Residence subscribers who lease their premises for periods of less than one year and who request the Company to render service to their tenants without a change in billing, may arrange for the listing of such tenants on "Directory Assistance" records only. (T) (M) |
- B. A charge for an additional listing applies with a minimum charge for any listing period of \$ 2.25. All charges including such additional listing charges will continue to be rendered in the name of the subscriber, who shall continue to remain responsible for all such charges. (T) |

8. Optional Calling Plan Listings

A subscriber to a two-way measured extended community calling type of optional calling plan may subscribe to a foreign exchange listing, as covered in 6.7.2. preceding, and is permitted, if he chooses, to add additional line matter, two lines at rates specified in 6.6.1. preceding, to indicate "no charge for calls dialed direct to this number".

Where such additional line matter first appears in a printed directory, the initial contract period for both the optional calling plan and the listing charges associated with it shall be the life of that directory and each subsequent directory in which it appears. However, following the term of the initial directory, the subscriber may discontinue the optional calling plan and associated listings, whereupon his number will be changed and persons dialing his old number will receive a disconnect report.

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7. COIN TELEPHONE SERVICE

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4. Rates and Charges	4	(T)

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7. COIN TELEPHONE SERVICE

- 7.1. **Payphone Access Lines** (T)(M) |
1. **General** (T) |
- Payphone Access Lines provides telephone service to a customer-leased or owned payphone with or without coin collecting devices. A payphone access line permits providers of such service to provide pay telephone service to the public. |
2. **Definitions** (T) |
- A. **Coin Supervision** - provides signaling capability from the central office for payphone that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control. (T) |
- B. **Customer** - for the purposes of this tariff, the Customer is the paystation service provider. (T) |
- C. **Network Interface Device** - a company-provided jack or its equivalent. It is the point of connection between the Company owned wiring and wiring owned by the customer. For the purposes of this tariff, the network interface device will be installed at a location mutually agreed upon by the customer and the Company. (T) |
- D. **Originating Line Screening (OLS)** - enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and services are available. (T) |
- E. **Payphone Access Line** - a basic coin transmission dial tone line. It is a line side connection from the local exchange switch to the point of demarcation at the customer premises. (T) | (M)

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7. COIN TELEPHONE SERVICE

- 7.1. **Payphone Access Lines (Continued)** (T)(M) |
3. **Rules and Regulations** (T) |
- A. Payphone Access Line service will be considered a business service for the purpose of applying terms, rates and conditions found elsewhere in this tariff. (T) |
- B. Only one paystation instrument may be connected to each payphone access line. Off-premise extensions are not permitted. (T) |
- C. The customer shall be responsible for the installation, operation and maintenance of any payphone instrument used in connection with this service. (T) |
- D. Directory listings may be provided under the regulations that govern the furnishing of listings for business customers. (T) |
- E. Coin-free operator and emergency 911 access must be available from all payphones. (T) |
- F. One directory will be distributed to the customer without charge for each payphone access line. (T) |
- G. The customer is responsible for the provision of booths, shelves, directories and all ancillary equipment. (T) |
- H. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any directory assistance calls. The Company shall not be liable for shortages of coins collected and deposited at the customer's payphone instrument. (T) | (M)

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7. COIN TELEPHONE SERVICE

7.1. Payphone Access Lines (Continued)

3. Rules and Regulations (Continued)

- I. The Company reserves the right to disconnect service when the customer does not comply with the FCC and state rules and regulations related to payphone access lines and equipment.
- J. The Multiline Business Subscriber Line Charge, as found in the interstate access services tariff, is applicable to all payphone access lines.

4. Rates and Charges

	Monthly Rate	Nonrecurring Charge	
A. Payphone Access Line ¹	\$ 10.69		(R)
			(D)
			(D)
B. Coin Supervision	2.21		
C. Originating Line Screening (OLS)	--	\$7.95	

(D)
|
(D)

Note 1: Installation, moves and change charges will be those applicable to business service.

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7. COIN TELEPHONE SERVICE

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Effective: 10/15/10

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8. CONCURRENCES (T)

8.1. Foreign Exchange Service

West Tennessee Telephone Company, Inc. concurs in the Foreign Exchange Service rates, rules and regulations governing such communications as filed by the BellSouth Telecommunications, Inc., together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or canceled by either party. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company, subject to the jurisdiction of the Tennessee Regulatory Authority as it applies.

(T)

(T)

(T)

8.2. Foreign Central Office Service

The Company concurs in the Foreign Central Office Service rates, rules and regulations governing such communications as filed by the BellSouth Telecommunications, Inc., together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or canceled by either party. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company subject to the jurisdiction of the TRA as it applies.

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8. FOREIGN EXCHANGE SERVICE
AND
FOREIGN CENTRAL OFFICE SERVICE

(T)

RESERVED FOR FUTURE USE

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Nolan V. Ferguson
General Manager
Issued: June 1, 1974

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9. KEY AND PUSHBUTTON TELEPHONE SERVICE

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9. KEY AND PUSHBUTTON TELEPHONE SERVICE

9.1. General Provisions

1. Key telephone systems and pushbutton telephone systems are furnished by means of keys or buttons mounted in the base of the telephone instrument or separately located near the telephone instrument and provide one or more of the service features listed below:
 - a. Pick-Up - An arrangement whereby a telephone may be connected to one or more lines individually by key or button operation at that telephone.
 - b. Hold - An arrangement in which, by key or button operation, a call may held on one line while a call is originated or answered on another line at that telephone.
 - c. Intercommunication - An arrangement provided primarily to furnish direct communications between the stations of the system.
 - d. Cut-Off or Cut-Off and Ringer Transfer - An arrangement by which a station user may disconnect bells, telephones, or other equipment or disconnect extension stations and transfer ringer to main station.
 - e. Signaling - An arrangement whereby signaling is provided between stations either automatically, by key or button operation, or by dial operation.
 - f. Out-Dial Restriction - An arrangement provided only where outward service is available from other associated stations. Where lines are terminated in a key set, any combination of lines may be restricted.
2. Key telephone systems and pushbutton telephone systems are regularly available only in connection with individual line, PBX, WATS and private line services.

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9. KEY AND PUSHBUTTON TELEPHONE SERVICE

9.1. General Provisions (Continued)

3. All telephones associated with a key or pushbutton telephone system normally are located in the same building, but intercommunication between stations may involve different buildings. A telephone with other regularly available features of the key or pushbutton telephone system may be provided in different buildings whenever, in the judgement of the Company, satisfactory service can be furnished.
4. Station bells, individual or common, within ringer limitations, required for the satisfactory operation of a key or pushbutton telephone system are provided without additional charge. Extension bells are provided at the rates applicable for such equipment.
5. Non-key, non-button, or one-button telephones may be bridged to any line of a key or pushbutton telephone system. The number of telephones which may be connected to a line either directly or by key or button operation is limited to such number as in the judgement of the Company will not interfere with efficient telephone service.
6. Suitable commercial power including outlets, which may be required for the operation of the equipment associated with key or pushbutton telephone systems, shall be furnished by the subscriber.
7. When a subscriber requests service features other than those regularly available, additional charges based on costs incurred will apply.
8. The rates quoted herein are in addition to all rates and charges applicable for associated service and facilities.
9. No installation charges apply to any features of a key or pushbutton telephone system or the control equipment associated therewith, except as specifically indicated herein.

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Nolan V. Ferguson
General Manager
Issued: 6/1/74

Effective: 7/1/74

9. KEY AND PUSHBUTTON TELEPHONE SERVICE

9.2 Pushbutton Telephone Service

1. **General**

- a. Pushbutton Telephone Service is an arrangement of facilities which provides one or more of the service features listed in 9.1.1 preceding.
- b. Pushbutton Telephone Service consists of:
 - (1) Pushbutton telephone common equipment
 - (a) Pushbutton telephone common equipment includes a combination of relays, line terminating and other control equipment designed to provide service arrangements associated with pushbutton telephone service such as holding, lights and intercommunicating. The provision of lights includes, as required, visual indication of:
 - An incoming call - flashing
 - A line in use - steady
 - A call being held - winking
 - (b) A monthly charge applies for the common equipment in each system.

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General Manager

Issued: 6/1/74

Effective: 7/1/74

9. KEY AND PUSHBUTTON TELEPHONE SERVICE

9.2. Pushbutton Telephone Service (Continued)

1. **General (Continued)**

b. Pushbutton Telephone Service consists of: (Continued)

(2) Stations, with combined or external pushbuttons

(a) The monthly rate for a Pushbutton Telephone station includes the use of all pushbuttons associated with the station without additional charge. The pushbuttons may be used to pick-up, hold, signal and to perform other functions as required. Cut-off (when provided externally) exclusion features and external pushbutton signal pads are provided at regular monthly rates and are not considered as a part of the Pushbutton Telephone service.

(b) A Pushbutton Telephone station is equipped with lights and is classified as an illuminated station.

(c) A monthly charge applies for each station set in the system.

(3) Basic Service

(a) Regular tariff charges apply for each line (Central Office, PBX or private) terminated in the system.

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General Manager

Issued: 6/1/74

Effective: 7/1/74

9. KEY AND PUSHBUTTON TELEPHONE SERVICE

9.2. Pushbutton Telephone Service (Continued)

2. **Rates**

	Installation Charge	Monthly Rate
a. Pushbutton telephone common equipment, 1A2 or comparable		
(1) Up to 6 line capacity, per line	\$ *	\$ *
(2) Up to 12 line capacity, per line	\$ *	\$ *

b. Stations

Pushbutton telephone stations are rated on the number of buttons in use which may be in, or external to, the telephone set

Number of buttons in use Per Station #	Installation Charge	Monthly Rate
(1) Two through six buttons	\$ *	\$ *
(2) Seven through twelve buttons	\$ *	\$ *
(3) Three-line Pushbutton Telephones equipped with mechanical hold		
Per Telephone Set	\$12.50	\$4.00

* Rates based on costs

For jack stations equipped for alternate use of a headset, an additional monthly rate of **\$1.00** applies

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General Manager

Issued: 6/1/74

Effective: 7/1/74

9. KEY AND PUSHBUTTON TELEPHONE SERVICE

9.2 Pushbutton Telephone Service (Continued)

2. Rates (Continued)

b. Stations (Continued)

Notes: A twelve signaling button module or twelve station busy lamp module is equivalent to six pick-up buttons.

A charge equal to the installation charge applies for each set moved on the same premises. This charge is in lieu of regular station move charges as provided in 4.

Installation and change charges do not apply when sets are changed due to increases or decreases in buttons in use. A charge equal to the installation charge applies for each set changed for other reasons in lieu of regular station change charges as provided in 4.

A charge of **\$2.00** per station applies for additions or changes in features on a Pushbutton station subsequent to the initial installation with a minimum Pushbutton feature charge of **\$8.00** per system. The **\$8.00** minimum charge does not apply when features are added or changed and an installation charge applies for installing, moving or changing Pushbutton sets in the same system.

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General Manager

Issued: 6/1/74

Effective: 7/1/74

9. KEY AND PUSHBUTTON TELEPHONE SERVICE

9.3. Key or Pushbutton Telephone Service

1. **Other Available Features**

	<u>Installation Charge</u>	<u>Monthly Rate</u>
a. Cut-Off, or Cut-Off and Ringer Transfer:		
(1) Utilizing external Cut-Off Key only	\$3.00	\$.35
Exception: When a telephone set is modified to permit the subscriber to cut-off the ringer in that set, an installation charge or \$1.75* shall apply.		
b. Out-dial restriction		
(1) Per station restricted	-	\$.35
c. Exclusion		
(1) Manual operation and automatic restoral, per telephone equipped	-	\$.35
d. Telephones having access to intercommunicating line only	-	\$1.00

* Subject to a minimum charge equal to the change of equipment charge as specified in Section 4.4.3 of this tariff when no other work involving a service connection, move or change charge is performed on the same premises visit.

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General Manager

Issued: 6/1/74

Effective: 7/1/74

9. KEY AND PUSHBUTTON TELEPHONE SERVICE

9.4. Rates Based on Costs

1. The following Pushbutton Telephone Systems are furnished at rates based on costs. System features include 6-button sets equipped with hold, dial, intercom, cull illumination and capacity for four central office lines. Line charges apply as provided in Section 3 for business individual lines and are in addition to the following rates.

	<u>Customer and Exchange</u>	<u>Service Furnished</u>	<u>Monthly Rate</u>
a.	Karnes Funeral Home, Rutherford	2 lines, 5 sets	\$ 19.62
b.	Bank of Bradford, Bradford	2 lines, 5 sets	21.26
c.	Farmers & Merchants Bank, Trezevant	2 lines, 6 sets	25.40

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Lera Roark (T)
Vice President
Issued: 9/15/10

TRA Tariff 1
SECTION 10
2nd Revised Page 1
Cancels 1st Revised Page 1
Effective: 10/15/10

This page also deletes the pages listed below for Section 10.

PAGE	REVISION	NOW APPEARS
		<u>Sec.</u> <u>Rev.</u> <u>Pg</u>
2 - 7	1st Revised	Deleted

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GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

James Garner (T)
Vice President
Issued: 9/27/11

TRA Tariff 1
SECTION 11
20th Revised Page 1
Cancels 19th Revised Page 1
Effective: 10/28/11

11. MISCELLANEOUS SERVICE ARRANGEMENTS

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11.17	118	711 Dialing Code for Telephone Relay Service (TRS)

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Lera Roark

SECTION 11

Vice-President

2nd Revised Page 2

Issued: 2/28/97

Cancels 1st Revised Page 2

Effective: 4/15/97

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.1 Extension Access Locations

1. General

- a. Extension access locations may be provided in connection with all classes of main station service.
- b. Extension access locations must be located on the same premises of the subscriber on which the main station is located and are restricted to the use of the subscriber, his representatives and associates or to members of the subscriber's immediate family or domestic establishment; except that in the case of individual line subscriber's service, extension access locations may be located on other premises under the following conditions, provided only facilities are available and technical equipment limitations in each specific case permit:
 - (1) Where two or more "premises" of the same subscriber are used in the conduct of one establishment or business; or
 - (2) Where the extension is located on other than the subscriber's premises for the purpose of answering calls at such time as the subscriber is not available at the main station, provided that separate exchange service is also provided on these other premises.
 - (3) Where the extension is located on the premises of a joint user.
- c. The provision of circuits required to connect main and extension access locations is subject to additional regulations and charges shown in Section 11.2 following.
- d. The number of extension stations which may be permitted with any main station is limited to such number as, in the judgement of the Company, will not interfere with the efficient operation of the service.

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Lera Roark

2nd Revised Page 3

Vice President

Cancels 1st Revised Page 3

Issued: 12/15/86

Effective: 1/01/87

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.1 Extension Access Locations (Continued) (T)

2. Rates

For each extension access location the following monthly rates apply: (T)

Business	\$1.25
Residence	\$1.25

11.2 Extension Line Mileage

1. General

a. The basic rates for extension access locations and PBX stations are for such stations that are located within the same building as the main station, PBX switchboard (for manual PBX systems) or the PBX dial switching equipment (for dial PBX systems). Where extension access locations or PBX stations are provided at other locations and for other circuit extensions of similar character, extension line mileage charges are applicable as set forth below, in addition to the basic rates. (T)

b. Mileage charges are computed from the point where the extension line leaves the building in which is located the main station or PBX system (the attendant's position of manual PBX systems or the dial switching equipment for dial PBX systems) to the building in which the extension access location, PBX station or other service is located. For circuit extensions on the same premises to different buildings on different premises, the mileage charge is made for each quarter-mile of fraction thereof, route measurement, as provided herein. Mileage charges are computed separately for each extension line. (T)

c. Where supporting structure is necessary for the purpose of furnishing extension lines on the subscriber's premises, such supporting structure is furnished by the subscriber as provided for "Construction of Private Property" in Section 5.

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General Manager

Issued: 6/01/74

Effective: 7/01/74

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.2. Extension Line Mileage (Continued)

1. General (Continued)

- d. When it is known or realized that the life of all or a part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the subscriber:
 - (1) An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a late date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charges.
 - (2) A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years.
- e. When the practical manner of providing necessary circuits to outside stations requiring two or more circuits per station, especially those associated with PBX Dial Key Station Systems or Pushbutton Telephone Service, is by means of placing cable or multi-pair drop wire specifically for this purpose, except where the conditions in d. preceding prevail, a monthly charge of 2.2 percent of the in-plant cost of providing the cable or drop wire will be applicable in lieu of mileage charges provided the charge so computed is not less than the mileage charge for one circuit per station or not more than the sum of the mileage charges for each circuit used. This rate treatment is not to include the costs for poles, anchors or guy wire which are to be provided in accordance with c. preceding.

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General Manager

Issued: 6/01/74

Effective: 7/01/74

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.2 Extension Line Mileage (Continued)

2. Rates

Extension Line Mileage Charges:	Monthly <u>Rate</u>
a. Between different buildings on the same premises:	
For each one-quarter mile or fraction thereof, route measurement	\$.70
b. Between different premises, same building:	
For each one-quarter mile or fraction thereof, route measurement	\$.70
c. Between buildings on different premises:	
(1) Within the same exchange, for each 1/4 mile or fraction thereof, route measurement	\$.70
(2) In different exchanges, for Extension stations and PBX stations, private line mileage charges apply.	See Private Line Service Tariff Section 17

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General Manager

Issued: 6/01/74

Effective: 7/01/74

1. MISCELLANEOUS SERVICE ARRANGEMENTS

11.3 Tie Line Service

1. General

- a. Tie lines are circuits connecting PBX systems to provide standard transmission on a two-point basis as follows:
 - (1) Connection between a station on one system and a station on the other system in which the tie line terminates.
 - (2) Connection of a single tie line (at either end but not at both ends simultaneously) to a central office trunk for through communications between a station connected to the system in which the tie line terminates, and any other station to which the central office trunk has access via local or long distance facilities.
- b. Tie lines are not furnished to connect a flat rate system with a message rate system.
- c. The monthly charge for tie line service is the sum of the intraexchange or interexchange tie line charge plus the PBX tie line termination charges outlined in 11.3.2., 11.3.3., and 11.3.4. following.

2. Tie Line Charges

a. Intraexchange

- (1) For tie lines connecting systems contracted for by the same or different subscribers and located in the same exchange area, mileage charges apply as provided in 11.2.1 preceding for extension line mileage except that the minimum charge for each tie line is **\$2.80** per month.
- (2) Mileage charges are computed on route measurements between the systems and separately for each tie line.

b. Interexchange

For tie lines connecting systems in different exchanges see the applicable private line telephone service tariff, Sec. 17.

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General Manager

Issued: 6/01/74

Effective: 7/01/74

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.3 Tie Line Service (Continued)

3. PBX Tie Line Terminations

a. Intraexchange Lines

	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>
(1) Manual termination only, in manual system or attendant position of dial system, each termination	\$ 2.75	\$ -
(2) Station termination in dial system, each termination	PBX Station Rate Plus \$ 1.10	
(3) Trunk termination in dial equipment only, each termination	\$10.75#	\$ 90 (60)
(4) Trunk termination in dial equipment (includes termination in attendant position), each	\$13.50#	\$ 90 (60)

b. Interexchange Lines

(1) Manual termination only, in manual system or attendant position of dial system

(a) Where channel facilities are furnished by Company -

Two-way manual ringdown, single jack, terminating only

None

None

Two-way manual ringdown, double jack, through and terminating, each termination

Charges apply as provided for Private Line Switching Arrangements.

Includes selector, connector or equivalent switching equipment of similar capacity.

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General Manager

Issued: 6/01/74

Effective: 7/01/74

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.3 Tie Line Service (Continued)

3. PBX Tie Line Termination (Continued)

b. Interexchange Lines (Continued)

	Monthly Rate	Basic Termination Charge
(1) (Continued)		
(b) Where field lines are terminated in company manual system or attendant position of Dial System B		
Two-way manual ringdown, single jack, terminating only, each termination	\$ 7.10	\$ -
Two-way manual ringdown, double jack, through and terminating, each termination	\$11.00	-
Receiving or sending equipment, where required (as for Railroa Dispatching lines), each	.60	-
(2) Dial PBX Termination, including termination in dial equipment and attendant position, each line	\$14.00#	300.(60)

Includes selector, connector or equivalent switching equipment of similar capacity

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 Schools, Libraries and Health Care Programs*

1. Schools and Libraries Discount Program

A. General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this tariff and the BellSouth Private Line Services Tariff, at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order No. 97-157, issued May 8, 1997. The Rules codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

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

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* Implemented 1/01/98

This does not apply to the existing state discount to schools and libraries contained in Sections 3.4.3, 11.10, 11.13 and 17.4. If the federal discount is utilized, the state discount will not apply.

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Vice President

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Issued: 1/07/98

Effective: 2/07/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 Schools, Libraries and Health Care Programs (Continued)

1. Schools and Libraries Discount Program (Continued)

B. Regulations

1) Obligation of eligible schools and libraries

a. Requests for service

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

2) Obligations of the Company

- a. The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff. Those services contained in this tariff which are excluded from the discount program, in accordance with this tariff are listed in D. Services Ineligible for Schools and Libraries Discounts following.
- b. The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).

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* Implemented 1/01/98

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Vice President

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Issued: 1/07/98

Effective: 2/07/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 Schools, Libraries and Health Care Programs (Continued)

1. Schools and Libraries Discount Program (Continued)

B. Regulations (Continued)

2) Obligations of the Company (Continued)

- c. In competitive bidding situations, the Company may offer flexible pricing or rates other than in this tariff, where specific flexible pricing arrangements are allowed, subject to Tennessee Regulatory Authority approval.

C. Discounted Rates for Schools and Libraries

- 1) Discounts for eligible schools, libraries and consortia shall be set at a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- 2) The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
- 3) The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
- 4) The discount matrix for eligible schools, libraries and consortia are listed in E. Schools and Libraries Discount Matrix following.

D. Services Ineligible for Schools and Libraries Discount

- 1) Voice Mail Services

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* Implemented 1/01/98

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Vice President

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Issued: 1/07/98

Effective: 2/07/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 Schools, Libraries and Health Care Programs* (Continued)

1. Schools and Libraries Discount Program (Continued)

E. Schools and Libraries Discount Matrix

How Disadvantaged	% Discount Level	
	Urban	Rural
	<u>Discount</u>	<u>Discount</u>
% of students eligible for national school lunch program		
< 1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

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* Implemented 1/01/98

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West Tennessee Telephone Company, Inc.

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Vice President

3rd Revised Page 10

Issued: 1/07/98

Cancels Revised Page 10

Effective: 2/07/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 Schools, Libraries and Health Care Programs* (Continued)

2. Health Care Providers Support Program

A. General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers, located in rural areas reduced rates for Company intrastate services available in this tariff. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service order 97-157, issued May 8, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

B. Regulations

- 1) To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- 2) Reduced rates are available only to the extent that they are funded by the Federal Universal Service Fund.
- 3) Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal services support shall apply only to the portion of eligible services used by an eligible health care provider.

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* Implemented 1/01/98

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Lera Roark

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Vice President

Original Page 10.1

Issued: 1/07/98

Effective: 2/07/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 Schools, Libraries and Health Care Programs* (Continued)

2. Health Care Providers Support Program (Continued)

B. Regulations (Continued)

- 4) Responsibility of eligible health care providers:
 - a. Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.
 - b. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
 - c. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
 - d. A health care provider that cannot obtain toll-free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
 - e. Services cannot be sold; resold or transferred in consideration for money or any other thing of value.
- 5) Responsibility of the Company:
 - a. The Company shall offer the rates and charges as specified in C. Rates and Charges, to eligible health care providers to the extent that facilities and services are available and offered in the tariffs specified in A. General preceding.

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* Implemented 1/01/98

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Lera Roark

SECTION 11

Vice President

Original Page 10.2

Issued: 7/23/98

Effective: 8/22/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 Schools, Libraries and Health Care Programs* (Continued)

2. Health Care Providers Support Program (Continued)

B. Regulations (Continued)

5) Responsibility of the Company: (Continued)

The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.

In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to Tennessee Regulatory Authority approval.

C. Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph 3) following, which shall be available to all eligible health care providers, regardless of location: (T)

- 1) A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in Tennessee with a population of at least 50,000.
- 2) An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Tennessee with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.

* Implemented 1/1/98

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Lera Roark
Vice President

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Original Page 10.3

Issued: 1/07/98

Effective: 2/07/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 Schools, Libraries and Health Care Programs* (Continued)

2. Health Care Providers Support Program (Continued)

C. Rates and Charges (Continued)

- 3) Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll tariffs.

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* Implemented 1/01/98

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Lera Roark

SECTION 11

Vice President

1st Revised Page 11

Issued: 2/19/91

Cancels Original Page 11

Effective: 3/23/91

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4

(D)

(D)

GENERAL SERVICES TARIFF

West Tennessee
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SECTION 11
Original Page 12

Nolan V. Ferguson
General Manager

Issued: 6/01/74

Effective: 7/01/74

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.5 Arrangements for Night, Sunday and Holiday Service

1. A subscriber to PBX service who desires to receive incoming calls after usual business hours, without the service of any attendant at the switchboard, may arrange for such service as follows:

a. Each trunk line which is to be connected through a PBX station at night, on Sundays and Holidays is bridged to a central office multiple jack bearing a different (non-consecutive) number. The regular number in the rotary series may then be used for day service, and the special (non-consecutive) number for night service. Calls made at night for the special number are completed only over the trunk line to which it is bridged, no connection being made with any other trunk line in case the called number is busy or does not answer.

b. Example of Directory Listings:

Paterson Transfer Company 24 North 256-1500

Note: From 5PM to 8AM on week days,
from 1PM Saturday to 8AM
Monday and on holidays call
as follows -

Office 24 North 256-1875
Watchman 24 North 256-1875
Garage 29 Lake 256-1987
Storage Warehouse 150 Elm 256-1082

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Nolan V. Ferguson
General Manager

Issued: 6/01/74

Effective: 7/01/74

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.5 Arrangements for Night, Sunday and Holiday Service (Continued)

2. Rates		<u>Monthly Rate</u>
a. Directory Listings	As specified in of this tariff.	Section A6.
b. Special Multiple jack, each		\$.65
c. Night Service Arrangement for Cord Switchboards, Manual or Dial Systems:		
	Night Service Jacks and strapping cord equipment to provide for connection of more than one PBX station to any one trunk for night service, each group of either 3, 4 or 5 jacks	1.20
d. Night Service Arrangement for Dial Systems:		
	Auxiliary line circuit, including night service line, for completing incoming night calls to dial PBX systems, each	2.35

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera D. O'Brian Roark
Vice-President
Issued: 2/19/91

TPSC Tariff 1
SECTION 11
1st Revised Pages 14-17
Cancels Original Pages 14-17
Effective: 3/23/91

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.6

Reserved for Future Use

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

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Lera D. O'Brian
Vice President

SECTION 11

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Issued: 10/06/87

Effective: 11/05/87

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.7 Universal Emergency Number Service - 911

(N)

1. General

- a. When requested by local government authorities and subject to the availability of facilities, the Company will provide a universal number "911" for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
- b. No charge applies to the calling party for calls placed to the 911 emergency number.

2. Rules and Regulations

- a. 911 Service is provided by the Company where facility and operating conditions permit.
- b. This offering is limited to the use of central office number "911" as the universal emergency number and only one "911" service will be provided within any government agency's locality.
- c. The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
- d. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting emergencies by the public.

(N)

GENERAL SERVICES TARIFF

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Issued: 10/06/87

Effective: 11/05/87

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.7 Universal Emergency Number Service - 911 (Continued)

(N)

2. Rules and Regulations (Continued)

- e. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 service. In the event of any interruption of the service, the Company shall not be liable for any loss or damage other than a pro rata allowance to the customer at the tariff rate for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.
- f. 911 will be listed as the emergency number for participating public agencies on the inside front cover of the Company Directory. Dual listing of a seven- digit emergency number for these agencies will not be permitted on the inside front cover. In the white pages of the directory, a seven-digit nonemergency number must be listed along with the 911 number for those agencies.
- g. Application for 911 service must be executed in writing by the customer (a municipality, a local government authority or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

(N)

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Issued: 10/06/87

Effective: 11/05/87

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.7 Universal Emergency Number Service - 911 (Continued)

(N)

2. Rules and Regulations (Continued)

- h. The customer must furnish the Company, in writing, with its agreement to the following terms and conditions:
 - 1. That at least one PSAP will be provided and staffed on a 24-hour coverage basis.
 - 2. That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
 - 3. That the customer will subscribe to a sufficient number of 911 exchange lines to adequately handle incoming calls as determined by the Company but in all cases subject to a minimum of two lines required at any point in the 911 network including the 911 exchange lines terminated at the PSAP.
 - 4. That the customer will subscribe for additional local exchange service at the PSAP location for administration purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by South Central Bell operators.

(N)

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Issued: 10/06/87

Effective: 11/05/87

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.7 Universal Emergency Number Service - 911 (Continued)

(N)

3. Enhanced 911

a. Definition of Service

A Enhanced 911 (E911) system includes the Company provision of the 911 code or the opening of this code to the exchange network in those central offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for E911 service. The other components of a E911 system include the station equipment at the PSAP which is provided at existing tariff rates (Key telephone, Call Directors, etc.) and the one way incoming 911 Exchange Lines.

b. Features

The following are standard features:

1. **FORCED DISCONNECT** - Permits the PSAP attendant to release a connection even though the (911) calling party has not hung up, thereby preventing intentional jamming of the 911 exchange lines.
2. **IDLE TONE APPLICATION** - Allows the PSAP attendant to distinguish between calls that have been abandoned before they were answered and calls where the calling party is unable to speak for some reason. If the caller abandoned the line just before the PSAP attendant answered, a distinct tone is heard by the attendant. If the caller is still on the line but unable to speak, no tone will be heard.

(N)

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Issued: 10/06/87

Effective: 11/05/87

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.7 Universal Emergency Number Service - 911 (Continued)

(N)

3. Enhanced 911 (Continued)

c. Rates and Charges

1. Messages

No charges applies to the calling party for calls placed to the 911 emergency number.

2. 911 Exchange Lines

\$125.00 per month, per trunk includes ANI functions.

3. Dedicated Facilities

When dedicated-direct arrangements are provided from exchanges or zones other than that in which the PSAP is located due to the customer's request or when dedicated-direct arrangements are provided from exchanges or zones that do not have local calling to the exchange or zone in which the PSAP is located, charges for Foreign Exchange Service will apply for the interexchange mileage, plus **\$125.00** per month, per trunk for the exchange line.

(N)

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Issued: 10/06/87

Effective: 11/05/87

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.7 Universal Emergency Number Service - 911 (Continued)

(N)

4. PSAP Terminal Equipment

Company or customer-provided equipment may be furnished to terminate 911 Exchange Lines at any PSAP.

- a. When the Company provides PSAP equipment, it will be provided at rates and charges as outlined under "Special Assemblies of Equipment".
- b. When customer-provided terminal equipment is employed at a PSAP, it will be furnished in accordance with the general provisions set forth in Section VI of this tariff.

Tie lines, private lines, extension access lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at filed tariff rates for such channels and facilities as specified in this and other appropriate tariffs.

(N)

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TRA Tariff 1

SECTION 11

Lera Roark

3rd Revised Page 24

Vice President

Cancels 2nd Revised Page 24

Issued: 6/7/99

Effective: 7/7/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8 Voice Mail (V-Mail) Services

(N)

1. General

V-Mail is a computer based voice message system. The calling party is automatically sent to the V-Mail system when the incoming call is not answered. It allows customers to use their telephone to send and retrieve messages 24 hours a day. Only the customer can access the message center using an assigned security passcode. To retrieve messages a touch-tone phone is required. The customer's voice greets the caller. The caller can review and change, add or delete details, before hanging up. An automatic time and date feature lets the customer know exactly when the message was left.

Wake-up service allows the customer to program a time for the V-Mail system to make a wake-up call to the customer. Message Waiting Indicator (stutter dial tone) is included with V-Mail for single line residential and business services only. V-Mail requires the following custom calling features, under the Company's General Subscriber Services Tariff: *Call Forwarding Busy Line and Call Forwarding Don't Answer.*

2. Package Definitions

A. The V-Mail **plus package** consists of the following features:

- 1) Personalized greeting
- 2) Personal voice mailbox number
- 3) Receive messages
- 4) Retrieve messages
- 5) 5-day message retention
- 6) 3-minute message length
- 7) 10 messages storage capacity
- 8) Wake-up service

(N)

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Lera Roark

2nd Revised Page 25

Vice President

Cancels 1st Revised Page 25

Issued: 6/07/99

Effective: 7/07/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8 Voice Mail (V-Mail) Services (Continued)

(N)

2. Package Definitions (Continued)

B. The V-Mail **enhanced package** consists of the following features:

- 1) Personalized greeting
- 2) Personal voice mailbox number
- 3) Receive messages
- 4) Retrieve messages
- 5) Send and receive messages to and from other voice mailbox users
- 6) 10-day message retention
- 7) 5-minute message length
- 8) 25 message storage capacity
- 9) Wake-up services

C. The V-Mail **deluxe package** consists of the following features:

- 1) Personalized greeting
- 2) Personal voice mail box phone number
- 3) Receive messages
- 4) Retrieve messages
- 5) Send messages to other mailbox users
- 6) Distribution list to other mailbox users
- 7) Urgent message notification
- 8) Forward message to paging service
- 9) Message delivery to a phone number outside the voice mailbox system
- 10) 14 day message retention
- 11) 5 minute message length
- 12) 50 messages storage capacity
- 13) Wake-up services

(N)

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Lera Roark

5th Revised Page 26

Vice President

Cancels 4th Revised Page 26

Issued: 9/08/99

Effective: 10/08/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8 Voice Mail (V-Mail) Services (Continued)

2. Package Definitions (Continued)

C. Additional Features:

Extension mailboxes allow multiple mailboxes on a single telephone number. For example with an extension, per child, allows each child to receive his/her messages confidentially.

3. Rates and Charges

	Monthly Rate	Nonrecurring Charge	
A. Plus V-Mail Package			
Per mailbox	\$ 4.95	\$23.00	
B. Enhanced V-Mail Package			
Per mailbox			
1-20 boxes, per subscriber	\$ 7.95	\$23.00	
more than 20 boxes	\$ 6.95	\$23.00	
C. Deluxe V-Mail Package			
Per mailbox			
1-15 boxes	\$13.95	\$23.00	
more than 15 boxes	\$12.95	\$23.00	
Additional 25 message retention capacity, per mailbox	\$ 5.00	-	(N) (N)

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1st Revised Page 26.1

Vice President

Cancels Original Page 26.1

Issued: 10/1/99

Effective: 11/1/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.9 Voice Mail (V-Mail) Services (Continued)

3. Rates and Charges (Continued)

4. Extension Mailbox:

The extension mailbox is used to route callers to "specific" mailboxes (such as employees, departments, children, teachers, etc.). When a mailbox with this class of service feature is reached by an outside caller, the greeting is played, then the system waits for DTMF input to route the call to the next desired mailbox greeting.

The user sets this mailbox up by creating distribution list 01, then adding the numbers of the specific mailboxes to this list. The lowest level mailbox number can be reached by pressing 2, etc. Up to 200 extension mailboxes, (the limit to the number of mailboxes in a distribution list) can be added. A greeting that directs the user to input an appropriate number (or numbers) must be recorded.

Extension mailboxes can be used, for example, to provide successive levels of call screening, and to route a caller to the desired department.

Each Extension Mailbox on the same
telephone number **\$ 2.00**

5. Broadcast or Greeting Only Mailbox:

When an outside caller accesses a Greeting Only Mailbox, Voice Memo plays the greeting, then hangs up. Callers and other users cannot leave messages.

Greeting Only Mailboxes are useful for special applications, such as announcing shows and times for movie houses.

The monthly rate for this mailbox is **\$4.95**.

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Issued: 7/21/99

Effective: 8/20/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.9 Voice Mail (V-Mail) Services (Continued)

3. Rates and Charges (Continued)

6. Automated Receptionist:

Automated receptionist II is an optional feature that answers incoming phone calls and asks the caller to enter the extension number of the party they wish to reach. If they do not know the extension number of the party, they can spell out the name on the telephone keypad. Once the extension has been entered, the system will transfer the caller to the desired party's extension.

Calls may be transferred blind, supervised, or screened. If it is a blind transfer, the system hangs up once the extension is dialed. If it is a supervised transfer, the system stays on line until the caller gets through to the desired extension. If the extension is busy or ring-no-answer, the call is pulled back and the caller can choose to leave a message in the called party's mailbox, or be transferred to another extension. A screened transfer is when the called party is forewarned who is calling and can choose to accept or reject the call. Again, if the called party chooses not to answer the call, the caller may leave a message in the called party's mailbox or be transferred to another extension. The system administrator configures the options available to a caller (transferring to another extension or leaving messages in mailboxes).

Installation of Automated Receptionist **\$200.00** plus service order charge

Monthly charge for Automated Receptionist **\$150.00**

ALL MATERIAL ON THIS PAGE IS NEW.

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Original Page 26.3

Vice President

Issued: 7/21/99

Effective: 8/20/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8 Voice Mail (V-Mail) Services (Continued)

3. Rates and Charges (Continued)

6. Automated Receptionist: (Continued)

In addition to the above charges for Automated Receptionist a monthly charge per mailbox will apply. The number of mailboxes in the Automated Receptionist configuration determines price per mailbox set forth below:

		Monthly Charge
Mailboxes	(1-44)	\$4.95 each
Mailboxes	(45-70)	\$3.50 each
Mailboxes	(71-100)	\$3.00 each
Mailboxes	(101-200)	\$2.50 each
Mailboxes	(over 200)	\$2.00 each

If the mailboxes are installed at the same time Automated Receptionist is installed there will be no additional installation charge.

Changes or additions to the system will be made at **\$10.00** per mailbox plus service order charge.

ALL MATERIAL ON THIS SHEET IS NEW.

GENERAL SERVICES TARIFF

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Lera Roark

SECTION 11

Vice-President

2nd Revised Page 27

Issued: 1/26/96

Cancels 1st Revised Page 27

Effective: 2/26/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.9 Selective Toll Restriction Services (T)

1. General

- A. Selective Toll Restriction (STR) is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted, and is available to basic exchange customers with individual line residence or business service or PBX trunks in either flat, message or measured rate service environments. (N)
- B. Subscribers dialing restricted codes in the Dialing Plan will be sent to an appropriate recorded announcement. (T)
- C. Selective Toll Restriction Services are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities. (T)
- D. Customers who apply for Selective Toll Restriction Service will be required to sign an agreement, provided by the Company that acknowledges the customer's understanding of the calling limitations imposed by Selective Toll Restriction Service and the Company's limitation of liability as provided in this section. (T)

Certain material previously found on this page can now be found on Original Pages 27.1 and 27.2

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Vice President

Issued: 1/26/96

Effective: 2/26/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.9 Selective Toll Restriction Services (Continued) (T)

1. General (Continued)

- E. The Company shall not be liable to any person for damages of any nature of kind arising out of, resulting from, or in connection with the provision of Selective Toll Restriction Services offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder. (M)
- F. Where central office facilities are not available to block all customers, blocking may be provided on an individual basis if facilities are available. (N)
- G. Selective Toll Restriction Services will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls and most nonchargeable calls.
- H. Selective Toll Restriction Services will be available to basic exchange customer with Individual Line Residence Service, Business Service, Key System or PBX Trunks.
- I. Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks. Also, options of this service may not be combined with Selective Class of Call Screening or Toll Trunks. The options of this service with their respective sets of codes are listed under "Selective Toll Restriction Options" and are available at the rates as specified in "Rates and Charges."
- J. When STR is provided from central offices other than the customer's normal serving central office, Foreign Central Office or Foreign Exchange charges as specified in this tariff, whichever is appropriate, will apply to all lines/trunks equipped with this service. (N)

Certain material on this page formerly appeared on 1st Revised Page 27.

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1st Revised Page 27.2

Vice President

Cancels Original Page 27.2

Issued: 6/29/00

Effective: 6/30/00

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.9 Selective Toll Restriction Services (Continued)

2. Selective Toll Restriction Options (Continued):

F. Option Number Six Restricts: Vacant Code Recording 1+976, NPA 900

G. Option Number Seven Restricts: Vacant Code Recording 1+, 1+800, 0-, 0+, 00-, (1+/0+) 411, 976*, NPA 900*, IDDD 01 +, IDDD 011+

H. Option Number Eight Restricts: Vacant Code Recording 1+, 1+800, 0-, 0+, 00-, IDDD 011+, NPA 900*

I. Option Number Nine Restricts: Vacant Code Recording 1+976, 1+800, NPA 900

J. Option Number Ten Restricts: International dialing IDDD 01+, and IDDD 011+. In the event the customer wants all 800 NPA's also restricted to prevent calls being forwarded to international locations, the company will do so at no charge. All 800 NPA codes will be blocked and the customer will not be able to make any 800 calls. 800 NPA blocking is not a requirement with Option Number Ten.

(N)
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|
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(N)

3. Rates and Charges

The following rates and charges are for Selective Toll Restriction Services only and are in addition to monthly rates and nonrecurring charges for exchange lines/trunks and other services of equipment with which they may be associated. Additionally applicable service charges apply to any Residence Line or PBX Trunk and any Business Line or PBX trunk for STR Options 3-5, 7 and 8. No service charges apply to Options 6, 9 or 10. Only one option may be provided on a line/trunk or group of lines/trunks. In exchanges where facilities are available, Company initiated blocking of 900/976 will be made. Subscribers who want the capability of dialing 900/976 calls will be required to request in writing the unblocking of 900/976 NNX's.

(T)

* There is no charge for blocking 900/976 numbers.

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Original Page 27.3

Issued: 1/26/96

Effective: 2/26/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.9 Selective Toll Restriction Services (Continued)

(T)

2. Selective Toll Restriction Options (Continued):

(N)

F. Option Number Six Restricts: Vacant Code Recording 1+976, NPA 900

G. Option Number Seven Restricts: Vacant Code Recording 1+, 1+800, 0-, 0+, 00-, (1+/0+) 411, 976*, NPA 900*, IDDD 01 +, IDDD 011+

H. Option Number Eight Restricts: Vacant Code Recording 1+, 1+800, 0-, 0+, 00-, IDDD 011+, NPA 900*

I. Option Number Nine Restricts: Vacant Code Recording 1+976, 1+800, NPA 900

(N)

3. Rates and Charges

The following rates and charges are for Selective Toll Restriction Services only and are in addition to monthly rates and nonrecurring charges for exchange lines/trunks and other services of equipment with which they may be associated. Additionally applicable service charges apply to any Residence Line or PBX Trunk and any Business Line or PBX trunk for STR Options 3-5, 7 and 8. No service charges apply to Options 6, 9 or 10. Only one option may be provided on a line/trunk or group of lines/trunks. In exchanges where facilities are available, Company initiated blocking of 900/976 will be made. Subscribers who want the capability of dialing 900/976 calls will be required to request in writing the unblocking of 900/976 NNX's.

(M)

(M)

(N)

(N)

* There is no charge for blocking 900/976 numbers.

(N)

Certain material on this page formerly appeared on 1st Revised Page 28.

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3rd Revised Page 28

Issued: 1/26/96

Cancels 2nd Revised Page 28

Effective: 2/26/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.9 Selective Toll Restriction Services (Continued)

3. Rates and Charges (Continued)

	Nonrecurring Charge	Monthly Rate	
A. <u>Option Number One</u>			
(a) Residence Line, each	\$ -	\$ -	
(b) Business Line, each	5.00(1)	-	(C)
(c) Key System or PBX Trunk, each	5.00(1)	-	
B. <u>Option Number Two</u>			
(a) Residence Line, each	\$ -	\$ -	(N)
(b) Business Line, each	5.00(1)	-	
(c) Key System or PBX Trunk, each	5.00(1)	-	
C. <u>Option Number Three - Restricted Codes</u>			
(a) Residence Line, each	\$ 5.00	\$ 2.00	
(b) Business Line, each	5.00	4.00	
(c) Key System or PBX Trunk Residence, each	5.00	4.00	
Business, each	5.00	4.00	
D. <u>Option Number Four - Restricted Codes</u>			
(a) Residence Line, each	\$ 5.00	\$ 2.00	
(b) Business Line, each	5.00	4.00	
(c) Key System or PBX Trunk Residence, each	5.00	4.00	
Business, each	5.00	4.00	

Note (1): Service charges will not be applicable to Option Number 1 as follows: The nonrecurring charge will not be applicable to customers who subscribe (1) when the service is offered at the time of their application for new exchange service, (2) within 90 days after central office conversions which make Selective Toll Restriction service available for the first time, (3) within 90 days of the effective date of this tariff.

(N)

Certain material previously found on this page can now be found on Original Page 27.3 and Original Page 28.2

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Lera Roark

Vice-President

Issued: 1/26/96

Effective: 2/26/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.9 Selective Toll Restriction Services (Continued)

3. Rates and Charges (Continued)

	Nonrecurring Charge	Monthly Rate
<u>E. Option Number Five - Restricted Codes</u>		
(a) Residence Line, each	\$ 5.00	\$ 2.00
(b) Business Line, each	5.00	4.00
(c) Key System or PBX Trunk		
Residence, each	5.00	4.00
Business, each	5.00	4.00
<u>F. Option Number Six - Restricted Codes(2)</u>		
(a) Residence Line, each	\$ -	\$ -
(b) Business Line, each	-	-
(c) Key System or PBX Trunk		
Residence, each	-	-
Business, each	-	-
<u>G. Option Number Seven - Restricted Codes</u>		
(a) Residence Line, each	\$ 5.00	\$ 2.00
(b) Business Line, each	5.00	4.00
(c) Key System or PBX Trunk		
Residence, each	5.00	4.00
Business, each	5.00	4.00
<u>H. Option Number Eight - Restricted Codes</u>		
(a) Residence Line, each	\$ 5.00	\$ 2.00
(b) Business Line, each	5.00	4.00
(c) Key System or PBX Trunk		
Residence, each	5.00	4.00
Business, each	5.00	4.00

Note (2): Where central office equipment is not available to block all customers, on the first occurrence of an adjustment due to unauthorized or mistaken 900 and/or 976 service calls blocking shall be offered to the customer at no charge. However, on the second occurrence of adjustment or customer refusal to pay the 900 and/or 976 service charges, Company initiated blocking may be imposed.

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Issued: 6/29/00

Effective: 6/30/00

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.9 Selective Toll Restriction Services (Continued)

3. Rates and Charges (Continued)

	Nonrecurring Charge	Monthly Rate
I. <u>Option Number Nine - Restricted Codes(2)</u>		
(a) Residence Line, each	\$ -	\$ -
(b) Business Line, each	-	-
(c) Key System or PBX Trunk		
Residence, each	-	-
Business, each	-	-
J. <u>Option Number Ten - Restricted Codes</u>		
(a) Residence Line, each	\$ -	\$ -
(b) Business Line, each	-	-
(c) Key System or PBX Trunk		
Residence, each	-	-
Business, each	-	-

(N)
|
(N)

Note (2): Where central office equipment is not available to block all customers, on the first occurrence of an adjustment due to unauthorized or mistaken 900 and/or 976 service calls blocking shall be offered to the customer at no charge. However, on the second occurrence of adjustment or customer refusal to pay the 900 and/or 976 service charges, Company initiated blocking may be imposed.

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1st Revised Page 29

Issued: 4/05/95

Cancels Original Page 29

Effective: 5/25/95

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.10 In-Classroom Computer Access Service

1. General

- A. In-Classroom Computer Access Service provides local telephone lines for in-classroom use of computers and modems to access various information databases and shared educational programs as well as accessing students in other classrooms for the purpose of sharing information and learning experiences. These telephone lines may also be used for teacher workroom use of computer and modems to access various information databases and to share information and ideas with other teachers in an effort to enhance the educational experience of the students.

In-Classroom Computer Access Service is applicable to public libraries; for the purposes of this tariff, public libraries include the state library, archives, regional libraries and free public libraries in any county, city, or town.

(N)
|
(N)

- B. The access line rate described in "Rates and Charges" does not include the rate for Touch-Tone. (T)
- C. This access line shall not be used to replace existing administrative lines.
- D. Listings will not be provided for these access lines.
- E. Nonrecurring charges are to be billed at Residence rates.
- F. All rules and regulations that appear in other sections of this Tariff apply unless otherwise stated herein.

2. Regulations

- A. This offering is available to all full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools.

3. Rates and Charges

- A. The rates and charges for In-Classroom Computer Access Service include a flat monthly recurring access line rate.

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1st Revised Page 30

Issued: 4/05/95

Cancels Original Page 30

Effective: 5/05/95

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.10 In-Classroom Computer Access Service (Continued)

3. Rates and Charges (Continued)

B. The access line for In-Classroom Computer Access Service is provided at the following rates. (T)

1. **Access Line**

Monthly Rate

- | | |
|-------------------|-------------|
| (a) Outgoing Only | B - 1 Rate* |
| (b) Both Way | B - 1 Rate* |

* Not to exceed **\$17.00** per month pursuant to PSC Order.

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Issued: 11/13/98

Cancels Original Page 31

Effective: 12/14/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services

1. General

Custom Calling Services consist of optional service features for use in connection with a customer's basic local exchange service.

2. Definitions of Feature Offerings

A. **Anonymous Call Rejection**

Anonymous Call Rejection allows subscribers to reject calls from parties who have a privacy feature that prevents the disclosure of the calling party number. When the ACR feature is active, the incoming calls with a calling party number marked as private are routed to a denial announcement. Incoming calls with a calling party number marked as public and incoming calls without calling party number information remain unaffected.

B. **Automatic Wake-Up**

Automatic Wake-up provides the user with an immediate or delayed ringback, duration of approximately 30 seconds with a tone burst super imposed immediately upon answer. Delayed ringback occurs at a time programmed by the user. The automatic wake-up feature will cycle a maximum of 3 times, seven minutes apart if there is no answer during the ringback period. Automatic Wake-up may be set by the user to ring 3-10 rings. If not set by user, automatic wake-up will automatically set to ring 3 rings.

C. **Call Forwarding**

Call Forwarding is an arrangement whereby incoming calls may be transferred to another telephone number by signaling a prefix code and the telephone number of the service to which calls are to be transferred.

Calls forwarded by this feature are subject to local and long distance message charges. These calls are also subject to transmission limitations.

(N)

(N)

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Issued: 11/13/98

Cancels Original Page 32

Effective: 12/14/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

1. Definitions of Feature Offerings (Continued)

D. **Call Forwarding Busy Line**

(N)

Call Forwarding Busy Line redirects calls attempting to terminate to a busy line, to another designated line. This feature can be assigned to both residential and business group applications.

E. **Call Forwarding Don't Answer**

Call Forwarding Don't Answer provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number. The customer selected forward-to telephone number and specified interval are preprogrammed at the time service is established and can only be changed via a service order. No Service Charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on the subscriber's line.

(N)

F. **Call Return**

This feature enables a customer to place a call to the last telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.

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Issued: 12/30/98

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

G.

(D)

(D)

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Issued: 11/13/98

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1. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services

2. Definitions of Feature Offerings (Continued)

H. **Call Trace**

Call Trace enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's security department indicating the calling number, the time the trace was activated, and in some locations, the time the offending call was received. The customer using this feature would be required to contact the Telephone Company Business Office for further action. Call Trace information will only be released to the appropriate law enforcement agency. The customer must sign an authorization at the proper law enforcement agency for the release of information by the Company to the law enforcement agency.

Only calls from within Advanced Custom Calling Service equipped offices are traceable using Call Trace.

This feature will not work if the incoming call is from a telephone number in a multiline hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

In some locations, if the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Trace will not record the correct number.

Call Trace is available to residence and business customers as follows: (1) monthly subscription, or (2) per activation/occasion. If the customer elects to subscribe to Call Trace on a monthly basis, unlimited access to the feature is provided with no additional charge for each activation. Optionally, where facilities permit, any customer may utilize Call Trace on a non-subscription basis with a per occasion charge for each successful activation of the feature.

Based on availability of facilities, access to Call Trace - Per Activation can be restricted at the customer's request. Appropriate service order charges are applicable on orders involving this capability if no other work is being performed.

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Issued: 12/30/98

Effective: 1/29/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

I. **Call Transfer**

(N)

Call Transfer allows subscribers to consult with, add on, or transfer established calls to another station by flashing the switchhook and dialing the transfer-to number.

|
|
|
(N)

J. **Call Waiting**

(T)

Call Waiting provides the user, busy on a call, with a private signal which alerts him to an unanswered call waiting to be completed to his number. The user may; hold the existing call, answer the incoming call and alternately talk on both calls until one has been terminated.

Before a call is initiated the Call Waiting subscriber may, by dialing a code, activate the cancel feature and Call Waiting is then made inoperative on the first call initiated by the subscriber immediately following activation of the cancel feature. The cancel feature may also be activated after a call is established if the customer subscribes to flat rate Three-Way Calling. Call Waiting is restored automatically on termination of the call. During the time the cancel feature is activated, incoming callers receive a busy tone.

K.

(D)

(D)

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Issued: 12/30/98

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services

2. Definitions of Feature Offerings (Continued)

K.

(D)

(D)

L. **Caller ID - Basic**

(T)

This feature enables the customer to view on a display unit the Directory Number (DN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID must provide his own display unit. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of customer-provided equipment to perform satisfactorily with the network features described herein, all calls may not be subject to number delivery.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group. Caller ID is not available on operator handled calls.

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Vice President
Issued: 12/30/98

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Effective: 1/29/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

M. **Caller ID - Deluxe**

(T)

Caller ID - Deluxe enables the customer to view on a display unit the calling party Directory Name and Directory Number on incoming telephone calls. A maximum of 15 characters is allowed for transmission of the calling party directory name. When Caller ID - Deluxe is activated on a customer's line, the calling party directory name and number will be displayed on the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Deluxe customer.

Any customer subscribing to Caller ID - Deluxe will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless from any incompatibility of customer-provided equipment to perform satisfactorily with the network features described herein, all calls may not be subject to name and number delivery.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. If the incoming call originates from a multi-line hunt group, the telephone number and name transmitted will always be the main number of the hunt group, unless, facilities permitting, the lines within the group are TN (Telephone Number) identified. Calling party name and/or telephone number information via Caller ID - Deluxe is not available on operator handled calls. If the incoming call originates from a pay station, the name information transmitted will always be "Pay Phone".

(T)

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Issued: 12/30/98

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Effective: 1/29/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

N. **Caller ID - Multi-Line**

(T)

This feature allows residence and business customer with Rotary (Grouping) arrangements to receive and view on a display unit call related information on certain incoming telephone calls.

The following information is transmitted to the Caller ID - Multi-line customer and displayed on the called CPE during the first long silent interval of the ringing cycle: calling Directory Number, time of day (hours and minutes) the call was received and the date (month and day) the call was received.

A service order is required to establish or discontinue Caller ID - Multi-line. Subsequent to establishment, the feature can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

Any customer subscribing to Caller ID - Multi-line must furnish his own display unit. The installation, repair and technical capability of that equipment to function in conjunction with the features described herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of customer-provided equipment to perform satisfactorily with the network feature described herein.

If the incoming call is from a caller served by a Private Branch Exchange (PBX), only the main number will be transmitted and available for display. If the incoming call originates from a

Multi-line Hunt Group, the telephone number transmitted and available for display will always be the main number of the hunt group unless the telephone number is Telephone Number (TN) identified.

The Local Exchange Line Access charge, defined in Section 3. of this tariff, will apply to exchange service access facilities associated with this feature. Caller ID - Multi-line is not available on operator handled calls.

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Issued: 12/30/98

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Effective: 1/29/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

O. **Caller ID Enhanced**

(T)

1) **With Call Management**

(T)

This feature is only available to business customers with **non-hunting** where facilities permit. This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Enhanced Caller ID with Call Management includes the functionality of the Call Waiting feature and the Caller ID feature and provides several additional call disposition options.

The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location. All terms and conditions, including rates, for this feature are as described in this tariff. This feature must be ordered separate from Enhanced Caller ID with Call Management.

Call disposition options provided with Enhanced Caller ID with Call Management include:

- answer the waiting call, placing the first party on hold
- answer the waiting call, dropping the first party
- direct the waiting caller to hold via a recording
- forward the waiting call to another location (e.g., voice mail)
- conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Enhanced Caller ID with Call Management requires the use of an Analog Display Services Interface (ASDI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI - compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

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Issued: 12/30/98

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

O. **Caller ID Enhanced (Continued)**

(N)

2) **With Call Waiting Deluxe**

This feature is available to single and multiline residence and business customers with **non-hunting**, where facilities permit. This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Enhanced Caller ID with Call Waiting Deluxe includes the functionality of the Call Waiting feature and the Caller ID feature and provides several additional call disposition options.

The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location. All terms and conditions, including rates, for this feature are as described in this tariff. This feature must be ordered separate from Enhanced Caller ID with Call Waiting Deluxe.

Call disposition options provided with Enhanced Caller ID with Call Waiting Deluxe include:

- answer the waiting call, placing the first party on hold
- answer the waiting call, dropping the first party
- direct the waiting caller to hold via a recording
- forward the waiting call to another location (e.g., voice mail)
- conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Enhanced Caller ID with Call Waiting Deluxe requires the use of an Analog Display Services Interface (ASDI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI - compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

(N)

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West Tennessee Company, Inc.

Lera Roark
Vice President
Issued: 6/07/99

TRA Tariff 1
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Cancels 2nd Revised Page 40
Effective: 7/07/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

P. Calling Number Delivery Blocking - Per Call

Calling Number Delivery Blocking - Per Call allows a customer to temporarily prevent transmission of that customer's Directory Number and/or Directory Name allowing control of its availability to the called party. The transmission of the Directory Number and/or Directory Name to subscribers of Custom Calling features such as Caller ID, can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and/or Directory Name. Calling number Delivery Blocking does not prevent transmission of the calling party number on services such as E911 that utilize Automatic Number Identification (ANI) for delivery of the calling number.

Q. Calling Number Delivery Blocking - Permanent

Calling Number Delivery Blocking - Permanent when established on a customer's line, enables subscribers of special agencies as described 3.A.15), in this tariff, to prevent transmission of their Directory Number and/or Directory Name to subscribers of features such as Caller ID, on all outgoing calls placed from the customer's line. Calling Number Delivery Blocking - Permanent is established and/or removed from the customer's line via a service order. If the preassigned access code for Calling Number Delivery Unblocking is dialed on a line that is provisioned with Calling Number Delivery Blocking - Permanent, the calling number and/or name will be delivered. Calling Number Delivery Blocking - Permanent does not prevent transmission of the calling party number on services such as E911 that utilize Automatic Number Identification (ANI) for delivery of the calling number.

(T)

R. Direct Connect

The direct connect feature allows analog residential and business subscribers to place a call to a pre-assigned number without dialing. When the direct connect feature is assigned to a line, dial tone is given to the line when the subscriber picks up. If the subscriber dials within a pre-designated period of time, the call proceeds normally. If the subscriber does not begin dialing during the predesignated period of time, the call is automatically routed to the pre-assigned number.

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Issued: 3/10/00

Cancels 2nd Revised Page 41

Effective: 4/9/00

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

Distinctive Ringing

(T)

Distinctive provides a distinctive ringing pattern to the subscribing customer for up to six specific telephone numbers.

The customer creates a screening list up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern (short, long, short). Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer also subscribes to Call Waiting (see "Custom Calling Features" in this tariff) and a call is received from a telephone number on the Distinctive Ringing screening list while the line is in use, the Call Waiting tone will also be distinctive.

When a telephone number on the Distinctive Ringing screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Screening list, the call will be blocked.

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main telephone number or a telephone number identified number, that represents all the lines in a collection of lines, such as multiline hunt groups.

Do Not Disturb

(N)

Do Not Disturb service is an arrangement whereby a customer has the capacity of transferring a terminating call to a recorded announcement without ringing, when he does not wish to be disturbed.

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(N)

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Issued: 12/30/98

Effective: 1/29/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

T. **Home Page** (T)

Home Page allows the subscriber to dial one of three distinctive ringing intercom codes and then hang up. The phone and all its extensions will begin to ring distinctively according to the intercom code dialed until the designated individual (or any extension) answers the call. This service is limited to residential lines only and cannot be assigned to multiline hunt groups or on a group basis.

U. **Personal Ringing (Ring 3)** (T)

Personal Ringing provides the user with the ability to have up to three published telephone numbers on the same line and receive a different ringing code for each number.

V. **Preferred Call Forwarding** (T)

Preferred Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Call Screening and the same telephone number is entered on both screening lists, the Call Screening feature must be deactivated to allow the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main telephone number that represents all the lines in a collection of lines such as multiline hunt groups.

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1st Revised Page 41.2

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Cancels Original Page 41.2

Issued: 12/30/98

Effective: 1/29/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

W. Preferred Call Rejection

(N)

This feature provides the customer the ability to reject incoming calls from up to six (6) different telephone numbers. A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be rejected. Calls from directory numbers on the screening list are automatically rejected and the calling party receives an announcement stating that their call is not accepted by the called party.

When a telephone number on the Preferred Call Rejection screening list also appears on the Preferred Call Forwarding and/or Special Call Acceptance screening list, Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Preferred Call Rejection screening list, the call will be blocked.

(N)

This feature will not work if the incoming call is coming from a telephone number in a multiline hunt group, unless the number is the main number of the hunt group.

X. Repeat Dialing

(T)

Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.

Certain material formerly on this page now appears on 1st Revised Page 41.3.

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Issued: 12/30/98

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services

2. Definitions of Feature Offerings (Continued)

(M)

Y. **Special Call Acceptance**

This feature provides the customer the ability to accept incoming calls from up to six different telephone numbers. A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be accepted. When a call is placed to the customer's number from a number not on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

When a telephone number on the Special Call Acceptance screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Screening list, the call will be blocked.

This feature will not work if the incoming call is coming from a telephone number in a multiline hunt group, unless the number is the main number of the hunt group.

(M)

Z. **Speed Calling**

(T)

Speed Calling is an arrangement which provides for the calling of a telecommunications network telephone number by dialing an abbreviated code. Two arrangements are available, either an eight-code capacity or thirty-code capacity, but not both on the same line.

AA. **Three-Way Calling**

(T)

Three-Way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. Conference calls made with this service are subject to transmission limitations.

BB. **Toll/Code Restriction with PIN**

(T)

Toll/Code Restriction with PIN allows the subscriber to dial an authorization code and override the Toll Restriction on a per call basis. Subscribers will access the toll network through the use of a feature access code and special PIN (1 - 7 digits). Incoming and local calls are not affected by this feature. When a toll call is attempted on the subscriber's line prior to dialing the access code and PIN, the call completion will be denied. The subscribers line is automatically returned to the "toll restricted" state each time the subscriber goes on-hook. When the Toll/Code Restriction feature is initiated, hookflash will initiate other assigned features, such as Three-Way Calling, etc.

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Issued: 9/8/99

Cancels Original Page 41.3.1

Effective: 10/8/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services

2. Definitions of Feature Offerings (Continued)

CC. Feature Service Packages

West Tennessee Telephone Company offers an optional Enhanced Custom Calling Feature Service Package for residential customers only, under the following two options:

Option 1: includes Caller ID - Deluxe, Call Return, Call Waiting, Three-Way Calling, Speed Calling (30 codes), Call Forwarding, Call Forwarding Busy Line, Call Forwarding Don't Answer, Special Call Acceptance, Repeat Dialing, Distinctive Ringing, Preferred Call Forwarding, Preferred Call Rejection, Anonymous Call Rejection, Call Trace (per line), Automatic Wake-up, Voice Mail - Plus, and Tel-Touch Telephone Service. (T) (N) (N)

One Party Residential **Monthly Rate**
\$19.95*

Option 2: includes Caller ID - Enhanced, Call Return, Call Waiting, Three-Way Calling, Speed Calling (30 codes), Call Forwarding, Call Forwarding Busy Line, Call Forwarding Don't Answer, Special Call Acceptance, Repeat Dialing, Distinctive Ringing, Preferred Call Forwarding, Preferred Call Rejection, Anonymous Call Rejection, Call Trace (per line), Automatic Wake-up, Home Page, Personal Ringing - Ring 3 Voice Mail - Deluxe, and Tel-Touch Telephone Service. (T) (N)

One Party Residential **Monthly Rate**
\$29.95*

* These rates are in addition to all local access line services found in Section 3 of this tariff.

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West Tennessee Company, Inc.

TRA Tariff 1

SECTION 11

Lera Roark

Original Page 41.3.2

Vice President

Issued: 7/26/04

Effective: 8/25/04

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

2. Definitions of Feature Offerings (Continued)

DD. **Privacy Control**

1) General

The Privacy Control feature is used to inform callers that the subscriber does not want to receive telemarketing calls. The subscriber can activate or deactivate the Privacy Control feature. When the feature is active, all incoming calls are routed to a recorded announcement stating, *"You have called a number which does not accept calls from telemarketers. All other callers may press 1 if they wish to complete the call."* If the calling party enters 1, the call gets normal treatment. If the calling party enters any digit other than 1 or does not enter any digit (timeout), the calling party receives a busy tone.

If the subscriber has Caller ID and Enhanced Privacy Control, the recorded announcement will be omitted as long as the calling number is not marked private, unavailable, unknown, or blocked.

If the subscriber does not have Caller ID, every incoming call will be routed to the recorded announcement.

3) Regulations and Limitations of Service

The following regulations and limitations apply:

- a) Privacy Control is provided subject to the availability of facilities.
- b) Privacy Control is available to single line business and residence subscribers.
- c) Privacy Control is not compatible with ISDN, Centrex, or Multiline Hunt Group.

ALL MATERIAL ON THIS PAGE IS NEW.

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TRA Tariff 1
SECTION 11
Original Page 41.3.3

Lera Roark
Vice President

Issued: 7/26/04

Effective: 8/25/04

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11. Custom Calling Services

2. Definition of Feature Offerings (Continued)

DD. **Privacy Control (Continued)**

(3) Rates and Charges

The following rates and charges are for Privacy Control service only and are in addition to the applicable service charges and monthly rates for exchange access lines and other services with which this service is associated.

	<u>Monthly Rate</u>
(a) Residential	
(1) Privacy Control	
(a) 1st feature	\$ 3.00
(b) Additional feature	2.50
(2) Enhanced Privacy Control	
(a) 1st feature	\$ 4.00
(b) Additional feature	3.50
(b) Business	
(1) Privacy Control	
(a) 1st feature	\$ 4.00
(b) Additional feature	3.50
(2) Enhanced Privacy Control	
(a) 1st feature	\$ 5.00
(b) Additional feature	4.50

ALL MATERIAL ON THIS PAGE IS NEW.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 11

Lera Roark

1st Revised Page 41.4

Vice President

Cancels Original Page 41.4

Issued: 12/30/98

Effective: 1/29/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

3. Regulations and Limitations of Service

A. The following limitations apply:

- 1) Custom Calling Services are provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within Custom Calling Service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of Custom Calling Service equipped offices.
- 2) Custom Calling Service is available to single party and multi-line residence and business customers who have rotary dial or Touch-tone service. Caller ID on a flat rate basis is available to single exchange line non-grouped residence and business customers. Caller ID - Multi-line is available only for line side terminations equipped with hunting (grouping) arrangements and all lines in the Multi-Line Hunt Group must be provisioned with the Caller ID - Multi-line feature. Caller ID - Multi-line is not available for Private Branch Exchange (PBX) customers.
- 3) Custom Calling Service features cannot be provisioned on pay station telephone service, party line service, toll terminals, trunks or some remote switching locations. (T)
(T)
- 4) Appropriate service order charges apply except during Company selected periods of special promotions.
- 5) This tariff sets forth rates for Custom Calling Service as described in "Rates and Charges" following.

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TRA Tariff 1

SECTION 11

Lera Roark

Original Page 41.5

Vice President

Issued: 11/13/98

Effective: 12/14/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

23. Regulations and Limitations of Service (Continued)

A. (Continued)

- 6) The Company may from time to time offer a special promotion of Custom Calling Service, lasting no longer than two (2) consecutive calendar months, designed to attract new customers or to increase customer awareness of this tariff offering. The offering of this trial period includes, but is not limited to, waiving any installation fees or monthly service fees. The customer is responsible for any applicable service charges as specified in Section 4. of this tariff.
- 7) The Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-published Listing Service as described in Section 6. of this tariff.
- 8) Neither Caller ID or Caller ID - Multi-line is available on operator handled calls.
- 9) The Exchange Access Line Charge, defined in Section 3. of this Tariff, will apply to exchange service access facilities associated with Caller ID - Multi-Line.
- 10) The Company's liability arising out of the provision of any Custom Calling Service feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as set forth in this tariff.
- 11) Custom Calling Service features are not available on trunks except as specifically noted in 2. preceding.
- 12) A Service Ordering Charge and a Central Office Line Connection charge will be applicable for establishment of Custom Calling Feature(s).
- 13) Subscribers to Call Waiting Deluxe must have Touch-Tone service. The rate for Touch-Tone service is in addition to the Call Waiting Deluxe rate.

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West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 11

Lera Roark

2nd Revised Page 41.6

Vice President

Cancels 1st Revised Page 41.6

Issued: 5/24/00

Effective: 6/23/00

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Service (Continued)

3. Regulations and Limitations of Service (Continued)

A. (Continued)

14. In addition to the rate in this tariff section for the Call Forwarding features, the following charges apply for the call being forwarded:

a) between the originating station line and the call forwarding location; the charge for this portion of a forwarded call shall be the charge specified in this tariff, or any other applicable tariff, for the type of call involved, either local or toll, for the entire duration of the call, but measured only the distance to the call forwarding location, and

b) between the call forwarding location and the terminating station line; for calls forwarded outside the local calling area, the Call Forwarding customer is responsible for the applicable toll charges; and, for calls forwarded inside the local calling area, a measured or message rate service Call Forwarding customer is responsible for the applicable customer-dialed measured or message rate service charges specified in this tariff, as appropriate, for each call answered at the answering location. Such charges apply to all calls answered at the terminating station line, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

15) Calling Number Delivery Blocking - Permanent is available to the following customers only:

Domestic violence intervention agencies
State and County Departments of Human Resource Shelters
Attorney General Crime Victim Assistance Office, and;

Other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without blocking.

Pursuant to 1220-4-11-.02 Section (5), local exchange companies and inter-exchange carriers are prohibited from providing any network element or service to telephone solicitors that would block or otherwise interfere with on a per line basis, the display of the telephone solicitor's name and telephone number on the residential subscriber's caller ID equipment.

(N)
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(N)

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SECTION 11

Original Page 41.6.1

Lera Roark

Vice President

Issued: 7/21/99

Effective: 8/20/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Service (Continued)

3. Regulations and Limitations of Service (Continued)

A. (Continued)

16) Screening List

The following features require the subscribers to establish a screening list of up to six numbers. The list is associated with a specific screening list feature, listed below, which identifies the treatment that will be imposed on the incoming call. Prior to using these features on a usage sensitive basis the subscriber must establish a screening list.

- a) Distinctive Ringing
- b) Special Call Acceptance
- c) Preferred Call Forwarding
- d) Preferred Call Rejection

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Lera Roark

SECTION 11

Vice President

6th Revised Page 41.7

Issued: 3/10/00

Cancels 5th Revised Page 41.7

Effective: 4/9/00

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

4. Rates and Charges

A. Residence Service

1) Single or First Service Features	Monthly Rate	
a) Anonymous Call Rejection	\$ 3.00	
b) Automatic Wake-up	4.00	
c) Call Forwarding	2.25	
d) Call Forwarding Busy Line	1.00	
e) Call Forwarding Don't Answer	1.00	
f) Call Return	4.00	
- Per Call	.75	
g) Call Trace	4.00	(T)
(Per successful trace)*	4.50	
h) Call Transfer	1.00	(T)
i) Call Waiting	2.25	
j) Caller ID - Basic	6.00	
k) Caller ID - Deluxe	7.50	
l) Caller ID Enhanced		(T)
- (With Call Waiting Deluxe)	10.50	
m) Caller ID Multiline	7.50	(T)
n) Calling Number Delivery Blocking		(T)
- Per Call	0.00	
- Permanent	0.00	
o) Direct Connect	.50	(T)
p) Distinctive Ringing	3.00	(T)
- Per Call	.75	
q) Do Not Disturb	2.50	(N)
r) Home Page	5.00	
s) Personal Ringing		
- Ring 2	3.50	
- Ring 3	4.00	
t) Preferred Call Forwarding	3.00	
- Per Call	.75	
u) Preferred Call Rejection	3.00	
- Per Call	.75	
v) Repeat Dialing	4.00	
- Per Call	.75	
w) Special Call Acceptance	4.00	
- Per Call	.75	
x) Speed Calling		
- Eight Code Capacity	2.25	
- Thirty Code Capacity	3.00	
y) Three-Way Calling	2.25	
- Per Call	.75	
z) Toll/Code Restriction with PIN	3.00	(T)

* A non-recurring charge of **\$6.00** will apply to establish Call Trace Service on a per trace arrangement, in addition to the applicable Service Charges.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

Lera Roark

SECTION 11

Vice President

6th Revised Page 41.8

Issued: 3/10/00

Cancels 5th Revised Page 41.8

Effective: 4/9/00

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

4. Rates and Charges (Continued)

A. **Residence Service (Continued)**

2) Additional Service Features

Monthly Rate

a)	Anonymous Call Rejection	\$ 2.00	
b)	Automatic Wake-up	3.50	
c)	Call Forwarding	1.75	
d)	Call Forwarding Busy Line	1.00	
e)	Call Forwarding Don't Answer	1.00	
f)	Call Return	3.00	
	- Per Call	.75	
g)	Call Trace	4.00	(T)
	(Per successful trace)*	4.50	
h)	Call Transfer	1.00	(T)
i)	Call Waiting	1.75	
j)	Caller ID - Basic	5.50	
k)	Caller ID - Deluxe	7.50	
l)	Caller ID Enhanced		(T)
	- (With Call Waiting Deluxe)	10.00	
m)	Caller ID Multiline	7.50	(T)
n)	Calling Number Delivery Blocking		(T)
	- Per Call	0.00	
	- Permanent	0.00	
o)	Direct Connect	.50	(T)
p)	Distinctive Ringing	2.50	(T)
	- Per Call	.75	
q)	Do Not Disturb	2.00	(N)
r)	Home Page	4.00	
s)	Personal Ringing		(T)
	- Ring 2	3.00	
	- Ring 3	3.50	
t)	Preferred Call Forwarding	2.50	(T)
	- Per Call	.75	
u)	Preferred Call Rejection	2.50	(T)
	- Per Call	.75	
v)	Repeat Dialing	3.00	(T)
	- Per Call	.75	
w)	Special Call Acceptance	3.00	(T)
	- Per Call	.75	
x)	Speed Calling		(T)
	- Eight Code Capacity	1.75	
	- Thirty Code Capacity	2.50	
y)	Three-Way Calling	1.75	(T)
	- Per Call	.75	
z)	Toll/Code Restriction with PIN	3.00	(T)

* A non-recurring charge of **\$6.00** will apply to establish Call Trace Service on a per trace arrangement, in addition to the applicable Service Charges.

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West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 11

Lera Roark

5th Revised Page 41.9

Vice President

Cancels 4th Revised Page 41.9

Issued: 3/10/00

Effective: 4/9/00

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Services (Continued)

4. Rates and Charges (Continued)

B. **Business Service**

1. Single or First Service Feature	Monthly Rate	
a) Anonymous Call Rejections (ACR)	\$ 3.50	
b) Call Forwarding	2.75	
c) Call Forwarding Busy Line	2.75	
d) Call Forwarding Don't Answer	3.25	
e) Call Return (per line)	4.50	
- Per Call	.75	
f) Call Trace (per line)	5.00	(T)
(per successful trace)*	5.50	
g) Call Transfer	2.75	(T)
h) Call Waiting	2.75	
i) Caller ID Basic (per line)	7.50	
j) Caller ID - Deluxe	10.00	
k) Caller ID Enhanced		(T)
- with Call Management	16.95	
- with Call Waiting Deluxe	15.00	
l) Caller ID Multiline	10.00	(T)
m) Calling Number Delivery Blocking		(T)
- Per Call	0.00	
- Permanent	0.00	
n) Direct Connect	.50	(T)
o) Distinctive Ringing	3.50	(T)
- Per Call	.75	
p) Do Not Disturb	2.50	(N)
q) Personal Ringing		
- Ring 2	4.00	
- Ring 3	4.50	
r) Preferred Call Forwarding (per line)	3.50	
- Per Call	.75	
s) Preferred Call Rejection	3.50	
- Per Call	.75	
t) Repeat Dialing (per line)	4.50	
- Per Call	.75	
u) Special Call Acceptance (per line)	4.50	
- Per Call	.75	
v) Speed Calling		
- Eight Code Capacity	2.75	
- Thirty code Capacity	3.75	
w) Three-Way calling	2.75	
- Per Call	.75	
x) Toll/Code Restriction with PIN	4.00	

* A non-recurring charge of **\$7.50** will apply to establish Call Trace Service on a per trace arrangement, in addition to the applicable Service Connection Charges.

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West Tennessee Telephone Company, Inc.

TRA Tariff 1

Lera Roark

SECTION 11

Vice President

6th Revised Page 41.10

Issued: 3/10/00

Cancels 5th Revised Page 41.10

Effective: 4/9/00

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Service (Continued)

4. Rates and Charges (Continued)

B. **Business Service (Continued)**

		Monthly Rate	
2)	Additional Service Features		
a)	Anonymous Call Rejections (ACR)	\$ 3.50	
b)	Call Forwarding	2.25	
c)	Call Forwarding Busy Line	2.25	
d)	Call Forwarding Don't Answer	2.75	
e)	Call Return (per line)	3.50	
	- Per Call	.75	
f)	Call Trace (per line)	5.00	(T)
	(per successful trace)*	5.50	
g)	Call Transfer	2.25	(T)
h)	Call Waiting	2.25	
i)	Caller ID Basic (per line)	7.00	
j)	Caller ID - Deluxe	10.00	
k)	Caller ID Enhanced		(T)
	- with Call Management	16.95	
	- with Call Waiting Deluxe	14.50	
l)	Caller ID Multiline	10.00	(T)
m)	Calling Number Delivery Blocking		(T)
	- Per Call	0.00	
	- Permanent	0.00	
n)	Direct Connect	.50	(T)
o)	Distinctive Ringing	3.00	(T)
	- Per Call	.75	
p)	Do Not Disturb	2.00	(N)
q)	Personal Ringing		(T)
	- Ring 2	4.00	
	- Ring 3	4.50	
r)	Preferred Call Forwarding (per line)	3.00	(T)
	- Per Call	.75	
s)	Preferred Call Rejection	3.00	(T)
	- Per Call	.75	
t)	Repeat Dialing (per line)	3.50	(T)
	- Per Call	.75	
u)	Special Call Acceptance (per line)	3.50	(T)
	- Per Call	.75	
v)	Speed Calling		(T)
	- Eight Code Capacity	2.25	
	- Thirty code Capacity	3.25	
w)	Three-Way calling	2.25	(T)
	- Per Call	.75	
x)	Toll/Code Restriction with PIN	4.00	(T)

* A non-recurring charge of **\$7.50** will apply to establish Call Trace Service on a per trace arrangement, in addition to the applicable Service Connection Charges.

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TRA Tariff 1

SECTION 11

Original Page 41.11

Lera Roark

Vice President

Issued: 11/12/98

Effective: 12/14/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Custom Calling Service (Continued)

4. Rates and Charges (Continued)

C. **Per Subscription¹**

1. Rotary (Grouping) Arrangements

a. Caller ID - Multi-line (per line) - Per Calling
Number Delivered Usage Charge²

(1) Residence	Rate
Quantity of Calls	
a) First 50,000	\$ 0.02
b) 50,001 - 400,000	0.02
c) Over 400,000	0.02

(2) Business	Rate
Quantity of Calls	
a) First 50,000	\$ 0.02
b) 50,001 - 400,000	0.02
c) Over 400,000	0.02

Note 1: Caller ID - Multi-line should not be included in the determination of appropriate rates when purchased in combination with other Advanced Custom Calling Service features.

Note 2: Total usage charge will not exceed **\$10.00** per line.

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West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 11

James Garner (T)

2nd Revised Page 42

Vice President

Cancels 1st Revised Page 42

Issued: 9/27/11

Effective: 10/28/11

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12 **Conference on Demand**

(N)

1. General

Conference on Demand service is a special telephone facility by which three or more people using conventional or cellular phones can be linked up to speak to one another. It offers the ability for participants in different locations to hold a conference by phone.

2. Service Features

A. Conference on Demand can be initiated with toll free or local numbers.

B. The Company will assign conference dial-in numbers, hosting codes, and participant codes.

C. The Conference on Demand Host may restrict the number of participants on the call. The maximum amount of participants for each conference call is 100.

3. Rates and Charges

	<u>Per Month</u>	<u>Per Participant Per Minute</u>
A. Conference on Demand	\$9.99	
Local Call-In Participants		\$0.025
Toll Free Call-In Participants		\$0.15

(N)

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West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 11

James Garner (T)

2nd Revised Pages 43 - 47

Vice President

Cancels 1st Revised Pages 43 - 47

Issued: 9/27/11

Effective: 10/28/11

11. MISCELLANEOUS SERVICE ARRANGEMENTS

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West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 11

Lera Roark

Original Page 48

Vice President

Issued: 8/30/96

Effective: 10/01/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. Business Service (IBS)

A. General

- 1) ISDN - Business Service (IBS) is a new intraLATA group of offerings supported by the Integrated Service Digital Network (ISDN) architecture. IBS supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery and Call Hold are included with this service. IBS is available where facilities permit.
- 2) IBS provides a new method of access to the telephone network called Basic Rate Access. Basic Rate Access will consist of one or two 64 Kbps (**B**) channels and one 16 Kbps (**D**) channel at the service delivery point.
- 3) IBS is provided through Basic Rate Access. Features are available to increase the capability of the Bearer Alternative Service and may be subscribed to on an as-needed basis.
- 4) **B** Channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the **B** channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This option includes one directory number (DN).

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Lera Roark

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Vice President

Original Page 49

Issued: 8/30/96

Effective: 10/01/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

A. General (Continued)

- 5) The following parameters may be provided with Packet Switched **B** channel and **D** channel services:

Each **B** channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 64 kbps.

Each **D** channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 9.6 kbps. Each logical channel may be established as one of the following types:

- Two-Way Switched Virtual Circuit (default)
 - One-Way Incoming Switched Virtual Circuit
 - One-Way Outgoing Switched Virtual Circuit
- a) **Flow Control Parameter Negotiation** - This parameter negotiates on a per call basis the flow control parameters. This consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission.
- b) **Throughput Class Negotiation** - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
- c) **Recognized Private Operation Agency (RPOA) Selection** - This parameter allows an ISDN user to specify an intraLATA carrier (IC) for packet-switching on a per-call basis when the customers want it different from presubscribed IC.
- d) **Interexchange Packet** - This parameter allows an ISDN user to specify an interLATA carrier for packet switching at the time of subscription.

ALL MATERIAL ON THIS PAGE IS NEW.

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West Tennessee Telephone Company, Inc.

TRA Tariff 1

Lera Roark

SECTION 11

Vice President

Original Page 50

Issued: 8/30/96

Effective: 10/01/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

A. General (Continued)

5) (Continued)

- e) **Fast Select Option** - This parameter permits user data to be passed in the call set up packets of a virtual call.
- f) **Reverse Charging Option** - This parameter permits the data communications equipment to transmit incoming calls requesting reverse charging to the user. The user must be subscribed to the destination line for X.25 Reverse Charge calls to be completed. If not, the call requesting reverse charging is refused.

6) Optional **B** channel packet services are defined as follows and may be ordered at an additional charge.

- a) **B** channel packet services are available in the following options. Each **B** channel packet terminal will be provided logical channels up to the technical capability of the central office. Each logical channel can carry an independent call with a throughput of up to 64 Kbps. These options include one data telephone number per option.
 - (1) **Dedicated High Speed Packet Switched Data** - This option permits the customer to establish packet data calls at speeds greater than 9.6 Kbps on the **B** channel.
 - (2) **On-Demand High Speed Packet Switched Data** - This allows users to use a **B** channel for packet switching on demand. This feature may be used in either a multipoint or a point-to-point environment. A **B** channel is allocated based on user preference and on **B** channel availability.

ALL MATERIAL ON THIS PAGE IS NEW.

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West Tennessee Telephone Company, Inc.

TRA Tariff 1

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Lera Roark

Original Page 51

Vice President

Issued: 8/30/96

Effective: 10/01/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

A. General (Continued)

- 7) **D** channels are equipped for Low Speed Packet Switched Data. This allows packet data (X.25) to be transmitted up to 9.6 Kbps on the **D** channel. Service includes logical channels up to the technical capability of the central office. Multiple packet calls can be active simultaneously by a user on a single **D** channel. Up to eight data terminals can be supported per Basic Rate Access. Service includes one data telephone number.
- 8) IBS will consist of the following components:
 - Basic Rate Digital Subscriber Line (DSL) Access
 - At least one channel, either **B** or **D**, must be activated. A maximum of two simultaneous **B** channels can be in use per Basic Rate Access.
 - Minimum of one and maximum of eight User Profiles per Basic Rate Digital Subscriber Line (DSL) Access Arrangement.
- 9) Grouping Service (Hunting) is available for ISDN Individual Service.

ALL MATERIAL ON THIS PAGE IS NEW.

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West Tennessee Telephone Company, Inc.

TRA Tariff 1

Lera Roark

SECTION 11

Vice President

Original Page 52

Issued: 8/30/96

Effective: 10/01/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

B. Regulations

- 1) Customer Premises Equipment (CPE) that is compatible with the ISDN Interface is the responsibility of the user for provisioning.
- 2) The Company will be responsible for publishing and maintaining ISDN Interface Specifications.
- 3) The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Basic Rate Access render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.
- 4) Suspension of service is not allowed.
- 5) Installation Charges are applicable per Basic Rate DSL access in "E. Rates and Charges."
- 6) IBS will be available where facilities permit. Combinations of service will be restricted by the limits of the Company central office type and switch load.
- 7) IRS in this tariff is available for use by full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools. This service is intended for in-classroom use of computers by students to access information databases, shared educational programs and students in other classrooms. Teachers and researchers may also subscribe to this service for on-campus use. These lines shall not be used to replace existing administrative lines.

IRS in this tariff is also available to public libraries including the state library and archives, regional libraries, and public libraries in any county, city or town.

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Effective: 10/01/96

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

B. Regulations (Continued)

- 8) Enhancements (i.e., the performance of protocol conversion) to the basic packet service offered in this section of the tariff are available on a detariffed basis through vendors who subscribe to the Company's Public Packet Switching Network Service.
- 9) Each ISDN Basic Rate Access Arrangement will be counted as one line in determining the application of the Service Charges specified in Section 4 of this tariff and the End User Charges as specified in the End User Common Access Section of NECA's FCC No. 5.
- 10) IBS lines may be purchased out of this tariff to be associated with Centrex service, located in Section 5 of this tariff. Terms and conditions for Centrex service will apply to these IBS lines except as otherwise stated in this section of the tariff.

Each ISDN Basic Rate DSL Access Arrangement will be counted as a Centrex service line in determining the total system size.

IBS lines associated with Centrex service may purchase Optional Features compatible with ISDN from the Centrex service Optional Features section of the Centrex service tariff in addition to features unique to ISDN from the Optional Features in this section of the tariff. Centrex service feature groups are not available for use with these IBS lines.

IBS lines not associated with a Centrex service may not purchase features from the Centrex service section of the tariff.

Only 36 - 120 months contract periods are available under the Rate Stability Plan in this section of the tariff for IBS lines associated with Centrex service main station lines.

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Effective: 10/01/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

C. Definitions

- 1) **B Channel** - a bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission.
- 2) **D Channel** - a 16 Kbps digital signaling channel also capable of supporting 9.6 Kbps of packet information for the Basic Rate Interface.
- 3) **64 Kbps Clear Channel Capacity (CCC)** - A **B** channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.
- 4) **Packet Switching** - ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

D. Optional Features

Customers are required to subscribe to ISDN - Business Service (IBS) before ordering these features. Calling/Called Number delivery and Call Hold are provided with this service. Features are available to increase the capability of IBS and may be subscribed to on an as needed basis. Availability of Custom ISDN and National ISDN features are limited to where facilities permit and may be limited by central office type and switch load.

1) Optional Features

Availability of features as described in a) and b) following is dependent upon whether the central office is equipped with Custom ISDN or National ISDN.

a) Features for use with Electronic Key Telephone Service (EKTS):

This option provides a group of features that increase the user's voice terminal flexibility and offers the functionality of a key system to groups of users with EKTS equipment.

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Issued: 8/30/96

Effective: 10/1/96

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

D. Optional Features (Continued)

1) (Continued)

a) (Continued)

- (1) **Shared Primary DN** - This is a primary DN that appears on one or more terminals.
- (2) **Secondary - Only DN** - This is a secondary DN that appears on one or more terminals, but is not the primary DN on any of those terminals.
- (3) **Shared Secondary - Only DN** - First Appearance - the first appearance of a secondary DN that appears on more than one terminal but is not the primary DN on any of those terminals.
- (4) **Shared NonBISDN DN** - This feature allows call coverage for an analog set.
- (5) **Privacy Release** - This is a privacy feature that allows a customer to specify, on an EKTS group basis, that no other user can bridge on to calls. On a call by call basis, this feature can be disabled to allow bridging to occur.
- (6) **Manual Exclusion** - This is the opposite of Privacy Release. On a call by call basis the user can restrict bridging.
- (7) **EKTS Intercom Calling - Dial** - This feature allows the EKTS user to call other terminals in the EKTS group with one or two-digit dialing.
- (8) **EKTS Intercom Calling - Automatic** - This feature allows an EKTS user to call another terminal in the EKTS group by activating a button on the EKTS set.
- (9) **EKTS Intercom Calling - Call Appearance** - This feature allows EKTS Intercom Calling to be provisioned on a Call Appearance.

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Issued: 8/30/96

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

D. Optional Features (Continued)

1) (Continued)

b) The following features are available with either Custom ISDN or National ISDN. National ISDN customers may purchase these features for use with either EKTS sets or non-EKTS sets.

1. **Call Forwarding Variable** - This feature allows the ISDN user to have the ability to forward all incoming calls to a user specified directory number.
2. **Call Forwarding - Busy Line** - This feature automatically routes calls to a preselected number when the called line is busy. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user via feature activation code.
3. **Call Forwarding - Don't Answer** - This feature automatically routes calls to a preselected number when the called line does not answer in a preset ringing cycle. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user via feature activation code.
4. **Call Forwarding - Multiple Simultaneous** - This feature allows a station line to forward more than one call at a time.
5. **Call Pickup** - Allows a user to answer calls directed to another line in the same preset Call Pickup Group.

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Issued: 8/30/96

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

D. Optional Features (Continued)

1) (Continued)

b) (Continued)

6. **Conference, Drop, Hold, Transfer** - this feature may require an additional call appearance or an additional DN.
 - Conference - allows the user to add a third party to an existing conversation. This feature is for use with voice calls only.
 - Drop - this central based feature allows the user to disconnect the last party added to a conference call.
 - Hold - allows the user to place a call on hold by pressing the function button. Any set with the call appearance for the call on hold can pick up the call by pressing the call appearance button.
 - Transfer - this feature allows the user to transfer a call to another DN. This feature is for use with voice calls only.
7. **Six-Way Conference, Drop, Hold, Transfer** - this feature has the same functionality as Conference, Drop, Hold, and Transfer feature except that six-way conference is allowed.
8. **Multi-Line Hunting** - this feature provides for a predefined search for an idle directory number to which a call can be completed. Directory numbers subscribing to hunting may not have multiple call appearances.
9. **Speed Calling** - this feature allows each user to assign up to thirty telephone numbers to a two-digit code for the purpose of enabling abbreviated dialing.

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Issued: 8/30/96

Effective: 10/1/96

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

D. Optional Features (Continued)

1) (Continued)

b) (Continued)

10. **Calling/Called Number Delivery** - This feature provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination and is provided with IBS. Some "privacy" options may be in effect in certain areas and will be located in CC7, ECC7 or STAR features of this tariff.
11. **Calling Number Identification Service-National ISDN** - This feature provides redirected call information in addition to the information provided with Calling/Called Number Delivery and is provided with IBS.
12. **Visual Message Waiting Indicator** - Provides the user of a message service with a visual indication that a message is waiting.
13. **Audible Message Waiting Indicator** - Provides the user of a message service with an indication that a message is waiting.
14. **Additional Call Appearance - PDN or DN** - This feature allows the terminal to have more than one DN button assigned to the same DN or Primary Directory Number (PDN).

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

D. (Continued)

1) (Continued)

- b) The following features are available with either Custom ISDN or National ISDN. National ISDN customers may purchase these features for use with either EKTS sets or non-EKTS sets. (Continued)

15. **Call Tracing** - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action.

16. **Call Return** - This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial a code or press a feature button to request that the network place the call.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard. Once the customer hangs up, the network will monitor the busy/idle status of both lines every forty-five seconds for up to thirty minutes. If during the queuing process both lines become idle, the customer is alerted that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. If unanswered by the customer the alerting will repeat every five minutes until answered, or for the remainder of the thirty minute monitoring interval.

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Issued: 8/30/96

Effective: 10/01/96

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

D. Optional Features (Continued)

1) (Continued)

b) (Continued)

16. Call Return (Continued)

Multiple numbers may be placed in queue. The first idle number will be connected first. Both the customer and the called party may originate the receive calls without affecting the call return feature status.

17. **Preferred Call Forwarding** - Allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to be forwarded.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

18. **Call Block** - This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

D. Optional Features (Continued)

1) (Continued)

b) (Continued)

18. Call Block (Continued)

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by preselecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

19. Call Selector - This feature provides an alerting to the subscribing customer for up to six specific telephone numbers.

The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted. Calls from the telephone numbers not included on the screening list will produce a normal ring.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

D. Optional Features (Continued)

1) (Continued)

b) (Continued)

19. Call Selector (Continued)

When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block list, the call will be blocked.

The customer's line will not produce an alert if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

20. Automatic Line/Direct Connect - Station specially programmed to dial specific internal station number or "0" or the attendant when the station user goes off-hook.

21. Make Set Busy - Provides the individual station user the option of making the line or Directory Number appear busy/unavailable to incoming calls. The All Calls feature enables the user to make the line appear busy to all types of incoming calls. The Intragroup feature makes the line appear busy to intragroup calls with external calls not blocked.

22. Selective Call Acceptance - Allows customers to accept incoming voice calls only from certain telephone numbers selected by the customer.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

D. Optional Features (Continued)

1) (Continued)

b) (Continued)

23. **Station Restriction** - Allows a station line to be assigned various types of restriction.
- Denied Termination allows the station line to be used for outgoing calls only. It cannot receive incoming calls. All incoming calls are routed to common intercept announcement.
 - Denied Originating from Outgoing Calls allows the station line to be used for incoming calls only. No outgoing calls can be originated from it.
24. **Call Park/Call Retrieve** - The Call Park feature allows a user, active on a call, to park a call against the user's DN. When parked, the call is in a state similar to Hard Hold. After being parked, the call can be retrieved by the user.
25. **Call Transfer System Exception** - This feature allows the user to have Call Transfer capabilities that differ from the capabilities established for the customer group. The different capabilities may include the type of call that can be transferred and/or the destination to which it can be transferred.
26. **Dial Call Waiting** - The Dial Call Waiting feature provides the ability for originating main station lines to invoke call waiting service on selected intragroup calls by dialing an access code followed by the extension number of the main station line to be call waited.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

D. Optional Features (Continued)

1) (Continued)

c) Packet Switched Features - The following features are available for use with Packet Switched **B** and **D** channel Bearer Services:

1. X.25 Hunting - This feature provides hunting between multiple DNs assigned to X.25 terminals. (Where facilities are available.)
2. International Closed User Groups (ICUG) - This feature allows packet subscribers to form sub-networks within which members can communicate. The ICUG is billed on a per-member basis. Users can be members of more than one ICUG. The ICUG can be designed with the following configurations:
 - Incoming calls barred within the ICUG
 - Outgoing calls barred within the ICUG
 - ICUG with incoming access
 - ICUG with outgoing access

d) Feature Function Buttons Programming - These allow the user to assign certain features to a particular button on their ISDN set. When depressed, the button will activate the assigned feature.

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Issued: 8/23/13

Effective: 10/01/13

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

E. Rates and Charges

1) Interface

a) **Basic Rate DSL Access Arrangement/Business Service**

	Installation Charge	Month to Month	Rate Stability Monthly Rate 24 - 59 Mos. Plan	60 - 120 Mos. Plan	
- ISDN Access/ISDN with High Speed Packet Access	\$58.50	\$55.00	\$55.00	\$55.00	(R) (D) (D)

b) **Channels Activated**

- B Channel (Maximum of 2) ¹					
- Circuit Switched Voice/Data, each					
- Flat Rate	\$24.00*	\$16.25	\$13.25	\$11.25	
- Permanent High Speed Packet, each	\$24.00*	\$120.00	\$110.00	\$100.00	
- D Channel (Maximum of 1)					
- Low Speed Packet as a single service					
- one only	\$24.00*	\$ 13.50	\$ 12.50	\$ 12.00	
- Low Speed Packet with a B channel service, each	\$24.00*	\$ 13.50	\$ 12.50	\$ 12.00	

* Does not apply at initial installation of ISDN Service. Applicable only for subsequent changes.

(D)
|
(D)

Note 1: On-Demand High Speed Packet **B** channel requires both Circuit Switched Voice/Data and On-Demand High Speed Packet to indicate one activation.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

E. Rates and Charges (Continued)

2) Interface Users

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24-59 Mos. Plan	60-120 Mos. Plan
a) Per User/Terminal Profile				
- Access to B Channel CSV/CSD Flat rate, each	\$24.00*	\$ --	\$ --	\$ --
- Access to B Channel Permanent High Speed Packet With a Unique DN, each	\$25.00	\$ --	\$ --	\$ --
- Without a Unique DN ¹ , each	\$25.00	\$ --	\$ --	\$ --
- Access to D Channel Low Speed Packet As a Single Service, each	\$24.00*	\$ --	\$ --	\$ --
- With a Unique DN, each	\$24.00*	\$ --	\$ --	\$ --
- Without a Unique DN, ¹ each	\$24.00*	\$ --	\$ --	\$ --

* Does not apply at initial installation of ISDN Service. Applicable only for subsequent changes.

Note 1: Shares DN with any other bearer service on the same user profile.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

E. Rates and Charges (Continued)

3) Optional Features

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24-59 Mos. Plan	60-120 Mos. Plan
a) Feature for use with EKTS CPE Circuit Switched Voice/Circuit Switched Data				
- Shared Primary DN - first appearance on each add'l terminal, each	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50
- Shared Secondary Only DN - first appearance on each add'l terminal, each	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50
- Shared Non-ISDN DN, ¹ each	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50
- Privacy Release, per shared DN	\$ 2.00	\$.50	\$.40	\$.25
- Manual Exclusion, per shared DN	\$ 2.00	\$.50	\$.40	\$.25
- EKTS Intercom Calling - Dial, each member	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10
- EKTS Intercom Calling - Automatic, each member	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10
- EKTS Intercom Calling-Call Appearance, each member	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10

Note 1: Due to current technological limitations, this feature may not be available in some locations.

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Issued: 8/30/96

Effective: 10/01/96

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

E. Rates and Charges (Continued)

3) Optional Features (Continued)

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24 - 59 Mos. Plan	60 B120 Mos. Plan
b) Optional Circuit Switched Features for use with non-EKTS or EKTS CPE				
- Call Forwarding Variable				
- Voice or Voice/Data - per user ¹	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10
- Call Forwarding Variable-Feature				
- Call Forwarding Busy Line				
- Voice or Voice/Data - per user ¹	\$ 2.00	\$ 2.50	\$ 1.55	\$.60
- Call Forwarding Busy Line - Programmable ²				
- Voice or Voice/Data - per user ¹	\$ 2.00	\$ 2.50	\$ 1.55	\$.60
- Call Forwarding Don't Answer				
- Voice or Voice/Data - per user ¹	\$ 2.00	\$ 2.50	\$ 1.55	\$.60
- Call Forwarding Don't Answer - Programmable ²				
- Voice or Voice/Data ¹	\$ 2.00	\$ 2.50	\$ 1.55	\$.60

Note 1: Voice/Data for use only with DMS.

Note 2: Call Forwarding Don't Answer - Programmable may not be assigned to the same DN as Call Forwarding Don't Answer.

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Issued: 8/30/96

Effective: 10/1/96

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

E. Rates and Charges (Continued)

3) Optional Features (Continued)

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24-59 Mos. Plan	60-120 Mos. Plan
b) (Continued)				
- Call Pickup				
- Per Group	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50
- Per Member	\$ 2.00	\$ 2.00	\$ 1.00	\$.50
- Conference, Drop, Hold and Transfer ¹				
- Per User Profile	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10
- Six-Way Conference, Drop, Hold and Transfer ²				
- Per User Profile	\$ 2.00	\$ 12.00	\$ 9.50	\$ 7.00
- Multi-Line Hunt Group- Voice or Voice/ Data ³				
- Per flat rate line - Voice or Voice/Data	\$ 34.00	\$ 75% B-1	\$ 75% B-1	\$ 75% B-1
- Speed Calling				
- Per User	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50
- Visual Message Waiting Indicator				
- Per PDN	\$ 2.00	\$.50	\$.40	\$.25
- Audible Message Waiting Indicator				
- Per PDN	\$ 2.00	\$.50	\$.40	\$.25
- Add'l Call Appearance, PDN or DN, ² each	\$ 2.00	\$ 2.00	\$ 1.00	\$.50

Note 1: Only one type of Conference, Drop, Hold and Transfer is allowed per user.

Note 2: Additional call appearances on PDN or Secondary Only DN -
First Appearance will appear on all sets where these numbers appear.

Note 3: Voice/Data for use only with DMS.

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Issued: 8/30/96

Effective: 10/1/96

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

E. Rates and Charges (Continued)

3) Optional Features (Continued)

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24-59 Mos. Plan	60-120 Mos. Plan
b) (Continued)				
- Call Tracing				
- Per User Profile	\$ 2.00	\$ 4.50	\$ 3.25	\$ 2.00
- Preferred Call Forwarding				
- Per User Profile	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.50
- Call Block				
- Per User Profile	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50
- Call Selector				
- Per User Profile	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10
- Automatic Line/ Direct Connect				
- Per PDN per Terminal	\$ 2.00	\$ 1.00	\$.75	\$.50
- Make Set Busy				
- Per PDN (DMS)	\$ 1.00	\$ 1.00	\$.75	\$.50
- Selective Call Acceptance				
- Per User Profile	\$ 1.00	\$ 3.00	\$ 2.05	\$ 1.10
- Station Restriction - Denied Origination				
- Per User Profile	\$ 1.00	\$ 1.00	\$.75	\$.50
- Station Restriction - Denied Termination				
- Per User Profile	\$ 1.00	\$ 1.00	\$.75	\$.50
- Call Park/Call Retrieve				
- Per PDN	\$ 2.00	\$ 1.00	\$.75	\$.50

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Effective: 10/01/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

E. Rates and Charges (Continued)

3) Optional Features (Continued)

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24-59 Mos. Plan	60-120 Mos. Plan
c) Packet Features				
- X.25 Hunting, each	\$ 15.00	--	--	--
- Transport Charges X.25 Transport				
- Per Access Port				
- 1.2,2.4, 4.8 Kbps	\$ --	\$ 38.00	\$ --	\$ --
- 9.6 Kbps	\$ --	\$ 55.00	\$ --	\$ --
- 56 Kbps	\$ --	\$145.00	\$ --	\$ --
- X.25 Interface				
- Per Access Port				
- 1.2 Kbps	\$115.00	\$ 15.00	\$ --	\$ --
- 2.4 Kbps	\$115.00	\$ 15.00	\$ --	\$ --
- 4.8 Kbps	\$115.00	\$ 15.00	\$ --	\$ --
- 9.6 Kbps	\$135.00	\$ 60.00	\$ --	\$ --
- 56 Kbps	\$135.00	\$120.00	\$ --	\$ --
- International Closed User Group				
- Group (incl. first member)	\$ 17.00	\$ --	\$ --	\$ --
- Each add'l member	\$ 10.00	\$ --	\$ --	\$ --
- Feature Change Charge				
- Each occurrence, per Access Port affected				
- Closed User Group	\$100.00	\$ --	\$ --	\$ --
- Multiline Hunt Group	\$100.00	\$ --	\$ --	\$ --

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

1. Business Service (IBS) (Continued)

E. Rates and Charges (Contiued)

3) Optional Features (Continued)

d) Feature Function	Installation Charge	Month to Month	Rate Stability	
			24-59 Mos. Plan	60-120 Monthly Rate Mos. Plan
Button Programming¹				
- Programmable Buttons				
- Per terminal (DMS)	\$ 1.00	\$ --	\$ --	\$ --

Note 1: Charges for Multi-Button ISDN features will be based on the total number of terminals programmed.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS)

A. General

- 1) ISDN - Residence Service (IRS) is a new intraLATA group of offerings supported by the Integrated Service Digital Network (ISDN) architecture. IRS supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery is included with this service. IRS is available where facilities permit.
- 2) IRS provides a new method of access to the telephone network called Basic Rate Access. Basic Rate Access will consist of one or two 64 Kbps (**B**) channels and one 16 Kbps (**D**) channel at the service delivery point.
- 3) IRS is provided through Basic Rate Access. Features are available to increase the capability of the Bearer Alternative Service and may be subscribed to on an as-needed basis.
- 4) **B** Channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the **B** channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This option includes one directory number (DN).

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

A. General (Continued)

- 5) The following parameters may be provided with Packet Switched **B** channel and **D** channel services:

Each **B** channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 64 kbps.

Each **D** channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 9.6 kbps. Each logical channel may be established as one of the following types:

- Two-Way Switched Virtual Circuit (default)
 - One-Way Incoming Switched Virtual Circuit
 - One-Way Outgoing Switched Virtual Circuit
- a) **Flow Control Parameter Negotiation** - This parameter negotiates on a per call basis the flow control parameters. This consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission.
- b) **Throughput Class Negotiation** - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
- c) **Recognized Private Operation Agency (RPOA) Selection** - This parameter allows an ISDN user to specify an intraLATA carrier (IC) for packet-switching on a per-call basis when the customers want it different from presubscribed IC.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

A. General (Continued)

5) (Continued)

- d) **Interexchange Packet** - This parameter allows an ISDN user to specify an interLATA carrier for packet switching at the time of subscription.
- e) **Fast Select Option** - This parameter permits user data to be passed in the call set up packets of a virtual call.
- f) **Reverse Charging Option** - This parameter permits the data communications equipment to transmit incoming calls requesting reverse charging to the user. The user must be subscribed to the destination line for X.25 Reverse Charge calls to be completed. If not, the call requesting reverse charging is refused.

6) Optional **B** channel packet services are defined as follows and may be ordered at an additional charge.

- a) **B** channel packet services are available in the following options. Each **B** channel packet terminal will be provided logical channels up to the technical capability of the central office. Each logical channel can carry an independent call with a throughput of up to 64 Kbps. These options include one data telephone number per option.
 - 1. **Dedicated High Speed Packet Switched Data** - this option permits the customer to establish packet data calls at speeds greater than 9.6 Kbps on the **B** channel.
 - 2. **On-Demand High Speed Packet Switched Data** - This allows users to use a **B** channel for packet switching on demand. This feature may be used in either a multipoint or a point-to-point environment. A **B** channel is allocated based on user preference and on **B** channel availability.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

A. General (Continued)

- 7) **D** channels are equipped for Low Speed Packet Switched Data. This allows packet data (X.25) to be transmitted up to 9.6 Kbps on the **D** channel. Service includes logical channels up to the technical capability of the central office. Multiple packet calls can be active simultaneously by a user on a single **D** channel. Up to eight data terminals can be supported per Basic Rate Access. Service includes one data telephone number.
- 8) IRS will consist of the following components:
 - Basic Rate Digital Subscriber Line (DSL) Access
 - Two **B** channels CSV/CSD and one **D** channel Low Speed Packet Switched Data. Optional **B** channel packet services may be purchased in place of the **B** channel CSV/CSD. A maximum of two simultaneous **B** channels can be in use per Basic Rate Access.
 - Minimum of one and maximum of eight User Profiles per Basic Rate Digital Subscriber Line (DSL) Access Arrangement.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

B. Regulations

- 1) Customer Premises Equipment (CPE) that is compatible with the ISDN Interface is the responsibility of the user for provisioning.
- 2) The Company will be responsible for publishing and maintaining ISDN Interface Specifications.
- 3) The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Basic Rate Access render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.
- 4) Suspension of service is not allowed.
- 5) Installation Charges are applicable per Basic Rate DSL access in "E. Rates and Charges."
- 6) IRS will be available where facilities permit. Combinations of service will be restricted by the limits of the Company central office type and switch load.
- 7) IRS is available to full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools. This service is intended for in-classroom use of computers by students to access information databases, shared educational programs and students in other classrooms. Teachers and researchers may also subscribe to this service for on-campus use. These lines shall not be used to replace existing administrative lines.

IRS is also available to public libraries including the state library and archives, regional libraries, and public libraries in any county, city or town.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 **INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)**

2. Residence Service (IRS) (Continued)

B. Regulations (Continued)

- 8) Enhancements (i.e., the performance of protocol conversion) to the basic packet service offered in this section of the tariff are available on a detariffed basis through vendors who subscribe to the Company's Public Packet Switching Network Service.
- 9) Each ISDN Basic Rate Access Arrangement will be counted as one line in determining the application of the Service Charges specified in Section 4 of this tariff and the End User Charges as specified in the End User Common Access Section of NECA's FCC No. 5.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

C. Definitions

- 1) **B Channel** - a bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission.
- 2) **D Channel** - a 16 Kbps digital signaling channel also capable of supporting 9.6 Kbps of packet information for the Basic Rate Interface.
- 3) **64 Kbps Clear Channel Capacity (CCC)** - A B channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.
- 4) **Packet Switching** - ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

D. Optional Features

Availability of features as described in a) and b) following is dependent upon whether the central office is equipped with Custom ISDN or National ISDN.

- 1) Features for use with Electronic Key Telephone Service (EKTS):

This option provides a group of features that increase the user's voice terminal flexibility and offers the functionality of a key system to groups of users with EKTS equipment.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

D. Optional Features (Continued)

1) (Continued)

- a) **Shared Primary DN** - This is a primary DN that appears on one or more terminals.
- b) **Secondary - Only DN** - This is a secondary DN that appears on one or more terminals, but is not the primary DN on any of those terminals.
- c) **Shared Secondary - Only DN** - First Appearance - the first appearance of a secondary DN that appears on more than one terminal but is not the primary DN on any of those terminals.
- d) **Shared non - ISDN DN** - This feature allows call coverage for an analog set.
- e) **Privacy Release** - This is a privacy feature that allows a customer to specify, on an EKTS group basis, that no other user can bridge on to calls. On a call by call basis, this feature can be disabled to allow bridging to occur.
- f) **Manual Exclusion** - This is the opposite of Privacy Release. On a call by call basis the user can restrict bridging.
- g) **ISDN Intercom Calling - Dial** - This feature allows the EKTS user to call other terminals in the EKTS group with one or two-digit dialing.
- h) **ISDN Intercom Calling - Automatic** - This feature allows an EKTS user to call another terminal in the EKTS group by activating a button on the EKTS set.
- I) **ISDN Intercom Calling-Call Appearance** - This feature allows EKTS Intercom Calling to be provisioned on a Call Appearance.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

D. Optional Features (Continued)

- 2) The following features are available with either Custom ISDN or National ISDN. National ISDN customers may purchase these features for use with either EKTS sets or non-EKTS sets.
 - a) **Call Forwarding Variable** - This feature allows the ISDN user to have the ability to forward all incoming calls to a user specified directory number.
 - b) **Call Forwarding - Busy Line** - This feature automatically routes calls to a preselected number when the called line is busy. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user via feature activation code.
 - c) **Call Forwarding - Don't Answer** - This feature automatically routes calls to a preselected number when the called line does not answer in a preset ringing cycle. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user via feature activation code.
 - d) **Call Forwarding - Multiple Simultaneous** - This feature allows a station line to forward more than one call at a time.
 - e) **Call Pickup** - Allows a user to answer calls directed to another line in the same preset Call Pickup Group.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

D. Optional Features (Continued)

2) (Continued)

- f) **Conference, Drop, Hold, Transfer** - This feature may require an additional call appearance or an additional DN.
 - Conference - allows the user to add a third party to an existing conversation. This feature is for use with voice calls only.
 - Drop - this central based feature allows the user to disconnect the last party added to a conference call.
 - Hold - allows the user to place a call on hold by pressing the function button. Any set with the call appearance for the call on hold can pick up the call by pressing the call appearance button.
 - Transfer - this feature allows the user to transfer a call to another DN. This feature is for use with voice calls only.
- g) **Six-Way Conference, Drop, Hold, Transfer** - This feature has the same functionality as Conference, Drop, Hold, and Transfer feature except that six-way conference is allowed.
- h) **Speed Calling** - This feature allows each user to assign up to thirty telephone numbers to a two-digit code for the purpose of enabling abbreviated dialing.
- i) **Calling/Called Number Delivery** - This feature provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination and is provided with IRS. Some "privacy" options may be in effect in certain areas and will be located in CC7, ECC7 or STAR features of this tariff.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

D. Optional Features (Continued)

2) (Continued)

- j) **Calling Number Identification Service - National ISDN**
 - This feature provides redirected call information in addition to the information provided with Calling/Called Number Delivery and is provided with IRS.
- k) **Visual Message Waiting Indicator** - Provides the user of a message service with a visual indication that a message is waiting.
- l) **Audible Message Waiting Indicator** - Provides the user of a message service with an indication that a message is waiting.
- m) **Additional Call Appearance - PDN or DN** - This feature allows the terminal to have more than one DN button assigned to the same DN or Primary Directory Number (PDN).
- n) **Call Tracing** - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action.
- o) **Call Return** - This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

D. Optional Features (Continued)

2) (Continued)

o) Call Return (Continued)

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard. Once the customer hangs up, the network will monitor the busy/idle status of both lines every forty-five seconds for up to thirty minutes. If during the queuing process both lines become idle, the customer is alerted that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. If unanswered by the customer the alerting will repeat every five minutes until answered, or for the remainder of the thirty minute monitoring interval. Multiple numbers may be placed in queue. The first idle number will be connected first. Both the customer and the called party may originate the receive calls without affecting the call return feature status.

p) Preferred Call Forwarding - Allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to be forwarded.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

D. Optional Features (Continued)

2) (Continued)

p) Preferred Call Forwarding (Continued)

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

q) Call Block - This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by preselecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

r) Call Selector - This feature provides an alerting to the subscribing customer for up to six specific telephone numbers.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

D. Optional Features (Continued)

2) (Continued)

r) Call Selector (Continued)

The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted. Calls from the telephone numbers not included on the screening list will produce a normal ring.

When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block list, the call will be blocked.

The customer's line will not produce an alert if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

s) Automatic Line/Direct Connect - Station specially programmed to dial specific internal station number or "0" or the attendant when the station user goes off-hook.

t) Selective Call Acceptance - Allows customers to accept incoming voice calls only from certain telephone numbers selected by the customer.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

D. Optional Features (Continued)

2) (Continued)

u) Station Restriction - Allows a station line to be assigned various types of restriction.

- Denied Termination allows the station line to be used for outgoing calls only. It cannot receive incoming calls. All incoming calls are routed to common intercept announcement.
- Denied Originating from Outgoing Calls allows the station line to be used for incoming calls only. No outgoing calls can be originated from it.

3) Packet Switched Features - The following features are available for use with Packet Switched **B** and **D** channel Bearer Services:

- a) X.25 Hunting - This feature provides hunting between multiple DNs assigned to X.25 terminals. (Where facilities are available.)
- b) International Closed User Groups (ICUG) - This feature allows packet subscribers to form sub-networks within which members can communicate. The ICUG is billed on a per-member basis. Users can be members of more than one ICUG. The ICUG can be designed with the following configurations:
- Incoming calls barred within the ICUG
 - Outgoing calls barred within the ICUG
 - ICUG with incoming access
 - ICUG with outgoing access

3) Feature Function Buttons Programming - These allow the user to assign certain features to a particular button on their ISDN set. When depressed, the button will activate the assigned feature.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

E. Rates and Charges

1) Interface

a) **Basic Rate DSL Access Arrangement**

(In addition to Individual residential line rate in Section 4 in this tariff.)

	Installation Charge	Monthly Rate
- ISDN Access	\$41.50	\$ --
- ISDN Access for use with High Speed Packet	\$41.50	\$ --

b) **Channels Activated**

- Up to 2 B Channels Switched Voice/Data and 1 D channel Low Speed Packet Per DSL		
- Flat Rate, per DSL	\$20.00*	\$ 13.85
- Permanent High-Speed Packet Additive, each	\$20.00*	\$110.00

* Does not apply at initial installation of ISDN Service. Applicable only for subsequent changes.

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

E. Rates and Charges (Continued)

2) Interface Users

	Installation Charge	Monthly Rate
a) Per User Profile		
- Access to B Channel CSV/CSD		
- Flat rate, each	\$20.00*	\$ --
- Access to B Channel Permanent High Speed Packet		
- With a Unique DN, each	\$25.00	\$ --
- Without a Unique DN ² , each	\$25.00	\$ --
- Access to On- Demand B Channel High Speed Packet ³		
- With a Unique DN, each	\$25.00	\$ --
- Without a Unique DN, ² each	\$25.00	\$ --
- Access to D Channel Low Speed Packet		
- As a Single Service, each	\$20.00*	\$ --
- With a Unique DN, each	\$20.00*	\$ --
- Without a Unique DN, ² each	\$20.00*	\$ --

* Does not apply at initial installation of ISDN Service. Applicable only for subsequent changes.

Note 1: On-Demand High Speed Packet **B** channel requires both Circuit Switched Voice/Data and On-Demand High Speed Packet to indicate one activation.

Note 2: Shares DN with any other bearer service on the same user profile.

Note 3: On-Demand High Speed Packet **B** channel requires at least one **B** channel circuit switched voice/data on DSL.

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Issued: 8/30/96

Effective: 10/01/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 **INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)**

2. Residence Service (IRS) (Continued)

E. Rates and Charges (Continued)

3) Optional Features

	Installation Charge	Monthly Rate
a) Feature for use with EKTS CPE Circuit Switched Voice/Circuit Switched Data		
- Shared Primary DN - first appearance on each add'l terminal, each	\$ 1.00	\$ 1.50
- Shared Secondary Only DN - first appearance on each add'l terminal, each	\$ 2.00	\$ 1.50
- Shared Non-ISDN DN, ¹ each	\$ 1.25	\$ 1.50
- Privacy Release, per shared DN	\$ 1.00	\$.25
- Manual Exclusion, per shared DN	\$ 1.00	\$.25
- EKTS Intercom Calling - Dial, each member	\$ 1.00	\$ 1.50
- EKTS Intercom Calling - Automatic, each member	\$ 1.00	\$ 1.50
- EKTS Intercom Calling - Call Appearance, each member	\$ 1.00	\$ 1.50

Note 1: Due to current technological limitations, this feature may not be available in some locations.

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Issued: 8/30/96

Effective: 10/01/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 **INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)**

2. Residence Service (IRS) (Continued)

E. Rates and Charges (Continued)

3) Optional Features (Continued)

	Installation Charge	Monthly Rate
b) Optional Circuit Switched Features for use with non- EKTS or EKTS CPE		
- Call Forwarding Variable		
- Voice or Voice/Data - per user ¹	\$ 1.00	\$ 2.00
- Call Forwarding Busy Line		
- Voice or Voice/Data - per user ¹	\$ 1.00	\$ 1.00
- Call Forwarding Busy Line - Programmable ²		
- Voice or Voice/Data - per user ¹	\$ 1.00	\$ 2.00
- Call Forwarding Don't Answer		
- Voice or Voice/Data - per user ¹	\$ 1.00	\$ 1.00
- Call Forwarding Don't Answer - Programmable ²		
- Voice or Voice/Data ¹	\$ 1.00	\$ 2.00
- Call Pickup		
- Per group	\$ 1.00	\$ 4.00
- Per member	\$ 1.00	\$ 2.00
- Conference, Drop, Hold and Transfer ³		
- Per User Profile	\$ 1.00	\$ 2.00

Note 1: Voice/Data for use only with DMS.

Note 2: Call Forwarding Busy Line - Programmable may not be assigned to the same DN as Call Forwarding Busy Line.

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Issued: 8/30/96

Effective: 10/1/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

E. Rates and Charges (Continued)

3) Optional Features (Continued)

b) **(Continued)**

	Installation Charge	Monthly Rate
- Six-Way Conference, Drop, Hold and Transfer ¹		
- Per User Profile	\$ 1.00	\$ 12.00
- Speed Calling		
- Per User	\$ 1.00	\$ 3.00
- Visual Message Waiting Indicator		
- Per PDN	\$ 1.00	\$.50
- Audible Message Waiting Indicator		
- Per PDN	\$ 1.00	\$.75
- Add'l Call Appearance, PDN or DN, ¹ each	\$ 1.00	\$.75
- Call Tracing		
- Per User Profile	\$ 1.00	\$ 3.50
- Call Return		
- Per User Profile	\$ 1.00	\$ 3.50
- Preferred Call Forwarding		
- Per User Profile	\$ 1.00	\$ 2.50
- Call Block		
- Per User Profile	\$ 1.00	\$ 3.50
- Call Selector		
- Per User Profile	\$ 1.00	\$ 2.50
- Automatic Line/ Direct Connect		
- Per PDN per Terminal	\$ 1.00	\$.75
- Selective Call Acceptance		
- Per User Profile (DMS)	\$ 1.00	\$ 2.00

Note 1: Additional call appearances on PDN or Secondary Only DN - First Appearance will appear on all sets where these numbers appear.

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Effective: 10/1/96

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

2. Residence Service (IRS) (Continued)

E. Rates and Charges (Continued)

3) Optional Features (Continued)

	Installation Charge	Monthly Rate
b) (Continued)		
- Station Restriction - Denied Origination		
- Per User Profile	\$ 1.00	\$ 1.00
- Station Restriction - Denied Termination		
- Per User Profile	\$ 1.00	\$ 1.00
c) Packet Features		
- X.25 Hunting, each	\$ 15.00	\$ --
- Transport Charges X.25 Transport		
- Per Access Port		
- 1.2,2.4, 4.8 Kbps	\$ --	\$ 38.00
- 9.6 Kbps	\$ --	\$ 55.00
- 56 Kbps	\$ --	\$ 145.00
- X.25 Interface		
- Per Access Port		
- 1.2 Kbps	\$115.00	\$ 15.00
- 2.4 Kbps	\$115.00	\$ 15.00
- 4.8 Kbps	\$115.00	\$ 15.00
- 9.6 Kbps	\$135.00	\$ 60.00
- 56 Kbps	\$135.00	\$ 120.00
- International Closed User Group		
- Group (incl. first member)	\$ 17.00	\$ --
- Each add'l member	\$ 10.00	\$ --
d) Feature Function Button Programming¹		
- Programmable Buttons		
- Per terminal (DMS)	\$ 1.00	\$ --

Note 1: Charges for Multi-Button ISDN features will be based on the total number of terminals programmed.

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Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI)

A. General Description

- 1) Integrated Services Digital Networks are a public network-based set of communications services that make it possible to send and receive digital information using regular telephone facilities. These services provide end-to-end digital communications with the ability to transmit data and voice over the same telephone line simultaneously. For example, a user can speak with a person while simultaneously sending a digital file to their personal computer. This functionality is based on the Integrated Services Digital Network (ISDN) technology and conforms to National ISDN standards.

The ISDN architecture provides two access methods that connect customers' premises to network switching systems. Primary Rate Interface (PRI) facilities are typically used when a customer wants large quantities of digital connections to the network. ISDN IBS/IRS lines are used for both residential and business, while PRI facilities are typically used for business only. ISDN services using the Primary Rate Interface are the subject of this tariff.

- 2) ISDN PRI is an optional service arrangement that can be used in conjunction with a customer's business lines or Centrex service. It can also be used in conjunction with, or in place of, a customer's Private Branch Exchange trunks. This service arrangement uses the ISDN architecture to provide the customer with the capability to transmit voice and data simultaneously over the same digital facility. Under various optional arrangements, ISDN PRI provides the customer with access to Circuit-Switched Voice Services, Circuit-Switched Data Services and Packet-Switched Data Services. In general, this tariff addresses standardized national ISDN-2 (NI-2) capabilities and features.

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Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

B. Primary Rate Interface Service Arrangement

- 1) An ISDN PRI Service Arrangement connects an ISDN-capable Telephone Company central office switch to ISDN-capable Class II Customer Premise Equipment (CPE). Depending on the application, that CPE might be a PBX, a router, a multiplexer, etc. The PRI Service Arrangement supports up to five PRI Access Facilities, each with up to twenty-four digital communications channels.

These communication channels can be either B (Bearer) Channels or D (Data) Channels:

- (a) **B Channel** - The B Channel is a bidirectional synchronous channel capable of supporting digital transmission speeds of 64 kilobits per second (kbps). Each B Channel of an ISDN PRI may carry:
 - (1) Circuit-Switched Voice
 - (2) Circuit-Switched Data, or
 - (3) Packet-Switched Data
 - (b) **D Channel** - The D Channel is a 64 kbps digital signaling channel that carries signaling and control for the B Channels.
- 2) **Primary Rate Access Facility** - The Primary Rate Access Facility provides a high capacity digital link over which the ISDN PRI capabilities are delivered. This facility is based on a 1.544 Mbps DS1 carrier (T-1 facility). The typical PRI Access Facility configuration is known as 23B+D, where twenty-three of the channels are B Channels and one is a D Channel.

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Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

B. Primary Rate Interface Service Arrangement (Continued)

- 3) **Multiple PRI Facility Arrangement** - There may be situations where more than 23 B Channels are needed at a particular customer premise. In those situations, multiple PRI facilities can be assigned to an ISDN PRI Service Arrangement. With the Multiple PRI Facility Arrangement, the D Channel in the first PRI facility is used to transport signaling for up to four additional PRI facilities. The first facility would be configured as 23B+D and the other facilities would be configured as 24B. This use of Non-Facility Associated Signaling (NFAS) allows the overhead of the D Channel to be distributed over a maximum of 119 B Channels (up to 5 PRI facilities), thereby increasing channel efficiency.
- 4) **D Channel Backup** - In Multiple PRI Facility Arrangements, a second D Channel can be assigned (where available) as an automatic backup to the primary D Channel to provide redundancy of the signaling channel.

C. Circuit-Switched Service Descriptions

Circuit Switching is a switching arrangement in which an entire circuit or B Channel is dedicated to a given call. The circuit is connected on a per-call basis and can carry circuit-switched voice or circuit-switched data. Circuit-switched related services include:

- 1) **Clear Channel Capability** - This feature is a characteristic of the transmission paths on the B Channels that allows the full bandwidth of 64 kbps to be available to the customer. This feature is applicable to CPE that supports clear channel capability. Rate adaptation to 56 kbps is supported for CPE that does not support clear channel capability.
- 2) **Dedicated Trunk Groups** - The B Channels of an ISDN PRI can be dedicated for calls to and from the public network. Trunk Group types include Incoming, Outgoing, 2-way, Direct Outward Dialing (DOD) or Direct Inward Dialing (DID). Individual B Channels can also be dedicated to carry Packet Switched Data to the Public Packet Switched Network.

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Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

C. Circuit-Switched Service Descriptions (Continued)

- 3) **Multiple Directory Numbers** - Each ISDN PRI facility includes an individual directory number. Additional directory numbers, a range of directory numbers, or several ranges of directory numbers can be optionally added.
- 4) **Caller ID - Number** - This feature allows the central office and the customer's suitably equipped CPE to communicate the calling party's directory number. On calls carried by the ISDN PRI, the number can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.
- 5) **Caller ID - Name** - This feature (where available) allows the central office and the customer's suitably equipped CPE to communicate calling party name information (associated with the calling party's directory number) on calls carried by the ISDN PRI. The name can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.

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Vice President

Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

D. Packet-Switched Data Service Descriptions

Packet Switching is a technique in which packets of data are individually addressed and combined on a transmission path with other individually addressed data packets. Packet-Switched Data Service provides the ability to originate and receive X.25 packet data calls. The X.25 packet data protocol is the International Telecommunications Union's (ITU) recommended and internationally accepted standard for connecting data terminals to packet-switched networks.

- 1) **B - Channel Packet** - This service provides packet data on a B Channel at a maximum transmission throughput of 64 kbps per channel. B Channel Packet data calls can be set up on a per-call basis (demand) or can be set up on a semipermanent basis (nailed up). B Channel packet calls require use of a dedicated B Channel, i.e., Call-by-Call service does not apply to B Channel Packet data calls.
- 2) **D - Channel Packet** - This tariff does not offer D Channel Packet data service with the ISDN PRI service.

The customer may choose from numerous Packet-Switched Data features based upon the specific application needs. Refer to the Telephone Company's ISDN IBS/IRS tariff for Packet-Switched Data feature descriptions and tariff information, if applicable.

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Vice President

Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

E. Technical Specifications

- 1) **Transmission Specifications** - The Primary Rate Access Facility provides a high capacity digital link over which ISDN PRI is delivered. This facility is based on a 1.544 Mbps DS1 carrier (T-1 facility) whose characteristics are as follows:

- Line Code ‘ Bipolar 8 Zero Substitution (B8ZS)
- Framing Format ‘ Extended Super Frame (ESF)
- Signaling ‘ Common Channel Signaling (CCS)
- Data Rate ‘ 64 kbps clear or 64 kbps restricted
- D Channel ‘ 24th channel on the appropriate PRI access facility

- 2) **Customer Premise Equipment and Facilities** - Compatible customer premise equipment is required for ISDN PRI. All equipment used with these services is required to conform with National ISDN guidelines, as referenced in the following Bellcore specifications:

Document Number Description

TR-NWT-001268	ISDN Primary Rate Interface Call Control Switching and Signaling Generic Requirements for Class II Equipment
SR-NWT-002343	ISDN Primary Rate Interface Generic Guidelines for Customer Premises Equipment

The Telephone Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Telephone Company used in the provisioning of ISDN render any facilities provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.

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Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

F. Regulations and Conditions

- 1) Unless specifically exempted, ISDN shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the general tariff.
- 2) ISDN PRI are provided at the option of the Telephone Company. These services are furnished subject to central office switching capacity, capability, and the availability of outside plant facilities.
 - A) The availability, functionality, and capabilities of ISDN PRI may vary, or may not be available, dependent upon type of serving central office switch, related software controlling that switch, and associated outside plant.
 - (1) Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.
 - (2) Distance Extension: Provision of the underlying PRI Access facility (T-1) is mileage sensitive. As such, additional Distance Extension charges may apply.

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Issued: 5/17/99

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

F. Regulations and Conditions (Continued)

2) (Continued)

B) Alternate Serving Arrangements: Where the customer's serving central office is not ISDN PRI capable, the Telephone Company, at its discretion, may provide service from an alternate serving central office at no additional charge to the customer. Such provisioning may be elected when, at the discretion of the Telephone Company, the service can be provided at a reasonable cost to the Telephone Company. The customer must accept the serving location assigned by the Telephone Company, and must agree to revert to service from the normal serving central office when ISDN PRI are available in that office.

- (1) This arrangement may require that the customer accept a directory number change to a number associated with the alternate central office.
- (2) Calls that are originated by, and terminated to, a customer using this service arrangement will be billed as if the calls were placed from the customer's normal serving central office.

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Vice President

Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

F. Regulations and Conditions (Continued)

2) (Continued)

B) (Continued)

- (3) When ISDN PRI subsequently becomes available from the customer's normal serving central office, the customer will be reconnected to the normal serving central office. This may also require a directory number change. If such changes occur, the nonrecurring charge associated with the change will not be applicable. If the customer does not wish to take service from the normal central office after such service becomes available, but continues to use service from the alternate serving central office, charges for distance extensions, foreign exchange service or special outside facilities will apply. If foreign exchange service is used, the rates for foreign exchange will be applied in addition to the ISDN PRI rates. Any other special outside plant facilities used to provide ISDN will be tarified on an individual case basis.
- (4) The availability, functionality, and capabilities of ISDN PRI may vary when a customer's serving central office is equipped to provide such services.
- (5) Situations where the customer specifically requests service from a central office other than its normal serving central office will be handled on an individual case basis.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

F. Regulations and Conditions (Continued)

3) Payment for Service

- A) The minimum charge period for services provided under this tariff is one month.
- B) The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.
- C) Subsequent service additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract.
- D) Suspension of service is not allowed.
- E) Contract Renewals and Termination Liabilities
 - (1) Customers may change to a new ISDN contract at any time during their contract period. The new contract must be for a term equal to, or greater than, the time remaining on their current contract and will become effective upon execution.
 - (2) If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. If the customer fails to maintain the service for the number of months subscribed, non recurring charges will be recalculated based on the term period the service was maintained. Pursuant to section 11.13.3.G.5. the discount for nonrecurring charges will be adjusted based on the term period in service.

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Lera Roark
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Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 **INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)**

3. Primary Rate Interface (PRI) (Continued)

F. Regulations and Conditions (Continued)

- 4) At the Telephone Company's discretion, the following charges may be reduced or waived during promotional campaigns as filed with the Tennessee Regulatory Authority.
 - A) Nonrecurring per PRI Access facility service establishment charge
 - B) Nonrecurring per Communication Channel service establishment charge
 - C) Nonrecurring Call-by-Call feature service establishment charge
 - D) Nonrecurring Caller ID service establishment charge
- 5) Directory Listings: One directory listing is provided without charge for each ISDN PRI facility. For Centrex customers, one directory listing (either an analog or ISDN PRI number) is provided per Centrex system. Additional listings may be provided as specified for Additional Listing Service in the Directory Listings section of the Telephone Company's tariff.

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Lera Roark

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Issued: 5/17/99

Effective: 6/16/99

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11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

F. Regulations and Conditions (Continued)

6) Billable Call Treatment

A) Normal toll charges (including INWATS and OutWATS charges) shall apply to calls that are made outside the Local Service Area.

B) ISDN customers who use the Call Forwarding or Call Transfer features are responsible for the payment of any applicable charges for each billable call connected via these features over the public network. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

7) Customer Premise Equipment

The customer is responsible for providing the power required for any customer premise equipment connected to an ISDN PRI.

8) End User Common Line (EUCL) Charges: ISDN PRI are subject to Federal Communications Commission (FCC) End User Common Line (EUCL) charges under the rates and application rules specified by the FCC. The customer shall be liable for all adjustments to the EUCL as mandated by the Federal Communications Commission (or by any regulatory body or commission or court of competent jurisdiction). Any additional end-user surcharges levied, accessed (or otherwise applied) by any regulatory agency, including, but not limited to: E911, hearing impaired, universal service fund, etc., will be applicable.

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Original Page 93.13

Lera Roark
Vice President

Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

F. Regulations and Conditions (Continued)

- 9) The Telephone Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure, or malfunctions of ISDN or associated equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Telephone Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

G. Rates and Charges

1) Integrated Services Digital Network (ISDN) PRI Access

- A) The rates and charges below are for providing an ISDN PRI access facility to the customer's premises. These charges provide the underlying communications facility to support a PRI Service Arrangement. Rates and charges for the communications channels (i.e., B and D Channels) are additional as shown in the next section.

Access	Service Establishment	Monthly Rate
ISDN PRI Access B per facility (first route mile, or fraction thereof)	\$300.00	\$140.00
PRI Access - Distance Extension per facility (additional route Mile or fraction thereof)	\$150.00	\$120.00

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Original Page 93.14

Lera Roark
Vice President

Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 **INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)**

3. Primary Rate Interface (PRI) (Continued)

G. Rates and Charges (Continued)

2) Communications Channels

A) ISDN PRI Service Arrangement:

This flat rate service applies only to circuit-switched calls, not to packet calls.

Service Element	Service Establishment	Monthly Rate
Standard Interface Voice/Data 23 B Channels plus D Channel	\$700.00	\$1660.00 ¹
Additional 24 B Channels Multiple PRI facility arrangement	\$700.00	\$1660.00 ¹
Inward Data 23 B Channels plus D Channel	\$700.00	\$1300.00
Additional 24 B Channels	\$700.00	\$1300.00

B) D Channel Backup:

Service Element

D Channel Backup (maximum one per PRI Service Arrangement)	*	\$ 69.00
--	---	----------

C) Directory Numbers:

Directory Number

Primary Directory Number (one with each ISDN PRI facility)	No charge	No charge
Additional Directory Numbers (per additional DN)	No charge	\$ 0.20

Note 1: Includes ISDN PRI Interface and channels.

* See section 11.13.G.3.B. on page 93.16

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Vice President

Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 **INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)**

3. Primary Rate Interface (PRI) (Continued)

G. Rates and Charges (Continued)

3) Circuit-Switched Features

A) Recurring charges as follows:

Feature	Service Establishment	Monthly Rate
Clear Channel Capability	No charge	No charge
Call-by-Call Capability for public network calls (incoming, outgoing, or 2-way trunk calls)	No charge	No charge
Caller ID - Number (per PRI facility)	No charge	No charge
Caller ID - Name (per PRI facility, requires Caller ID - Number)	No charge	No charge

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Original Page 93.16

Lera Roark
Vice President

Issued: 5/17/99

Effective: 6/16/99

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

3. Primary Rate Interface (PRI) (Continued)

G. Rates and Charges (Continued)

3) Circuit-Switched Features (Continued)

B) Subsequent feature additions and changes

When the above features are ordered or modified after the initial installation of an ISDN PRI, the nonrecurring feature addition and change charge is as follows:

	Charge
Feature Additions and Changes (per PRI facility)	\$65.00 ¹

Only one service charge will appear when multiple features are added or changed on an ISDN PRI facility as part of the same service order.

4) Packet-Switched Services

Refer to the per B Channel rates shown for Packet-Switched Services in the Telephone Company's ISDN IBS/IRS Tariff. D Channel Packet is not supported in ISDN PRI. Flat Rate billing is not available for Packet-Switched Services.

5) Long Term Contract Discounts

The nonrecurring service establishment charges associated with ISDN PRI Circuit-Switched Services and Circuit-Switched Features will automatically be reduced according to the following schedule for customers who sign long term contracts:

Contract Duration	Discount on Service Establishment Charges
Monthly	0%
24 Months	20%
36 Months	40%
48 Months	60%
60 Months	80%

Note 1: In addition to applicable Service Connection Charges.

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Effective: 11/19/97

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE

1. General

- A. Centrex is a Central Office-based business communication service which provides capabilities similar to those offered on a Private Branch Exchange without requiring equipment on the customer's premises. Centrex integrates a business customer's lines into a single telecommunications system.
- B. All Centrex station lines will be equipped with the standard features as set forth in 4.A.1. following. Additional optional features may also be selected and generally result in additional charges.

2. Definitions

The following standard and optional features may be provided as a part of the Centrex Service.

Business Group Automatic Identified Outward Dialing - provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public network.

Business Group Dialing Plan - allows a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

Call Forwarding Busy Line - causes all calls to be redirected to an alternate station when the called station is busy.

Call Forwarding Distinctive Ringing - a Call Forwarding line option that allows station users to distinguish between forwarded and non-forwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to station.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

2. Definitions (Continued)

Call Forwarding Don't Answer - allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

Call Forwarding Incoming Only - an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

Call Forwarding Variable (All Calls) - allows a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

Call Forwarding Within Group Only - an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

Call Hold - allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

Call Pick-Up - allows a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code.

Call Transfer - allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

Call Waiting - provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

2. Definitions (Continued)

Cancel Call Waiting - allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

Circle Hunting - allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

Code Restriction - blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NNXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

Customer Access Treatment Code Restrictions (CAT Codes) - can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.

Delay Announcements for Queued Calls - an option that can be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

Direct Connect Service - allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

Direct Inward Dialing - allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

Direct Outward Dialing - allows Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

2. Definitions (Continued)

Directed Call Pick-Up - allows a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

Distinctive Alerting/Call Waiting Indication - allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.

Do Not Disturb - allows a station user to prevent incoming calls from ringing at his or her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

Fully-Restricted Line - prevents calls to and/or from stations outside the Centrex group. All calls are prevented to and/or from the attendant, thereby denying indirect access to and/or from outside the Centrex group.

Group Make Busy - used to temporarily make a group of stations or an entire Multiline Hunt Group appear busy to incoming callers. Group Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

Intercom Dialing - allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

Make Busy - used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

2. Definitions (Continued)

Manual Line Service - automatically places a call to the operator when the station user lifts the receiver off the switchhook.

Night Service - allows calls directed to the attendant to be re-routed to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).

Off-Premises Stations - allows a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.

Outgoing Call Screening - blocks the completion of calls to specific directory numbers (3, 6, 7 or 10 digit basis). Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.

Paging Access - allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.

Preferential Hunting - allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire group.

Queuing - an option that can be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

2. Definitions (Continued)

Regular Hunting (Linear Hunting) - performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

Semi-Restricted Line - prevents calls to and/or calls from stations outside the Centrex group. Outside calls may be made and/or received indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

Series Completion - similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series completion; linear or circle.

Simulated Facility Groups - restrict the number of simultaneous calls between the Centrex group and the public network. For example, a 100-line Centrex group could be limited to 20 simultaneous calls to/from the public network. This emulates the physical trunks to a similarly sized PBX.

Single - Digit Dialing - allows a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit Dialing codes are shared by all users in a Centrex group and are preprogrammed by the Telephone Company.

Special Intercept Announcement - an option that can be used to address the following conditions: (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or (b) If the call is restricted due to the various restriction arrangements (i.e., Semi-Restricted, etc.).

Speed Calling 8 - Code - allows a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

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Issued: 10/20/97

Effective: 11/19/97

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

2. Definitions (Continued)

Speed Calling 30 - Code - allows a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

Stop Hunt - allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.

Three - Way Calling - allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

Toll Restriction - blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

Uniform Call Distribution - is used to distribute calls evenly among the stations in a Multiline Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

Voice/Data Protection - allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

Voice Mail Integration - allows calls to be redirected to a voice mail system where facilities are available. Call Forwarding Busy Line and Call Forwarding Don't Answer are provided with this feature along with the following capabilities; (a) Called party identification (to the voice mail system) on forwarded calls, and (b) Message Waiting activation/deactivation (stutter dial tone).

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 **CENTREX SERVICE (Continued)**

2. Definitions (Continued)

Warm Line - provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

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Issued: 10/20/97

Effective: 11/19/97

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

3. Conditions and Regulations

- A. A Centrex customer must have a minimum of two Centrex lines.
- B. The minimum charge period for services provided under this tariff shall be for one month or as specified in the Centrex Service Contract.
- C. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.
- D. One directory listing is provided without charge for each Centrex customer.
- E. Subsequent line additions and/or deletions to the original service will be handled by the Telephone Company upon notification from the customer.

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Issued: 10/20/97

Effective: 11/19/97

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

3. Conditions and Regulations (Continued)

F. Termination Liabilities shall be treated as follows:

1. If the service is cancelled by the customer after installation of the required equipment and facilities, but prior to the establishment of the service, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the contracted monthly rate by twelve months.
2. Where an order is cancelled before the installation is completed, all expenses incurred in connection with the handling of the request before notice of cancellation is received may be billed to the subscriber; such charge, however, is not to exceed all charges applicable if the service had been installed.

G. Reduction and/or waiver of service establishment charges may be offered as follows:

At the Telephone Company's discretion, nonrecurring service establishment charges may be reduced or waived during promotional campaigns and/or as a part of customer negotiations.

H. Customers who subscribe to Centrex may be offered customer specific pricing on a contract basis. The rate will be offered in writing to the customer for acceptance. An individual service agreement will specify the length of the contract period and the applicable rates. With the exception of the customer specific rates, all other rates, charges, and regulations specified herein shall continue to apply. If an individual contract is negotiated with a customer, the Tennessee Regulatory Authority will be notified of the contract(s).

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Issued: 10/20/97

Effective: 11/19/97

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

3. Conditions and Regulations (Continued)

- I. All exchange lines in a Centrex group must have the same billing arrangement.
- J. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.
- K. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served by the same Central Office.
- L. Centrex service does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate tariff, contract, or may be provided by the customer.
- M. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the general tariff.

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Effective: 11/19/97

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 **CENTREX SERVICE (Continued)**

4. Rates and Charges

A. Line Rates

1. The contracted monthly rates for Centrex lines may include the following standard features.
 - (1) DTMF Signaling
 - (2) Direct Inward Dialing*
 - (3) Direct Outward Dialing*
 - (4) Business Group Automatic Identified Outward Dialing
 - (5) Intercom Dialing
 - (6) Call Hold
 - (7) Three-Way Calling
 - (8) Call Transfer
2. Per-line rates and charges shall be the B-1 monthly line rate as specified in Section 3. of this Tariff.

* Direct Inward Dialing and Direct Outward Dialing capabilities may be limited by Simulated Facilities.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 **CENTREX SERVICE (Continued)**

4. Rates and Charges (Continued)

A. Line Rates (Continued)

3. Service Establishment Charge, per Line the approved tariff charges in Section 4, "Service Charges" for initial implementation of Centrex Service. Future changes in Centrex service will be charged per the terms of the Centrex Service Contract.

Initial service charge may be prorated over the first 4 months of service. The full charge becomes due and payable if service is cancelled prior to the fourth month.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

4. Rates and Charges (Continued)

C. Individual Station Features - OPTIONAL

1. Chargeable Individual Station Features

The monthly rates for the following optional individual station features will be the Business rate as specified in Section 11. of this Tariff.

- a. Call Forwarding Variable All Calls
- b. Call Forwarding Busy Line
- c. Call Forwarding Don't Answer
- d. Directed Call Pick-Up
- e. Call Waiting
- f. Cancel call Waiting
- g. Voice/Data Protection
- h. Do Not Disturb
- i. Speed Calling 8-Code
- j. Direct Connect Service
 - (1)Manual Line Service
 - (2)Warm Line
- k. Distinctive Ringing

Other enhanced features may be available under Advanced Custom Calling Services at the rates and charges set forth in other sections of this tariff.

D. The following OPTIONAL Features Associated with Groups of Lines, monthly rates and nonrecurring charges will be the business rates as specified in other sections of this Tariff.

1. Call Pick-Up
2. Speed Calling 30-Code
3. Toll/Code Restriction Features
4. Business Group Dialing Plan
5. Special Intercept Announcement
6. Paging Access

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 CENTREX SERVICE (Continued)

4. Rates and Charges (Continued)

E. Multi-line Hunt Service

1. Hunting Arrangements - The features listed below monthly rates and nonrecurring rates are applied in addition to the per-line rates for Centrex lines, and are as specified in other sections of this Tariff, or as determined in the Centrex Service Contract. The nonrecurring service establishment charges are per-hunt group.
 - 1) Regular Hunting
 - 2) Circle Hunting
 - 3) Uniform Call Distribution
 - 4) Preferential Hunting
 - 5) Series Completion

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West Tennessee Telephone Company, Inc.

Lera Roark
Vice President
Issued: 6/12/00

TRA Tariff 1
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1st Revised Page 109
Cancels Original Page 109
Effective: 7/12/00

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.15 Direct-In-Dialing (DID) Service

1. General

- A. DID service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and may be furnished from the central office which regularly serves the area in which the customer is located or from a foreign central office equipped to provide DID service subject to the appropriate intra/interexchange rates. No outbound service will be allowed from any trunk in the DID group or DID numbers assigned.

2. Rules and Regulations

- A. Rates are in addition to the rates shown elsewhere in this and other Company tariffs for the PBX access line charge, other services and equipment with which this offering is associated.
- B. The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment.
- C. The service must be provided on all trunks in a DID group arrangement. Each trunk group shall be considered a separate service. Hunting Service will not be provided between separate trunk groups.
- D. Facilities and operational characteristics or interface signals between the Company-provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- E. One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Section 6 of the tariff.
- F. The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant intercept or recorded announcement service.
- G. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block consecutive to any other number block. The Company will not be responsible for interception and administration of reserved numbers. DID numbers are not provided in a hunting arrangement.

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1st Revised Page 110

Vice President

Cancels Original Page 110

Issued: 6/12/00

Effective: 7/12/00

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.15 Direct-In-Dialing (DID) Service (Continued)

2. Rules and Regulations (Continued)

H. Automatic Intercept Service (AIS) for a non-listed disconnected DID telephone number will be provided at the rate following, where facilities permit. AIS will provide a referral to the corresponding new telephone number for a maximum period of twelve months or until the delivery of the new directory, whichever comes first.

3. Rates and Charges

A. Direct Inward Dialing (DID) Charges

	Nonrecurring Charge	Monthly Rate	
1. Group of 20 working or reserved DID numbers ¹			(R)
a) Working numbers, each group of 20	\$ 55.00	\$ 3.40	
b) Reserved numbers, each group of 20	55.00	3.40	
			(R) (T)
2. DID Trunk Termination in Central Office ²			(N)
a) Each, Inward Only Trunk	50.00	20.00	
3. Multifrequency (MF) Pulsing Option ³			
a) Each Trunk	B	7.50	
4. Dual Tone Multifrequency (DTMF) Option ³			
a) Each Trunk	-	7.50	
			(N)
5. Automatic Intercept Service ⁴			
a) Per number referred	16.00	-	

¹ The nonrecurring Charge applies to the first group of DID numbers assigned to a customer per occasion.

² This charge is in addition to PBX access line charges and other services provided in connection with DID service.

³ These options provide faster signaling on DID trunks. The choice of pulsing alternative depends on the customer's premises equipment.

⁴ Provides automatic referral of calls from a non-listed disconnected DID telephone number to a corresponding new telephone number for twelve months or until the deliver of the new directory, whichever comes first. AIS is available only where facilities permit.

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1st Revised Page 111

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Cancels Original Page 111

Issued: 12/07/06

Effective: 1/08/07

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.16 N11 Dialing Service

1. General

- A. N11 Services are available in specified areas, with West Tennessee Telephone Company ("Company") for delivery of general information via voice grade facilities. 211 Dialing Service ("211") is a three digit local dialing arrangement for community information and referral services. 311 Dialing Service ("311") is a three digit local dialing arrangement for access to non-emergency police and other government agencies. 511 Dialing Service ("511") is a three digit local dialing arrangement for traffic and transportation information. 811 Dialing Service ("811") is a three digit local dialing arrangement accessing One Call Services to protect pipeline and utilities from excavation damage. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the N11 subscriber must comply with any orders and rules pertaining to N11. (T)
(T)
(N)
(N)
(T)
(T)
- B. N11 is available in West Tennessee Telephone Company Territory only. To provide access to a N11 number to end users in BellSouth or other independent company territory or a CLECs end user within the local calling area, the N11 subscriber must make appropriate arrangements with the other independent company, BellSouth, or CLEC serving that territory. (T)
(T)
(T)
- C. The Local Calling Area of the N11 subscriber will be the Basic Local Calling Area as defined in Section 3. of this Tariff, as facilities permit. If local calling areas are merged, and a N11 number exists in both areas, the N11 subscriber who established the N11 Service first will be entitled to retain the N11 number in the merged calling area. (T)
(T)
(T)
- D. This service is furnished subject to the availability of the N11 number. (T)
- E. N11 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.) (T)
- F. Limitations and use of service as stated in Section 2. of this Tariff apply.
- G. Directory Listings may be provided for N11 at rates and regulations as specified in Section 6. of this Tariff. (T)

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Lera Roark

1st Revised Page 112

Vice President

Cancels Original Page 112

Issued: 12/7/06

Effective: 1/8/07

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.16 N11 Dialing Service (Continued) (T)

1. General (Continued)

H. Access to N11 is not available to the following classes of service: (T)

- 1) Payphone Service Provider Telephone (PSPs)
- 2) Hotel/Motel/Hospital Service
- 3) 1+
- 4) 0+, 0-(Credit Card, Third-Party Billing, Collect Calls)
- 5) Inmate Services
- 6) 101XXXX
- 7) Cellular-Type 2A

In addition, operator assisted calls to the N11 subscriber will not be completed. (T)

I. The N11 subscriber is restricted from selling or transferring the N11 number to an unaffiliated entity, either directly or indirectly. (T)

J. An "affiliate" of a N11 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the N11 subscriber. The term "control" (including the terms "controlling", "controlled by, and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise. (T)

If a N11 subscriber becomes an affiliate of or is acquired by another N11 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one N11 number within 6 months of the merger or acquisition. (T)

K. N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Calling Number Identification service in Section 11. preceding. (T)

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Effective: 1/8/07

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.16 N11 Dialing Service (Continued) (T)

1. General (Continued)

- L. Calls to a disconnected N11 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. (T)
(T)

2. Service Requirements and Conditions

- A. All requests for N11 must be submitted in writing to the Tennessee Regulatory Authority. The Tennessee Regulatory Authority will allocate N11 numbers in West Tennessee's local calling area based upon requirements and/or standards established by the FCC. (T)
(T)

- B. Within 30 days of the number assignment, the N11 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. (T)
(T)

If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived. (T)
(T)

- C. The N11 subscriber, must prior to provisioning of the service, sign a written acknowledgment of possible recall of the N11 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such N11 codes. If a recall is affected, the Company will work with all N11 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6 month notice period. The N11 subscriber will be (T)
(T)
(T)

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Issued: 12/7/06

Effective: 1/8/07

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.16 N11 Dialing Service (Continued) (T)

2. Service Requirements and Conditions (Continued)

C. (Continued)

required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The N11 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement. (T)

D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10 digit local number or one 10-digit toll free number. Appropriate rates from Section 3. and 4. of this Tariff apply.

E. The N11 Dialing Service is provided where facilities permit. (T)

F. The N11 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach community information and referral services provided by dialing N11. (T)

G. The N11 subscriber should work separately with competitive local exchange providers to ascertain that its end user customers will be able to reach community information and referral services provided by dialing N11. (T)

H. N11 will be provided under the following conditions: (T)

1) For network sizing and protection, the N11 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to N11. (T)

2) The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for N11 Dialing Service. (T)

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Effective: 1/8/07

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.16 N11 Dialing Service (Continued) (T)

2. Service Requirements and Conditions (Continued)

H. N11 will be provided under the following conditions (Continued): (T)

3) The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connections with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service. (T)

4) The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander. (T)

5) Suspension of N11 Dialing Service is not applicable for this service. (T)

6) The N11 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service. (T)

7) A written notice will be sent to any N11 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service. (T)

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.16 N11 Dialing Service (Continued) (T)

2. Service Requirements and Conditions (Continued)

- I. If a pre-recorded announcement is provided by the N11 subscriber, the following conditions apply: (T)
- 1) The N11 subscriber will provide announcements. The Company will provide only the delivery of the call. (T)
 - 2) N11 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another N11 subscriber from sponsoring the same or similar announcement or recorded program service. (T)
 - 3) The provision of access to the N11 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network. (T)
 - 4) The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses. (T)
 - 5) The N11 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)
- J. The Company may take all legal and practical steps to disassociate itself from N11 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is a type that in the Company's discretion generates unacceptable levels of complaints by end users. (T)
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure or performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

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Effective: 1/8/07

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.16 N11 Dialing Service (Continued) (T)

3. Rates and Charges

A. Application of Rates

- 1) A Service Establishment charge shall apply per basic local calling area.
- 2) N11 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and termination messages at the N11 subscriber's designated premises. (T)
- 3) Applicable service order charges as specified in Section 4. of the Tariff will apply, in addition to the following rates. (T)
- 4) A Central Office Activation charge will apply per central office switch translated to the lead number.
- 5) A charge will apply to changes to the point-to number at the subscriber's request, per N11 Dialing Service, per central office switch within the basic calling area. (T)

B. Charges applicable to the N11 Dialing Service Subscriber (T)

1) Service Establishment Charge	<u>Nonrecurring Charge</u>
- Per Basic Local Calling Area	\$389.90
2) Central Office Activation	
- Per Central Office	\$150.00
3) Change of Point-to Number by Subscriber	
- Per Central Office	\$ 13.50

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Effective: 9/10/06

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17 711 Dialing Code for Telephone Relay Service (TRS)

1. General

- A. 711 Dialing Code (A711") as a three digit local dialing arrangement for telephone voice transmission access to all relay service the entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105 assigned 711 dialing code for nationwide access to TRS entities, to be implemented not later than October 1, 2001.
- B. 711 is available from West Tennessee Telephone Company in West Tennessee Telephone Company Territory only. To provide access to a 711 to end users in BellSouth Territory, or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with BellSouth or the CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- E. Limitations and use of service as stated in Section 2. of this tariff.
- F. Directory Listings may be provided for 711 at rates and regulations as specified in Section 6. of this Tariff.
- G. Access to 711 is not available to the following classes of service:
 - 1) Hotel/Motel/Hospital Service
 - 2) 1+
 - 3) 0+, 0-(Credit Card, Third-Party Billing, Collect Calls)
 - 4) Inmate Services
 - 5) 101XXXX
 - 6) Cellular-Type 2A

In addition, operator assisted calls to the 711 subscriber will not be completed.

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Effective: 9/10/06

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17 711 Dialing Code for Telephone Relay Service (TRS) (Continued)

1. General (Continued)

- H. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- I. An “affiliate” of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the TRS entity. The term “control” (including the terms “controlling”, “controlled by”, and “under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

2. Service Requirements and Conditions

- A. Requests for 711 Dialing Code must be submitted in writing to the Tennessee Regulatory Authority, for the assignment of the 711 code.
- B. Once the Tennessee Regulatory Authority has issued an order assigning the 711 code, within 30 calendar days of such number assignment, the TRS entity must submit a request to the Company. The Company will implement the TRS entity’s request within a reasonable time, given the complexity of the order.

If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment as specified in A. preceding.

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Issued: 8/10/06

Effective: 9/10/06

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17 711 Dialing Code for Telephone Relay Service (TRS) (Continued)

2. Service Requirements and Conditions (Continued)

- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgment of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- D. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- H. 711 Dialing Code will be provided under the following conditions:
 - 1) For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 711 dialing code.
 - 2) The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone plant.

ALL MATERIAL ON THIS PAGE IS NEW.

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Issued: 8/10/06

Effective: 9/10/06

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17 711 Dialing Code for Telephone Relay Service (TRS) (Continued)

2. Service Requirements and Conditions (Continued)

H. 711 Dialing Code will be provided under the following conditions
(Continued):

- 3) The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- 4) The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
- 5) The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.
- 6) A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

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Issued: 8/10/06

Effective: 9/10/06

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17 711 Dialing Code for Telephone Relay Service (TRS) (Continued)

2. Service Requirements and Conditions (Continued)

- I. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply:
 - 1) The TRS entity will provide announcements. The company will provide only the delivery of the call.
 - 2) The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.
 - 3) The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity's premises.
 - 4) The TRS entity assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.
- J. The Company may take all legal and practical steps to disassociate itself from TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

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Cancels 2nd Revised Page 1

Issued: 9/15/10

Effective: 10/15/10

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Issued: 2/19/91

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Effective: 3/23/91

12. AUXILIARY EQUIPMENT

Reserved for Future Use

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Lera D. O'Brian Roark

Vice-President

Issued: 2/19/91

TRA Tariff 1

SECTION 12

2nd Revised Pages 7, 8

Cancels 1st Revised Page 7, 8

Effective: 3/23/91

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Reserved for Future Use

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Vice-President

Issued: 2/19/91

TPSC Tariff 1

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Cancels Original Pages 9 - 20

Effective: 3/23/91

12. AUXILIARY EQUIPMENT

Reserved for Future Use

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Lera D. O'Brian Roark
Vice-President
Issued: 2/19/91

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Effective: 3/23/91

13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

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Effective: 3/23/91

13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.1. RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS (T)

Telecommunication services are not represented and adapted to the recording of two-way telephone conversations. However, customer-provided voice recording equipment may be connected with telecommunications services, in accordance with "Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems" following, subject to the following conditions or "Connections of Registered Equipment".

1. A distinctive recorder tone that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use and is electrically connected with services of the Company, except that the distinctive recorder tone described is not required:
 - a. When used by a Federal Communications Commission licensed broadcast station customer for recording of two-way telephone conversations solely for broadcast over the air.
 - b. When used by the United States Secret Service of the Department of Treasury for recording of two-way security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.
 - c. When used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees to record two-way telephone conversations solely for broadcast over the air by a licensed broadcast station.
 - d. When used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Departments of Defense's private line system when connected to telecommunications services.
 - e. All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start, of the recording.
2. Customer-provided voice recording equipment may not be connected with services of the Company for the recording of two-way telephone conversations by means of an acoustic or inductive connections, except when used as specified in 1.a. through e. preceding.

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1st Revised Page 2

Issued: 2/19/91

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Effective: 3/23/91

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13.1 RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS (Continued) (T)

3. The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the services of the Company or switched on and off.

13.2 RECORDING OF INCOMING MESSAGES ONLY

Telecommunications services are not represented as adapted to the recording of incoming messages. Customer-provided voice recording equipment may be connected with telecommunications service in accordance with "Connections of Registered Equipment" or "Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems" following. When such connection is made, a recorder tone is not required.

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.3 VISIT CHARGE

1. Rates

- a. When a regular visit is required during normal working hours as a result of trouble caused by customer-provided equipment, the charge billed will be the charge set forth under "Maintenance of Service Charge". A minimum charge of the initial Premises Work Service Charge will apply with time over the minimum being computed on fifteen minute increments.
- b. When a premise visit is required during other than regular working hours, such as nights, Sundays or holidays, as a result of trouble caused by customer-provided equipment, the charge billed will be the charge set forth under "Maintenance of Service Charge".
 - 1) Charges will begin and terminate from the time of departure from the nearest available maintenance personnel's permanent headquarters and his return thereto.
 - 2) A two hour minimum will apply with time over the minimum being computed to the nearest fifteen minute increment thereof.

2. Conditions

- a. The following procedures will apply when the company becomes aware of a trouble conditions:
 - 1) The company will first endeavor to clear the trouble without a visit to the customer's premises.
 - 2) If the location of the trouble cannot be determined as shown in "1.a.", the Company will attempt to contact the customer by telephone. If the customer is so contacted, the Company will request the customer to disconnect the customer-provided

(N)

(N)

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13.3 VISIT CHARGE (Continued)

2. Conditions (Continued)

a. (Continued)

2) (Continued)

equipment or facilities in order to determine the location of the trouble condition. If disconnection of the customer-provided equipment does not clear the trouble and a visit to the customer's premises is necessary and the trouble found is not the results of the customer-provided equipment or facilities, no visit charge will apply.

3) If the customer does not or cannot disconnect the customer-provided equipment or facilities from the line, the company will initiate a premises visit to establish the location of the trouble. If the source of the trouble is determined to be located in customer-provided equipment or facilities, or the results of the customer-provided equipment or facilities, the appropriate visit charge will apply.

4) If a customer cannot be contacted, the company may at its option temporarily disconnect the customer's service until the customer can be contacted and the trouble source determined. At such time the procedures as set forth under "2" and "3" above may apply.

5) Upon contact, the customer may request the company to defer its visit until the customer has his customer-provided equipment or facilities tested, in which case, circumstances permitting, the company will delay its visit for a reasonable time.

(N)

(N)

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13.3 VISIT CHARGE (Continued)

2. Conditions (Continued)

a. (Continued)

6. If the customer asks the Company to defer its visit in accordance to "e" above, and does not disconnect his equipment, repair or cause to be repaired his equipment or consent to a visit by the company within a reasonable time, the Company has the right to take such action necessary for the protection of its facilities and shall immediately inform the customer of such action.

b. Visit charges described herein are in addition to all other charges billed to the customer by the Company as provided for in the tariff of this Company.

(N)

(N)

13.4 CONNECTION WITH CERTAIN CUSTOMER-PROVIDED FACILITIES

1. General

Facilities owned by the customer may be connected with the facilities of the company to the extent an in accordance with the provisions following, when such connection is required by military necessity or public safety, or when the customer-owned facilities are in locations so hazardous, remote or inaccessible that the Company considers it undesirable to install and maintain its own facilities in such locations, or when otherwise provided for herein. All such connections of customer-owned facilities shall be made under and in accordance with the provisions of contracts made by and between the Company and the customer and must comply with Part 68 of the FCC Rules and Regulations.

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13.4 CONNECTION WITH CERTAIN CUSTOMER-PROVIDED FACILITIES (T)
(Continued)

1. General (Continued) (N)

a. The United States Government

1) The Department of Defense

Telephone facilities owned and maintained by the Department of Defense, serving establishments such as are used as military posts, navy yards, naval operating bases, flying fields, training centers, ammunition plants, arsenals, supply bases, military hospitals, navy hospitals, etc., operated and administered by the Department of Defense and commanded by military or naval authorities, may be connected with the exchange and toll facilities of the Company.

2) United States Coast Guard

Telephone facilities owned and maintained by the United States Coast Guard, serving coastal areas, operated and administered by the Coast Guard and commanded by the Coast Guard authorities may be connected with exchange and toll facilities of the Company.

3) United States Forest Service

Telephone facilities owned and maintained by the United States Forest Service in areas in or adjacent to national forest, and operated and administered by the forest service, may be connected with exchange and toll facilities of the Company.

(N)

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13.4 CONNECTION WITH CERTAIN CUSTOMER-PROVIDED FACILITIES (T)
(Continued)

1. General (Continued) (N)

- b. Powder manufacturing plants, state and federal prisons and other locations of an inaccessible or hazardous nature or where National security is involved.

Telephone circuits owned and maintained by a customer, located on his property in inaccessible or hazardous locations such as powder manufacturing plants, state and federal prisons, etc., or where National security is involved, will be connected to a local or toll central office line to form a through connection only through manual switching equipment or an attendant's position of dial PABX equipment furnished to the customer by the Company. Such equipment or position may be located at either or both ends of the customer's circuit.

- c. Connections of Certain Facilities of Power, Pipe Line and Railroad Companies (T)

Except as otherwise provided following, telephone facilities of an electric power company, an oil, oil products or natural gas pipe line company, or a railroad company provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such Company may, in lieu of the provisions provided elsewhere in this section of the tariff, be connected with the telecommunications network, for the following purposes:

- 1) in cases of emergency involving safety of life or property;
- 2) in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or

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13.4 CONNECTIONS WITH CERTAIN CUSTOMER-PROVIDED FACILITIES
(Continued)

1. General (Continued)

c. (Continued)

2) (Continued)

reliability of railroad service to the public, and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance, or construction of railroad rights-of-way, structures or equipment;

3) in cases where the customer facilities serve locations where it is impracticable because of hazard or inaccessibility for the Company to furnish its facilities; and

4) during an interim period in cases where the customer has arranged for replacement of said customer facilities with facilities of the Company.

Telephone circuits of such companies will be connected to a local or toll central office line to form a through connection only through manual switching equipment or an attendant's position or dial PABX equipment furnished to the customer by the Company. Such equipment or position may be located at either or both ends of the customer's circuit.

Connection of a telephone circuit of such companies as specified in 2), 3), or 4) preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.

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(T)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.5 CONNECTIONS OF REGISTERED EQUIPMENT

(T)

1. Customer-Provided Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Customer-provided registered terminal equipment, registered protective circuitry, and registered communications systems may be directly connected at the customer's premises to the telecommunications network subject to Part 68 of the Federal Communications Commission's Rules and Regulations, as provided in this section of the tariff.

- a. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations are continually satisfied.

The Company may discontinue service or impose other remedies as provided for in Part 68 of the Federal Communications Commission's Rules and Regulations for failure to comply with these provisions.

- b. The customer shall notify the Company of each line to which registered equipment is to be connected in advance of such connection and shall notify the company when such registered equipment is permanently disconnected. The customer shall provide the company the Registration Number and Ringer equivalence Number for the registered equipment.
- c. The customer shall not connect registered equipment to a Company line if:
- 1) The Ringer Equivalence of such equipment in combination with the total Ringer Equivalence of other equipment connected to the same line exceeds

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13.5 CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

1. Customer-Provided Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems (Continued) (T)
 - c. (Continued)
 - 1) the allowance maximum of five or as otherwise determined by the Company, or
 - 2) The ringer is not of a type designed by the Company as suitable for that particular line. (T)
2. Premises Wiring Associated with Registered Communications Systems. (N)

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 telephone network interface, located at the customer's premises and not within an equipment housing.

 - a. Fully-Protected Premises Wiring is premises wiring which is:
 - 1) No greater than 25 feet in length (measured linearly from the point 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.
 - 2) A cord which complies with a. preceding and which is extended once by a registered extension cord. Extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure. (N)

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13.5 CONNECTIONS OF REGISTERED EQUIPMENT (continued) (T)

2. Premises Wiring Associated with Registered Communications Systems (Continued) (N)

a) Fully-Protected Premises Wiring is premises wiring which is: (Continued) |

3) 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 that it conforms to Part 68 of the Federal Communications Commissions Rules and Regulations. |

4) 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. |

b) 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 at the telephone network interface. |

c) Unprotected Premises Wiring is all other premises wiring. (N)

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13.5 CONNECTIONS OF REGISTERED EQUIPMENT (Continued) (T)

2. Premises Wiring Associated with Registered Communication Systems (Continued) (N)

d. Customers who intend to connect premises wiring other than Fully-Protected Premises Wiring to the telephone network shall give advance notice to the company in accordance with the procedures specified in Part 68 of the FCC Rules and Regulations or as otherwise authorized by the FCC.

e. The company may invoke extra-ordinary procedures specified in Part 68 of the FCC Rules and Regulations where one or more of the following conditions are present:

- 1) Information provided in the supervisor's affidavit gives reason to believe that a violation of Part 68 of the FCC Rules and Regulations.
- 2) A failure has occurred during acceptance testing for imbalance.
- 3) Harm has occurred, and there is reason to believe that this harm was a result of wiring operations performed under Part 68 of the FCC Rules and Regulations.

f. 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 and Regulations.

3. Connections Involving National Defense and Security (T)

a. In certain cases Part 68 of the Federal Communications Commission's Rules and Regulations permit the connection on non-registered terminal equipment or communications systems to the telecommunications network, provided that:

- 1) The Secretary of Defense, the head of any other governmental department (having requisite Federal Communications Commission approval), or their authorized representative certifies in writing to the Company that:

(N)

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13.5 CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

(T)

3. Connections Involving National Defense and Security (Continued)

a. (Continued)

1) (Continued)

- a) The connection is required in the interest of national defense and security;
- b) The equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or Company employees; and
- c) The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.6 RESPONSIBILITY OF THE CUSTOMER (N)

1. The customer shall be responsible for the installation, operation and maintenance of any customer-provided terminal equipment or communications system. No combinations of customer-provided terminal equipment or communications systems shall require change in or alteration of the equipment or services of the company, unless that change or alteration is specifically permitted under the provisions of this tariff, or 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, his calling or called party. Upon notice from the company that a customer-provided terminal equipment or communications system is causing such hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.
2. The customer shall be responsible for the payment of a Trouble Determination Charge as provided in "Service Connection Charges" for visits by a company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided terminal equipment or communications system.
3. The customer indemnifies the company against and holds the company harmless from any and all losses, claims, demands, causes of action, damages, costs or liability, in law or in equity, of every kind and nature whatsoever (including, without limiting the generality of the foregoing, losses, claims, demands, causes of action, damages, costs or liability for libel, slander, fraudulent or misleading advertising, invasion of the right of privacy, or infringement of copyright or patent) arising directly or indirectly from the material transmitted over its facilities or arising directly or indirectly from any act or omission of the customer or the calling party while using or attempting to use facilities furnished by the company or arising from combining with, or using in connection with facilities of the company, any equipment or systems of the customer.

(N)

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13.7 RESPONSIBILITY OF THE COMPANY

(T)

1. Telecommunications services are not represented as adapted to the use of customer-provided terminal equipment or communications systems. Where customer-provided 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 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 customer-provided terminal equipment or communications systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided terminal equipment or communications systems, or (3) address signaling where such signaling is performed by customer-provided signaling equipment, or (4) installation, operation or maintenance or any customer-provided equipment.
2. The Company will, at the customer's request, provided information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit customer-provided 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 and Regulations. If such changes can be reasonably expected to render any customer's terminal equipment or communications system incompatible with telecommunications services, or require modification or alteration of such customer-provided terminal equipment or communications systems, or otherwise materially affect its use or performance, the customer will be given adequate notice, as determined by the Company, in writing, to allow the customer an opportunity to maintain uninterrupted service.

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13.7 RESPONSIBILITY OF THE COMPANY (Continued) (T)

4. The Company will provide facilities to the first point or points (demarcation/network) on the customer's premises which, in the judgement of the Company, is suitable for the location of the network interface(s). The most economical route from existing network distribution facilities will determine the approach used in establishing the point-to-demarcation network interface to any point inside the customer's premises designated by the customer for additional charges specified in the "Service Connection Charge" section of this tariff. Route selection and location of point-to-demarcation must be in compliance with regulations set forth in other sections of this tariff and FCC Part 68. (T)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.8 VIOLATION OF REGULATIONS (T)

When any customer-provided terminal equipment or communications system 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 company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the terminal equipment or communications system or correct the violation and shall confirm in writing to the Company within ten (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 or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

13.9 DEFINITIONS (T)

1. GRANDFATHERED COMMUNICATION SYSTEMS (N)

The term "Grandfathered Communications Systems" as used in this section, denotes customer-provided communications systems (including their equipment, premises wiring and protective circuitry if any) connected at the customer's premises, in accordance with any telephone company's tariffs, and that are considered to be grandfathered under Part 68 of the FCC 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 telephone company-provided connecting arrangements) to the telecommunications network as of June 1, 1978.

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13.9 DEFINITIONS (Continued)

(N)

2. GRANDFATHERED CONNECTIONS OF COMMUNICATIONS SYSTEM

The term "Grandfathered Connections of Communications Systems" as used in this section, denotes connections via telephone company-provided connecting arrangements of customer-provided communications systems (including their equipment and premises wiring) at the customer's premises, in accordance with any telephone company's tariffs, and that are considered to be grandfathered under Part 68 of the FCC Rules and Regulations because such connections to the telecommunications network were made via telephone 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.

3. GRANDFATHERED TERMINAL EQUIPMENT

The term "Grandfathered Terminal Equipment" as used in this section, denotes customer-provided terminal equipment (including protective circuitry if any) connected at the customer's premises, in accordance with any telephone company's tariffs, and that is considered to be grandfathered under Part 68 of the FCC 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 telephone company-provided connecting arrangements) to the telecommunications network as of October 17, 1977.

4. GRANDFATHERED CONNECTIONS OF TERMINAL EQUIPMENT

The term "Grandfathered Connections of Terminal Equipment" as used in this section, denotes connections via telephone company-provided connecting arrangements of customer-provided terminal equipment connected at the customer's premises, in accordance with any telephone company's tariffs, and that are considered to be grandfathered under Part 68 of the FCC Rules and Regulations because such connections to the

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13.9 DEFINITIONS (Continued)

(N)

4. GRANDFATHERED CONNECTIONS OF TERMINAL EQUIPMENT
(Continued)

telecommunications network were made via telephone 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.

5. REGISTERED EQUIPMENT

The term "Registered Equipment" as used in this section, denotes equipment which complies and has been approved within the Registration provisions of Part 68 or the FCC Rules and Regulations.

6. EQUIPMENT-TO-EQUIPMENT CONNECTION

The term "Equipment-to-Equipment Connection" as used in this section, denotes the connection of equipment, which by itself is unregistrable for direct use with the telecommunications network, but is registrable or usable with host terminal equipment or communications systems which in turn may be registered in accordance with Part 68 of the Rules and Regulations for direct connection to the telecommunications network.

7. SERVICE TERMINATING ARRANGEMENT

The term "Service Terminating Arrangement" as used in this section, denotes company-provided equipment which terminates exchange telephone service, used for Long Distance Message Telecommunications Service (LDMTS) or Wide Area Telecommunications Service (WATS) at a customer's premises. The "Service Terminating Arrangement" provides a clearly delineated interface which facilitates the design, isolation, and testing of LDMTS or WATS. Where a protective connecting arrangement is required, the "Service Terminating Arrangement" is provided as part of the protective connecting arrangement.

(N)

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13.10 ADDITIONAL PROVISIONS FOR CONNECTIONS OF CERTAIN CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (T)

1. Alarm Detection and Reporting Equipment

Customer-provided alarm detection and reporting equipment may be used in connection with telephones associated with individual lines or dial PBX, Centrex, and ESSX-1 station lines in accordance with this section, except that such equipment shall not be used to interconnect any line or channel of the Company with any other line or channel of the Company or any other person.

2. Audible Indicating Equipment Provided by Municipal Water Companies, Power Companies, U. S. Government and Others

Audible indicating equipment provided by a customer may be used in connection with services of the Company in accordance with this section subject to the following conditions:

- a. The equipment provided by the customer will be connected with the Company's lines only through unattended station equipment furnished by the Company, and may be used only for the transmission of audible signals or tones to stations calling the unattended station.
- b. The facilities furnished by the Company will include the unattended station equipment and an associated telephone station, so arranged that the audible indicating equipment will be automatically made inoperative when the associated telephone station is in use.
- c. Such facilities will be furnished only in connection with private individual business lines or business PBX lines.

3. Recording, Reproducing and Automatic Answering and Recording Equipment

- a. Customer-provided recording, reproducing and automatic answering, and recording equipment connected in accordance with this section may be used with Local, PBX, Centrex, ESSX-1 Service, Long Distance Message Telecommunications Service and Wide Area Telecommunications Service lines except that use for unattended operation is only available where full selective ringing is employed.

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13.10 ADDITIONAL PROVISIONS FOR CONNECTIONS OF CERTAIN CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (T)
(Continued) |

3. Recording, Reproducing and Automatic Answering and Recording Equipment (Continued) |

b. Customer-provided recording, reproducing and automatic answering an recording equipment shall not be used to interconnect any line or channel of the Company with any other communications line or channel of the Company or of any other person, except as expressly authorized in the Rules and Regulation section of this tariff. |

c. Customer-provided recording, reproducing and automatic answering and recording equipment may be connected with facilities of the Company only when and for so long as the customer furnished a sufficient number of such equipments and subscribes to adequate telephone facilities to handle the volume of telephone calls received without interfering with any of the services offered by the Company. In the event that the use of customer-provided equipment causes such interference, the Company shall have the right to discontinue service without prior notification to the customer. Changes in announcement messages will be made at such time as in the judgement of the Company will not interfere with the Company's general telephone service. |

d. Customer-provided reproducing and automatic answering and recording equipment shall not be used with private telephone numbers. (T) |

4. Telephotograph Equipment

a. Telephotograph equipment provided by the following customers may be connected to lines of the Company in accordance with this section, for use by such customers for transmission and reception of the material set forth following:

1) The Press-pictures and similar material for publication.

2) Law enforcement agencies-fingerprints, ballistic data, identification photographs, and similar material for law enforcement.

3) The armed forces of the United States - information of military necessity essential to the national defense.

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13.10 ADDITIONAL PROVISIONS FOR CONNECTIONS OF CERTAIN CUSTOMER- (T) PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (T) (Continued)

4. Telephotograph Equipment (Continued)

a. (Continued)

- 4) Civilian defense agencies - information essential for the discharge of their responsibilities in emergencies.
- 5) United States Weather Bureau - weather information

b. Telephotograph equipment may be used at PBX stations in guest rooms of hotels or motels subject to the consent of the hotel or motel concerned.

c. Company's Right to Interrupt Connection

The Company may interrupt the connection if any time such action should become necessary in order to protect any of its services because of departure from the requirements under which the connection is permitted.

d. Responsibility of the Company

The Company assumes no responsibility for the quality of, or defects in the material transmitted or received regardless of cause.

e. Use with Long Distance Message Telecommunications Service

The regulations and rates for each call made for the purpose of transmitting pictures are those applicable for Long Distance Message Telecommunications Service, i.e., station-to-station, person-to-person, or conference, according to the connection established.

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Issued: 2/19/91

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13.11 INTERPOSITIONING OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (N)

1. Interpositioned customer premises equipment arrangements (i.e., arrangements of terminal equipment and communications systems) are those arrangements which require that company-provided equipment gain access to the telecommunications network through customer-provided equipment.
2. Customer-provided equipment may be interpositioned at the customer's premises either between the company-provided equipment and the telecommunications network or between items of company-provided equipment. Company-provided equipment will be furnished in an interpositioned configuration for use with telecommunications services in accordance with the following:
 - a. Customer-provided equipment to be connected in an interpositioned configuration must meet the requirements of Part 68 of the FCC Rules and Regulations.
 - b. The connections between equipments of the interpositioned configuration must conform to recognized standard interfaces such as those specified by the Electronics Industries Association (EIA) or authorized by Part 68 of the FCC Rules and Regulations.
 - c. The interpositioning must occur at the same premises where the associated telecommunications service is terminated.
 - d. Any premises wiring which is provided by the customer must be provided in accordance with provisions of Part 68 of the FCC Rules and Regulations.
 - e. The company reserves the right to determine whether or not any individual interpositioned configuration is technically feasible and compatible with company-provided services and equipment; however, if such a configuration is provided:

(N)

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13.11 INTERPOSITIONING OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Continued) (N)

2. (Continued)

e. (Continued)

- a. The company makes no representation as to the quality of transmission over an interpositioned configuration. Maintenance responsibility for company-provided equipment so connected is limited to assuring that the company-provided equipment is functioning properly.
- b. When interpositioned connections are made, it shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment with company-provided services and equipment.

13.12 EQUIPMENT-TO-EQUIPMENT CONNECTIONS

1. Equipment-to-equipment connections, as defined in definitions preceding, will only be permitted with company-provided host terminal equipment and communications systems when:

- a. The supplier of the added equipment insures compliance of the combined host and added equipment, including wiring, with Part 68 of the FCC rules and Regulations and provisions of this tariff.
- b. Connection of the added equipment to the host is made through a company-provided interface which:
 - 1) Provides all points of connection between the added equipment and wiring internal to host equipment housings.
 - 2) Permits reasonable trouble isolation, as determined by the Company.

(N)

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13.12 EQUIPMENT-TO-EQUIPMENT CONNECTIONS (Continued)

1. (Continued)

b. (Continued)

3) Is otherwise acceptable to the company for the specific connection to be accomplished.

c. Such permission does not necessitate disclosure, by the company, of information which is proprietary in nature.

d. The customer subscribing to the host notifies the company of the added equipment and the host terminal equipment or communications system to which such added equipment is to be connected, in advance of such connection, and agrees to notify the company when such added equipment is permanently disconnected.

The Company reserves the right to not allow, or to require disconnection of, an equipment-to-equipment connection to any company-provided host terminal equipment or communications system for reasons including, but not limited to:

2. Incompatibility of a specific equipment-to-equipment connection with the design and/or functioning of a specific host of impairment in the performance of a specific host following such connection.

3. Inability to accommodate an equipment-to-equipment connection with out manufacturing or other modifications to the host which, in the opinion of the company, are unwarranted.

Rates and charges for equipment-to-equipment connections to company-provided host terminal equipment and communications systems will be based on the costs attributable to the specific connection and/or disconnection involved.

(N)

(N)

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13.12 EQUIPMENT-TO-EQUIPMENT CONNECTIONS (Continued)

(N)

2. The customer subscribing to the host will be responsible for the payment of the Maintenance of Service Charge as specified in "Service Connection Charges", of this tariff for visits by a company employee to the customer's premises in response to a service difficulty or trouble report resulting from the addition of customer-provided equipment to company-provided host terminal equipment or communications systems.

13.13 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS

1. Direct Connections

a. Grandfathered Terminal Equipment and Communications Systems

Grandfathered terminal equipment and communications systems 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 and Regulations, subject to the following:

- a) The customer shall notify the company when such grandfathered terminal equipment is to be connected and shall notify the company when such grandfathered terminal equipment is to be permanently disconnected; such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment;
- b) all such connections shall comply with the minimum protection criteria following;

(N)

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13.13 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)

(T)

1. Direct Connections (Continued)

a. Grandfathered Terminal Equipment and Communications Systems (Continued)

- c) premises wiring shall conform to Part 68 of the FCC Rules and Regulations;
- d) no changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer;
- e) additions to grandfathered communications systems may be made without registration of any additional equipment involved if:
 - 1) equipment so added is being reconnected, i.e., was previously directly connected prior to January 1, 1980, in accordance with telephone company tariffs; and
 - 2) such additions comply with the provisions of a. through e. preceding.
- f) additions of registered equipment to grandfathered communications systems are subject to the provisions of this section preceding.
- g) Customer-provided terminal equipment and customer-provided communications systems connected to the telecommunications network via customer-provided grandfathered protective circuitry are subject to the provisions preceding.

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13.13 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued) (N)

2. Connections Through Connecting Arrangements Provided by the Company

a. Basis of Connection

- 1) Grandfathered connections of terminal equipment and grandfathered connection of communications systems made in accordance with "b" below may remain connected and be moved and reconnected for the life of the equipment and may be modified only in accordance with Part 68 of the FCC Rules and Regulations. Connecting arrangements used for such moves and reconnections will continue to be provided by the company subject to their availability, at the rates and charges specified in this section.
- 2) Equipment-to-equipment connections made prior to July 1, 1980, may remain connected and be moved and reconnected for the life of such devices or system components (and may be modified only in accordance with Part 68 of the FCC Rules and Regulations), or for the life of the company-provided terminal equipment or communications system. Connecting arrangements used for reconnection of such customer-provided devices or system components will continue to be provided by the company, subject to their availability at the rates and charges specified in this section.
- 3) Customer-provided communications systems which are not subject to Part 68 of the FCC Rules and Regulations may be connected in accordance with this section. Company-provided connecting arrangements are furnished for the connection of such systems at the rates and charges specified in this section.

(N)

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13.13 **CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED SYSTEMS (Continued)** (N)

2. Connections Through Connecting Arrangements Provided by the Company (continued)

a. Basis of Connection (continued)

4) Separate, identifiable and discrete protective circuitry (i.e., connecting arrangements) used for grandfathered connections of communications systems to the telecommunications network may be removed or replaced with apparatus of lesser protective function, provided that any equipment, and any premises wiring whose classification is changed thereby, conforms to Part 68 of the FCC Rules and Regulations.

b. Network Control Signaling

Network control signaling shall be performed by equipment furnished, installed and maintained by the company, except that:

- 1) Customer-provided tone-type address signaling is permissible through a company-provided connecting arrangement. When the customer has the capability to originate calls by means of such instruments and special central office facilities exist, the rates and charges for Tel-Touch Service specified in this tariff apply.
- 2) Signaling functions may be performed by customer-provided Conforming Answering Devices as specified in this section of the tariff.

(N)

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13.13 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)

(N)

3. Grandfathered Connections of Terminal Equipment

a. Data Terminal Equipment

Subject to the provisions of A1.a" preceding, customer-provided data terminal equipment (including telephotograph equipment) may be connected at the customer's premises to the telecommunications network through a network control signaling unit and a data access arrangement provided by the company in accordance with the following:

- 1) The customer shall furnish the equipment which performs the functions of:
 - a) conditioning the data signals generated by the customer-provided terminal equipment to signals suitable for transmission by means of Company services, and
 - b) conditioning signals transmitted by means of Company services to data signals suitable for reception by customer-provided equipment.
- 2) The customer-provided data terminal equipment must comply with the minimum protection criteria specified in this section following:
- 3) Where a data access arrangement is furnished in connection with customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the customer-provided terminal equipment for voice communication.

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13.13 CONNECTIONS OR GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued) (N)

3. Grandfathered Connections of Terminal Equipment (Continued)

b. Voice Terminal Equipment

Subject to the provisions of "1.a" preceding, customer-provided voice terminal equipment may be connected at the customer's premises to the telecommunications network in accordance with the following:

- 1) The connection shall be made through a network control signaling unit and a connecting arrangement furnished by the company. In accordance with this tariff, a connecting arrangement is not required for the connection of Attested Equipment of Conforming Answering Devices.
- 2) Where a data access arrangement is furnished in connection with customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the customer-provided terminal equipment for voice communication.
- 3) The customer-provided voice terminal equipment must comply with the minimum protection criteria specified in this section following:

(N)

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13.13 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued) (N)

4. Grandfathered Connections of Communications Systems

Subject to the provisions of "1.a" preceding, customer-provided communications systems may be connected at the customer's premises to telecommunications services in accordance with the following:

- a. The connection shall be through a network control signaling unit and connecting arrangement furnished by the Company.
- b. The provisions relating to minimum protection criteria set forth in this section following shall apply to the connection of customer-provided communications systems.

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13.13 **CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)** (N)
(N)

5. Minimum Protection Criteria for Electrical Connections (T)

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 12 dB 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 customer-provided equipment to the company interface 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 customer-provided equipment to the company interface located on the customer's premises meet the following limits:

- 1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18 dB below the power of the signal as specified above.
- 2) The power in the band from 4,005 Hertz to 10,000 Hertz shall be at least 16 dB below one milliwatt.
- 3) The power in the band from 10,000 Hertz to 25,000 Hertz shall be at least 24 dB below one milliwatt.
- 4) The power in the band from 25,000 Hertz to 40,000 Hertz shall be at least 36 dB below one milliwatt.
- 5) The power in the band above 40,000 shall not exceed 50 dB below one milliwatt.

(T)

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13.13 CONNECTION OF GRANDFATHERED TERMINAL AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued) (N)
(N)

5. Minimum Protection Criteria for Electrical Connections (Continued) (T)

c. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the company interface located on the customer's premises at no time have energy solely in the 2,450 to 2,750 Hertz band. If signal power is in the 2,450 to 2,750 Hertz band, it must not exceed the power present at the same time in the 800 to 2,450 Hertz band. (T)

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13.13 **CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)** (N)
(N)

6. Attested Equipment Connected Prior to July 1, 1980 (T)

a. Until July 1, 1980, customer-provided headsets and non-powered conferencing equipment which met the standards and procedures set forth by the company for Attested Equipment may be connected at the customer's premises to the telecommunications network in accordance with a. through f. following. Such equipment may remain connected and be moved and reconnected in accordance therewith for the life of the equipment unless subsequently modified.

- 1) The connection shall be made through an interface termination (e.g., headset jack) provided by the Company.
- 2) The Identification Number issued by the Company to the manufacturer or supplier must appear on each unit of Attested Equipment utilized.
- 3) Customers must notify the Company of their intention to connect Attested Equipment. Such notification must include the Identification Number of the equipment and the location at which that equipment is to be used.
- 4) Attested Equipment may not:
 - a) be connected to a source of electrical power which is external to the telecommunications network;
 - b) be grounded;
 - c) perform any network control signaling functions prior to and including the establishment of the intended transmission path;

(T)

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- 13.13 CONNECTIONS OF GRANDFATHERED TERMINAL AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued) (N)
(N)
6. Attested Equipment Connected Prior to July 1, 1980 (Continued) (T)
- a. (Continued)
- 4) (Continued)
- d) have amplification in the transmission path (other than single ended terminal devices with the maximum gain limited so that the output power meets the minimum protection criteria set forth in the preceding); and
- e) use writing external to such equipment that is permanently affixed at the site of the installation other than portable connections compatible with the interface terminations provided by the Company.
- 5) Attested Equipment must comply with the minimum protection criteria set forth in the preceding "Minimum Protection Criteria for Electrical Connections".
- 6) In the event Attested Equipment bearing an Identification Number does not meet the requirements set forth by the Company, the customer using such Attested Equipment shall either disconnect the equipment from the company service or arrange for connection of the equipment in accordance with the preceding. (T)
7. Conforming Answering Devices Connected Prior to July 1, 1979 (N)
- a. Customer-provided Conforming Answering Devices which meet the standards and procedures set forth by the company for Conforming Answering Devices and which were connected at the customer's premises to the telecommunications network prior to July 1, 1979, in accordance with a. through e. following, may remain connected and be moved and reconnected in accordance therewith for the life of the equipment, unless subsequently modified. (N)

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13.13 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)

(N)

7. Conforming Answering Devices Connected Prior to July 1, 1979
(Continued)

a. (Continued)

- 1) Customers shall notify the company of their intention to connect Conforming Answering Devices. Such notification shall include the location at which the Conforming Answering Device is to be used as well as its Conformance Number.
- 2) The Conforming Answering Device shall only be connected by means of a jack or jack arrangement provided by the Company.
- 3) Conforming Answering Devices may not:
 - a) be used to transmit or receive data signals;
 - b) be used to originate calls.
- 4) The Conforming Answering Device shall comply with the minimum protection criteria set forth in "Minimum Protection Criteria for Electrical Connections".
- 5) In the event that an answering device bearing a Conformance Number does not meet the requirements of the company for Conforming Answering Devices, the customer using such answering device shall either disconnect the device from the Company service or arrange for connection of the device in accordance with "Connections of Registered Equipment" preceding.

(N)

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13.13 **CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHER COMMUNICATIONS SYSTEMS (Continued)** (N)

- 8. Customer-provided voice or data terminal equipment (including telephotograph equipment) and customer-provided communications systems may be acoustically or inductively connected at the customer's premises to the telecommunications network provided the acoustic or inductive connection is made externally to the network control signaling unit when such unit is provided by the Company.
- 9. Customer-provided tone-type address signaling is permitted through such connections, however, the services of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such matter.
- 10. Accessories

Customer-provided accessories may be used with telecommunications services provided that such accessories comply with the provisions preceding.
- 11. Connections of Customer-Provided Communications Systems Not Subject to Part 68 of the Federal Communications Commission's Rules and Regulations
 - 1. Customer-provided communications systems not subject to Part 68 of the FCC Rules and Regulations may be connected with telecommunications services in accordance with "a, b and c" following. These communications systems (including channels derived from such systems), not exceeding voice grade, may be connected at the customer's premises provided that:
 - a. The connection is made through a connecting arrangement furnished by the Company.

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13.13 CONNECTION OF GRANDFATHERED TERMINAL EQUIPMENT AND FACILITIES COMMUNICATIONS SYSTEMS (Continued) (N)

11. Connections of Customer-Provided Communication Systems Not Subject to Part 68 if the Federal Communications Commission's Rules and Regulations (Continued)

1. (Continued)

b. The connection is:

- 1) Through switching equipment, or
- 2) Through a network control signaling unit and connecting arrangement furnished by the Company, or
- 3) Directly to the company-provided connecting arrangement if the customer-provided communications system is arranged to promptly return the exchange telephone service or WATS line to an idle (on hook) state if the system fails. The customer shall then notify the company of the failed condition.

c. The provisions relating to minimum protection criteria set forth preceding shall apply to the connection of customer-provided communications systems.

12. Connections of Customer-Provided Terminal Equipment to Services Specifically Exempted from the Federal Communications Commission's Registration Program

1. Customer-provided terminal equipment may not be connected to services specifically exempted from the Federal Communications Commission's Registration Program. Such services are Public or Semipublic Coin Telephone Service.

(N)

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13.13 **CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)** (N)

13. Connections of Service Station Lines and Facilities Furnished by the Customer Which Involve Hazardous or Inaccessible Locations

1. Except as otherwise provided below, service station lines, and facilities furnished by the customer which involve hazardous or inaccessible locations, may be connected to the telecommunications network.
2. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with above prior to January 1, 1980, may remain connected and be moved and reconnected for the life the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems to the telecommunications network in accordance with "Connections of Registered Equipment" preceding.

(N)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.14 **CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS SYSTEMS** (N)

1. General Provision

Communications systems provided by the Other Common Carrier hereafter referred to as the OCC, may be connected with the facilities furnished by the company for exchange, Long Distance Message Telecommunications Service, and Wide Area Telecommunications Service as specified in 2 through 8 following.

2. Responsibility of the Customer

Where exchange, Long Distance Message Telecommunications Services, and Wide Area Telecommunications Service are available under this tariff for use in connection with OCC-provided communications systems, the operating characteristics of such systems shall be such as not to interfere with any of the services offered by the company. Such use is subject to the further provisions that the OCC-provided systems do not endanger the safety of company employees or the public; damage, require change in, or alteration of, the equipment or other facilities unless the change or alteration is specifically permitted under the provisions of "Equipment-to-Equipment Connections" of this tariff; impair the operation of the telecommunications system or otherwise injure the public in its use of company's services. Upon notice from the company that the OCC-provided system is causing or is likely to cause such hazard or interference, the customer shall arrange with the OCC to make such change as shall be necessary to remove or prevent such hazard or interference.

The customer shall be responsible for payment of a Maintenance of Service Charge, as set forth in "Service Connection Charges" for each repair visit by the company to the premises of the customer where the service difficulty results from the use of equipment, facilities, or services provided by an Other Common Carrier.

(N)

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13.14 **COMMUNICATIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)** (N)

3. Network Control Signaling

Satisfactory performance of the telecommunications network requires continuing functional capability of the network control signals and the switching equipment involved. To assure such continuing capability, network control signaling (except customer-provided or OCC-provided connecting arrangement) in the furnishing of telecommunications service shall be performed by equipment furnished, installed and maintained by the company or the OCC.

4. Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Customer

Other Common Carrier-provided communications systems (including channels derived from such systems) analog, not exceeding voice or digital, may be connected with exchange, Long Distance Message Telecommunications Service at the premises of the customer, provided that the connection is only made through a Service Termination Arrangement in one of the following ways:

- a. The connection is either through equipment which effects such connection externally to a company-provided network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving or through direct electrical connection in accordance with "b" or "c" below.

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13.14 CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS SYSTEMS (Continued) (N)

4. Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Customer (Continued)
 - b. Where the connection with the OCC-provided communications systems involves direct electrical connection to the facilities furnished by the company for exchange, Long Distance Message Telecommunications Service, or Wide area Telecommunications Service, such connection shall be made:
 - 1) Through switching equipment,
 - 2) Through a channel derivation device, or
 - 3) Directly to the Service Terminating Arrangement
 - c. Where the connection is made by means of switching equipment provided by the customer, or by means of a channel derivation device provided by the customer, such switching equipment or derivation device, and the facilities provided by the OCC shall be treated as a customer-provided communications system and the regulations applicable to the connection of customer-provided communications systems shall apply, as set forth in "Connections of Registered Equipment" and "Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems".
 - d. Connection may be made if the forms of electrical communication are the same and consistent with those for which the company-provided service is offered. Connections are not represented as being suitable for satisfactory transmission.

(N)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.14 CONNECTIONS OF OTHER CARRIER-PROVIDED COMMUNICATIONS SYSTEMS (Continued) (N)

- 4. Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Customer (Continued)
 - e. The rates and charges for connection with OCC-provided communications systems shall be the same as those that would apply if company services were so connected. The rates and charges to the customer are in addition to the rates and charges made by the OCC for the services and channels which it provides.
 - f. The customer has a requirement to communicate over the WATS line to or from the premises of that customer located in the same state and state subdivision as that for which the WATS initial period rate applies. Other Common Carrier-provided communications systems which are connected directly to the Service Terminating Arrangement must terminate only in that WATS same state and state subdivision in terminal equipment or a multiline terminating system.
- 5. Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Company
 - a. Communications Systems (utilizing central office connecting facilities), not exceeding voice grade, provided by an OCC to a customer may be directly connected at the premises of the company with exchange service or Long Distance Message Telecommunications Service furnished by the company to the same customer, provided such connections are made through:
 - 1) Individual exchange lines or PABX trunk exchange lines to permit communications via the OCC-provided communications system, to or from the customer's premises located in an exchange foreign to the exchange in which the connection is made.

(N)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.14 CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS SYSTEMS (Continued) (N)

5. Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Company (Continued)

a. (Continued)

2) Centrex control switching equipment furnished in accordance with other provisions of this tariff.

b. Communications Systems (utilizing central office connecting facilities), not exceeding voice grade, provided by an OCC to a customer may be connected at the premises of the company with WATS furnished by the company to the same customer, provided the connection is made through:

1) Centrex control switching equipment furnished in accordance with other provisions of this tariff.

2) Common control switching arrangements or a switching center for enhanced private switched communications services in accordance with F. C. C. No. 1, Exchange Carrier Association Tariff.

The connections specified above shall be made only if:

a) The customer has a requirement to originate or terminate communications over the WATS line to do or from premises of that customer located in the same state and state subdivision as that for which the WATS initial period rate applies; and

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.14 CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS SYSTEMS (Continued) (N)

5. Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Company (Continued)

b. (Continued)

2) (Continued)

b) The forms of electrical communications are the same and consistent with those for which the company-provided service is provided.

c. Channels (utilizing central office connecting facilities), not exceeding voice grade, provided by an OCC, to a customer may be connected with WATS arranged for outward service furnished by the company to the same customer, at the WATS central office which normally serves the customer's premises provided that:

1) The customer has a requirement to originate communications over the WATS line from premises of that customer located in the same state and state subdivision as that for which the WATS initial period rate applies;

2) Connection shall be made only if the forms of electrical communications are the same and consistent with those for which the company-provided service is offered;

(N)

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13.14 CONNECTION OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)

(N)

5. Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Company (Continued)

c. (Continued)

3) Such OCC channel is dedicated to the exclusive use of the WATS customer and is terminated at the premises of the OCC in switching equipment provided by the OCC to the WATS customer as part of its authorized domestic switched private line service;

4) All communications over outward WATS will originate at the premises of the WATS customer via an access channel to the OCC's switching arrangement. That access channel will be dedicated to the private use of the WATS customer and not used or usable for public communications service.

6. OCC Service

All arrangements for service provided by an OCC shall be made by the customer with that carrier. The furnishing of exchange, Long Distance Message Telecommunications Service, and Wide Area Telecommunications Service by the company is not a part of a joint undertaking with the OCC.

(N)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)

(N)

7. Responsibility of the Company

1. The company shall not be responsible for the installation, operation or maintenance of any OCC-provided communications equipment or system. Exchange, Long Distance Message Telecommunications Services, and Wide Area Telecommunications Service are not represented as adapted to the use of OCC-provided equipment or systems and where such equipment or systems are connected to company facilities, the responsibility of the company shall be limited to the furnishing of facilities suitable for exchange, Long Distance Message Telecommunications Service, or Wide Area Telecommunications Service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service; subject to this responsibility, the company shall not be responsible for (1) the through transmission of signals generated by the OCC-provided equipment or system or for the quality of, or defects in, such transmission, or (2) the reception of signals by the OCC-provided equipment or system or (3) network control signaling where such signaling is performed by OCC-provided network control signaling equipment.

2. Where an OCC-provided communications system utilizes satellite facilities, or is connected to a communications system which utilizes satellite facilities, the connection of such OCC-provided system to WATS may result in th utilization of two or more satellite circuits on the same combined connected facilities. The responsibility of the company where such a system is connected to WATS shall be limited to the furnishing or facilities suitable for WATS and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility the company shall not be responsible for the quality of the through transmission of signals on such connection. Except for defects in the WATS, the Company shall not apply any allowance for impaired transmission resulting from such connection to the charges for WATS associated with such connection.

(N)

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13.14 **CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)** (N)

- 7. Responsibility of the Company (Continued)
 - 3. Except for defects in the WATS, the Company shall not apply any allowance for impaired transmission resulting from such connection to the charges for WATS associated with such connection. The Company shall not be responsible to the customer or OCC if changes in minimum network protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by an OCC thereof, obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.

- 8. Violation of Regulations
 - 1. When any OCC-provided system is connected to the Exchange, Long Distance Message Telecommunications Service, or Wide Area Telecommunications Service, in violation of any of the provisions in "Connections of Other Common Carrier-Provided Communications Systems", the Company will take such immediate action as necessary for the protection of the network, and will promptly notify the customer of the violation. The customer shall discontinue such connection of the equipment, or system or correct the violation and shall confirm in writing to the company within ten days, following the receipt of written notice from the company, that such connection has ceased or that the violation has been corrected. Failure of the customer to discontinue such connection or to correct the violation and to give the required written confirmation to the company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this tariff. (N)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.15 **RECORDER CONNECTOR**

(N)

1. Rates

Each recorder connector equipped with an automatic recorder tone device will be based on cost equipment, divided by 18 to determine the monthly rate. Installation will be based on cost, plus applicable service connection charges.

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(N)

2. Conditions

a. Customer-provided recording, reproducing and automatic answering and recording equipment may be used in connection with facilities of the Company for the following purposed and subject to the following conditions:

b. Recording of two-way telephone conversation:

1) Connection of customer-provided voice recording equipment with facilities of the Company for the recording of telephone conversations shall be made only through recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when recording equipment is in use.

2) Permanent connection shall be made only through recorder connector equipment furnished, installed, and maintained by the Company.

Applicable to existing services and Telephone Company supply acquired prior to 1/01/83, in accordance with FCC Docket 20828.

(N)
(N)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.15 RECORDER CONNECTOR (Continued) (N)

2. Conditions (Continued)

- c. Connection may be made through portable recorder connector equipment provided such equipment is obtained from and is maintained by the Company. The portable recorder connector equipment shall be connected with the telephone line through jacks installed by the Company on each line or at each station used for recording purposes except that where recording is done at a cord switchboard, a portable jack box supplied and maintained by the Company may be used.
- d. The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Company or switched on and off.
- e. When Federal Communications Commission licensed broadcast station customer records two-way conversations solely for broadcast over the air, recorder connector equipment which does not contain the automatic recorder tone device may be used at the option of the customer. Such equipment will be provided to the customer at the rates and charges filed for recorder connector equipment equipped with a tone device, under rates above.

(N)

Applicable to existing services and Telephone Company supply acquired prior to 1/01/83, in accordance with FCC Docket 20828.

(N)

(N)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.16 RECORDER COUPLER (N)

1. Rates (N)

Each recorder coupler without automatic tone device will be based on cost of equipment, divided by 18 to determine the monthly rate. Installation will be based on cost, plus applicable service connection charges. (N)

2. Conditions (N)

a. Recording of incoming message only:

Connection of customer-provided recording equipment with the facilities of the Company for the recording of incoming messages only shall be made through connecting equipment furnished, installed, and maintained by the Company. Such connecting equipment permits an attendant to use telephone sets furnished on the same line to monitor the recording of incoming messages but physically prevents recording during two-way telephone conversations. A recorder tone is not equipped.

b. Transmission of prerecorded messages:

Connection of customer-provided reproducing equipment with the facilities of the Company for the transmission or prerecorded messages shall be made through connecting equipment furnished, installed and maintained by the Company.

c. Automatic answering and recording equipment:

Connection of customer-provided automatic answering and recording equipment with facilities of the Company for transmitting a prerecorded message to the calling party, if desired, and recording an incoming message only shall be made through connecting equipment furnished, installed and maintained by the Company. Such connecting equipment will automatically trip the ringing and hold the connection.

Applicable to existing services and Telephone Company supply acquired prior to 1/01/83, in accordance with F.C.C. Docket 20828. (N)

(N)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.16 RECORDER COUPLER (Continued) (N)

2. Conditions (Continued)

c. (Continued)

Automatic answering equipment for transmitting the prerecorded message may be provided by the customer subject to the following conditions:

- 1) For purposed of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
- 2) Customers transmitting factual public announcements such s time, weather, stock market quotations, air line schedules and similar information are excluded from the preceding condition.

(N)

Applicable to existing services and Telephone Company supply acquired prior to 1/01/83,
in accordance with F.C.C. Docket 20828.

(N)

(N)

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13.17 ALARM COUPLER (T)

1. The Alarm Coupler is intended for use with one-party telephone service and is furnished only where the called number can be dialed directly without the assistance of an operator. (T)

2. The subscriber shall indemnify and hold harmless and thereby release the Company from any and all legal or other expenses, claims, costs, losses, suits or judgements for damages or injuries to or deaths of persons, or damages to or destruction of property arising in any way directly or indirectly, by reason of any use by the customer of the facilities provided by the Company/ (N)

3. The customer will furnish the power to the alarm coupler and also provide the plug with a hood for connection to the five-pin connector as specified by the Company. |

4. Rates and Charges |

The rate and charges below are in addition to applicable rates and charges for associated equipment. |

Alarm Coupler to be used with customer-provided alarm reporting system will be based on cost of equipment, divided by 18 to determine the monthly rate. Installation will be based on cost, plus applicable service connection charges. |

5. Optional Equipment |

Optional Equipment will be based on cost of equipment, divided by 18 to determine the monthly rate. Installation will be based on cost, plus applicable service connection charges. (N)

Applicable to existing services and Telephone Company supply acquired prior to 1/1/83, in accordance with FCC Docket 20828. (N)

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13. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

13.18 DATA ACCESS COUPLERS

(N)

1. Data Access Arrangements

- a. Arrangements for automatic operation of data access couplers in connection with customer-provided data transmitting and/or receiving equipment:
 - 1) For interface in the manual connection of customer-provided data equipment to telephone network.
- b. Arrangements for automatic operation of data access couplers in connection with customer-provided data transmitting and/or receiving equipment:
 - 1) For use with unattended sending and/or customer-provided pulse dialer equipment without power supply:
 - a) Arrangement for unattended sending and receiving through a contact closure type control interface,
 - b) Power supply for use with contact closure type interface when not supplied by customer,
 - c) Arrangement for unattended sending and receiving through a voltage type control interface,
 - d) Line Current Status Indication.

2. Rates

When one of the above Data Access Arrangements is requested by a customer, the Company will provide such arrangement based on the cost of the equipment, divided by 18 to determine the monthly charge. Installation charges will be based on cost, plus applicable service connection charges.

3. Conditions

- a. Data access arrangement denotes a protective connecting arrangement for use with the network control signaling unit. The protective connecting arrangement may be located either on the customer's premises and/or at the Company option, in the Company's central office.

Applicable to existing services and Telephone Company supply acquired prior to 1/1/83, in accordance with FCC Docket 20828.

(N)

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13.18 DATA ACCESS COUPLERS (Continued) (N)

3. Conditions (Continued)

- b. Data access arrangement will be provided in connection with individual business and residence lines, WATS access line, PABX system station lines of the Company and will be furnished in conjunction with arrangements for the connection of customer-provided equipment and facilities.
- c. Arrangement for automatic operation of data access couplers are intended for use with customer-provided data transmitting and/or receiving terminal equipment capable of automatic unattended origination, answer and disconnection of telephone calls.
- d. Arrangements for automatic operation data access couplers, for use with unattended sending and receiving and/or customer-provided pulse dialing equipment, are intended for use with customer-provided computer installations and require a suitable power source.
- e. Arrangements for automatic operation of data access couplers for use with unattended sending and/or receiving equipment, with company or customer-provided automatic calling units, require customer-provided commercial power, and may, at the customer's option, be furnished with automatic calling units at rates and charges provided under Rates in this section.

(N)

Applicable to existing services and Telephone Company supply acquired prior to 1/1/83, in accordance with FCC Docket 20828.

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Cancels 1st Revised Page 1

Issued: 9/15/10

Effective: 10/15/10

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Effective: 3/23/91

14. DATA SERVICE

Reserved for Future Use

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Effective: 10/15/10

(D)

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Issued: 9/01/07

16. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

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Issued: 9/01/07

Effective: 10/01/07

16. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

16.1 MESSAGE TOLL TELEPHONE SERVICE CONCURRENCE (T)

Applicability

Applicable to message toll telephone service furnished or made available by the Company between its points and points reached over facilities of connecting companies.

Territory

Between points in the State of Tennessee where the respective rate centers of such points are located in said state. The West Tennessee Telephone Company, Inc. (T) concurs in the standard toll rates, rules, and regulations governing such communications as filed by the BellSouth Telecommunications, Inc., together with (T) any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or cancelled by either party, except Dial Direct Station-to-Station Long Distance Message Telecommunications Service (N)(T) (MTS). The West Tennessee Telephone Company, Inc. hereby expressly reserves (N)(T) the right to cancel this statement of concurrence at the time when it appears that such cancellation is in the best interest of the West Tennessee Telephone Company, (T) Inc., subject to the jurisdiction of the Tennessee Regulatory Authority as it applies. (T)

Application (N)

This tariff applies to Dial Direct Station-to-Station Long Distance Message |
Telecommunications Service (MTS) furnished or made available by the Company |
and its connecting companies, over facilities within the state of Tennessee, between |
two or more points within the state of Tennessee where the respective rate centers |
of such points also are located within the same LATA in said state. (N)

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Lera Roark

Original Page 1.1

Vice President

Issued: 9/01/07

Effective: 10/01/07

16. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

16.1 MESSAGE TOLL TELEPHONE SERVICE CONCURRENCE (Continued)

General

- A. Long Distance Message Telecommunications Service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service, on a dialed direct station-to-station basis.
- B. Long Distance MTS is provided for use by the Customer and may be used by others when so authorized by the Customer. Use of the service is subject to regulations in "Rules and Regulations" section of this tariff, which restrict the use of service and prohibit payment to the Customer by another for use of the service.
- C. Service is offered to Residential and Business customers on a Station-to-Station, dialed direct basis only.

Rates and Charges

- A. Charges for each Long Distance MTS message between any two points within the state are determined as follows:
 - 1. Rates are not mileage sensitive.
 - 2. Rates are applied for each minute or fraction thereof.

**Rate for dialed direct, station to station calls is \$0.15 per minute.
All days, all hours.**

ALL MATERIAL ON THIS PAGE IS NEW.

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Lera Roark
Vice President

Issued: 9/01/07

Effective: 10/01/07

16. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

16.1 MESSAGE TOLL TELEPHONE SERVICE CONCURRENCE (Continued)

Rates and Charges (Continued)

B. Rate Discounts for Speech and Hearing Impaired

The following discounts apply only to speech and hearing impaired dialed direct station-to-station calls, when documentation has been provided to the telephone company:

	Rates and Applicable Periods						
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
8:00 AM to 5:00 PM ¹	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	47 % Disc.	47 % Disc.
5:00 PM to 11:00 PM ¹	20 % Disc.	20 % Disc.	20 % Disc.	20 % Disc.	20 % Disc.	20 % Disc.	20 % Disc.
11:00 PM to 8:00 AM ¹	47 % Disc.	47 % Disc.	47 % Disc.	47 % Disc.	47 % Disc.	47 % Disc.	47 % Disc.

Day Rate Period - Full Rate
Evening Rate Period - 20 % Discount
Night and Weekend Rate Period - 47 % Discount

C. Timing of Messages

1. Each minute or fraction of a minute is rounded to the next whole minute.
2. Per minute rate applies for the first and each additional minute, all days, all hours.
3. On all Station-to-Station calls, chargeable time begins when the connection is established between the calling telephone and the called telephone, Miscellaneous Common Carrier mobile radio system or PBX system.
4. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

¹To, but not including

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Issued: 6/17/86

Effective:

16. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

RESERVED FOR FUTURE FILING

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Lera D. O'Brian
Vice-President
Issued: 6/18/86

Effective:

16. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

16.3 LONG DISTANCE OPERATOR SERVICE REQUIRING TELEPHONE NUMBER ASSISTANCE - INTRASTATE - INTERLATA (N)

West Tennessee Telephone Company concurs with the Long Distance Operator Service Requiring Telephone Number Assistance rates, rules and regulations governing such communications as filed with the Tennessee Public Service Commission by AT&T Communications, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations until this concurrence is revoked or cancelled by either party. The West Tennessee Telephone Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such a cancellation is in the best interest of the West Tennessee Telephone Company, subject to the jurisdiction of the Tennessee Public Service Commission as it applies.

(N)

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Issued: 6/18/86

Effective:

16. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

16.4 LONG DISTANCE OPERATOR VERIFICATION/INTERRUPTION SERVICE –
INTRASTATE - INTERLATA

(N)

West Tennessee Telephone Company concurs with the Long Distance Operator Verification / Interruption Service rates, rules and regulations governing such communications as filed with the Tennessee Public Service Commission by AT&T Communications, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations until this concurrence is revoked or cancelled by either party. The West Tennessee Telephone Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such a cancellation is in the best interest of the West Tennessee Telephone Company, subject to the jurisdiction of the Tennessee Public Service Commission as it applies.

(N)

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Issued: 6/18/86

Effective:

16. LONG DISTANCE MESSAGE TELECOMMUNICATIONS
SERVICE

16.5 MESSAGE TOLL TELEPHONE SERVICE - INTRALATA OPERATOR SERVICE

(N)

16.5.1 Long Distance Operator Verification/Interruption Service

West Tennessee Telephone Company concurs with the Long Distance Operator Verification / Interruption Service rates, rules and regulations governing such communications as filed with the Tennessee Public Service Commission by South Central Bell Telephone Company, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations until this concurrence is revoked or cancelled by either party. The West Tennessee Telephone Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such a cancellation is in the best interest of the West Tennessee Telephone Company, subject to the jurisdiction of the Tennessee Public Service Commission as it applies.

(N)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company

TPSC Tariff 1
SECTION 16
Original Page 6

Lera D. O'Brian
Vice-President

Issued: 6/18/86

Effective:

16. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

16.6 WIDE AREA TELECOMMUNICATIONS SERVICE

(N)

Concurrence

West Tennessee Telephone Company concurs in the standard Wide Area Telecommunications Service (WATS) rates, rules and regulations governing such communications as filed by South Central Bell Telephone Company and AT&T Communications, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations until this concurrence is revoked or cancelled by either party. West Tennessee Telephone Company, hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such a cancellation is in the best interest of West Tennessee Telephone Company, subject to the jurisdiction of the Tennessee Public Service Commission as it applies.

(N)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 17

4th Revised Page 1

Cancels 3rd Revised Page 1

Effective: 12/19/09

Lera Roark

Vice President

Issued: 11/19/09

17. PRIVATE LINE SERVICES

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(D)

(D)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

SECTION 17

Lera Roark

1st Revised Page 2

Vice President

Cancels Original Page 2

Issued: 1/29/93

Effective: 3/02/93

17. PRIVATE LINE SERVICES

- 17.1 Concurrence (C)
 - A. Applicability

Applicable to Private Line Service furnished or made available by the company between its points and points reached over facilities of connecting companies.
 - B. Territory

Between points in the State of Tennessee where the respective rate centers of such points are located in said state. West Tennessee Telephone Company, Inc. concurs in the Private Line Service rates, rules and regulations governing such communications as filed by the South Central Bell Telephone Company, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or cancelled by either party. West Tennessee Telephone Company, Inc. hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of West Tennessee Telephone Company, Inc. subject to the jurisdiction of the Tennessee Public Service Commission as it applies.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

SECTION 17

Lera Roark

1st Revised Pages 3 – 8

Vice President

Cancels Original Pages 3 – 8

Issued: 1/29/93

Effective: 3/02/93

17. PRIVATE LINE SERVICES

17.2 Reserved for Future Use

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)

SECTION 17

Lera Roark

2nd Revised Page 9

Vice President

Cancels 1st Revised Page 9

Issued: 1/29/93

Effective: 3/02/93

17. PRIVATE LINE SERVICES

17.3 Reserved for Future Use

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1 (T)
SECTION 17
Original Page 10

Lera Roark
Vice President

Issued: 11/22/91

Effective: 12/22/91

17. PRIVATE LINE SERVICES

17.4 Distance Learning Video Transport Service

(N)

West Tennessee Telephone Company concurs in the Distance Learning Video Transport Service rates, rules and regulations governing such communications as filed by South Central Bell Telephone Company, together with any amendments or successive issues thereof and makes itself a party to such rules and charges until this concurrence is revoked or cancelled by either party. West Tennessee Telephone Company, hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of West Tennessee Telephone Company, subject to the jurisdiction of the Tennessee Regulatory Authority as it applies.

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(N)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION 17

Lera Roark

1st Revised Page 11

Vice President

Cancels Original Pages 11 – 54

Issued: 11/19/09

Effective: 12/19/09

17. PRIVATE LINE SERVICES

RESERVED FOR FUTURE USE

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

Lera Roark
Vice President
Issued: 4/14/97

TPSC Tariff 1
SECTION 18
2nd Revised Page 1
Cancels 1st Revised Page 1
Effective: 5/01/97

18. OPTIONAL CALLING PLANS

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18.2	2	Territory
18.3	2	Description of Service
18.4	2	Contiguous Area Calling Plan (N)

West Tennessee Telephone Company

Lera Roark
Vice President
Issued: 12/30/94

TPSC Tariff 1
SECTION 18
1st Revised Page 3 – 4
Cancels Original Page 3 – 4
Effective: 1/29/95

18. OPTIONAL CALLING PLANS

RESERVED FOR FUTURE USE

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION A

James Garner

34th Revised Page 1

Vice President

Cancels 33rd Revised Page 1

Issued: 12/18/14

Effective: 01/01/15

INTRASTATE ACCESS SERVICE TARIFF

A. **Switched and Special Access Services**

West Tennessee Telephone Company, Inc. concurs in the rates, rules, and regulation governing the provision of switched access services to Interexchange Carriers as filed by the National Exchange Carriers Association (NECA), effective on April 12, 2011, and successive issues thereof for terminating access. Originating switched access rates concur in the rates, rules, and regulation governing the provision of access services to Interexchange Carriers as filed by the National Exchange Carriers Association (NECA), effective on April 12, 2011. Special Access rates concur in the rates, rules, and regulation governing the provision of access services to Interexchange Carriers as filed by the National Exchange Carriers Association (NECA), effective on January 1, 2013, and successive issues thereof, as approved by the FCC.

The Company hereby expressly reserves the right to cancel this statement of concurrence at any time it appears that such cancellation is in the best interest of the Company and its customers, subject to the jurisdiction of the Tennessee Regulatory Authority as it applies.

a. Carrier Common Line

The rates for Carrier Common Line Charges as defined by the above reference National Exchange Carrier Association concurrence is:

	<u>ORIGINATING</u>	<u>TERMINATING</u>
Intrastate Telecommunications		
Relay Services Adjustment	\$ 0.00000	(R)
Total CCLC Rate	\$ 0.00000	(R)

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1

SECTION A

Lera Roark

Original Page 2

Vice President

Issued: 10/06/99

Effective: 11/05/99

INTRASTATE INTEREXCHANGE CARRIER

ACCESS SERVICE TARIFF

B. Billing and Collection Services

(M)

For the provision of Intrastate Billing and Collection Services, West Tennessee Telephone Company, Inc. concurs in the rates, rules, and regulations governing the provision of Interstate Billing and Collection Services as found in the tariffs of the National Exchange Carrier Association (NECA) filed with the Federal Communication Commission (F.C.C.), together with any amendments or successive issues thereof. Should such services cease to be regulated by the Federal Communication Commission (F.C.C.) then the rates, rules and regulations in effect at the time of said deregulation will remain in effect subject to change only by action of the Tennessee Regulatory Authority.

West Tennessee Telephone Company, Inc. hereby expressly reserves the right to cancel this statement of concurrence at any time it appears that such cancellation is in the best interest of West Tennessee Telephone Company, Inc. and its customers, subject to the jurisdiction of the Tennessee Regulatory Authority.

(M)

Intrastate Billing and Collection will be provided on a per billed message basis, with full recourse of any uncollectible or unbillable message to the toll carrier.

(N)

(N)

Certain material on this page formerly appeared on 15th Revised Page 1.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1
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Original Page 3

James Garner
Vice President

Issued: 01/06/12

Effective: 02/06/12

INTRASTATE INTEREXCHANGE CARRIER

ACCESS SERVICE TARIFF

C. VoIP Traffic

General

The term "Toll VoIP-PSTN Traffic" denotes a customer's interexchange voice traffic exchanged with the Company in Time Division Multiplexing format over PSTN facilities, which originates and/or terminates in Internet Protocol (IP) format. "Toll VoIP-PSTN Traffic" originates and/or terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

Customer(s) denotes any individual, partnership, association, joint-stock company, trust, corporation, or governmental entity or other entity which subscribes to the services offered under this tariff, including but not limited to Interexchange Carriers (IXCs), End Users and other telecommunications carriers or providers originating or terminating Toll VoIP-PSTN Traffic.

The following provision applies to the treatment of Toll VoIP-PSTN Traffic pursuant to the Federal Communications Commission's Part 51 Interconnection Rules and in compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking in cc Docket Nos. 96-45 and 01-92; GN Docket No. 09-51; WC Docket Nos. 03-109, 05-337, 07-135 and 10-90; and WT Docket No. 10-208, adopted October 27, 2011 and released November 18, 2011 (FCC 11-161). In the absence of an interconnection agreement between the Company and the customer specifying the treatment of Toll VoIP-PSTN Traffic, the Company will bill the customer the applicable switched access rates and charges specified in Section 17.2, of the NECA FCC Tariff 5, on all jurisdictionally intrastate voice traffic identified as Toll VoIP-PSTN Traffic. Specifically, this section establishes the method of separating such traffic (referred to in this tariff as "Toll VoIP-PSTN Traffic" from the customer's traditional intrastate access traffic, so that Toll VoIP-PSTN Traffic can be billed in accordance with the FCC Order.

This section will be applied to the billing of switched access charges to a carrier that is a local exchange carrier only to the extent that the carrier has also implemented billing of interstate access charges for intrastate Toll VoIP-PSTN Traffic in accordance with the FCC Order.

ALL MATERIAL ON THIS SHEET IS NEW.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1
SECTION A
Original Page 4

James Garner
Vice President

Issued: 01/06/12

Effective: 02/06/12

INTRASTATE INTEREXCHANGE CARRIER

ACCESS SERVICE TARIFF

C. **VoIP Traffic (Continued)**

Call Signaling

All Call Signaling must be in accordance with FCC 11-161, released November 18, 2011, paragraphs 714 through 717.

Depending on the signaling system used by the customer in its network, the customer's facilities shall transmit the following call signaling information to the Company on traffic the customer's end users originate which is handed off for termination the Company's network, in compliance with FCC 11-161.

(A) **Signaling System 7 (SS7) Signaling**

When the customer uses SS7 signaling, it will transmit the Calling Party Number (CPN) or, if different from the CPN, the Charge Number (CN) information in the SS7 signaling stream. (ref. FCC 11-161, Para. 714)

(B) **Multi-Frequency (MF) Signaling**

When the customer uses MF signaling, it will transmit the number of the calling party or, if different from the number of the calling party, the Charge Number (CN) information in the MF Automatic Number Identification (ANI) field. (ref. FCC 11-161, paras. 715-716)

(C) **Internet Protocol (IP) Signaling**

When the customer uses IP signaling, it will transmit the telephone number of the calling party or, if different from the telephone number, the billing number of the calling party. (ref. FCC 11-161, para. 717)

Rating of VoIP-PSTN Traffic

The Company will bill the customer the applicable switched access rates and charges specified in Section 17.2, of the NECA FCC Tariff 5, on all jurisdictionally intrastate voice traffic identified as Toll VoIP-PSTN Traffic effective with such traffic beginning on January 1, 2012.

ALL MATERIAL ON THIS SHEET IS NEW.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1
SECTION A
Original Page 5

James Garner
Vice President

Issued: 01/06/12

Effective: 02/06/12

INTRASTATE INTEREXCHANGE CARRIER

ACCESS SERVICE TARIFF

C. **VoIP Traffic (Continued)**

Calculation and Application of Percent-VoIP-Usage Factor

The Company will determine the number of intrastate Toll VoIP-PSTN Traffic minutes of use ("MOU") to which interstate rates will be applied by applying an originating Percent VoIP Usage (OPVU) factor to the total intrastate access MOU originated by a Company end user and delivered to the Customer and by applying a terminating PVU (TPVU) factor to the total interstate access MOU terminated by a customer to the Company's end user. The OPVU and the TPVU will be derived and applied as follows:

- (A) The customer will calculate and furnish to the Company an OPVU factor, along with supporting documentation, representing the percentage of the total intrastate access MOU that the customer exchanges with the Company in the State, that is sent to the Company and that originated in IP format.
- (B) The customer will calculate and furnish to the Company a TPVU factor, along with supporting documentation, representing the whole number percentage of the customer's total terminating intrastate access MOU that the customer exchanges with the Company in the State that is sent to the Company and originated in IP format.
- (C) The OPVU, TPVU and supporting documentation shall be based on information that is verifiable by the Company including but not limited to the number of the customer's retail VoIP subscriptions in the State (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information. The customer shall not modify its reported PIU factor to account for VoIP-PSTN traffic.
- (D) After the Company verifies the OPVU and TPVU provided by the customer the Company will apply the OPVU and TPVU factors to the associated intrastate access MOU as indicated (H) a. and (H) b. below.

ALL MATERIAL ON THIS SHEET IS NEW.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1
SECTION A
Original Page 6

James Garner
Vice President

Issued: 01/06/12

Effective: 02/06/12

INTRASTATE INTEREXCHANGE CARRIER

ACCESS SERVICE TARIFF

C. **VoIP Traffic (Continued)**

Calculation and Application of Percent-VoIP-Usage Factor (Continued)

The OPVU and the TPVU will be derived and applied as follows: (Continued)

- (E) In the event that the Company cannot verify the customer's OPVU and/or TPVU, the Company will request additional information to support the OPVU and/or TPVU, during this time no changes will be made to the existing OPVU and/or TPVU. The customer shall supply the requested additional information within 15 (fifteen) days of the Company's request or no changes will be made to the existing OPVU and/or TPVU. If after review of the additional information, the customer and Company establish a revised and mutually agreed upon OPVU and/or TPVU factor, the Company will begin using the new factor with the next billing period.
- (F) If the dispute is unresolved the customer may request that verification audits be conducted by an independent auditor, at customer's sole expense. During the audit, the most recent undisputed OPVU and/or TPVU factor will be used by the Company.
- (G) In the absence of an interconnection agreement, at no time will the Company allow an OPVU and/or TPVU factor greater than the applicable State percentage as identified in Paragraph 963 of the FCC Order. Payment for all VoIP-PSTN Traffic is required to be paid within 30 days from date of invoice and subject to all collection proceeding available under this intrastate access tariff, State law or other collection procedures.

ALL MATERIAL ON THIS SHEET IS NEW.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1
SECTION A
Original Page 7

James Garner
Vice President
Issued: 01/06/12

Effective: 02/06/12

INTRASTATE INTEREXCHANGE CARRIER

ACCESS SERVICE TARIFF

C. **VoIP Traffic (Continued)**

Calculation and Application of Percent-VoIP-Usage Factor (Continued)

The OPVU and the TPVU will be derived and applied as follows: (Continued)

- (H) If the customer does not furnish the Company with an OPVU and/or TPVU, the Company will bill full access rates until an OPVU and/or TPVU factor is received. Billing at Toll-VoIP-PSTN Traffic rates for Toll VoIP-PSTN Traffic will commence beginning with the date the OPVU and/or TPVU factor is received by the Company from the customer as noted following:
- a. Initial OPVU and/or TPVU Factor – If the OPVU and/or TPVU factor is not available and/or cannot be implemented in the Company's billing systems by January 1, 2012, once the factor is available and can be implemented the Company will adjust the customer's bills to reflect the OPVU and/or TPVU factors retroactively to January 1, 2012. In calculating the initial OPVU and/or TPVU factors, the Company will take the customer-specified OPVU and/or TPVU factor into account retroactively to January 1, 2012, provided that the customer provides the factor to the Company no later than April 15, 2012;
 - b. OPVU and/or TPVU Factor Updates – The customer may update the OPVU and/or TPVU factor quarterly using the method set forth in (A) above. If the customer chooses to submit such updates, it shall forward to the Company, no later than 15 days after the first day of January, April, July and/or October of each year, a revised OPVU and/or TPVU factor based on data for the prior three months, ending the last day of December, March, June and September, respectively. The Company will use the revised OPVU and/or TPVU in its billing system. The revised OPVU and/or TPVU factor will apply prospectively and serve as the basis for billing until superseded by a new OPVU and/or TPVU factor.

ALL MATERIAL ON THIS SHEET IS NEW.

GENERAL SERVICES TARIFF

West Tennessee Telephone Company, Inc.

TRA Tariff 1
SECTION A
Original Page 8

James Garner
Vice President

Issued: 01/06/12

Effective: 02/06/12

INTRASTATE INTEREXCHANGE CARRIER

ACCESS SERVICE TARIFF

C. **VoIP Traffic (Continued)**

Calculation and Application of Percent-VoIP-Usage Factor (Continued)

The OPVU and the TPVU will be derived and applied as follows: (Continued)

(H) If the customer does not furnish the Company with an OPVU and/or TPVU, the Company will bill full access rates until an OPVU and/or TPVU factor is received. Billing at Toll-VoIP-PSTN Traffic rates for Toll VoIP-PSTN Traffic will commence beginning with the date the OPVU and/or TPVU factor is received by the Company from the customer as noted following (Continued):

- c. OPVU and/or TPVU Factor Verification – On a quarterly basis, the Company may ask the customer to verify the OPVU and/or TPVU factor furnished to the Company and customer may ask the Company to verify the application of the OPVU and/or TPVU factor applied in its billing system. The party so requested shall comply within 15 days of the request and shall provide the verifiable records and other information used to determine the OPVU and/or TPVU factor and application thereof.

ALL MATERIAL ON THIS SHEET IS NEW.