

\* Effective October 1, 2014, pursuant to changes to Public Utilities Act Section 13-501 resulting from PA 098-0045, Adams TelSystems, Inc. has elected to provide services under this written service offering in lieu of a tariff filed with the Commission.

SCHEDULE OF RATES AND CHARGES  
TOGETHER WITH RULES AND REGULATIONS  
APPLICABLE TO TELEPHONE SERVICE  
PROVIDED IN THE TERRITORY SERVED BY  
Adams TelSystems, Inc.  
WITHIN THE STATE OF ILLINOIS AS FOLLOWS:

Burton  
Camp Point  
Clayton  
Fowler  
Jacksonville  
Mount Sterling  
Perry  
Quincy

**TABLE OF CONTENTS**

Title	<u>Sheet No.</u>
1. Table of Contents	1
2. Definitions	1
3. General Rules and Regulations	
3.1 Application	1
3.2 Explanation of Symbols	1
3.3 Obligation and Liability of Company	2
3.4 Use of Service and Facilities	11
3.5 Establishment and Furnishing of Service	16
3.6 Telephone Directories	19
3.7 Establishment and Maintenance of Credit	19
3.8 Customer Billing	23
3.9 Minimum Contract Periods and Termination of Service	25
3.10 Charges for Damages	29
3.11 Connection of Automatic Dialing-Announcing Devices	29
3.12 Digital Divide Elimination Fund Program	30
4. Local Exchange Service	
4.1 Description	1
4.2 Taxes, Fees and Charges	2
4.3 Seasonal and Vacation Rates	3

	<u>Sheet No.</u>
5. Customer Activity Charges	
5.1 General	1
5.2 Types of Customer Activity Charges	1
5.3 Conditions Under Which No Customer Activity Charges Apply	4
6. Optional Services and Features	
6.1 Custom Local Area Signaling Services (CLASS)	1
6.2 Custom Calling Services	6
6.3 Directory Listings	11
6.4 Direct Inward Dialing (DID) Service	13
6.5 Remote Call Forwarding	15
7. Miscellaneous Charges	
7.1 Operator Assisted Local Calling Service	1
7.2 Local Directory Assistance Call Service	2
7.3 Foreign Exchange Service	3
7.4 Leased Channel Services	5
7.5 Integrated Services Digital (ISDN) Service	8
8. Special Construction	
8.1 Special Construction	1
8.2 Temporary Service	1
8.3 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground	1
8.4 Special Assemblies of Equipment or Speculative Projects4	
9. Service Restrictions	
9.1 900 Service Access Restrictions	1
9.2 976 Service Access Restriction	1
9.3 700 Service Access Restriction	2
9.4 Toll Access Restriction	3
9.5 Billed Number Screening	4

	<u>Sheet No.</u>
10. Concurrence in Regulations and Charges of the Illinois Telecommunications Access Corporation (ITAC)	
10.1 ITAC Regulations and Charges	1
10.2 ITAC Supplemental Charge	1
11. Supplemental Charges	
11.1 Supplemental Schedule Due to Message Tax	1
12. Telephone Assistance Programs	
12.1 Universal Telephone Service Assistance Program (UTSAP)	1
13. Rates and Charges	
13.1 Local Exchange Service	1
13.2 Customer Activity Charges	3
13.3 Optional Services and Features	4
A. Custom Local Area Signaling Services (CLASS)	4
B. Custom Calling Features	5
C. Directory Listings	6
D. Direct Inward Dialing (DID) Service	7
E. Remote Call Forwarding	7
13.4 Miscellaneous Services	8
13.5 Special Construction	8
13.6 Service Restrictions	9

## **DEFINITIONS**

### 2. Definitions

#### Access Line

The circuit which travels from the Central Office to the subscriber's premise terminating at the protector which provides direct access to the local exchange and the toll switching networks.

#### Aggregator

Aggregator denotes any entity that, in the ordinary course of its operations, makes telephones available to the public or transient users of its premises, for interstate telephone calls using a provider of operator services.

#### Central Office (CO) Implemented Coin Line

An access line that provides coin signaling. A customer provided payphone may be used with a CO Implemented Coin Line.

#### Channel

The communications path provided by the Company between two or more locations.

#### Circuit

A Channel used for the transmission of electrical or optical energy in the furnishing of telephone service.

#### Contract

The service agreement between a subscriber and the Company under which services and facilities are furnished in accordance with the provisions of the applicable Price List.

#### Customer

A subscriber to services listed in this Price List. See Subscriber.

#### Customer Activity Charge

Nonrecurring charge(s) made for the establishment of communication service or subsequent additions or changes to that service.

#### Customer Provided Equipment (CPE)

Devices, apparatus and their associated wiring provided by a subscriber for use with facilities furnished by the Company.

## **DEFINITIONS**

### 2. Definitions (Cont'd)

#### Demarcation Point

The point of connection, provided and maintained by ADAMS TELSYSTEMS, INC., at which the station wiring becomes dedicated to an individual customer's use. For an individual customer dwelling, this point of connection will generally be the modular jack on the customer side of the Network Interface Device (NID). The drop wire and the network protector will continue to be provided by, and remain the property of, the ADAMS TELSYSTEMS, INC. The demarcation point is usually the point at which the ADAMS TELSYSTEMS, INC. wiring connects with the customer's wiring.

#### Digital Centrex

Centrex is a central office based business touch tone service which provides capabilities similar to those offered by a Private Branch Exchange, but without requiring switching equipment on the customer's premises.

#### Essential Telephones

All coin operated telephones (payphones) accessible by the public, provided for emergency use (Emergency Use Telephones), a reasonable percentage of telephones in hotels, motels, hospitals and nursing homes, and a reasonable percentage of credit card operated telephones on any group of such telephones. Essential Telephones may also be called Public Interest Telephones.

#### Emergency Use Telephones

All telephones intended primarily to save persons from bodily injury, theft or life threatening situations. This includes, but is not limited to, telephones in elevators and on highways, and telephones to alert police, a fire department or other emergency service providers.

#### End User

See subscriber.

#### Exchange

A geographical area for the administration of telecommunications services established and described by the tariff of a telecommunications company providing local exchange service.

#### Exchange Area

The territory served by an Exchange.

**DEFINITIONS**

2. Definitions (Cont'd)

Extended Area Service

Interexchange telephone service furnished at flat or message rates between one or more exchange areas.

Instrument Implemented Payphone Service

Payphone Service that does not require the use of an access line that provides coin signaling. A customer provided payphone may be used in conjunction with Instrument Implemented Payphone Service.

Local Channel

That portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Exchange Service

Telephone service furnished between subscribers' stations located within the same local exchange area. Local exchange service includes access to subscribers within the local service area only. Access to subscribers outside of the local exchange area is provided through the toll provider's message toll tariff.

Local Message

A communication between subscriber stations within the same local service area.

Local Service Area

The geographical area which a subscriber obtains telephone service without the payment of a toll charge.

Network Interface Device (NID)

A device wired between the telecommunications protector and the inside wiring to isolate the customer's equipment from the network.

**DEFINITIONS**

2. Definitions (Cont'd)

Pilot Number

The number in a multi-line hunt service group that is published as the customer's telephone number. When this number is dialed and the line is in use, the central office switch will search for an available idle line in the hunt group.

Public Interest Telephone

See Essential Telephone.

Premises

The building, portion or portions of a building used and occupied at one time by the subscriber in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous in extent at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the subscriber who used and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

Private Line

A circuit provided to furnish communication only between the two or more locations directly connected to it, and not having connection with central office switching apparatus.



## **DEFINITIONS**

### 2. Definitions (Cont'd)

#### Subscriber

A person or agency subscribing for telephone service. As used in this Price List, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers, even in the same Exchange. The privileges, restrictions, and rates established for a subscriber to any class of service are limited to the service at one location; no group treatment of service at separate locations furnished to one individual or firm is contemplated or to be implied except when definitely provided for in the specific service descriptions in the Price List.

#### Toll Message

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

#### Toll Service

Telephone service rendered by the Company or other Common Carriers between patrons in different local service areas in accordance with the rates and regulations of the company providing service.

#### Trunk

A telephone communication channel between two switching centers.

## GENERAL RULES AND REGULATIONS

### 3. General Rules and Regulations

#### 3.1 Application

The rules and regulations specified herein apply to the intrastate services and facilities furnished within the State of Illinois by ADAMS TELSISTEMS, INC., hereinafter referred to as the Company, subject to the jurisdiction of the Illinois Commerce Commission.

When services and facilities are provided in part by the Company and in part by other companies, the rules and regulations of the Company apply to that portion of the service and facilities furnished by it.

Failure on the part of the subscribers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the authority to discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the specific sections, the rate, rule, regulation or provision contained in the specific sections shall prevail. In the event of a conflict between any rate, rule, regulation or provision contained in this Price List and any rate, rule, regulation or provision contained in Title 83, Chapter I, Subchapter f, Part 735 of the Illinois Administrative Code, the rate, rule, regulation or provision contained in the Illinois Administrative Code shall prevail.

In accordance with the decision of the Federal Communications Commission in the Second Computer Inquiry, the rates and regulations (excluding coin telephones) provided by the Company apply only to such equipment considered to be in the Company's inventory prior to January 1, 1983.

#### 3.2 Explanation of Symbols

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company

A. Availability of Facilities

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

B. Directory Errors and Omissions

The Company endeavors to correctly list customers, their telephone numbers and other information in the local telephone directory. No liability for damages arising from errors in or omissions of directory listings or listings obtained from Directory Assistance shall attach to the Company. In the case of additional or extra listings for which a charge is made, the Company's liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

C. Transmitting Messages

The Company does not undertake to transmit messages, but rather offers the use of its facilities, where available, for communication between parties subject to the conditions specified.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

D. Defacement of Premises

The Company will make a reasonable effort to leave the customer's property in the same condition in which it was found prior to any Company work. The Company will repair or replace any defacement or damage of property due to installation, existence, or removal of Company property when the damage is the result of negligence of the Company.

E. Maintenance and Repairs

The Company shall bear the expense of all repair and maintenance of its facilities. Where damage or destruction of its facilities is due to the acts or omissions of the subscriber, the Company will be reimbursed by the subscriber for any such damage. The subscriber may not rearrange, remove, or disconnect any Company facilities without consent of the Company.

Access to subscriber's premises at any reasonable hour will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

F. Adjustment of Charges

In case of overbilling, a refund will be made by the Company for the amount of excess charges with interest from the date of the overpayment by the subscriber. Credits for overbilling is limited to no more than 24 months retroactively.

The rate of interest will be the rate required to be paid on deposits.

The refund will be accomplished by a credit on a subsequent bill for telephone service or by check if the account is final or if requested by the subscriber.

G. Liability of Company

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur in excess of 36 hours after notification has been made.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

G. Liability of Company (Cont'd)

2. The customer indemnifies and saves the Company harmless against the following:

- (a) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
- (b) Any defacement or damage to the customer's premises, resulting from the existence of the Company's facilities (demarcation point and drop) on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
- (c) Any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Company.
- (d) Claims for libel, slander or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- (e) Liability for failure to provide service.
- (f) Liability for telephone directories except as outlined in Section 3.3(B).

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

H. Credit for Interruptions

1. Subject to the exceptions contained in Section 3.3.H.2, when the use of service or facilities furnished by the Company is interrupted, the following adjustments of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperable by reason of the interruption whenever said interruption continues for a period of twenty-four (24) hours or more from the time the interruption is reported to or known to exist by the Company:
  - (a) If the interruption lasts for greater than twenty-four (24) hours but equal to or less than forty-eight (48) hours, Company shall provide a credit equal to a pro-rata portion of monthly recurring charges for the services interrupted;
  - (b) If the interruption lasts for greater than forty-eight (48) hours but equal to or less than seventy-two (72) hours, Company shall provide a credit for 33% of one month's recurring charges for all interrupted services;
  - (c) If the interruption lasts for greater than seventy-two (72) hours but equal to or less than ninety-six (96) hours, Company shall provide a credit for 67% of one month's recurring charges for all interrupted services;
  - (d) If the interruption lasts for greater than ninety-six (96) hours but equal to or less than one hundred twenty (120) hours, Company shall provide a credit for one full month's recurring charges for all interrupted services;
  - (e) If the interruption lasts for greater than one hundred twenty (120) hours, Company will provide alternative phone service to the Customer at no cost or provide an additional credit of \$20 per day, at the Customer's option.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

H. Credit for Interruptions (Cont'd)

(f) The credit for services applies to the following non-usage sensitive services:

- Monthly Basic Local Service
- Federal and State Subscriber Line Charges (SLC)
- Flat Rated Extended Area Service (where applicable)
- Custom Calling Features
- CLASS Features

For calculating credit allowances, every month is considered to have 30 days. Only those facilities on the interrupted portion of the circuit will receive a credit.

2. Limitations on Credit for Interruption Allowances

No credit allowance will be made for:

- (a) Interruptions due to the negligence or willful acts of , or noncompliance with the provisions of this Price List by, the Customer, Authorized User, Joint User, or other common carrier providing service connected to the service by of the Company;
- (b) An emergency situation;

An emergency situation is defined as:

- A declaration made by the applicable state or federal government agency that the area served by the local exchange carrier is either a state or federal disaster area;
- An act of third parties, including acts of terrorism , vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the local exchange carrier, or
- A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the local exchange carrier from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

H. Credit for Interruptions (Cont'd)

2. Limitations on Credit for Interruption Allowances (Cont'd)

- (c) Interruptions due to the failure or malfunction of customer-owned telephone equipment or inside wiring;
- (d) Interruptions of service extended by the Company's inability to gain access to its facilities and equipment for the purpose of investigating and correcting interruptions due to the Customer changing a scheduled appointment, provided that the interruption is not extended further by the Company;
- (e) Interruptions of service extended by the Company's inability to gain access to its facilities and equipment because the Customer missed an appointment, provided that the interruption is not further extended by the Company;
- (f) Interruptions of service during any period when it is necessary for the Customer to release service to the Company for necessary maintenance purposes or for implementation of a Customer order for a change in service arrangement.
- (g) Interruptions that occur as a result of the Company's right to refuse service to the Customer as provided in 83 Ill. Adm. Code 735.
- (h) Interruptions of service extended by damage to facilities by third parties.
- (i) A lack of Company facilities to meet the customer's request for service.



**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

I. New Service Installation Requirements

1. As provided for in 83 Ill. Adm. Code 732.20(a), the Company will install basic local exchange service within five (5) business days after the Customer orders service. The Company will inform the Customer at the time of the request for install, repair, and/or appointment is made, whether or not the Company has the requisite information to complete the request. Once the requisite information is provided to the Company, the five (5) business day period starts. If the Company fails to install basic local service within five (5) business days, the Company will waive 50% of any installation charges. If the Company fails to install service within 10 business days after the service application is placed, the Company shall waive 100% of the installation charge. For each day that the failure to install service continues beyond the initial ten (10) business days, or beyond five (5) business days after the customer's requested installation date, whichever is greater, the Company will either provide alternative telephone service at no cost or an additional credit of \$20 per day, at the Customer's option until service is installed.
2. The New Service Installation credit referenced in Section 3.3.I(1) does not apply as a result of:
  - (a) The customer requesting an installation date beyond the five (5) days from the date of the order. Should the company not meet its extended commitment date, the New Service Installation date, the customer credit will then be applied from the "agreed" upon installation date;
  - (b) Negligence or willful acts of, or noncompliance with the provisions of this Price List by, the Customer, Authorized User, Joint User, or other common carrier providing service connected to the service by of the Company.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

I. New Service Installation Requirements (Cont'd)

(c) An emergency situation;

An emergency situation is defined as:

- A declaration made by the applicable state or federal government agency that the area served by the local exchange carrier is either a state or federal disaster area;
- An act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the local exchange carrier, or
- A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the local exchange carrier from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

(d) The inability to gain access to the customer's premises due to the Customer missing an appointment provided that the violation is not further extended by the carrier;

(e) The Customer requesting a change to the scheduled appointment, provided the violation is not further extended by the carrier;

(f) The Company's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or

(g) A lack of Company facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

J. Failure to Keep Scheduled Appointment

1. If the Company needs access to the Customer premise an appointment will be made with the customer. If the Company fails to show up for the appointment, a credit of \$50 will be applied to the customer's telephone bill.

(a) Appointment times will be listed in four hour increments and the service technician will show up between the times agreed upon with the Customer.

(b) The credit does not apply if:

i. The Customer is not available during the agreed hours of the appointment.

ii. The Company provides twenty-four (24) hour notice of its inability to keep the appointment. The twenty-four (24) hour period is from the end-point of the appointment commitment. If the Company states the commitment is from 8:00a to 12:00p, the Company would have until 12:00p the previous day to notify the customer of an appointment change without penalty. The Company will not make an appointment "window" of greater than a four hour period.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities

A. Provision of Equipment

1. All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this Price List. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer at a suitable outlet when and where required.
2. Equipment not owned by the Company may be attached to the facilities of the Company as provided in Section 3.4(B). In case unauthorized attachment or connection is made, the Company shall have the right to discontinue the service.
3. The provisions of the preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Company (such as a device to obtain quietness or privacy), provided any such device so used does not:
  - a. Endanger the safety of Company employees or the public.
  - b. Damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company, unless as provided for elsewhere in this Price List.
  - c. Interfere with the proper functioning of such equipment or facilities.
  - d. Impair the operation of the communication system.
  - e. Otherwise injure the public in its use of the Company's services.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

B. Customer Provided Equipment and Inside Wire

1. Customer-provided equipment and/or inside wire may be connected at the customer's premises to facilities of the Company for use with local exchange service in compliance with FCC regulations.
2. Customers may connect equipment, systems and/or inside wire registered or grandfathered by the FCC directly to the Company network.
3. The General Regulations contained in Section 3 of this Price List apply when the customer elects to provide his own equipment and/or inside wire. In any instance where the Price List of the Company conflicts with an effective order of the FCC, the FCC order will have precedence.
4. Responsibility of the Customer
  - a. Upon notification from the Company that the customer-provided equipment or inside wire is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in disconnection of service until such change is completed to the satisfaction of the Company.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

B. Customer Provided Equipment and Inside Wire (Cont'd)

4. Responsibility of the Customer (Cont'd)

- b. The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to, customer activity charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities as may apply.
- c. A customer must subscribe to, and be capable of providing operation for, sufficient quantities of local exchange service lines to provide adequate access to his customer-provided equipment and/or inside wire in accordance with accepted communications industry standards.
- d. The customer must provide all of the terminal equipment and/or inside wire on the customer's side of the point of demarcation between Company owned equipment and customer-owned equipment.
- e. Use of Company facilities or service in connection with any device for recorded public announcements is subject to the following conditions:
  - (1) For purposes of identification, customers 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.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

B. Customer Provided Equipment and Inside Wire (Cont'd)

4. Responsibility of the Customer (Cont'd)

e. (Cont'd)

(2) Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.

(3) Nonpublished telephone service will not be furnished for use with recorded public announcements.

(4) Failure to comply with the provisions of this Price List shall be cause for termination of the service.

f. Customer-provided systems, equipment, and inside wire must comply with the requirements of Part 68 of the Rules of the Federal Communications Commission.

5. Responsibility of the Company

a. The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Company will make a reasonable effort to notify a customer in advance of changes in technical criteria, operations or procedures, which might affect customer-provided equipment or systems.

b. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems, equipment, or inside wire.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

C. Use of Subscriber Service

Local exchange telephone service, as distinguished from payphone service, is furnished only for the use by the subscriber, his/her family, and associates. The Company may refuse to install such service, or permit such service to remain on the subscriber premises, if the service is able to be used such that it is of a payphone nature.

D. Abuse or Fraudulent Use of Service

Local exchange service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Company may disconnect service, which is used in such a manner as listed below. In case of such disconnection, the Company will immediately attempt to notify the customer.

Abuse or fraudulent use of service includes the following:

1. The use of service or facilities of the Company in such a manner as to interfere with the service of one or more other telephone users.
2. Tampering with or rearranging Company equipment or facilities, or engaging in any fraudulent activity whatsoever, for the purpose of obtaining service without payment of any portion of charges applicable to the service rendered by the Company or common carriers using the Company's facilities.
3. The use of service that is objected to by or on behalf of any governmental authority on the grounds that such service is or is to be used for illegal purposes.



**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.5 Establishment and Furnishing of Service

A. Applications for Service

Application for service must be made on the Company's standard form, which becomes a contract when accepted in writing by the Company or upon establishment of service. The conditions of such contracts are subject to all provisions of this Price List.

The subscriber may be required to pay in advance all charges including applicable Customer Activity Charges for the first billing period. Federal, State or municipal governmental agencies may not be required to make advance payments.

Requests for additional service may be made verbally, if provided in the original contract, and no advance payment will be required.

A move within the exchange area is not considered a means to terminate the contract and orders for such may be made verbally.

Any change in rates, rules or regulations prescribed by the Illinois Commerce Commission shall act as a modification of the contract to that extent, without further notice.

B. Furnishing of Service to Business Customers

Business rates apply to customers conducting business in the following locations:

1. Offices, stores, factories and all other places of a strictly business nature.
2. In boarding houses, offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools, or colleges (excluding dormitory rooms at such schools or colleges), hospitals, libraries, churches, and other similar institutions.
3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, or when such business use does not occur or pass over to residence phones during times when businesses are ordinarily closed.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.5 Establishment and Furnishing of Service (Cont'd)

B. Furnishing of Service to Business Customers (Cont'd)

4. Where the place of business and the residence of a subscriber are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
5. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
6. In college fraternity houses.
7. At any location where the listing of service at that location indicates a business, trade or profession, except as specified in 3.5(C). below.

C. Furnishing of Service to Residence Customers

Residence rates apply to customers at the following locations:

1. In private residences where business listings are not provided.
2. In private apartments of hotels, rooming houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
3. In residence of a clergyman, and in the place of residence of a physician, dentist, veterinarian, surgeon or other medical practitioner, provided the subscriber does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons, provided the office is located in the subscriber's residence and is not part of an office building. If listings of firms or partnerships, or additional listings of persons not residing in the same household are desired, business rates apply.
4. Churches, hospitals and other charitable institutions not receiving monies by public taxation or from charges for their services take residence rates for individual line service.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.5 Establishment and Furnishing of Service (Cont'd)

D. Telephone Numbers

The Company may change any or all numbers or the central office associated with such number whenever it deems it necessary in prudently conducting its business. Should it become necessary to make such a change, the Company will provide reasonable notice of the effective date and reason for the change. A subscriber may request a telephone number change and if feasible the change will be made at the rate following as described in Section 5.2(B) and listed in Section 13.2(B).

E. Alterations

The subscriber agrees to notify the Company promptly of any alterations or new construction on subscriber premises which will necessitate changes in the Company's wiring and equipment; and the subscriber agrees to pay the Company's current charges for such changes.

F. Payment for Service

The subscriber is required to pay all charges for services rendered by the Company, both exchange and toll, in accordance with provisions contained in this Price List. The subscriber is responsible for all charges for service rendered at his telephone, including collect charges.

G. Unusual Installation Costs

When special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay such costs pursuant to Section 8 of this Price List.

**GENERAL RULES AND REGULATIONS**3. General Rules and Regulations (Cont'd)3.6 Telephone Directories

The Company will furnish to each subscriber an alphabetically arranged list of the names of all subscribers of the Local Exchange at least once each year. Extra name listings of subscribers will be furnished when desired by any subscriber, or listings will be handled on a non-published basis or non-listed basis (see Section 6.6 following) if requested. Such alphabetically arranged lists shall constitute the Company's telephone directory.

The directory will remain the property of the Company, furnished to expedite service, and may be taken up by the Company at the termination of the contract for service or when new directories are issued. The Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

3.7 Establishment and Maintenance of Credit

## A. Establishment of Credit for Service

The Company is not obligated to furnish or continue to furnish service to any individual or business that owes for the same class of service furnished by the Company previously rendered at the same or a different address until arrangements have been made for payment in full of such previous indebtedness to the Company.

In order to ensure that payment is made for all charges due for its service, the Company may require an applicant for service to establish and maintain credit. An applicant's credit rating as determined by the credit bureau will be used to determine their ability to establish credit with the Company.

## B. Deposits

A deposit may be required from new customers as well as from existing customers. The following regulations apply to deposits:

1. An applicant's credit rating as determined by the credit bureau will be used to determine the amount of the deposit required before service is established.
  - a. A customer with good credit rating will be required to pay an initial deposit of \$50.00.
  - b. A customer with no established credit will be required to pay an initial deposit of \$100.00.
  - c. A customer with a bad credit rating will be required to pay an initial deposit of \$200.00.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

B. Deposits (Cont'd)

2. The required deposit will not be in excess of the estimated charges for two (2) months for residential service, and four (4) months for business service.
3. The estimated charges for customers shall be based on the average monthly billing of the past six (6) months to that customer.
4. In the case of an applicant for service or a present customer who does not have six (6) months service with the company, the company may use the average monthly bill for that class and type for service to determine the correct amount for that deposit.
5. The estimated deposit for an applicant may take into consideration past billing history for service of another company if service was provided within the State of Illinois and within six (6) months of the application. The amount of the deposit may be adjusted at the request of the customer/applicant or Company at any time when the character or degree of use of the service materially changes or when it is clearly established that the character or degree of use of the service will materially change in the immediate future.
6. The Company may require a deposit or guarantee from an existing customer as a condition of continued service if, during the first twelve (12) months that the customer receives service, the customer pays late four times or has service discontinued for nonpayment two times.
7. The Company may request a deposit from any customer after the first twelve (12) months that the customer has received service if the customer has had service discontinued two times in a twelve (12) month period, or if the Company provides evidence that the customer used a device or scheme to obtain service without payment. The Company may also request a deposit from any nonresidential customer after the first twelve (12) months the customer has received service if the customer pays late at least six times during any twelve (12) month period.
8. The Company may request that up to one-third of the requested deposit amount be paid within twelve (12) days after the request for the deposit. An applicant may be requested to pay no more than one-third of the deposit amount prior to the establishment of service. The Company shall allow the balance of the deposit to be paid in two (2) equal monthly installments.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

B. Deposits (Cont'd)

9. Deposits plus interest shall be automatically refunded after being held for twelve (12) months as long as the customer has paid any past due bill owed to the Company, service has not been discontinued for nonpayment, the customer has not paid late four times, or the customer has not used a device or scheme to obtain service without payment. If the customer had any past due bills in the previous twelve (12) months, the deposit will not be refunded until the account has twelve (12) consecutive months in good standing.
10. The deposit shall be credited with accrued interest to the charges stated on the final bill and the remaining balance, if any, shall be returned to the subscriber within thirty (30) days after the termination of service.
11. Interest will be paid on all deposits held by the Company. The interest rate shall equal the rate existing for one-year United States treasury bills at that point in time when the determination of the interest rate is made by the Commission. The interest rate will be rounded to the nearest one-half of one percent. Simple interest will be computed from the date of payment of the deposit, and will be credited annually upon the account of the customer until discontinuance of service, or upon return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

D. Deposit not to Affect Regular Collection Practices

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

E. Records of Deposits

The Company shall maintain records of deposits together with interest, which collectively will show all transactions pertaining to each deposit.

Each customer posting a deposit shall receive in writing at the time of posting or within ten days from that date, a receipt that contains the following information:

1. Name of customer
2. Address where the service for which the deposit is required will be provided
3. Serial number
4. Type of service
5. Date when the deposit was received
6. Rate of interest on the deposit
7. Amount of deposit
8. The Company's name
9. A statement of conditions under which the deposit will be refunded

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

F. Discontinuance of Service

Service may be discontinued for failure to establish or maintain credit as authorized above, no sooner than eight (8) days after the Company has served or mailed notice requiring the subscriber to comply with credit regulations.

G. Service Reconnection Charges

Where service has been discontinued for failure to establish or maintain credit as authorized above, a service reconnection charge as discussed in Section 5.2(E) and listed in Section 13.2(E) will apply, and will be collected by the Company.

3.8 Customer Billing

A. General

Bills for telephone service are issued monthly, and are due when rendered. Generally, monthly recurring charges are billed in advance, while toll charges are billed in arrears. The Company shall render a bill during each billing period except when there is a zero balance.

The customer is responsible for all charges in conjunction with services furnished including collect toll messages that have been accepted at the customer's telephone. Failure to receive a bill does not relieve the subscriber of the responsibility for payment for telephone service.

Charges for business service shall not be transferred to a bill for residential service, nor shall charges for residential service be transferred to a bill for business service.

The Company must issue customer bills within one year of the date the service was provided. No customer shall be liable for charges after one year.

Subscribers shall have twenty-one (21) days from the date of the postmark on the bill to pay the charges stated thereon. Payment shall be made at the office of the Company, an authorized collection agency, or by mail. The Company may assess a late payment charge for payments made after twenty-one (21) days. The late payment charge of one and one-half percent (per month) shall apply to all balances not paid by the due date shown on the bill. Governmental (tax-supported) entities shall not be charged a late payment charge until forty-five (45) days after the issuance of the bill.



**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.8 Customer Billing (Cont'd)

A. General (Cont'd)

A charge of \$25.00 will be made for all checks returned to the company for insufficient funds. If more than one insufficient funds check is received from a subscriber within a twelve (12) month period, the company may require that all subsequent payments be made by cash, money order, or certified check.

In the event that charges on a customer bill issued by the Company are later found to be incorrect, the Company shall refund the amount of the overcharges with interest from the date of overpayment by the customer. The rate of interest shall be the same as the rate paid on deposits stated in Section 3.7(B)(11).

B. Customer Bill Format

All bills for residential and single-line business customers shall contain an itemization of charges. Itemization of every monthly billing shall include, but not be limited to:

1. Exchange access (basic local service) as requested by customer;
2. Local service;
3. Extended area service;
4. Equipment;
5. Enhanced and other local services;
6. The period of time for which the local service and equipment charges apply;
7. If a local exchange company has assumed responsibility of collection for toll calls, it shall include an itemization of all toll calls charged to the account including, but not limited to the date and time of the call, the rate which applied to the call, the length of the call in minutes, the destination of the call, or point of origin for collect and/or third party calls;

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.8 Customer Billing (Cont'd)

B. Customer Bill Format (Cont'd)

8. The phone number of the appropriate company business office;
9. The due date of the bill; and
10. A separate listing of additional charges due to state messages tax, municipal message tax, municipal consumer tax, state and municipal infrastructure maintenance fees, and federal excise tax.

3.9 Minimum Contract Periods and Termination of Service

A. Minimum Contract Periods

Except as hereinafter provided, the minimum contract period for all services and facilities is one month at the same location.

The Company may require a minimum contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra cost.

Service will not be installed for a period of less than one month unless the subscriber pays, in addition to one month's rental, the cost of installation and removal of the necessary facilities.

In case of PABX service, the initial contract period shall be at least one year, and the Telephone Company may require longer contract periods depending upon the size and nature of the facilities required for rendering service.

The length of contract period for directory listings, and for joint use service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first published to the subscribers to the day the succeeding directory is first distributed to subscribers.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.9 Minimum Contract Periods and Termination of Service (Cont'd)

B. Termination of Service by the Company

1. Service may be discontinued for any of the following reasons:
  - a. Nonpayment of an undisputed past due charge.
  - b. Failure to make or increase a required deposit or guarantee.
  - c. Unauthorized use of the Company's equipment in a manner that creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
  - d. Failure to substantially comply with the terms of a settlement agreement.
  - e. Refusal after reasonable notice to permit inspection, maintenance, or replacement of Company's equipment.
  - f. Material misrepresentation of identity in obtaining service from the Company.
  - g. For noncompliance with an FCC or State Commission order.
  - h. Nonpayment of undisputed, delinquent state or interstate long distance charges billed by the Company or undisputed, delinquent exchange charges including any FCC-approved end user charges or both.
2. The failure to pay charges not subject to the Illinois Commerce Commission or Federal Communications Commission's jurisdiction shall not constitute cause for discontinuance of service except as indicated in 3.9(B)(1)(h) above.

C. Termination of Service - Subscriber's Request

Service may be terminated prior to the expiration of the minimum contract period upon notice being given to the Company ten (10) days in advance, and upon payment of any applicable termination charges, in addition to any applicable charges due for service that has been furnished.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.9 Minimum Contract Periods and Termination of Service (Cont'd)

C. Termination of Service - Subscriber's Request (Cont'd)

In the case of service for which the minimum contract period is one month, termination will require that charges due for the balance of the minimum period be paid.

For special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

Contracts for periods longer than one month covering services which installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period. Alternatively, the contract may be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber upon agreement by the new applicant to assume the responsibilities of the contract.

Service may be terminated after the expiration of the initial contract period, upon the Company being notified, and upon payment of all charges due to the date of termination of the service.

In case of directory listings, where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing, subject, however, to a minimum charge for one month.

1. The contract for the main service is terminated.
2. The listed party becomes a subscriber to some class of exchange service.
3. The listed party moves to a new location.
4. The listed party dies.

For Centrex and PABX service, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.9 Minimum Contract Periods and Termination of Service (Cont'd)

D. Procedures for Discontinuance of Service

1. The Company may discontinue service to a subscriber only after it has mailed or delivered by other means a written notice of discontinuance. Service will not be discontinued until at least five days after delivery of this notice, or eight days after the postmark date on a mailed notice.
2. In addition to the written notice, the Company shall make an effort to contact the subscriber and advise them of the discontinuance and what action must be taken to avoid it. The Company shall not deliver more than two consecutive notices of discontinuance for past due bill without engaging in collection activity with the subscriber.
3. Services will not be discontinued for a past due bill after 12:00 noon on Friday, or on Saturday, Sunday, legal holiday recognized by the state, or on any day when the Company's offices are not open for business. Services may be discontinued on normal business days between 8:00 a.m. and 2:00 p.m. unless the Company is prepared to restore service within three hours after receipt of payment, at the standard restoral charge, if any.
4. Until at least 5:00 p.m. on business days, the Company will have personnel available that are authorized to reconnect service if the conditions cited for discontinuance are corrected, and any restoral charge specified in this Price List is paid.
5. Discontinuance of service shall be postponed for a time not in excess of thirty (30) days from the date of written certification by a licensed physician that discontinuance of service will create or aggravate a medical emergency for the subscriber or a permanent resident in the subscriber's household. Initial certification will prohibit discontinuance for thirty (30) days. Certification may be renewed for one additional thirty (30) day period. If the certificate is not renewed, the Company may initiate discontinuance procedures. In the event service is discontinued within ten (10) days prior to certification, service will be restored if the proper certification is then made in accordance with the provisions stated above.

## **GENERAL RULES AND REGULATIONS**

### 3. General Rules and Regulations (Cont'd)

#### 3.10 Charges for Damages

In situations where impairment or interruption of service is caused by tampering with Company wiring or equipment, the customer instigating such tampering or the person causing the damage will be billed the full cost of labor and materials required to reestablish normal service. In addition, the customer will be required to pay for any lost access revenue and lost toll charges caused by this impairment or interruption of service. This will be estimated based on an average of the preceding three months usage and prorated to the amount of time service was impaired or interrupted and also for the number of customers affected.

#### 3.11 Connection of Automatic Dialing-Announcing Devices

An automatic dialing-announcing device is any automatic equipment used for solicitation which includes storage capability of numbers to be called; or a random or sequential number generator that produces numbers to be called, and has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

Automatic dialing-announcing devices used for solicitation purposes where calls initiated by the device cannot be terminated at will by the called party and dial tone restored to the called party promptly upon termination of the call by the called party may not be connected to the telephone network.

Any prerecorded message issued by an automated dialing-announcing device shall be preceded by an announcement, which states the name and address of the calling party, the purpose of the message, and that the message is coming from automated equipment.

**GENERAL RULES AND REGULATIONS**3. General Rules and Regulations (Cont'd)

## 3.12 Digital Divide Elimination Fund Program

Digital Divide Elimination Fund Program is created as a special fund in the State Treasury to foster elimination of the Digital Divide and will be used, subject to appropriation, by the Illinois Department of Commerce and Community Affairs to fund community technology centers and for assisting public hospitals, libraries, and park districts in eliminating the digital divide. All monies in the Fund will be collected by the Company and remitted to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

## General

- A. Customers willing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the customer's monthly bill. This contribution will not reduce the customer's total amount due for telecommunications service or other charges appearing on the bill.
- B. This contribution will be line item on the bill and identified as the "Digital Divide Fund."
- C. Contributions will be collected on a recurring basis each month from the customer's bill and remittance will be reported and transferred to the Department or its designee as required by Section 758.60.
- D. Customers may elect to contribute \$.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00, or \$25.00 per month per line.
- E. Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice by telephone or mail to the company.
- F. Failure by the customer in any month to remit the entire bill amount may reduce the contribution accordingly.

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.12 Digital Divide Elimination Fund Program

The Digital Divide Elimination Fund is mandated by the Illinois Commerce Commission and is created as a special fund in the State Treasury effective July 10, 2002. All monies in the Fund will be used by the Illinois Department of Commerce and Community Affairs to fund community technology centers and for assisting public hospital, libraries, and park districts in eliminating the digital divide. The monies will be collected by the Company and remitted to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

Customers wishing to contribute to the Digital Divide Elimination Fund may do so by electing to contribute, on a monthly basis, a fixed amount of \$.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00, or \$25.00 that will be included in the customers' monthly bill. The customer may cease contributing at any time upon providing notice to the Telephone Company. Any contribution made will not reduce the customer's bill for telecommunications service. Failure to remit the amount of increased payment will reduce the contribution accordingly.



**LOCAL EXCHANGE SERVICE**

4. Local Exchange Service

4.1 Description

A. Network Access Line

A network access line is required for either measured local exchange service or flat rate local exchange service.

Local Exchange Service is subject to all terms and conditions as outlined in this Price List.

Local Exchange Service can be activated by equipment generating pluses (rotary) or multi-tone (touch) signals to the switching equipment.

The rates and charges for Local Exchange Service are listed in Section 13.1. These rates and charges are for the period of one month, unless otherwise indicated, and entitle business or residence subscribers to basic local exchange telephone service. Rates for business and residence service are listed in Section 13.1(A) and 13.1(B) respectively.

B. Measured Rate Local Exchange Service Option

The Measured Rate Local Exchange Service Option is a local calling plan that provides local calling on a measured rate basis. All calls will be billed per minute of use and fractional calls are rounded up to the next full minute. Measured rate calls may be made within the local calling area as follows:

<u>Local Exchange</u>	<u>Exchanges Included in the Measured Rate Local Calling Area</u>
Burton	Burton, Columbus, Fowler, Liberty, Payson, Quincy
Camp Point*	Camp Point , Augusta, Burton, Clayton, Coatsburg, Columbus, Fowler, Golden, Liberty, Loraine, Mendon, Mindale, Quincy
Clayton*	Clayton Augusta, Camp Point, Coatsburg, Columbus, Fishhook, Fowler, Golden, Hersman, Liberty, Mindale, Mount Sterling, Quincy
Mount Sterling*	Mount Sterling, Clayton, Hersman, Mindale, Rushville, Versailles, Chambersburg, Fishhook, Perry
Perry	
Quincy	Quincy, Burton, Columbus, Fowler, Liberty, Payson, West Quincy, MO

\*Calls made within the home exchange may be billed at a reduced rate. This rate applies to calls within the home exchange only.

Rates for business and residence service are listed in Section 13.1(A) and 13.1(B) respectively.

**LOCAL EXCHANGE SERVICE**

4. Local Exchange Service

4.1 Description (Cont'd)

C. Flat Rate Local Exchange Service Option

The Flat Rate Local Exchange Service Option is a local calling plan that provides flat rate local calling to exchanges within the flat rate local calling area as follows:

<u>Local Exchange</u>	<u>Additional Exchanges Included in the Flat Rate Local Calling Area</u>
Burton	Columbus, Fowler, Liberty, Payson, Quincy
Camp Point	Augusta, Burton, Clayton, Coatsburg, Columbus, Fowler, Golden, Liberty, Loraine, Mendon, Mindale, Quincy
Clayton	Augusta, Camp Point, Coatsburg, Columbus, Fishhook, Fowler, Golden, Hersman, Liberty, Mindale, Mount Sterling, Quincy.
Quincy	Burton, Columbus, Fowler, Liberty, Payson; West Quincy, MO
Fowler	Quincy, Burton, Columbus, Clayton and Camp Point

The Camp Point and Clayton residential customers only are subject to a combined flat rate. Rates for business and residence service are listed in Section 13.1(A) and 13.1(B) respectively. Customers will be required to purchase both Network Access Line and Flat Rate Service.

4.2 Taxes, Fees, and Charges

When any city, county or taxing authority imposes a franchise, occupation, business sales, license, excise, privilege, or similar tax of any kind on this Company, the amounts therein so far as practical, shall be charged on a pro-rata basis to all customers so affected receiving exchange service within the boundaries of that taxing entity. This tax charge, in all cases, will be in addition to the regular charges for local service and shall be set out as a separate item on the customer's bill.

Where a tax levied on a percentage of gross receipts, that percentage will be applied to each customer's bill so affected and the amount so computed will be added as a separate item to the customer's bill. Where a tax is levied other than on a percentage of gross receipts, a pro rata share of the total tax shall be added as a separate item to each customer's bill. All such taxes collected by the Company shall be paid to the city, county, or taxing authority in accordance with the promulgated regulations pertaining to each tax.

**LOCAL EXCHANGE SERVICE**

4. Local Exchange Service (Cont'd)

4.3 Seasonal and Vacation Rates

Seasonal service is available upon advance notice to all classes and grades of service where the usage is of a seasonal nature.

No inward or outward service will be provided during the period of suspension.

Charges may be billed in total prior to the connection of service or monthly at the option of the Company.

Vacation service is available upon advance notice.

Vacation service will be offered at no monthly charge for the basic and associated additional services suspended for a minimum of 30 days and no more than twelve (12) months.

No other charges will apply for the suspension of service. A reconnection charge will apply for restoral of service.

## **CUSTOMER ACTIVITY CHARGES**

### 5. Customer Activity Charges

#### 5.1 General

The Term "Customer Activity Charge" is used to define the nonrecurring charge or charges made for the establishment of a class of communication service or subsequent additions or changes to that service.

Customer Activity Charges are in addition to any other scheduled rates and charges normally applying under the Price List. They apply in addition to and not in lieu of recurring charges, mileage charges, or construction charges made because of unusual costs in establishing service.

Customer Activity Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Customer Activity Charges for additions to the service of existing customers.

The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved. Any special work performed at the request of the customer will be charged for on the basis of labor cost and overhead incurred.

#### 5.2 Types of Customer Activity Charges

##### A. Initial Service Order Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's initial request for connections of service. Initial Service Order Charges are caused by customer requests only.

One Initial Service Order charge is applicable for each request for the establishment of a service.

**CUSTOMER ACTIVITY CHARGES**

5. Customer Activity Charges

5.2 Types of Customer Activity Charges (Cont'd)

A. Initial Service Order Charge (Cont'd)

Only one initial service ordering charge is applicable for all items ordered at the same time for completion on the same date, for the same line number.

An Initial Service Order Charge is applicable for work done to comply with a customer's initial request for new service.

Movement of a customer's service from one premises to another will be considered as a service termination at the old location and the establishment of service at the new location.

Initial Service Order Charges are listed in Section 13.2(A) of this Price List.

B. Service Order Change Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's request for a change in their present service at the existing premises.

One Service Order Change Charge is applicable for each of the following:

1. Move, change or addition of a service at an existing premises.
2. Change in telephone number.
3. Restoral of service after disconnection.
4. Off-premise extension addition

Service Order Change Charges are listed in Section 13.2(B) of this Price List.

C. Service Installation/Move Charge

This charge is applicable when work is performed in the central office and/or outside plant in association with installing Local Exchange Service and/or other services utilizing outside plant facilities.

One Service Installation Charge applies to the provision by the Company of each access line for Local Exchange Service or Foreign Exchange Service.

**CUSTOMER ACTIVITY CHARGES**

5. Customer Activity Charges

5.2 Types of Customer Activity Charges (Cont'd)

C. Service Installation/Move Charge (Cont'd)

One Service Installation Charge applies to each move of the established service drop and/or the associated station protection device.

Service Installation Charges are listed in Section 13.2(C) of this Price List.

D. Premise Visit Charge

A Premise Visit Charge is applicable when travel to the customer's premises is necessary to perform work previously described under Service Installation. When more than one visit is necessary, for Company reasons, to complete the work, only one Premise Visit Charge applies.

Premise Visit Charges are listed in Section 13.2(D) of this Price List.

E. Reconnection Charge

A Reconnection Charge will be applied for the restoral of service to any customer who has been denied service for nonpayment. When service has been disconnected for nonpayment and payment has not been received or satisfactory payment arrangements have not been made for a period of ten (10) calendar days, the Company may consider the service terminated and the equipment owned by the Company may be removed. Reconnection may be considered as a new installation as provided in this Company's Price List. The Reconnection Charge does not apply to the first restoral of a customer's service during a calendar year. The rate for Reconnection Charge is specified in Section 13.2(E) of this Price List.

**CUSTOMER ACTIVITY CHARGES**

5. Customer Activity Charges

5.3 Conditions Under Which No Customer Activity Charges Apply

- A. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- B. Disconnection of service for nonpayment of charges due. However, there is a charge applicable for reconnection of that service.
- C. For all activities related to services for employees.
- D. A complete or partial termination of service.
- E. Service re-established at a first temporary location after destruction of the customer's premises by an Act of God. Regular charges apply for service established at any temporary location after the first temporary location, and also to establish service at the permanent location.
- F. Changes from non-published or non-listed directory listings to published directory listings using the same telephone number.
- G. Change of billing address.
- H. Additions to, or change in a directory listing.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features

6.1 Custom Local Area Signaling Services (CLASS)

A. General

1. Custom Local Area Signaling Services (CLASS) capability is provided to customers who are served by appropriately equipped electronic central offices. However, a feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped electronic central offices. If a tandem is not equipped to handle CLASS features, the CLASS service will be available only at the local level.
2. CLASS will be provided on residence lines and business lines, at rates and charges offered in Section 13.3(A), following.
3. To activate a feature the customer will dial a company-designated code. A confirmation will be heard when a designated code has been dialed.
4. Variations in central office equipment and the activation of other central office features by the called/calling party may cause differences in the availability and/or operation of individual features.
5. Once the features are activated, incoming calls may still be received and outgoing calls placed.
6. The term "distinctive ring" refers to a company assigned non-standard ringing pattern. There is only one non-standard ringing pattern per feature.
7. The Automatic Recall and Automatic Callback features cannot be activated for all telephone numbers, such as numbers with the 800, 888, 877 or 900 prefixes.



**OPTIONAL SERVICES AND FEATURES**6. Optional Services and Features (Cont'd)6.1 Custom Local Area Signaling Services (CLASS) (Cont'd)

## B. Caller I.D. Blocking

Free per call blocking will be available to all residence and business customers who are served by appropriately equipped central offices. Those customers may prevent the delivery of their telephone number or name to the called party by dialing the activation code (\*67 for digitone residence and business lines, 1167 for rotary residence and business lines) prior to placing a call. If the call is completed, the terminating office sends a "PRIVATE" code to the called party's terminal in place of the directory number.

## C.. CLASS Feature Descriptions

## 1. Automatic Recall

The telephone number associated with the last incoming call to the customer (called party) will be announced via recorded voice and may be automatically redialed. Activation must occur before another incoming call or a call waiting indication is received by the customer. If the redialed telephone line is busy, the feature will remain active for a 30-minute period and repeatedly check the idle/busy status of the line at intervals determined by the company. Should the called party's line become idle during this period, the customer will receive a distinctive ring. If the customer answers this ring, completion of the call to the calling party will be automatically attempted. The customer need not wait for the completion of the Automatic Recall process to activate this feature for subsequent incoming calls. The idle status of the line associated with each activation will be checked.

**OPTIONAL SERVICES AND FEATURES**6. Optional Services and Features (Cont'd)6.1 Custom Local Area Signaling Services (CLASS) (Cont'd)

## C. CLASS Feature Descriptions (Cont'd)

## 2. Automatic Callback

The telephone number associated with the last outgoing call placed by the customer (calling party) may be automatically redialed. Activation must occur before the customer places another outgoing call. If the redialed telephone line is busy, the feature will remain active for a 30-minute period and repeatedly check the idle/busy status of the line at intervals determined by the company. Should the called party's line become idle during this period, the customer will receive a distinctive ring. If the customer answers the ring, completion of the call to the called party will automatically be attempted. The customer need not wait for the completion of the Automatic Callback process to activate this feature for subsequent outgoing calls. The idle status of the line associated with each activation will be checked.

## 3. Calling Number Delivery

This feature provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone with a built-in display screen. The Calling Number Delivery feature will forward the calling number from the appropriately equipped terminating central office to the customer provided display device. The company will forward all telephone numbers subject to technical limitations.

## 4. Calling Name Delivery

This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a customer provided display device. The company will forward all calling names subject to technical limitations. This service is only offered in conjunction with Calling Number Delivery service.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.1 Custom Local Area Signaling Services (CLASS) (Cont'd)

C. CLASS Feature Descriptions (Cont'd)

5. Selective Call Acceptance

This feature allows a customer to screen incoming calls against a list of ten customer-specified directory numbers and then accepts any calls from those numbers. Calls from other directory numbers are denied access to the subscriber's line and will be automatically completed to a prerecorded announcement circuit which will indicate that calls are not being taken at this time.

6. Selective Call Rejection

This feature allows the customer to have the switch automatically reject calls from directory numbers on the customer's predesignated screening list. A screening list of up to ten directory numbers is created by the subscriber. 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 attempting to be called does not wish to receive calls at this time.

7. Selective Call Forwarding

This feature allows the customer to transfer selected incoming calls to another telephone number. A screening list containing up to ten numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, incoming calls are forwarded only if the calling number can be obtained and is found to match a number on the customer's screening list.

**OPTIONAL SERVICES AND FEATURES**6. Optional Services and Features (Cont'd)6.1 Custom Local Area Signaling Services (CLASS) (Cont'd)

## C. CLASS Feature Descriptions (Cont'd)

## 8. Distinctive Ringing/Call Waiting

This feature provides special treatment for calls received from a customer's list of specified telephone numbers. The customer creates a screening list containing up to ten directory numbers through an interactive dialing sequence. When an incoming call from one of the predetermined telephone numbers is received, the customer is alerted with a distinctive ringing pattern or a distinctive call waiting tone. Calls from telephone numbers not included on the screening list will produce a normal ringing pattern or call waiting tone.

## 9. Customer Originated Trace

This feature will, upon successful customer activation, automatically trace the telephone number of the line used for the last call received by the customer. The customer must dial a company-designated code, and a confirmation will be heard when a designated code has been dialed. Activation must occur prior to the time that either another call or the call waiting tone is received by the customer. Within five business days after successful activation of Customer Originated Trace, the customer must contact the company to arrange for continued retention of the trace record. The company will not provide the traced number to the customer, but it will be provided to law enforcement officials only pursuant to a valid subpoena issued by a court of competent jurisdiction. The practices of law enforcement officials vary, and the company does not represent that any action will be taken by such officials with regard to the traced number. The company also does not guarantee the satisfactory operation of the capability set forth above for use in the provision of the Customer Originated Trace feature.

10. Caller I.D. Package includes Caller Number Delivery and any two CLASS features.11. Automatic Callback/Automatic Recall Package contains both Automatic Callback and Automatic Recall at a discounted rate.

## D. Rates and Charges

Rates and charges for CLASS features are listed in Section 13.3(A) of this Price List.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.2 Custom Calling Services

A. Conditions

Custom Calling Services are available only to those customers who are served from a Central Office equipped to provide such services.

The grade of transmission on three way calling and call forwarding may vary depending on the distance and routing necessary to complete the call. End to end transmission is not guaranteed.

B. Application of Customer Activity Charges

Installation Charges as outlined in Section 13.3 of this Price List will apply to the establishment of Custom Calling Service features.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.2 Custom Calling Services

C. Feature Descriptions

Call Waiting

The Call Waiting feature informs a subscriber engaged in a normal talking connection that a third party is calling by a tone. The calling party hears normal ring back. The subscriber has the option of continuing the conversation, terminating the conversation, or answering the calling party, by placing the current party on "hold". Call Waiting allows the subscriber to switch back and forth between the two parties, by alternately placing the other party on "hold", as many times as desired. Cancel Call Waiting enables the customer to cancel Call Waiting before making a call for the duration of that call. If the customer also has Three-Way Calling, Call Waiting can be canceled during the call.

Three Way Calling \*

The three way calling feature allows a single party subscriber to add another call to an existing two-way connection without operator assistance. When the third party answers, a private two-way conversation can be held, before completing the connection for a three-way conference. This feature can be used on both outgoing and incoming calls.

If a subscriber utilizes toll trunks for a three way call, that subscriber will be billed the appropriate toll charges for the portion of that three way call which he originated.

Call Forwarding

The call forwarding feature allows a single party subscriber to have all incoming calls forwarded to another, preselected line that is located within the Telephone Company's local calling area that is possible to reach by direct dialing.

Call Forwarding, Remote Access \*

Permits the customer to have call forwarding activation and deactivation from a location other than the customer's home telephone.

\* The grade of transmission on calls forwarded or on three-way calls may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed on such call.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.2 Custom Calling Services (Cont'd)

C. Feature Descriptions (Cont'd)

Call Forward, Busy-No Answer, Remote Access

Provides forwarding of incoming calls that encounter a busy or no-answer to another telephone number after a specified number of rings. Remote access same as Call Forward, Remote Access.

Speed Calling – Short List (8)

The speed calling – 8 feature allows a subscriber to call any one of eight preselected telephone numbers from memory by dialing a single digit code rather than the entire telephone number.

Speed Calling – Long List (30)

The speed calling - 30 feature allows a subscriber to call any one of thirty preselected telephone numbers from memory by dialing a two digit code rather than the entire telephone number. (Counts as two features for package discounts).

Teen Line (Distinctive Ring)

This feature allows customers to have two telephone numbers assigned to the same line. Each number has a distinctive ring. (Counts as two features for package discounts.)

Ring Again

Permits a customer who reaches a busy station to receive a special ring which indicates that a previously busy line has become idle within a prescribed time period.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.2 Custom Calling Services (Cont'd)

C. Feature Descriptions (Cont'd)

Warm Line

Allows the customer 30 seconds of dial tone before a call is automatically generated to a specified terminating number of up to 24 digits in length. During the 30 second dial tone duration, which is initiated by the instrument during off-hook, the line may be used for basic service, or for initiating custom calling features.

Call Transfer

Allows the customer to transfer a call to another person or add a third party to an existing conversation. This service requires that the customer also subscribe to three-way calling. This service provides the additional option of dropping out of the conversation when it is no longer necessary for the customer to continue. A call can not be transferred if the original call is a toll call and the transfer call is also a toll call. You can, however, connect all parties in a three-way conversation. All toll charges originated by the customer for the transfer or three-way conversation will be billed to the customer.

Cancel Call Waiting

Allows the customer with call waiting to dial an access code that suspends call waiting for the duration of a call in progress.

Remote Call Forwarding \*

This feature intercepts calls to a local telephone number and directs the calls to another telephone number in a different exchange with the called party receiving billing for the call. The grade of transmission may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed on such call. (This feature cannot be included in the package discount plans).

\* The grade of transmission on calls forwarded or on three-way calls may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed on such call.



**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.2 Custom Calling Services (Cont'd)

C. Feature Descriptions (Cont'd)

Feature Packages – includes three types of packages which allows the customer to order a customized combination of CLASS and Custom Calling Services.

- a. Three (3) Features Package
- b. Five (5) Features Package
- c. Unlimited Features Package

D. Rates and Charges

Rates and charges for Custom Calling Features are shown in Section 13.3(C) of this Price List.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.3 Directory Listings

A. Published Listings

A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation subscribing to Local Exchange Service will be furnished at no charge.

Listings will be limited to such information as is necessary for proper identification.

The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.

Whenever any question arises as to the right of a customer (1) to list the name of a business which (s)he is authorized to represent; or (2) to use a listing which includes the trade name of another; the Telephone Company is privileged to require the customer to secure from the owner of such name, written authority to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listing; and is privileged to refuse to accept or to delete such listing where (1) such written authority is not so furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.

B. Non-Published or Non-listed Listings

Non-Published service is the omission of a customer's listing from both the telephone directory and directory assistance records. Non-published listings are available upon request.

Non-listed service is the omission of a customer's listing from the telephone directory. Non-listed listings are available upon request.

The customer will hold the Company harmless from any damages that might arise and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonpublished listing.

Rates and charges for Non-Published listings are listed in Section 13.3(F) of this Price List.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.3 Directory Listings (Cont'd)

C. Additional Listings

An additional listing must include the same address and telephone number as the primary listing except that a different address may be shown for off-premise extensions located on other premises occupied solely by the customer.

Additional listings may be furnished with residence service for members of the customer's domestic establishment and who occupy the same premises.

An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays, or if there is no answer on the first listed number.

Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

Business extra listings may be the names of partners or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation, if the subscriber is a corporation; and for any business establishment, the names and associates or employees of the subscriber. No other class of listing, such as service agency, commodity, etc., will be accepted.

A foreign listing may be furnished to customers requesting that their listing be included in a directory for another exchange.

Residence subscribers who lease their premises for periods of less than one year and request the Telephone Company to render service to their tenant without change in contract, may arrange for listing of such tenant provided that the subscriber and the tenant do not occupy the premises at the same time. All billing and contractual arrangements remain unchanged, the subscriber being responsible for the payment of all charges. The extra listing rate applies for each listing. The minimum charge, however, for any such listing which appears only on the informational records is \$1.00.

D. Applicability of Customer Activity Charges

A listings change is subject to the applicable Customer Activity Charges found in Section 5.

Rates and charges for Directory Listings are listed in Section 13.3(F) of this Price List.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.4 Direct Inward Dialing (DID) Service

A. General

1. Direct Inward Dialing Service to Customer premises located switching systems is furnished subject to the availability of telephone numbers.
2. The service includes the central office switching equipment necessary for direct inward dialing from the exchange and long distance message telecommunications network directly to terminal equipment associated with Customer premises located switching systems.
3. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated.
4. Operational characteristics of interface signal 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.
5. The Company shall not be responsible to the Customer or to the Customer's patron if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a Customer, or its patrons obsolete or require modification or alteration of such equipment.
6. Direct-in-dial Trunks may be provided in the quantity determined by the Company to be sufficient for adequate service, only in exchanges where the Central Office is equipped for such service. When otherwise provided, Direct-in-dial Trunks will be furnished at rates based on cost.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.4 Direct Inward Dialing (DID) Service (Cont'd)

A. General (Continued)

7. Directory listings will not be provided without charge for numbers issued for DID service. Customers desiring listings for these numbers in the Telephone Company directory may purchase listings they desire pursuant to the provisions of Section 6.3, Directory Listings.
8. The Customer premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
9. The minimum contract period for the service is three years. In case of discontinuance of service within the minimum contract period, the basic termination charge reduced by 1/36 for each month the service is retained at the same location, will be applied.

B. Rates and Charges

Rates and charges for DID Service are listed in Section 13.3(G).

The charges for the service are in addition to Customer Activity Charges outlined in Section 5 and to the applicable local exchange service rates.

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.5 Remote Call Forwarding

A. General

1. Remote Call Forwarding enables a Customer from inside the local/EAS calling area to received incoming calls on a sent paid basis.
2. A local directory number which is published in the local directory listings (unless requested otherwise by the Customer) is established which will automatically forward all calls made to this directory number to another directory number designated by the customer.

B. Rates and Charges

Rates and charges for Remote Call Forwarding service are listed in Section 13.3(H).

**MISCELLANEOUS SERVICES**

7. Miscellaneous Services

7.1 Operator Assisted Local Calling Service

A. General

1. The provisions shown herein apply when connections (local calls) between stations belonging to the same flat rate calling area are established with the assistance of a Company operator.

B. Conditions

1. All local calls, including local coin calls, which are not direct dialed by the customer are subject to the charge, unless otherwise exempted by Paragraph 2 following.
2. Charges do not apply to the following local calls:
  - a. Calls which require operator assistance to reach local emergency service agencies such as police, sheriff, fire department, poison control, etc., or calls from the accounts of customers who have been certified by a registered physician or recognized agency as unable to direct dial a local call because of a visual or physical handicap.
  - b. Calls that require operator assistance to reach the Company business office or repair service.
  - c. Calls that require operator assistance due to equipment malfunctions which prevent completion of direct dialed calls.

C. Rates and Charges

Rates and charges are listed in Section 13.4(A) of this Price List.

**MISCELLANEOUS SERVICES**

7. Miscellaneous Services (Cont'd)

7.2 Local Directory Assistance Call Service

A. General

1. Telephone calls by customers for telephone number listings will be answered and numbers given if listed in the Company's directory assistance records.
2. A maximum of two (2) requested telephone numbers will be provided for each Directory Assistance call.
3. The rates as described in Section B following apply for all calls to Local Directory Assistance.
4. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorney's fees) that may arise from the use of such information.

B. Rates and Charges

1. Each customer to Exchange Service is allowed two (2) direct dialed calls to Directory Assistance per line or P.B.X. trunk per month at no charge. Call allowances are not transferable between separate accounts of the same customer.
2. The charge for each direct dialed call to Directory Assistance (411) is listed in Section 13.4(B).
3. Where a customer requests operator assistance to place a call to Directory Assistance, the operator assistance charge is applicable in addition to the per call charge.
4. Calls to Directory Assistance from Payphone Service, Hotels or Hospitals or lines of customers who have been certified by a registered physician or recognized agency as unable to use a directory because of a physical handicap, are not subject to charge.



**MISCELLANEOUS SERVICES**

7. Miscellaneous Services (Cont'd)

7.3 Foreign Exchange Service

A. General Regulations

1. Foreign exchange service is exchange service furnished to a subscriber from a central office of an exchange other than the one that normally serves the area in which the subscriber is located.
2. For the purpose of this section of the Price List, the term, "Foreign Exchange", shall mean the exchange from which the foreign exchange service dial tone is furnished. The term "Normal Exchange", shall mean the exchange normally serving the area in which the subscriber's premise is located.
3. Foreign exchange service does not come within the Company's general undertaking, nor does the Company obligate itself to furnish such service generally. At the Company's option, where facilities of such a character are available as will permit satisfactory telephone transmission, and where the service is warranted by the circumstances involved, it will furnish the service.
4. Foreign exchange service will be furnished to exchanges within the same LATA as the normal exchange.
5. Foreign exchange service may be provided only in connection with private branch exchange trunk lines, and individual line business or residence service. The service will be furnished only at one location or premises for each channel or circuit.
6. Where the normal exchange is operated by this Company, foreign exchange service is furnished only on the condition that the applicant is a subscriber to individual line business or residence service, or private branch exchange service, in the normal exchange, and at the same location where such service is proposed to be installed. Under this condition, when a foreign exchange service subscriber discontinues normal exchange service, the normal exchange shall immediately notify such foreign exchange subscriber and foreign exchange business office, that the foreign exchange service may be discontinued ten (10) days thereafter.

**MISCELLANEOUS SERVICES**

7. Miscellaneous Services (Cont'd)

7.3 Foreign Exchange Service (Cont'd)

A. General Regulations (Cont'd)

7. Where the foreign exchange is operated by another telephone company, foreign exchange service will be provided only when satisfactory arrangements can be negotiated with such company to furnish a portion of the necessary facilities.
8. Foreign exchange service will be furnished at the rates outlined hereafter, provided the necessary facilities and equipment are available. Where the facilities and/or equipment are not available, and extraordinary facility costs, equipment costs, special operating expenses, and/or other special considerations are incurred in making such service available, the subscriber may be required to pay an additional charge to cover all or a portion of such unusual expenses, or be required to contract for service beyond the initial period, or both.
9. No off-premise extensions will be furnished in connection with foreign exchange service.
10. The use of the service is limited to the subscriber and his employees for business purposes, and in the case of residence service, to the members of his immediate household. Foreign exchange service calls will be further limited to calls within the local calling area (including any EAS locations) of all customers in the foreign exchange. If any subscriber to this service is found to be transferring or transmitting messages for parties other than authorized above, in the normal exchange area, or subscribing to any optional calling area plan in the foreign exchange, and/or making toll calls through the foreign exchange, such subscriber and foreign exchange business office shall be notified that the practice must be discontinued or the foreign exchange service may be terminated ten (10) days after the date of such notice.

B. Rates and Charges

1. Rates for foreign exchange service will include rates for local service at the foreign exchange, rates for special access service from the foreign exchange to the subscriber location in the normal exchange, and supplemental charges as outlined below.

**MISCELLANEOUS SERVICES**

7. Miscellaneous Services (Cont'd)

7.3 Foreign Exchange Service (Cont'd)

B. Rates (Cont'd)

2. The charge for local service at the foreign exchange is the established monthly service rate, and non-recurring service connection charge of the foreign exchange for the grade of service (individual line business or residence, or PBX and PABX trunks) with which the foreign exchange service is to be associated.
3. The charges for special access service from the foreign exchange to the subscriber location in the normal exchange will be as follows:
  - a. For special access facilities provided by this Company, the rates outlined in this Company's special access tariff will apply.
  - b. Where all or a portion of the special access facilities are furnished by another telephone company, charges for those facilities shall apply as specified in the regulations of such participating company.
4. The rates and charges that will apply at the normal exchange are listed in Section 13.4(C) of this Price List.

7.4 Leased Channel Service

A. General

1. Leased Channel Service is the furnishing of facilities between two designated points within the Telephone Company's exchange.
2. Individual leased Channel services are furnished for specific purposes and may not be used for other purposes without the consent of the Company. Channel services are furnished twenty-four hours daily, seven days per week, except as otherwise specifically stated.

**MISCELLANEOUS SERVICES**

7. Miscellaneous Services (Cont'd)

7.4 Leased Channel Service (Cont'd)

B. General (Cont'd)

3. Leased Channel Service is provided only by means of facilities that are not needed by the Company in the furnishing of Exchange and Long Distance Telecommunications Services. The Company may refuse to furnish new or additional channel service and may suspend, in whole or in part, the furnishing of existing channel service whenever such facilities are needed in the furnishing of Exchange and Long Distance Telecommunications Services. No liability whatsoever shall attach to the Company in such cases where the Company refuses to furnish new or additional channel service. The only liability of the Company in such cases where the Company suspends existing channel service shall be an abatement of the charge for such service for the period of interruption.
4. Facilities furnished on a twenty-four (24) hour per day basis shall be available to the Company once in each twenty-four (24) hours, at a time agreeable to both the customer and the Company, to make such tests and adjustments as may be necessary to maintain the facilities in satisfactory operating condition.
5. The customer agrees to notify the Company promptly in writing whenever alterations or new construction on premises owned or leased by the customer or an authorized or joint user will necessitate changes in the Company's equipment, and the customer agrees to pay the Company's current charges for such changes. The Company will move the equipment to any point where the Company furnishes similar service accessible with its facilities upon written order, provided the customer agrees to pay the Company's current charges therefore.
6. The minimum contract period is one month except (1) when channel service is furnished for fractional periods or (2) when the provision of the channel facilities involves unusual costs, a longer contract period may be required in lieu of a construction charge as provided in 7 following:

**MISCELLANEOUS SERVICES**

7. Miscellaneous Services (Cont'd)

7.4 Leased Channel Service (Cont'd)

A. General (Cont'd)

7. All rates and charges quoted in this Price List provide for the furnishing of channel service when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs. When the revenue to be derived from the channel service does not warrant the Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs or to contract for the channel service for a sufficient period to warrant the construction, depending upon the circumstances in each case.
8. Leased Channel Services are unconditioned channels suitable for transmission of signals for remote metering, supervising control and miscellaneous signaling limited by the transmission characteristics of metallic facilities.

B. Regulation

1. Leased Channel Service is furnished only where facilities and operating conditions permit.
2. These channel services are not permitted to be used for any purpose for which services are offered in other Sections or Parts of the Company's Price List.
3. These channels are not permitted to be connected with channels of others or with facilities furnished for telephone exchange service or long distance telecommunications service except as may be specifically authorized by the Company.
4. Connection of customer-provided station equipment is subject to provisions of the Company's Price List. Such equipment must operate at a line signaling speed not to exceed that specified for the channel service furnished.
5. These channel services are generally not suitable for the transmission of alternating current signals.
6. Each Leased Channel Service has two terminations.

C. Rates

The rates and charges that will apply at the normal exchange are listed in Section 13.4(D) of this Price List.

**MISCELLANEOUS SERVICES**7. Miscellaneous Services (Cont'd)7.5 Integrated Services Digital Network (ISDN) Service7.5.1 Primary Rate Interface (PRI)

- A. ISDN – PRI Service will be offered from suitably equipped central offices and outside plant facilities as conditions permit.
- B. ISDN service provides a method of access to the telephone network called Primary Rate Interface (PRI). ISDN service with PRI interface provides a high capacity access line, operating at 1.544 Mbps to the telecommunications network and provides integration of multiple voice and data transmission channels on the same facility. The service will provide connectivity between an ISDN compatible CPE and a serving central office. PRI consist of twenty-three 64.0 KPBS (B) Channels and one 64.0 Kbps (D) Channel. These channels may be used to connect the customer's CPE to the public circuit switched network.
  - 1. Bearer (B) Channels – A two-way synchronous channel capable of supporting 64.0 Kbps of digital transmission. Each B Channel can be used for Circuit Switched Voice, Circuit Switched Data, or Packet Switched Data.
  - 2. Data (D) Channels – A 64.0 Kbps digital signaling-only channel for call establishment when used with Primary Rate Interface. The D Channel cannot be used for Packet Switching.
- C. Clear Channel Capability and Extended Superframe Format are inherent to the service.
  - 1. Clear Channel Capability (CCC) – A connection that provides end-to-end digital connection in which all 64.0 Kbps of bandwidth are available for customer use.
  - 2. Extended Superframe Format – This format increases bandwidth that can be used for other functions and allows enhanced features and continuous performance monitoring on all 1.544 Mbps links. It also accommodates Bipolar with 8 Zero Substitution (B8ZS) for 64.0 Kbps Clear Channel Capability.

**MISCELLANEOUS SERVICES**

7. Miscellaneous Services (Cont'd)

7.5 Integrated Services Digital Network (ISDN) Service (Cont'd)

7.5.1 Primary Rate Interface (PRI) (Cont'd)

D. The required components for PRI-ISDN service will be as follows:

1. High Capacity Digital Service – Provides an access loop from the customer premises to the serving wire center. PRI is only available with non-protected High Capacity Digital Service. See access tariff for rates and regulation.
2. Primary Rate Interface – Provides the multiplexing to support twenty-three B Channels at 64.0 Kbps and one D Channel for signaling also at 64.0 KBPS. See Section 13.4(F) for PRI rates and charges.
3. Primary Rate B Channels – Provide circuit switched service that will allow either voice or data transmission at up to 64.0 Kbps.
4. Subscriber Line Charge – The charges for End User Common Line Access will be in accordance with the GVNW Inc./Management Access Tariff FCC #3, Section 12.14.
5. PRI Port Charge – the PRI Port Charge rate and regulation are located in NECA Access Tariff FCC # 5.

**MISCELLANEOUS SERVICES**

7. Miscellaneous Services (Cont'd)

7.5 Integrated Services Digital Network (ISDN) Service (Cont'd)

7.5.1 Primary Rate Interface (PRI) (Cont'd)

E. Standard Features for PRI

1. Clear Channel Capability – The B Channels on the PRI are clear, since all signaling and control functions are handled by the D Channel. This allows all 64.0 Kbps on each B Channel to be used for customer information over the PRI.

2. Dedicated Trunk Groups – Allow all 23 channels to be used as stand-alone trunk groups. Each channel is capable of handling incoming or outgoing Circuit Switched Voice or Circuit Switched Data.

3. Calling Number Delivery – Provides the customer with the telephone number of the calling party. This feature is provided via the D Channel associated with incoming calls on a B Channel to a PBX.

4. Call by Call for Trunk Groups – Allows Circuit Switched Voice and Data options enabled on the PRI to share B Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and Circuit Switch Data calls to use B Channels on a call by call basis.

F. A Service Rearrangement fee will be charged when, at the customer's request, the Company changes or makes additions/deletions to the PRI service trunking arrangement.

G. Terms

Customers in the Quincy, Illinois rate center choosing a PRI for a thirty-six (36) month term will receive 7500 minutes of calls per month to the local calling area as defined in Section 4.1 (B) at no charge. Usage above the 7500 minutes per month will be billed at the standard Local Measured Service rates listed in Section 13.1.

H. Rates and Charges

Refer to Section 13.4(E) for rates and charges for PRI.



**SPECIAL CONSTRUCTION**

8. Special Construction

8.1 Special Construction

- A. When a special type of construction is desired by a customer, as when underground service connections are desired in places where aerial drop wires are regularly used to reach customer's premises, an additional charge is made. This charge is equal to the difference between the estimated cost of the special type of construction and the average cost of standard construction.
- B. Title to all facilities constructed and paid for wholly or in part by the subscriber is vested in the Company.

8.2 Temporary Service

- A. Where plant construction is required to provide exchange, extension line, etc., service, temporary in character, the Company may require the applicant to pay charges based upon the costs involved or to contract for service beyond the initial period or both.

8.3 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground.

- A. The following definitions are used in this section of the Price List:

APPLICANT: The developer, builder, or other person, partnership, association, firm, private or public corporation, trust, estate, political subdivision, governmental agency, or other legal entity recognized by law, applying for the construction of a telephone distribution system in a subdivision.

BUILDING: A single structure roofed and enclosed within exterior walls, built for permanent use, erected, framed of component structural parts and unified in its entirety both physically and in operation for single-family residential occupancy in a subdivision (Definition excludes mobile home).

SUBDIVISION: A lot, tract, or parcel of land divided into two or more lots, plots, sites or other divisions for use for new residential buildings or the land on which is constructed new multiple-occupancy buildings per a recorded plot thereof if such recordation is required by law.

**SPECIAL CONSTRUCTION**

8. Special Construction (Cont'd)

8.3 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground. (Cont'd)

B. The Company upon receipt of the applicant's proper application will install an underground telephone system with suitable materials to assure that the applicant will receive reasonably safe and adequate telephone service. The provision of the underground telephone system will be provided at no charge except where a charge is permitted under Paragraphs (D) and (F) of this section of the Price List. Temporary service is provided under Paragraph (E) of this section of the Price List.

C. Rights-of-Way and Easements

1. Within the applicant's subdivision, the Company will construct, own, operate, and maintain underground telephone lines only along public streets, roads, and highways which the Company has the legal right to occupy, and on public lands and private property across which rights-of-way and easements satisfactory to the Company may be obtained without cost or need for condemnation by the Company.

2. Rights-of-way and easements, within the subdivision, satisfactory to the Company, must be furnished by the applicant in reasonable time to meet construction and service requirements before the Company shall be required to commence its installation. Such rights-of-way and easements must be cleared of trees, tree stumps and other obstructions and graded to within six inches of final grade, by applicant, at no charge to the Company. Such clearance and grading must be maintained by the applicant during construction by the Company.

**SPECIAL CONSTRUCTION**

8. Special Construction (Cont'd)

8.3 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground. (Cont'd)

D. Advance Payments

1. Where, due to the manner in which a subdivision is developed, the Company is required to construct an underground telephone distribution system through a section or sections of the subdivision where service will not be connected for at least two years, then the Company may require an advance payment equal to the estimated cost of construction from the applicant before construction is commenced. If in the judgment of the Company an advance is required under the above described conditions, the Company has the right to refuse installation of the underground system until the required advance is paid to the Company.
2. If an advance is required under these rules, then the advance, without interest, shall be returned to the applicant on a pro-rata basis as the permanent service connection is made to each building or multiple-occupancy buildings.
3. Any portion of an advance remaining unrefunded ten years from the date the Company is first ready to render service with the extension will be retained by the Company and credited to the appropriate construction account.

E. Temporary Facilities

1. Temporary facilities may be installed to provide service when necessary, for a maximum period of one year.
2. Where it is necessary to place temporary facilities in advance of the permanent underground telephone system in order to provide telephone service, the Company may require the applicant to pay the estimated non-recoverable costs of the temporary facilities. If the required costs under the above described conditions apply, the Company has the right to refuse installation of the temporary facilities until the required costs are paid to the Company.

**SPECIAL CONSTRUCTION**

8. Special Construction (Cont'd)

8.3 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground. (Cont'd)

F. Special Conditions

1. In circumstances, where the application of these rules appears impractical or unjust to applicant or the Company, or discriminatory to other customers, (e.g., difficult rock conditions), the Company or applicant shall refer the matter to the Illinois Commerce Commission for special ruling or for the approval of special conditions which may be mutually agreed upon prior to commencing construction.

8.4 Special Assemblies of Equipment or Speculative Projects

Special assemblies of equipment or speculative projects for which provision is not otherwise made in the Price List may be provided where practicable if not detrimental to any of the services furnished by the Company.

- A. The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge, or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special equipment or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special equipment or service provided:

1. Maintenance expense
2. Depreciation expense
3. Administration expense
4. Taxes--including federal income tax
5. And other specific items of expense that may be associated with the facility provided
6. A reasonable return on investment

- B. The estimated installation cost used in the derivation of the various expense items shall include the following:

1. Material
2. Material overhead
3. Installation labor
4. Installation labor overhead

**SERVICE RESTRICTIONS**

9. Service Restrictions

9.1 900 Service Access Restrictions

A. General

1. 900 Service Access Restriction is a central office function automatically set for all customers. This allows for access restrictions to be placed on the customer's local exchange telephone service line so that calls to telephone numbers preceded by the 900 NPA will not be completed. When a 900 NPA telephone number is dialed, the call will be diverted to a Company-provided intercept announcement.
2. This restriction service prohibits the dialing of calls to 1+900-XXX-XXXX. Calls that are placed using any alternative dialing pattern cannot be restricted.
3. The 900 Service Access Restriction will be lifted upon a customer's written request.

B. Rates and Charges

1. The blocking is provided free of charge. A nonrecurring charge applies for each request for unblocking.
2. Rates and charges are listed in Section 13.6(A) of this Price List.

9.2 976 Service Access Restriction

A. General

1. 976 Service Access Restriction is a central office function automatically set for all customers so that calls to telephone numbers preceded by the 976 NXX will not be completed. When a 976 NXX telephone number is dialed, the call will be diverted to a Company-provided intercept announcement.

**SERVICE RESTRICTIONS**

9. Service Restrictions (Cont'd)

9.2 976 Service Access Restriction (Cont'd)

A. General (Cont'd)

2. This restriction service prohibits the dialing of calls to 1+NPA-976-XXXX. Calls that are placed using any alternative dialing pattern cannot be restricted.
3. The 900 Service Access Restriction will be lifted upon a customer's written request.

B. Rates and Charges

1. The blocking is provided free of charge. A nonrecurring charge applies for each request for unblocking.
2. Rates and charges are listed in Section 13.6(B) of this Price List.

9.3 700 Service Access Restriction

A. General

1. 700 Service Access Restriction is a central office service furnished to customers, upon request, which allows for access restrictions to be placed on the customer's local exchange telephone service line so that calls to telephone numbers preceded by the 700 NPA will not be completed. When a 700 NPA telephone number is dialed, the call will be diverted to a Company-provided intercept announcement.
2. This restriction service enables the customer to prohibit the dialing of calls to 1+700-XXX-XXXX. Calls that are placed using any alternative dialing pattern cannot be restricted.

**SERVICE RESTRICTIONS**

9. Service Restrictions (Cont'd)

9.3 700 Service Access Restriction (Cont'd)

B. Rates and Charges

1. The request for blocking is provided free of charge. A nonrecurring charge applies for each request for unblocking.
2. Rates and charges are listed in Section 13.6(C) of this Price List.

9.4 Toll Access Restriction

A. Toll Access Restriction provides a means of restricting access to the Long Distance Message Telecommunications Network. Three options are available to the customer:

1. Restriction of 1+ calls only.
2. Restriction of 1+ calls and 0+ (operator-handled) calls, except 8XX IN-WATS.
3. Restriction of 0+ (operator handled) calls only.

B. Restriction of 0+ and 0- operator handled calls prevents the customer from dialing a telephone operator for any purpose including for emergency or telephone assistance purposes. The Company shall not be liable to the customer or any third party for any and all claims, losses or damages caused by the restriction to any toll service.

C. Customers must apply in writing for the establishment of Toll Access Restriction.

D. The appropriate non-recurring charges will apply to establish service.

E. Rates

1. The rate for this will be charged on a monthly basis.
2. Rates and charges are listed in Section 13.6(D) of this Price List.

**SERVICE RESTRICTIONS**

9. Service Restrictions (Cont'd)

9.5 Billed Number Screening

- A. Billed Number Screening allows the customer to identify to the Company that they will not accept any Third-Number Billed and/or Collect calls for billing to their telephone number. The Company places information regarding this screening restriction into a data base that is normally accessed prior to such calls being completed that will refuse to validate the completion of such a call to the indicated number.
- B. Billed Number Screening can be ordered to screen third-number billed calls, collect calls, or both.
- C. Customer Activity Charges as outlined in Section 5 will apply to establish this service.
- D. Rates and Charges

Rates and charges are listed in Section 13.6(E) of this Price List.



**CONCURRENCE IN REGULATIONS AND CHARGES OF THE  
ILLINOIS TELECOMMUNICATIONS ACCESS CORPORATION (ITAC)**

10. ITAC Regulations and Charges

10.1 Concurrence

- A. The Company concurs in the rates, rules and regulations governing: (1) intrastate telecommunications provisions for the hearing and voice impaired as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 1 tariff; (2) intrastate telecommunications provisions for the deaf and severely hearing-impaired for dual party relay service as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 4 tariff.
- B. The Company extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 3 and ILL. C.C. No. 4 tariffs.
- C. The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any time.

10.2 ITAC Supplemental Charge

Pursuant to the Order dated April 28, 2015, of the Illinois Commerce Commission in Docket No. 15-0236, Adams TelSystems, Inc. will impose a supplemental charge of 7 cents per month per line for all Illinois telephone and VoIP residential subscriber lines other than Centrex-type and PBX lines, a charge of 1.4 cents for each Centrex-type line and VoIP business subscription, and a charge of 35 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced services shall mirror Adams TelSystems, Inc.'s application of 9-1-1 charges. These charges shall be effective with bills rendered on or after June 1, 2015, or at the beginning of the first cycle after June 1, 2015.

**SUPPLEMENTAL CHARGES**

11. Supplemental Charges

11.1 Supplemental Schedule Due to Message Tax

Pursuant to Title 83, Illinois Administrative Code Part 270 as amended, the Company will charge its customers, in addition to all of the other lawful rates and charges, .1% of the amount payable for intrastate service on bills having a date after July 1, 1988.

**TELEPHONE ASSISTANCE PROGRAMS**

12. Telephone Assistance Programs (Cont'd.)

12.1 Universal Telephone Service Assistance Program (UTSAP)

A. A one-time credit of up to \$35.00 will be applied to the telephone installation charge for each new eligible subscriber, as defined in A.1 below.

1. To qualify for the program, the applicant must participate in any of the following assistance programs is required to establish eligibility. The Illinois Department of Human Services will certify the applicant's participation in assistance programs (a) and (b) below for purposes of determining eligibility:

- a. Medicaid
- b. Supplemental Nutrition Assistance Program (SNAP) – formerly Food Stamps
- c. Supplemental Security Income (SSI)
- d. Federal Housing Assistance
- e. Low Income Home Energy Assistance (LIHEAP)
- f. National School Lunch Program's free lunch program
- g. Temporary Assistance to Needy Families (TANF)

2. The Telephone Company's verification either through the Department of Human Services shall constitute proof of income eligibility.

3. Assistance shall be granted to one access line per low income household.

B. The UTSAP Program is funded through voluntary contributions from Illinois customers as described in 12.2.1 following.

**TELEPHONE ASSISTANCE PROGRAMS**

12. Telephone Assistance Programs (Cont'd.)

12.1.1 Universal Telephone Assistance Program (UTSAP) Voluntary Funding

- A. Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the company on the customer's monthly bill. The voluntary contribution shall not reduce the customer's total monthly bill amount due the Company for telephone services or other charges.
  - 1. Residential customers may elect to contribute \$.50, \$1.00, \$2.00 or \$5.00 per month.
  - 2. Business customers may elect to contribute \$1.00, \$5.00, \$10.00 or \$25.00 per month.
- B. Customers may elect to discontinue or change the amount of monthly contribution on their bill at any time upon providing at least 30 days' notice to the Company.
- C. Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

**RATES AND CHARGES**13. Rates and Charges (Cont'd)13.1 Local Exchange Service

	<u>Monthly Rates</u>	<u>Price List Reference</u>
A. Local Exchange Service – Business*		
Network Access Line (Burton, Fowler & Quincy Only)	\$18.00	4.1(A)
Network Access Line (Camp Point, Clayton & Mount Sterling Only)	\$16.99	4.1(A)
Measured Rate per MOU Burton & Quincy Only	\$0.015	4.1(B)
Camp Point, Clayton & Mount Sterling Only	\$0.015**	4.1(B)
Measured Rate per MOU – Home Exchange Camp Point, Clayton & Mount Sterling Only	\$0.0075	4.1(B)
Flat Rate Service (Burton, Fowler & Quincy Only)	\$8.25	4.1(C)
Flat Rate Service (Camp Point, Clayton & Mount Sterling Only)	\$7.50	4.1 (C)

\*Non-recurring charges for installation of new service are listed in Section 13.2.

\*\*A 50% discount applies for the following:

Nights (9:00 PM – 8:00 AM)

Weekends

The following Holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day only

**RATES AND CHARGES**13. Rates and Charges (Cont'd)13.1 Local Exchange Service (Cont'd)

	<u>Monthly Rates</u>	<u>Price List Reference</u>
B. Local Exchange Service – Residential*		
Network Access Line (Burton, Fowler & Quincy Only)	\$12.00	4.1(A)
Network Access Line (Camp Point, Clayton & Mount Sterling Only)	\$16.99	4.1(A)
Measured Rate per MOU Burton & Quincy Only	\$0.015	4.1(B)
Camp Point, Clayton & Mount Sterling Only	\$0.015**	4.1(B)
Measured Rate per MOU – Home Exchange Camp Point, Clayton & Mount Sterling Only	\$0.000	4.1(B)
Flat Rate Service (Burton, Fowler & Quincy Only)	\$4.10	4.1(C)
Flat Rate Service (Camp Point, Clayton & Mount Sterling Only)	\$5.50	4.1 (C)
Per individual line – Jacksonville	\$14.45	4.1

\*Non-recurring charges for installation of new service are listed in Section 13.2.

\*\*A 50% discount applies for the following:

Nights (9:00 PM – 8:00 AM)

Weekends

The following Holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day only

**RATES AND CHARGES**13. Rates and Charges (Cont'd)13.2 Customer Activity Charges

	<u>Non-Recurring Rate</u>	<u>Price List Reference</u>
A. Initial Service Order Charge (Service Order-Establish)		
Residence	\$10.00	5.2(A)
Business	\$10.00	5.2(A)
B. Service Order Change Charge		
Residence	\$10.00	5.2(B)
Business	\$10.00	5.2(B)
C. Service Installation/Move Charge (Central Office Work)		
Residence	\$75.00	5.2(C)
Business	\$75.00	5.2(C)
D. Premises Visit Charge		
Residence	\$65.00	5.2(D)
Business	\$65.00	5.2(D)
E. Reconnection Charge		
First Occurrence in one calendar year	N/C	5.2(E)
Each occurrence after the the first occurrence in one calendar year.	\$18.00	5.2(E)
F. Feature Installation Charge	\$10.00 per order	

**RATES AND CHARGES**13. Rates and Charges (Cont'd)13.3 Optional Services and Features

## A. Customer Local Area Signaling Services (CLASS)\*

Burton & Quincy Only	Residential Monthly Amount	Business Monthly Amount	Price List Reference
Automatic Recall	\$5.39	\$5.85	6.1(D)(1)
Automatic Callback	\$5.39	\$5.85	6.1(D)(2)
Calling Number Delivery	\$4.50	\$9.36	6.1(D)(3)
Calling Name Delivery	\$0.50	\$2.34	6.1(D)(4)
Reserved for Future Use			
Selective Call Acceptance (Per Line)	\$5.39	\$5.39	6.1(D)(5)
Selective Call Rejection (Per Line)	\$5.39	\$4.50	6.1(D)(6)
Selective Call Forwarding (Per Line)	\$5.39	\$5.85	6.1(D)(7)
Distinctive Ringing/Call Waiting (Per Line)	\$4.49	\$4.50	6.1(D)(8)
Customer Originated Trace (Per Occurrence)	\$5.00	\$5.00	6.1(D)(9)
Caller ID Package**	\$5.00	\$11.70	6.1(D)(10)
Automatic Callback/Automatic Recall Package	\$2.00	\$2.00	6.1(D)(11)

\* Addition of CLASS and Custom Calling Features will subject to the Feature Installation Charge in Section 13.2(H).

\*\* Counts as Two Features



**RATES AND CHARGES**13. Rates and Charges (Cont'd)13.3 Optional Services and Features (Cont'd)B. Custom Calling Features\*

Burton & Quincy Only	Residential Monthly Amount	Business Monthly Amount	Price List Reference
Call Waiting	\$1.52	\$7.20	6.2(C)
Cancel Call Waiting	**	**	6.2(C)
Call Transfer	\$1.00	\$1.00	6.2(C)
Call Forwarding	\$5.39	\$5.85	6.2(C)
Distinctive Ringing (T)	\$4.49	\$4.50	6.2(C)
Three-Way Calling	\$5.39	\$5.85	6.2(C)
Call Forwarding Remote Access	\$1.00	\$1.00	6.2(C)
Call Forward, Busy No Answer	\$0.41	\$0.54	6.2(C)
Speed Calling – Short List (8)	\$5.39	\$5.40	6.2(C)
Speed Calling – Long List (30)**	\$5.40	\$5.85	6.2(C)
Ring Again	\$1.00	\$1.00	6.2(C)
Warm Line	NC	NC	6.2(C)
Remote Call Forwarding	NA	\$5.00	6.2(C)
Up to Three (3) CLASS or Custom Calling Features	\$5.50	\$5.50	6.2(C)
Up to Five (5) CLASS or Custom Calling Features	\$7.50	\$7.50	6.2(C)
Unlimited CLASS or Custom Calling Features	\$10.50	\$10.50	6.2(C)
Camp Point & Clayton Only	Residential Monthly Amount	Business Monthly Amount	Price List Reference
Up to Three (3) CLASS or Custom Calling Features	\$5.50	\$5.50	6.2(C)
Up to Five (5) CLASS or Custom Calling Features	\$7.50	\$7.50	6.2(C)
Unlimited CLASS or Custom Calling Features	\$10.50	\$10.50	6.2(C)

## Customer Calling Package Discounts:

\* Addition of CLASS and Customer Calling Features will be subject to the Feature Installation Charge in Section 13.2(F).

\*\* Included with Call Waiting and Counts as Two Features.

**RATES AND CHARGES**13. Rates and Charges (Cont'd)13.3 Optional Services and Features (Cont'd)

	<u>Monthly Service Amount</u>	<u>Non- Recurring Amount</u>	<u>Price List Section References</u>
C. <u>Directory Listings</u>			
Non-published, per telephone number			
Residence	\$2.50	NA	6.3(B)
Business	\$2.50	NA	6.3(B)
Non-Listed, per telephone number			
Residence	\$2.50	NA	6.3(B)
Business	\$2.50	NA	6.3(B)
Additional Listing, per listing			
Residence	\$5.00	NA	6.3(D)
Business	\$5.00	NA	6.3(D)
Alternate Listing, per listing			
Residence	\$5.00	NA	6.3(D)
Business	\$5.00	NA	6.3(D)
Foreign Listing, per listing			
Residence	N/C	NA	6.3(D)
Business	N/C	NA	6.3(D)

**RATES AND CHARGES**13. Rates and Charges (Cont'd)13.3 Optional Services and Features (Cont'd)D. Direct Inward Dialing (DID) Service

	<u>Non- Recurring Charges</u>	<u>Monthly Service Amount</u>	<u>Price List Section Reference</u>
Each group of 10 assigned DID Numbers	N/A	\$1.00	6.4

E. Remote Call Forwarding

N/A	\$17.50	6.5
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**RATES AND CHARGES**13. Rates and Charges (Cont'd)13.4 Miscellaneous Services

	Monthly Service Amount	Per Item Amount	Price List Reference
A. Operator Assisted Local Calling Service Per Local Call Completed	N/A	\$0.48	7.1
B. Local Directory Assistance Call Service Per Call	N/A	\$0.95	7.2
C. Foreign Exchange Service		N/A	7.3
Mileage Per ¼ mile or fraction thereof Between central offices (Inter Company)	\$1.09		
D. Leased Channel Service Per Termination	\$4.00		7.4
Mileage charges beyond base rate area Per ¼ mile or fraction thereof	\$1.00		
E. ISDN PRI			7.5
	Non-Recurring <u>Charge</u>	<u>MTM</u>	36 <u>Month</u>
ISDN PRIME	\$500.00 (R)	\$506.00 (R)	\$400.00 (R)
Circular Hunting	\$45.00	-	-

13.5 Special Construction

Special Construction	N/A	*	8.1
Temporary Service	N/A	*	8.2
Temporary Facilities	N/A	*	8.3(E)
Special Assemblies, Special Project	N/A	*	8.4

\* See Section 8 for a discussion of charges.

**RATES AND CHARGES**13. Rates and Charges (Cont'd)13.6 Service Restrictions

		Monthly Service <u>Amount</u>	Non- Recurring <u>Charges</u>	Price List Section <u>Reference</u>
A.	900 Service Access Restriction	N/A	\$10.00 **	9.1
B.	976 Service Access Restriction	N/A	\$10.00 **	9.2
C.	700 Service Access Restriction	N/A	\$10.00 **	9.3
D.	Toll Access Restriction (any option)	N/A	**	9.4
E.	Billed Number Screening	N/A	**	9.5

\*\* Customer Activity Charges apply as discussed in Section 5.