



**G R E A T                      P L A I N S**  
**COMMUNICATIONS**

**Great Plains Broadband, Inc**  
**Service Catalog for State of Nebraska**

**GREAT PLAINS BROADBAND LLC**

**SERVICE CATALOG 1  
GENERAL AND LOCAL EXCHANGE SERVICES**

Great Plains Broadband LLC, a Delaware limited liability company, hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, agreements, divisions, authorities, or other instruments whatsoever, including all supplements or amendments thereto, filed with the Nebraska Public Service Commission by Great Plains Broadband, Inc. prior to the effective date of this notice.

This service catalog contains the descriptions, regulations, and rates applicable to the furnishing of general and local exchange services by Great Plains Broadband LLC within the State of Nebraska.

This service catalog is on file with the Nebraska Public Service Commission. Copies may be inspected during normal business hours at the Company's principal place of business, 1600 Great Plains Centre, Blair, Nebraska 68008.

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## **1. GENERAL**

### **1.1 Purpose of the Company**

Great Plains Broadband LLC, a Delaware limited liability company, hereinafter referred to as the Company, is a local exchange carrier authorized by the Nebraska Public Service Commission to provide local exchange service within the State of Nebraska. The Company's business office is located in Blair, Nebraska. The Company undertakes to furnish telecommunications services in accordance with its approved service catalog on file with the Commission. (T)

### **1.2 Exchange Area Description**

#### **1.2.1 Exchange Areas**

The Company will be offering service in the communities listed below:

Broken Bow  
Chadron  
Columbus  
Fremont  
McCook  
Neligh  
Omaha  
Seward

#### **1.2.2 Extended Area Service**

Certain exchanges, listed in Section 3.1.4, offer Extended Area Service ("EAS"). (T)  
EAS allows subscribers in a given exchange to make calls to and receive calls (T)  
from one or more other exchanges without toll charges.



1.2 Exchange Area Description (*continued*)

(D)

1.2.3 **Enhanced Local Area Calling (ELAC) Plans**

Enhanced Area Local Calling plans are available to business and residential customers. The ELAC plans provides customers with direct 10-digit dialing within said plan area. Subscribers within the plan area have the option of paying a monthly charge to obtain a block of calling time per month or a flat per minute rate. Usage over the amount of calling time selected by the customer will be billed per minute. Call detail records will not be included on the customer's monthly billing statement just an accounting of minutes used.

Enhanced Local Area Calling plans are listed in Section 3.1.

(T)

### 1.3 Service Catalog

#### 1.3.1 Service Catalog Applicability

- A. The rules, regulations and rates contained in this service catalog apply to the general public located within the certificated service area of the Company and to all services rendered by the Company, except as otherwise provided for in other catalogs or tariffs, or as provided in a special contract between the Company and a subscriber. (T)
- B. Various services and facilities which have previously been supplied by the Company as part of its public utility obligation have been or are being phased out of public utility services pursuant to order of the Commission. This service catalog relates only to the Company's continuing or future obligation to provide facilities or services. The Company may provide similar services or facilities not subject to regulation by the Commission as a matter of private contract. Any such offerings shall be subject to the provisions of private contracts rather than subject to the provisions of this service catalog. (N)

#### 1.3.2 Inspection of the Service Catalog

Copies of these rules and regulations, together with rate schedules and forms for application and contract, are on file for inspection at the office of the Company during normal business hours. The office is located at 1635 Front Street in Blair, Nebraska. The Company may not refuse permission to anyone requesting to inspect its effective catalogs or tariffs, nor may it require anyone to state a reason why they wish to do so prior to permitting access.

### 1.4 Definitions

As used throughout this service catalog, the following definitions of terms shall apply.

Access Line - The telecommunications line from the central office switching point up to and including the termination on the customer's premises in either a terminal block, jack or other point of termination.

Additional Listing - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that which the customer is entitled in connection with regular service.

1.4 Definitions (*continued*)

Applicant - An individual, firm, corporation, partnership, institution, association or organization, whether public or private, applying for or requesting provision of telecommunications service in accordance with this service catalog.

Authorized User - A person, firm or corporation (other than the customer) on whose premises a telecommunications service is located and who may communicate over such service in accordance with the terms of this service catalog.

Circuit - A channel used for the transmission of electrical energy in the furnishing of telecommunications services.

Commission - The Nebraska Public Service Commission.

Commissions - A percentage of collections paid as a fee in consideration of service rendered to the Company.

Company - Great Plains Broadband LLC.

(T)

1.4 Definitions (*continued*)

Construction - All activities required by the Company in order to initiate, rearrange, discontinue or otherwise provide or modify service or facilities provided to the subscriber.

Cost - The cost of labor and materials, and appropriate amounts to cover the Company's general operating and administrative expenses, a return on investment and any other specific items of expense that may be associated with the facility provided.

Customer - The person, firm or corporation responsible for the payment of charges and compliance with the regulations of the Company. (See Subscriber)

Customer Owned and Maintained Equipment (COAM) - Any wiring, device or apparatus provided by the customer for which complete ownership and maintenance responsibility resides with the customer. The Company's liability is limited to interconnection in accordance with the rules and regulations outlined elsewhere in this service catalog or as provided under a separate written agreement.

Directory Listing - Information contained in a telephone directory, whereby telephone users may ascertain the telephone number of other subscribers.

Disconnection - Discontinuance of telecommunications service made at the request of the subscriber or at the option of the Company for nonpayment of service or other valid reasons; the facilities so disconnected by the Company may be made immediately available for use by another subscriber.

1.4 Definitions (*continued*)

Exchange - A unit established by the Company for the administration of communication service in a specified area. It consists of one or more central offices together with associated plant used in furnishing access line service in the area.

Exchange Area - The territory served by an exchange as specified in the service catalog.

Exchange Service - The telecommunications service provided within a local calling area, or exchange area, in accordance with this service catalog.

Extended Area Service - Interexchange telephone service generally furnished between one or more exchange areas without toll charges.

Indebted Household - Two or more people living together at least one of whom is indebted to the Company for service previously rendered.

Inside Wiring - Cable, wiring and jacks on the subscriber side of the point of demarcation.

Installation - Any activity required by the Company in order to initiate, rearrange, delete or otherwise provide or modify service or facilities for use by the general public.

Installation Charge - See Service Connection Charges.

Local Channel - That portion of a channel which connects a station to an interexchange channel or a channel connecting two or more stations within an exchange area.

Local Exchange Service - Telephone communications within a local service area in accordance with the provisions of the service catalog.

1.4 Definitions (*continued*)

Local Message - A communication between a customer and any other customer within the local service area of the calling station.

Local Service Area or Extended Local Service Area - That area throughout which an exchange service subscriber, at a given rate, may make calls without the payment of a toll charge. A local service area may be made up of one or more exchange areas.

Local Telephone Service - Exchange service available within the exchange area for communication between subscribers located within that exchange area only.

Message - A completed customer telephone call.

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

Non-Listed Number - See Unlisted Number.

Non-Published Number - See Unpublished Number.

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

Pay Per Call Services (900, 960, or 976 Services) - Telecommunications services (a) which permit simultaneous calling by a large number of persons to a single telephone number, (b) for which the consumer is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a presubscription relationship, and (c) for which the consumer pays a per-call or per-time-interval charge that is greater than or in addition to the charge for the transmission of the call.

1.4 Definitions (*continued*)

Premises - Denotes the continuous property (except railroad right of way, etc.) occupied by a customer or authorized user containing one or more buildings and is not separated by a public highway.

Private Contracts - The agreements between the Company and a customer for the furnishing of service in instances where all or part of this service catalog does not apply.

Private Line Dedicated Circuit - A circuit provided to a subscriber which is not connected to the switching equipment of the Company and is utilized only by that subscriber.

Residential Telephone Service - Telecommunications service, furnished to a home, personal quarters or abode used only for residential or domestic purposes and from which business is not normally conducted. Residential service does not include multi-family apartments or hotels where a landlord or manager is responsible for payment to the Company.

Service Charges - The non-refundable charges that apply to customer-initiated requests for the establishment of a class of telephone service, for the subsequent changes to that service, for reconnecting service which has been temporarily disconnected for nonpayment, or for the establishment of other miscellaneous services.

1.4 Definitions (*continued*)

Service Catalog - The entire embodiment of the rules, regulations, definitions and charges under which service is provided within the exchange area of the Company.

Service Connection Charges - Composed of the Service Order Charge and the Central Office Line Connection Charge.

Station - Each telephone instrument location, whether main or additional, on the premises of a customer or authorized user.

Subscriber - The person or organization in whose name service is furnished.

Switch - A unit of dial switching equipment which provides interconnection between access lines.

Telecommunications - The transmission between or among points specified by the user, of information of the user's choosing, without charge in the form or content of the information as sent and received.

Telecommunications Services - The offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

Temporary Disconnect - A short-term suspension of telecommunications service. Such disconnections may be made at the request of the subscriber or on the initiative of the Company in accordance with the rules and regulations of this service catalog.

Temporary Service - The short-term or occasional service contracted for, where the duration can be determined in advance of the contemplated operations, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, summer or winter resorts, amusement or sports concerns, fairs, exhibit structures, or other enterprises of a limited duration.



1.4 Definitions (*continued*)

Termination Charge - A special charge applied under certain conditions defined in a special contract with the subscriber when service is terminated by the subscriber before the expiration of the minimum contract period. Termination charges shall be specified in the written agreement and known in advance by the subscriber.

Toll Line - A circuit used exclusively for the transmission of telecommunications service between points located in different exchange areas where specific charges for each such message are applicable.

Toll Message - A completed telephone call or telephonic communication between an exchange customer and another customer not located within the same local service area as the calling customer.

Toll Rate - The initial period charge prescribed for toll messages based upon the duration of the call, distance between exchanges, and the time of day and day of the week.

Toll Service - Telecommunications service between exchanges or locations for which a toll rate is charged.

Unlisted Number - A telephone number which is not listed in the directory.

Unpublished Number - A telephone number that is not listed in the directory and is not available to the public.

User - The user of a service regardless of the identity or location of the subscriber or customer of the service.

### **1.5 Explanation of Symbols Used in the Service Catalog**

- (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.
- (M) Signifies a matter relocated without change.
- (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 only - no change in rate, treatment, or regulation.
- (Z) Signifies a correction.

## 2. RULES AND REGULATIONS

### 2.1 Establishment of Service

#### 2.1.1 Description of the Service

- A. Local exchange service is available to the general public through the facilities owned and operated by the Company in accordance with the rules and regulations of this service catalog. In addition to these services the Company may also provide, as a part of a special contract, other specialized communication services, specifically arranged for a particular subscriber's use. (N)  
|  
|  
(N)
- B. Charges for Company services offered under this service catalog are listed in Section 4 and consist of nonrecurring charges for service connections and certain administrative expenses and monthly recurring charges for telephone services.
- C. From time to time, the Company may offer special promotions waiving the monthly rates and/or installation charges of certain services, features, or packages of features.
- D. Occasionally, the Company may trial a service in certain exchanges. The normal charges for these services will be waived during this trial period. At the conclusion of the trial, customers who request continuation of such service will be billed standard recurring charges, beginning with the first billing date following the trial period. Services will be disconnected for those trial customers who do not request the services to be continued. (N)  
|  
|  
|  
(N)

2.1 Establishment of Service (*continued*)

2.1.2 **Application of Business and Residence Rates**

- A. Business or residence classification of subscriber service is determined by the character of use to be made of the service.
- B. Service is classified as business service and business rates apply, where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where the service or any part thereof is furnished at a business location. Where the telephone number is used in connection with business, professional, institutional or occupational advertising or other promotional media, business rates will apply, except when a residence telephone number is advertised as an alternate call number in connection with a business telephone number.
- C. Business rates apply at residence locations when the subscriber has no regular business telephone and the use of the service by the subscriber, members of the subscriber's household, the subscriber's guests, or parties calling the subscriber can be considered as more of a business than of a residential nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens, or other advertising matter, such as on vehicles, etc.
- D. Business rates apply at residence locations when the customer has an office or other place of business on the same premises.
- E. Service is classified as residence service and residence rates apply, where the use is primarily or substantially of a social or domestic nature and the business use, if any, is incidental.

2.1 Establishment of Service (*continued*)

2.1.3 **Application for Service**

- A. All applications for service shall be made with the business office of the Company. The applicant agrees to abide by the rules and regulations of the Company as specified in its approved catalog on file with the Commission.
- B. The Company will not accept applications for telephone service by a customer for another applicant or member of an indebted household.
- C. The subscribers or their agents shall be responsible for providing all easements, information and assistance as may be required by the Company for the installation of their service. No service may be established until all easements have been provided without charge to the Company.
- D. Except where public safety or lawful emergencies require expeditious handling, the Company will normally process all applications in chronological order.

2.1 Establishment of Service (*continued*)

2.1.4 **Credit and Deposit**

*Reserved (next content at Section 2, Sheet 6; Sheet 5 is void and omitted until further use).*

## **2.2 Minimum Contract Periods**

- A. Except as hereinafter provided or as specifically provided in this service catalog, the minimum contract period will be one month. Customers taking service for less than the minimum period will be billed for a minimum monthly charge, including installation and other nonrecurring charges, if any, as specified under the appropriate rate schedule.
- B. For directory listings, both the minimum and subsequent period will be coincident with the directory period.
- C. Where the provision of service requires unusual costs or involves special assemblies, the Company reserves the right to require a minimum contract period longer than one month.

## **2.3 Discontinuance of Service**

### **2.3.1 General**

- A. It is the Company's objective to provide continuous service to the subscriber and, at the same time, protect the interests of the Company. In the event that the Company must discontinue or deny service to the subscriber, the Company endeavors to implement, with due care, a fair and reasonable termination policy.
- B. The services or facilities may be discontinued by the Company if any of the following conditions occur:
  - 1. The subscriber fails to pay the Company, when due, any charges applicable to billings for telephone service, subject to Commission Rules 002.16 and 002.20A. Written notice shall be served to the subscriber at least 7 days prior to the discontinuance of services for nonpayment and may be revoked if payment in full of the delinquent account is received prior to the established discontinuance date. In certain circumstances where the Company believes that it is warranted, the Company may discontinue service for nonpayment within 24 hours of notification. Such circumstances include, but are not limited to, the continued generation of excessive toll charges. Service, once suspended, shall not be restored until full payment is received plus an installation charge for reestablishing services.

## 2.3 Discontinuance of Service (*continued*)

### 2.3.1 General (*continued*)

2. The subscriber abuses or damages the facilities furnished by the Company.
3. The subscriber uses the facilities, anonymously or otherwise, in a manner to frighten, abuse, torment, or harass another.
4. The subscriber uses the facilities or service in such a manner as to violate any rules or regulations of the federal and state authorities.
5. The subscriber violates any provision of the service catalog.

### 2.3.2 Restoral of Service

If the service is terminated because of abandonment of facilities or unauthorized use, and is subsequently restored to the same subscriber, no charge shall apply for the period during which service has been terminated.

## 2.4 Payment Arrangements and Credit Allowances

### 2.4.1 General

- A. Recurring charges shall be billed monthly in advance.
- B. Nonrecurring, and other charges shall be assessed at the time such service is provided and billed as a part of the next regular monthly bill. When service does not begin or end on the first day of a billing period the charges or fractional part thereof will be prorated in the ratio number of days involved to 30 days.



## 2.4 Payment Arrangements and Credit Allowances (*continued*)

### 2.4.1 General (*continued*)

- C. Special billing may be made by the Company to any subscriber where the total amount due the Company becomes unusually high without valid reason, or when the subscriber cancels service. Any special billing not paid within 10 days of the mailing date, in full, shall be considered delinquent.
- D. All billings presented for payment by the Company will show the type of service rendered, the related charges, and the total bill for such services.
- E. Taxes and surcharges which are levied on the Company for direct charge to the subscriber shall be added to the subscriber's monthly billing as a surcharge. Such taxes and surcharges include sales taxes, federal excise taxes, applicable franchise taxes, occupation taxes, license taxes, E911 Surcharges, Telecommunications Relay Surcharges, FCC Subscriber Line Charges, or other such charges as may be mandated by the FCC, the NPSC or any other taxing authority or governmental agency having jurisdiction over the Company.

### 2.4.2 **Advance Payments**

The Company may require applicants to make advance payments for service connection charges, installation charges, and special construction charges.

### 2.4.3 **Handling of Checks/Late Payment Fee**

Checks on banks will be accepted for payment of Company bills or other amounts due to the Company. If a check is returned by the bank due to insufficient funds or other causes, a return check charge will be assessed. If the returned check was in payment for restoration of denied service, the subscriber shall be notified that unless the check is redeemed by cash or cashier's check, all service may be immediately suspended until payment in full is made.

If a bill is considered late or delinquent, a late fee will be assessed, calculated at 1.5% of the unpaid balance or \$10.00, whichever is higher. The company will not impose interest or late payment fee for delinquent payment that is less than 20 days from the date of billing.

2.4 Payment Arrangements and Credit Allowances (*continued*)

2.4.4 **Credit for Local Service Outages**

For local service outages properly reported by the subscriber and for which the subscriber is not at fault, an adjustment to the regular monthly service charge is allowed as follows:

- A. No allowance is given for a service outage whose duration is less than 24 hours after receipt of the outage notice from the subscriber. For outages greater than 24 hours, an allowance equal to one-thirtieth (1/30) of the regular monthly recurring charges shall be made for each 24 hours, or fraction thereof, that the service remains unusable, except that the total allowance may not exceed the regular monthly charges for service.
- B. If service is interrupted as the result of widespread disaster, and other than by the negligence or willful act of the Company, no refund shall be required unless the service remains interrupted for a period in excess of 7 days.
- C. Refunds will be computed by the Company, or the subscriber may request a refund specifying the outage period, date and time of restoration. The Company will, upon verification, make appropriate adjustments in its next regular billing.

2.4 Payment Arrangements and Credit Allowances (*continued*)

**2.4.5 Change of Occupancy**

- A. When a change of occupancy or legal responsibility takes place on any premises served by the Company, notice shall be given within a reasonable time prior to such change. The outgoing subscriber is responsible for all service charges, including toll, until such notice has been properly transmitted, received and processed by the Company. If the incoming subscriber desires to continue the existing service and keep the same telephone number as the previous subscriber, the incoming subscriber must make timely application to do so and assumes full responsibility for all billings received, including toll, from the date of the change of occupancy.
- B. In the event a home or business changes ownership during the period and a special contract or unpaid construction charges remain, the present owner must arrange to satisfy the present agreement with the Company, or make arrangements satisfactory to the Company for a new owner to assume the obligation for the balance of the application.
- C. The Company is not responsible for errors, delay or expense resulting from procedures other than those defined in this service catalog.
- D. Continuance of existing service is conditioned upon the acceptance of the present arrangement of equipment and services, including directory advertising, if the existing telephone number is retained.

**2.4.6 Cancellation of Service at Subscriber Request**

- A. All cancellation requests made to the Company by the subscriber shall be made to the business office of the Company. All charges will be assessed and payable upon disconnection of service.

2.4 Payment Arrangements and Credit Allowances (*continued*)

2.4.6 Cancellation of Service at Subscriber Request (*continued*)

- B. When installation of facilities has been initiated, and prior to the establishment of service the service is cancelled, a charge equal to the estimated installed cost, less salvage value, may be applied, or a charge equal to the minimum period of service including installation charges, if any, and the full amount of any termination charges applicable.
- C. In the case of directory listing service, where the listing has appeared in the directory, monthly charges will be made to the end of the directory period, except that the charges will cease at the time:
  - 1. The contract for the main service is terminated, or
  - 2. The listing party dies or moves to some new location at which the subscriber's service in connection with which the subscriber is listed is not available.

2.4.7 **Adjustments for Municipality Payments**

When any municipality, other political subdivision or local agency of government collects from the Company any gross receipts tax, occupation tax, license tax, emergency call service tax or fee, permit fee, or franchise fee, such taxes and fees shall insofar as practicable, be billed pro rata to the exchange customers receiving service within the territorial limits of such municipality, other political subdivision or local agency of government.

## **2.5 Customer Owned and Maintained Equipment (COAM)**

### **2.5.1 General**

- A. Customer-provided terminal equipment and customer-provided communication systems may be connected with the facilities furnished by the Company for telephone services, as provided in this service catalog and as set forth in the FCC registration program contained in Part 68, Chapter 1, Title 47 of the Code of Federal Regulations.
- B. The customer shall be responsible for maintaining inside wiring and jacks and for all installations and modifications to the inside wiring. All installations will comply with the National Electric Safety Code as outlined in the National Bureau Standards Handbook and all existing local electric safety codes.
- C. Where telephone service is used in connection with customer-provided terminal equipment or communication systems, the operating characteristics of such equipment or systems shall be such as to:
  - 1. Not interfere with any service offerings by the Company.
  - 2. Not endanger the safety of Company employees or the general public.
  - 3. Not damage, require change in, or alteration of equipment or other facilities of the Company.
  - 4. Not interfere with the proper function and testing of Company service, equipment or facilities.
  - 5. Not impair the operation of the telephone network or otherwise injure the public in its use of the Company's services.

2.5 Customer Owned and Maintained Equipment (COAM) (*continued*)

2.5.1 General (*continued*)

- D. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause a hazard or interfere with the proper function and testing of the service, the customer shall make such changes as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or facilities.
- E. Satisfactory performance of the telephone network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling shall be the responsibility of the Company.
- F. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment or systems. Telephone service is not represented as adapted to the use of such equipment or systems. Where such equipment or systems are connected to Company facilities, the responsibility of the Company shall be limited to the furnishing, operation and maintenance of such Company facilities in a manner suitable for telephone service. The Company shall not be responsible for the through transmission of signals generated by customer-provided equipment or systems, or the quality or defects in such transmission, or the reception of signals by customer-provided equipment or systems.

2.5 Customer Owned and Maintained Equipment (COAM) (*continued*)

2.5.1 General (*continued*)

- G. The Company shall not be responsible to the customer if changes in these conditions or in any of the facilities, operations or procedures of the Company render any customer-provided equipment obsolete, require modification or alteration of such equipment, or otherwise affect its use or performance.
- H. Where any customer-provided equipment or system is used with telephone service in violation of any of these conditions, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation. Failure of the customer to discontinue such use or to correct the violation shall result in suspension of the customer's service until such time as the customer complies with the provisions of this service catalog. Upon correction of the violation, the Company will reinstate the customer's services, and the appropriate service connection charges will apply.

2.5.2 **Trouble Reports from Subscribers with COAM Equipment**

The subscriber with COAM equipment interfacing with the facilities of the Company is responsible to determine that the COAM equipment is operating properly prior to reporting any trouble to the Company. The Company is not obligated to make any tests of its facilities until the subscriber has completed testing the COAM facilities and determined the trouble to be in the Company's equipment. If the Company finds upon testing the trouble was in the COAM equipment and not in the Company's equipment, a Trouble Location Charge as shown in Section 4.7 will apply unless the customer subscribes to a wire maintenance plan.

## 2.6 Customer Complaints

- A. Customer complaints against the Company shall be made first directly to the Company. The Company shall allow complaints to be accepted and processed in a simple manner and form. Every complaint shall be promptly investigated in a fair manner and the results reported to the complainant. If the report of the investigation is made orally, the Company shall provide the complainant, upon request, the report in writing. If the Company fails to resolve a complaint to the satisfaction of the complainant, the Company shall, upon request, inform the complainant of the availability of the Commission to review the Company's investigation, and the Company shall provide the complainant with the address and telephone number of the Commission:

Nebraska Public Service Commission  
300 The Atrium, 1200 "N" Street  
P.O. Box 94927  
Lincoln, Nebraska 68509-4927  
(402) 471-3101 or (800) 526-0017

- B. The Company shall refrain from suspending or terminating service for nonpayment during the pendency of a complaint before the Company or the Commission, unless otherwise provided by the Commission; provided, however, that as a condition of continued service during the pendency of such dispute a customer shall pay the undisputed portions of any bill for service.



## **2.7 Responsibilities of the Company**

### **2.7.1 General**

- A. The Company shall make its services available to applicants, without discrimination and in accordance with applicable federal, state and local laws and its approved catalogs or tariffs, as a regulated public company under the jurisdiction of the Commission.
- B. The Company shall maintain all facilities which it furnishes to the subscriber. Facilities no longer meeting acceptable standards (except for embedded inside wire) will be repaired or replaced without charge to the customer, provided easement and rights-of-way, as required, have been furnished to the Company.
- C. Telephone directories, containing an alphabetical listing of all subscribers and classified advertisements, are issued annually by the Company. The subscriber assumes all legal responsibility in regard to the authenticity of the name listed on the application form and ultimately in the directory. The Company is liable for omissions and errors only to the extent of charges imposed for directory services, if any, and half of the subscriber's access line rate for the directory period.
- D. The Company shall not be responsible for the subscriber's conformance to any applicable laws, regulations or ordinances, or for any harm caused by the subscriber's neglect.

## 2.7 Responsibilities of the Company (*continued*)

### 2.7.2 Protection of Facilities

- A. All facilities of the Company, including telephone numbers provided, are the property of the Company and may be removed or changed by it at any time if there is requirement to do so, or upon the termination of an agreement for its maintenance or discontinuance of service. The subscriber has no proprietary right to telephone numbers, and the Company may alter or change telephone numbers and other designations which, in its sole discretion, may be required to meet service demands. The subscriber is responsible for the safekeeping of all property of the Company on the customer's premises and shall take all reasonable precautions against unlawful interference with such facilities. The subscriber may not interfere with or alter the facilities used in connection with Company service. The subscriber shall be responsible for any damages to the Company property caused by or permitted directly or indirectly by the subscriber or its agent.
- B. Unauthorized attachments to facilities provided to the subscriber may be removed by the Company without notice. (See information regarding customer owned and maintained equipment.) Where it can be reasonably determined that the subscriber intended to defraud or avoid payment to the Company, complete Company service may be revoked, and the subscriber may be held liable for back charges to the original installations of the unauthorized devices as though the Company had installed the service.

### 2.7.3 Priority of Service

The Company may not discriminate in regard to service provided to any subscriber. Normal service is provided in chronological order; however, during periods of public emergencies or when the full capacity of the Company services are not available, the Company will endeavor to provide whatever limited service is possible and on a priority system based on a current analysis of the best interests of the public.

2.7 Responsibilities of the Company (*continued*)

2.7.4 **Limits of Liability**

- A. The Company will exercise all reasonable diligence to furnish and deliver regular and continuous telecommunications service to the subscriber, but the Company will not be liable for damages caused by interruption, shortages, irregularities or failures due to accidents, interference by third parties, or conditions beyond the reasonable control of the Company.
- B. The Company will endeavor to furnish accurate billing information to the subscriber, but the Company will not be liable for back payment on a billing error for more than 12 months.
- C. When, in the judgment of the Company, the continued provision of telecommunications service becomes unsafe, where federal, state or local regulations place operational restriction(s) upon the Company because of unsafe or hazardous situations, or during other unusual conditions including strikes or lockouts, service as provided for in this service catalog may be temporarily suspended by the Company. In so doing, the Company shall endeavor to minimize such suspension. However, the Company assumes no liability for the inconvenience or damages suffered by the customer during such periods.
- D. The Company reserves the right to temporarily suspend service when repair, modification or improvement to the system is necessary. If not precluded by emergency conditions, the Company will make a reasonable effort to give notice to the customer either through the use of public media or individual communication. Repairs or improvements will be completed expeditiously and, so far as it is reasonably possible, the work will be performed at a time that will cause the least inconvenience to the customer.

## 2.7 Responsibilities of the Company (*continued*)

### 2.7.4 Limits of Liability (*continued*)

- E. The Company is not liable for any defacement or damage to the customer's premises resulting from the existence of the Company's instruments, apparatus and associated wiring thereon, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company.
- F. The subscriber's facilities and equipment shall conform to all applicable laws, regulations, or ordinances as may be effective and to the conditions of this service catalog. The Company does not express, imply, or warrant the adequacy, safety, or other characteristics of subscriber owned or operated equipment by virtue of any inspection or rejection of facilities. The Company shall not be held liable in any way for subscriber-owned and maintained equipment which causes or may cause a hazardous, unsafe, or dangerous condition or threatens the health of others, even though such facilities were inspected by the Company.

### 2.7.5 **Limited Facilities**

The rights to line extension facilities constructed at cost for a subscriber shall terminate, and such facilities may be immediately available for other service requirements, upon discontinuance of service or upon 30 or more days of temporary disconnect for nonpayment.

## **2.8 Responsibilities of Subscribers**

### **2.8.1 General**

- A. Subscribers of the Company shall be responsible for prompt payment for all services rendered by the Company. Failure to receive a Company bill for any given period of time will not relieve the subscriber of subscriber's financial obligation. Payments may be made directly to the Company business office by mail, online, or by bank collect, in accordance with the service catalog rate schedules contained herein.
- B. In the event a subscriber tampers with any service or Company-owned facilities, the Company shall have the right to immediately discontinue service without notice.
- C. The subscriber is responsible for damages to the facilities of the Company caused by negligent or willful acts of the subscriber or the subscriber's authorized agents and users, including reimbursement to the Company for any losses through theft, fire or vandalism occurring as a result of such neglect.
- D. The subscriber is responsible to maintain clean, safe and hazard-free working conditions and equipment. The subscriber must also provide a clean, safe and hazard-free environment. In no case is the Company required to work in an unsafe or hazardous condition or to place in jeopardy or possible harm its personnel or facilities.
- E. The subscriber is responsible for all installation, operation, maintenance and compliance with all laws, rules and regulations for equipment and facilities provided by the subscriber for interconnection with the Company's facilities, in accordance with the rules governing customer owned and maintained equipment.
- F. Any damage or harm caused by subscriber actions or failure to act on the subscriber side of the point of interconnection shall in no way be a liability of the Company.

2.8 Responsibilities of Subscribers (*continued*)

2.8.1 General (*continued*)

- F. Any damage or harm caused by subscriber actions or failure to act on the subscriber side of the point of interconnection shall in no way be a liability of the Company.

2.8.2 **Access to Subscriber Premises**

- A. A properly identified employee of the Company shall have access to the premises of a subscriber at all reasonable times for the purpose of conducting Company business.
- B. If after a reasonable effort and proper notice on the part of the Company, access cannot be gained to the premises, the Company may discontinue Company service if there is a requirement to do so, until such access can be gained.

2.8.3 **Authorized Use of Service and Facilities**

- A. The service provided to the subscriber is exclusive and may not be used by another, nor may any subscriber charge or receive compensation from another for services or use of the facilities provided to that subscriber.
- B. All telecommunications service is provided subject to the condition that it will not be used for any unlawful purpose; nor may the Company operate outside the law or allow to be operated any service or facilities belonging to the subscriber or the Company, which might be or could become a danger or hazard to the employees, property or agents of the Company or the public in general. Any damages, injuries or harm caused by the negligence of the subscriber shall be the responsibility of the subscriber, and in no case may the Company be held liable.

### **3. SERVICES AND APPLICATION OF RATES AND CHARGES**

#### **3.1 Exchange Service**

##### **3.1.1 Local Exchange Access Service**

- A. Local exchange service is available to the general public through facilities owned and operated by the Company. In addition to providing for communication between stations within an exchange area, local exchange service is used to establish and maintain connection between an exchange station and other facilities in connection with interexchange service or extended area service.
- B. Rates apply to all subscribers of the Company. Flat rated service provides unlimited service for a specified amount.
- C. These rates only cover the provision of network access to a local customer location.
- D. The rates quoted in this service catalog for local exchange access service entitle the customer to local calls (without toll charge) to all local stations connected to a central office of the exchange.

##### **3.1.2 Local Exchanges Served**

Local exchange service is offered to the exchanges listed in Section 1.2.

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##### **3.1.3 Additional Lines**

Customers with more than one business line at a premise will receive a credit for each additional business line ordered.

3.1 Exchange Service (*continued*)

3.1.4 **Extended Area Service**

A. General

Extended Area Service (EAS) is interexchange telephone service that is offered in conjunction with Local Exchange Service. Where EAS is offered between two or more exchanges, a customer in one exchange is able to place a call to the other exchange or exchanges with which EAS is offered without being assessed a long distance toll charge. If, however, the customer elects to place the call through a long distance operator or by direct dialing the call using long distance calling procedures, the call will be classified as a toll call and the customer that placed the call, or the customer that accepted charges for the call, will be billed the applicable toll charges for the call.

B. Extended Area Service Availability

The list that follows shows the Extended Area Service points for each exchange.

Exchange Name	EAS Points
Chadron	Crawford (665)
Chadron	Whitney (667)
Columbus	Creston, Duncan, Leigh, Monroe, Platte Center
Fremont	Arlington, Blair, Ft. Calhoun, Kennard, Omaha (including Bennington, Carter Lake IA, Elkhorn, Gretna, Springfield, Valley, Waterloo), Yutan
McCook	Culbertson (278)
Neligh	Brunswick (842) and Orchard w/ Royal (893)
Omaha	Arlington, Bennington, Blair, Carter Lake IA, Council Bluffs IA, (including – Carson, Crescent and Underwood IA), Elkhorn, Ft. Calhoun, Fremont, Glenwood IA, Gretna, Kennard, Louisville, Macedonia IA, Minden IA, Mineola IA, Missouri Valley IA, Murray, Neola IA, Oakland IA, Plattsmouth, Silver City IA, Springfield, Tabor IA, Treyner IA, Yutan, Valley and Waterloo
Seward	Utica (534)



### 3.1 Exchange Service (*continued*)

#### 3.1.5 Seward Enhanced Local Area Calling Plans

- A. The Seward Enhanced Local Area Calling Plans allows for direct 10 dialing between Seward and the exchanges of Beaver Crossing, Brainard, Cordova, Crete, Davey, David City, Denton, Dorchester, Dwight, Friend, Garland, Gresham, Lincoln, Malcom, Milford, Pleasant Dale, Raymond, Rising City, Surprise, Tamora, Utica, Valparaiso and Waco.
- B. The Seward Enhanced Local Area Calling Plans offer customers in Seward five options. Option 1 allows the customer to prepay for a block of 120 minutes for \$3.00 per month. Option 2 allows the customer to prepay for a block of 300 minutes for \$12.00 per month. Option 3 allows the customer to prepay for a block of 800 minutes for \$35.00 per month. Option 4 allows the customer to prepay for a block of 1500 minutes for \$60.00 per month. Per minute overage rate for options 1, 2, 3 and 4 is \$0.10 per minute. Option 5 is for the customer to pay a per minute rate of \$0.10 for calls from Seward to the communities listed in Section 3.1.5.A.
- C. There is no call detail shown on the customer's bill. A total number of minutes used will appear on the billing statement.

### 3.2 Trunk Hunting

In instances where more than one access line terminates at the customer's residence or business, trunk hunting is available. The access lines or trunks are arranged in such a way that even though the same telephone number is dialed, the first available trunk is selected, regardless of the trunk number. Trunk Hunting charges are in addition to monthly charges for access lines. Service Connection Charges also apply.

### **3.3 Directory Assistance**

#### **3.3.1 General**

Directory Assistance, as made available by the Company through this service catalog, provides, upon customer-initiated request from the Company's territory, published and non-listed telephone numbers when the customer dials "411".

#### **3.3.2 Rate Application**

Directory Assistance Charges, specified in Section 4.6, apply when a customer initiates a "411" call to Directory Assistance from the Company's serving territory. Calls to Directory Assistance placed through an operator may also have an operator assistance charge added to the call. Directory Assistance Charges are not applicable to the following:

- A. Calls placed from hotels and motels.
- B. Calls from hospitals that have, as their principal undertaking, the medical and surgical care of the sick and disabled and which provide telephones in the majority of patient rooms.

### 3.3 Directory Assistance (*continued*)

#### 3.3.2 Rate Application (*continued*)

- C. Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including Doctors of Medicine, ophthalmologists, optometrists, registered nurses, therapists, and professional staff of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading materials may also be made by professional librarians or by any person whose competence in this area is acceptable to the Librarian of Congress of the United States.

### 3.4 Operator Assistance

#### 3.4.1 General

Operator Assistance is available to the customer on local and intraLATA calls. Operator Assistance on interLATA toll calls is available to customers through other long distance toll providers. IntraLATA and local operator assistance is available on the following types of calls: credit card calls, operator station calls, and person to person calls.

#### 3.4.2 Rate Application

- A. When a person originating a call dials zero plus the desired telephone number, and the call is billed to a calling card or special billing number, a Credit Card Charge per call will be assessed. This charge applies when automatic recording equipment is available and when it is not.
- B. When a customer dials "0" and the operator completes the call and arranges billing to the originating number, a credit card, to a third number, or as a collect call, a Station-to-Station Charge shall apply per call.

### 3.4 Operator Assistance (*continued*)

#### 3.4.2 Rate Application (*continued*)

- C. For calls completed by an operator to a designated person or extension, a Person-to-Person Charge shall apply per call. These calls may be billed to the originating telephone number, to a credit card, to a third number, or as a collect call.
- D. The rates for Operator Assistance are in addition to the rate for each message originating from a public or semi-public phone.
- E. Operator service charges will not be subject to any discounts.
- F. Operator service charges do not apply to calls to the operator for trouble reporting, to calls made in place of direct dialed calls that encountered trouble or were cut off, or for emergency local calls to police, fire, ambulance, etc.

### 3.5 Busy Verification Service

#### 3.5.1 General

- A. Busy Verification Service is furnished to customers upon request to provide line status or busy interrupt for a requested line or trunk.
- B. This service is provided where facilities exist for Line Status or Busy Interrupt through a telephone company operator for local calls and IntraLATA toll calls.
- C. The provision of Line Status involves an operator determining the condition of a line or trunk that a customer requests to be checked.
- D. The provision of Busy Interrupt involves an operator interrupting a line or trunk that a customer requests to be checked on a local call or an IntraLATA toll call.
- E. No request will be processed on a collect or reversal of charge basis.

### 3.5 Busy Verification Service (*continued*)

#### 3.5.2 Rate Application

- A. Charges for Busy Verification Service will be billed directly to the access line of the requesting party. Line Status and Busy Interrupt Charges are in addition to the rates and charges associated with local or Message Toll Service (MTS).
- B. No charge applies if the line situation indicates a trouble condition. No charge applies when the request is identified as an emergency by the customer and originates from or to emergency agencies, such as police, fire, rescue, or ambulance.

### 3.6 Directory Listings

#### 3.6.1 General

- A. The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published on behalf of the incumbent local exchange carrier in the Customer's exchange area of the number which is designated as the Customer's main billing number. Directory listings of additional Customer Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.
- B. The alphabetical directory is a list of names of subscribers and others for whom directory listings are provided, designed solely for the information of calling parties. Alphabetical listings are, therefore, limited to information which is essential to the identification of the listed party. Arrangements of names designed to be of advertising value are not permitted, nor is any form of listing permitted which, in the judgment of the Company, does not facilitate the use of the directory, or is otherwise objectionable or unnecessary for purposes of identification.
- C. Except in connection with "Reference Listings" and "Informational Lines," alphabetical listings consist of a name, the address of the premises upon which the service is located, and the telephone number. As an aid in identification, business listings will contain a designation descriptive of the general character of the listed party's business.

Exception: In those cases in which the listed name clearly indicates the business, no designation will be included.

3.6 Directory Listings (*continued*)

3.6.1 General (*continued*)

- D. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired thereby.

3.6.2 **Primary Listings**

- A. Each subscriber is entitled to one listing, termed the primary listing, at no charge at the time of service. Each primary listing will include the name and number of the individual, partnership, corporation, association or governmental agency for whom the service has been contracted.
- B. The primary listing may be the trade name of an article or service, provided the subscriber is the authorized agent or representative for the particular article or service.
- C. At the request of the subscriber, the primary listing may be omitted from the directory. However, such request will not entitle the subscriber to a credit to the subscriber's basic service bill.
- D. The omission of the primary listing from the directory or from the directory and information records, at subscriber request, does not entitle the subscriber to an additional listing without charge in connection with other services for which the subscriber may be subscribing.

3.6.3 **Rate Application**

- A. If there is a change in the listing after service is established, a Directory Listing Change Charge will apply, except when waived by the Company for administrative purposes. The charge may also be waived when a widow/widower wishes to change the name listed in the directory to that of the survivor.

### 3.6 Directory Listings (*continued*)

#### 3.6.3 Rate Application (*continued*)

- B. Charges for unlisted and unpublished numbers, extra listings, enterprise listings, additional directory lines, and foreign listings will apply on a monthly basis.
- C. Extra Listing Charges begin at the time the listing is posted in the information records.
- D. Customers pay a nonrecurring Directory Listing Change Charge for establishing additional listings, or foreign listings, except when waived by the Company for administrative purposes.

### 3.7 Service Charges

#### 3.7.1 General

Service charges to connect, move or change telephone service are made separately according to the components of work required. Installations of inside wiring and jacks are the responsibility of the subscriber. Service charges may consist of any of the following charges:

- A. Installation Charge - For work associated with receiving, recording, and processing information necessary to execute a customer request and for the installation or changing of central office connections required to provide or change exchange access line service. Also included is that central office work required for off-premises location of stations and for moving service from one premise to another. This charge is applied per line.
- B. Trouble Location Charge - For each repair trip to a customer premises to test the access line up to and including the network access point (Point of Demarcation), when the access line tests clear and trouble is not found in the Company's Facilities.
- C. Nonpayment Reconnection Charge - For work associated with disconnecting, reconnecting, and processing information necessary when a customer is temporarily disconnected for nonpayment.

### 3.7 Service Charges (*continued*)

#### 3.7.2 **Rate Application**

- A. Service Charges apply to customer-initiated requests for establishment of telephone service, reconnecting service which has been temporarily disconnected for nonpayment, and establishing miscellaneous service. When service which has been disrupted by fire, accident or natural catastrophe is reestablished, nonrecurring charges may not apply.
- B. Service charges apply to customer-initiated moves and changes of service.
- C. From time to time, the Company may waive the Service Connection Charges for promotional purposes.

#### 3.7.3 **Regulations**

- A. Conditions under which no service charges apply are as follows:
  - 1. Work to move or change a customer's telephone service if required and initiated by the Company
  - 2. Customer-initiated requests, provided work is limited to:
    - a. Complete termination of service.
    - b. The "From" portion of work involved in a transfer of service from one premises to another.
    - c. Upgrades in class of service from a residence to a business.



### 3.7 Service Charges (*continued*)

#### 3.7.3 Regulations (*continued*)

- d. Changes in bill mailing address, or special billing arrangements.
  - e. Cancellation of service orders.
- B. Disconnection of service for nonpayment of charges due will be treated as follows: If the service furnished a subscriber is temporarily suspended for nonpayment of charges due or for any other violation of the regulations of the Company as described in this service catalog, such service will be restored when the customer's account has been paid in full or when the customer has made satisfactory payment arrangements to allow service to be reconnected. The Nonpayment Reconnection Charge may be collected from the customer before service is restored. The Company complies with Commission Rule 002.16, Refusal of Service and Disconnection, subsections 002.16A and 002.16B.

### 3.8 Custom Calling Services

#### 3.8.1 General

Custom Calling Services are optional telephone service arrangements which provide one or more of the features shown below. Custom Calling Services are available where the central office equipment is designed to provide these services.

##### A. Call Forwarding

1. Call Forwarding-Variable allows a customer to automatically transfer all incoming calls to another telephone during the period of time this feature is activated.
2. Call Forwarding-Busy Line allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch, if the called number is busy.
3. Call Forwarding-Don't Answer allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the customer does not answer after a preset number of ringing cycles.

3.8 Custom Calling Services (*continued*)

3.8.1 General (*continued*)

- B. Three-Way Calling - enables a customer to add a third party to an established connection without operator assistance. The third party may be called by the subscriber initiating the Three-Way Calling on either a local or long distance basis.
- C. Speed Calling - provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. Speed Calling is available with either 8 or 30 programmable telephone numbers.
- D. Call Waiting - when a customer is talking on the telephone, a short spurt of tone signals a call is waiting. The incoming caller hears a regular ringing signal. Flashing the hookswitch “holds” the first call while the second is answered. The customer can alternate between calls by flashing the hookswitch. In locations where the Company has made it available, Call Waiting may be deactivated prior to making an outgoing call (or during a call if the customer has three-way calling).
- E. Toll Restriction - restricts customers from placing all or some types of outgoing toll calls. Provision of toll restriction does not alleviate customer responsibility for completed toll calls.

3.8 Custom Calling Services (*continued*)

3.8.1 General (*continued*)

- F. Toll Restriction with PIN - allows customers who are assigned toll restriction the ability to dial an authorization code and override the toll restriction on a per call basis. Customers who are assigned this feature can access the toll network through the use of a feature access code and special PIN (personal identification number). Incoming and local calls are not affected by this feature. When a toll call is attempted on the customer's line prior to dialing the access code and PIN, the call completion will be denied. Customers have the ability to change their PIN by dialing a PIN change access code, the old PIN, and the new PIN. Provision of toll restriction does not alleviate customer responsibility for completed toll calls.
- G. Call Transfer - allows customers to transfer calls to another station. Disconnection by the transferring station does not cause the other party to be disconnected. A station must be assigned three-way calling in order to implement call transfer.

3.8.2 **Rate Application**

- A. Custom Calling Features are assessed a monthly rate.
- B. A Service Order Charge will apply only to Toll Restriction features.

### 3.8 Custom Calling Services (*continued*)

#### 3.8.3 Conditions

- A. Restriction of service to Three-Way and Speed Calling features may be inherent due to equipment limitations; i.e., within same “hunting group”.
- B. Custom Calling Services may be provided on individual lines, Private Branch Exchange trunks and key business lines.

### 3.9 Advanced Custom Calling Services

#### 3.9.1 General

Advanced Custom Calling Services are optional telephone services which offer customers convenience, time savings, and a greater degree of control over the use of their telephones. Advanced Custom Calling Services are available where the central office equipment is designed to provide these services.

- A. Caller Identification - Name and Number - allows for the automatic delivery of a calling party’s name and telephone number to the called customer, which gives the called customer an opportunity to decide whether to answer the call. The number is displayed on customer-provided equipment.
- B. Caller Identification Blocking - enables the customer to control the disclosure of the customer’s telephone number to a subscriber of Caller Identification by dialing a code before each call. Caller Identification Blocking is offered at no charge.
- C. Personal Ringing - allows the customer to have up to 3 telephone numbers with unique ringing patterns. Personal Ringing is available to residential customers only.

3.9 Advanced Custom Calling Services (*continued*)

3.9.1 General (*continued*)

- D. Warm Line - enables a customer to call a predesignated number or emergency service by simply lifting the handset.
- E. Repeat Dialing - allows the customer to dial an access code to have the phone continuously attempt to redial a busy number the customer tried to call. When the line is free, the customer is alerted with a special ring, and a call will automatically be made. Repeat dialing can also be used to redial the last number.
- F. Call Return - enables the customer to dial a code and have a call automatically returned to the last party who called or attempted to call.
- G. Telephone Pest Control - informs callers that the customer does not want to receive telemarketing calls. Callers will press one (1) for the call to complete. If the customer has caller ID and has activated this feature using \*78 and the calling party is public, the announcement that the number does not accept calls from telemarketers will be skipped. If the called party does not have Caller ID, all calls will be screened. \*79 deactivates the feature. Activation and deactivation must be done by the customer and cannot be done remotely. Telephone Pest Control cannot be placed on business groups, hunt groups, hotels, PBXs or paystations. The monthly charge applies on a per-line basis.

### 3.9 Custom Calling Services (*continued*)

#### 3.9.1 General (*continued*)

- H. Selective Call Acceptance - allows a customer to block all but specific calling numbers. Callers who are not on the list will hear a recording that the caller's number is not on the Call Acceptance List. The customer can program accepted numbers in 10-digit format once the feature has been added to the line. The feature will be available to Residential customers only.
- I. Selective Inbound Call Rejection - allows a customer to create a list of numbers from which they do not wish to receive calls. All calls on the screening list are intercepted and rerouted to a rejection announcement. A maximum of 6 numbers can be on the selective list.
- J. Selective Outbound Call Blocking - enables a customer to automatically block outbound calls to specified phone numbers.
- K. Community Alert - a mass notification service that allows organizations to contact up to 96 people simultaneously via telephone, text or e-mail.

#### 3.9.2 **Rate Application**

- A. Service Connection Charges do not apply to the Advanced Custom Calling Features, with the exception of Personal Ringing. A service order charge, as shown in Section 4.7, applies when Personal Ringing is installed.
- B. There is no one-time charge for setting up an additional listing for a customer with the Personal Ringing feature. If a customer requests a change in a Personal Ring listing after the initial setup, a Directory Listing Change Charge will apply, as shown in Section 4.6.
- C. A request to change the predetermined number for the Warm Line feature after 4 times during a calendar year will be charged a Warm Line Change Charge for each additional change.

### **3.10 Blocking of '900' Calls**

#### **3.10.1 General**

This service provides for the blocking of long distance calls to '900' NPA numbers upon request of the customer. This service is offered where the necessary central office facilities are available.

#### **3.10.2 Rate Application**

The subscriber will not be billed for the blocking of calls unless the subscriber requests a change in the blocking status within 12 months. In the case of a change within the 12-month period, the customer will be billed Service Connection Charges.

### **3.11 Emergency Reporting Services**

#### **3.11.1 911 Service**

##### **A. General**

911 Service shall mean a telephone service which provides a subscriber with the ability to reach a central location, for the purpose of reporting emergencies, by dialing the digits "911". The serving arrangement and the type of equipment to be used for the provisioning of 911 Service in a particular 911 area shall be determined by the governing bodies having jurisdiction over such area and by availability of facilities.

### 3.11 Emergency Reporting Services (*continued*)

#### 3.11.1 911 Service (*continued*)

##### B. 911 Definitions

1. Governing Body - the board of county commissioners or supervisors of a county, the city council of a city, the board of trustees of a village or the board of directors of any rural or suburban fire protection district.
2. Public Safety Answering Point - the terminating end of a 911 call, be that a local fire station, the local police station, the county sheriff's office or some other specified central point as determined by the governing body.
3. Selective Routing - the ability to route a subscriber's 911 call to the appropriate public safety answering point according to the address of the subscriber as specified by the governing body for this address.
4. Automatic Number Identification (ANI) - a feature by which the subscriber's telephone number is forwarded to the appropriate public safety answering point.
5. Class Marking - an identification code used to identify specific subscribers and route all 911 calls to the appropriate public safety answering point as specified by the governing body for the subscriber.

##### C. 911 Options

1. Local 911 - A customer who dials "911" will have the call terminate at a preestablished location within the local exchange serving area.
2. Basic 911 - A 911 call will be translated to a 7-digit number and will be sent to a specific location as requested by the governing body.
3. Basic 911 With Automatic Number Identification - A customer who dials "911" will have the call transferred to a specific location where the subscriber's telephone number will appear at the public safety answering point.



3.11 Emergency Reporting Services (*continued*)

3.11.1 911 Service (*continued*)

C. 911 Options (*continued*)

4. Enhanced 911 (E911) - This is a service whereby 911 calls are answered by a centralized public safety answering point. E911 service provides Selective Routing, Automatic Number Identification and Automatic Location Identification features

D. 911 Regulations

1. Applications for 911 Service must be executed in writing by each participating governing body.
2. 911 Service will be provided in the exchanges where the facilities are available or can be added to the existing facilities at a reasonable cost to the Company.
3. A contract must be signed by the governing body *before* the 911 Service will be provided or *before* any new equipment will be purchased by the Company to provide the 911 Service.
4. It is the governing body's responsibility to ensure that all customer-provided equipment selected to provide the 911 Service is compatible with the service and equipment provided by the Company.
5. It is the responsibility of the governing body requesting or implementing the 911 Service to notify all subscribers of any charges associated with the 911 Service, the location of the public safety answering point, and the rule governing a subscriber's "Right to Privacy".
6. All subscribers using a 911 Service will relinquish their "Right to Privacy" upon making 911 calls in exchange for the forwarding of their subscriber information to the public safety answering point.
7. The governing body may choose one of the following alternate routes for 911 calls to avoid emergency service disruption in case of a cut toll cable or a busy signal: (1) A recording will direct customers to dial another number, (2) 911 calls will be routed to the local fire bar, or (3) 911 calls will be routed to a pre-assigned number requested by the governing body. The alternate location will have the responsibility to dispatch the 911 call.

### 3.11 Emergency Reporting Services (*continued*)

#### 3.11.1 911 Service (*continued*)

##### E. 911 Rate Application

1. Local 911 - There is no additional charge for this service in exchanges with digital switching capabilities.
2. Basic 911 - Either the governing body or the subscriber will assume the charge for the 911 call if routed over a long distance line. In offices with digital switching capabilities, there will be no monthly charge for this service. In offices without digital switching capabilities, there will be a one-time charge for the equipment used to provide the Basic 911 Service. If dedicated lines are used to route the call, the monthly charge for the dedicated lines will be the same charge as shown in Great Plains Broadband Access Services Catalog.
3. 911 With Automatic Number Identification - The subscriber or the governing body will assume the charge for the 911 call if the 911 call is routed over the long distance network. If dedicated lines are used to route the call, the monthly charge for the dedicated lines will be the same charge as shown in Great Plains Broadband Tariff. There will be a monthly flat-rate charge for each exchange served by the dedicated lines.
4. Enhanced 911 (E911) - The monthly charge for the dedicated lines will be the same charge as shown in Great Plains Broadband Access Services Catalog. There will be a monthly flat-rate charge for each exchange served by the dedicated lines.
5. The 911 rates assessed to the governing body are detailed in Section 4.10.1.

##### F. Other 911 Charges

1. A one-time charge may be assessed to the governing body for special equipment needed to provide 911 Service. There will be a one-time charge for the provision of E911 service per digital central office.
2. At any time other than a digital cutover, a one-time charge per line will be assessed to the governing body for “class marking” in exchanges where only part of the lines are designated to a specific location when the subscriber dials “911”. If the class marking is completed at the time of a digital cutover, a one-time charge will not apply.

### 3.11 Emergency Reporting Services (*continued*)

#### 3.11.1 911 Service (*continued*)

##### F. Other 911 Charges (*continued*)

3. A one-time charge per listing may be assessed to establish an E911 data base if the E911 service is requested.
4. A charge per customer record sent to the governing body (either manually or by electronic transmission) will be assessed for the maintenance of the E911 data base and will be assessed to the governing body on a quarterly basis.
5. A one-time charge per listing may be assessed for annual update information upon request for purposes other than to update an E911 data base.

##### G. Billing Responsibilities of the Company

1. The Company will assess a 911 Service surcharge, upon 90 days' written notice from the governing body, to all subscribers who are within the jurisdiction of a governing body which is making a request to the Company under Nebraska law, LB 240.
2. The Company will change the amount of the 911 Service surcharge when notified by the governing body by certified or registered mail no less than 90 days before the new rate becomes effective.

### 3.12 Direct Inward Dialing

#### 3.12.1 General

- A. Direct Inward Dialing (DID) service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific Private Branch Exchange (PBX) station directly without an attendant's assistance. DID service may be provided where central office facilities are available and where the customer-provided switching equipment (PBX) capabilities permit. The PBX must comply with Part 68 of the FCC's Rules and Regulations (47 CFR Part 68).
- B. Where available, DID local telephone numbers may be reserved or assigned in groups of 20 numbers.

### 3.12 Direct Inward Dialing (*continued*)

#### 3.12.2 Rate Application

- A. This service is subject to the rates and charges applicable to other exchange services, and charges for this service are in addition to the basic rates and charges for the service with which it is associated. A monthly DID charge per trunk circuit termination will apply, and Service Connection Charges apply per trunk, as well.
- B. A monthly DID Number Fee will apply for the reservation or assignment of each group of 20 numbers. The monthly DID Number Fee applies in addition to the monthly charges for DID trunks placed into service. Service Connection charges will apply.

### 3.13 Miscellaneous Services

#### 3.13.1 Private Branch Exchange Service

The monthly rate shall be the business access line rate shown in Section 4.

#### 3.13.2 Additional Billing Number Service

##### A. Special Bill Number

Special Billing Number Service is the provision of an additional account number to separate billed charges for specific reasons per customer request. A monthly charge per number applies.

##### B. Separate Bill Service

A monthly charge will be assessed if a customer requests a separate monthly bill be processed for a service or services which would normally appear on one account and will result in additional expense to the Company to set up and process monthly.

3.13 Miscellaneous Service (*continued*)

**3.13.3 Number Change Intercept Service**

A. General

Number Change Intercept Service provides a new number or information to callers dialing disconnected or changed numbers. This service is offered if a customer changes a number per their request and asks for the intercept message.

B. Conditions

1. Number Change Intercept Service is subject to the availability of facilities and availability of the disconnected number.
2. Payment for Number Intercept Service may be made in advance or may be applied to the customer's telephone bill.
3. The Company reserves the right to establish time constraints upon this service. The Company also reserves the right to revoke this service in the event of nonpayment.
4. The Company will be held harmless from any claims which may arise out of the Company's provision of this service.

C. Rate Application

Number Change Intercept is provided at a one-time charge per number for 12 months.

**3.13.4 Call Trapping**

- A. Call Trapping provides the Company the capability of capturing information on incoming calls within the same NXX.

3.13 Miscellaneous Service (*continued*)

3.13.4 Call Trapping (*continued*)

B. Conditions

1. Call Trapping is available upon request of a law enforcement agency.
2. The results of the Call Trapping will be furnished only to the applicable law enforcement agency.
3. The Company is not liable for damages if, for any reason, the Call Trapping is not successful.

C. Rate Application

Call Trapping is provided at a one-time charge. The one-time charge will be the Service Connection Charges.

3.13.5 Custom Number Services

A. Custom Number Service is applicable for telephone number assignment when the customer requests a specific telephone number other than those offered by the Company. If the telephone number requested is available, the Company will assign the number to the customer.

B. Terms and Conditions

1. Custom Number charges are not applicable to 800 Service, 976/960 Service, or DID Number Blocks.
2. The Company will offer up to 5 numbers from which a customer may choose at no charge. If a customer requests further or more specific number choices, there will be a charge based on the customer's needs as specified hereafter. Custom Number nonrecurring charges will not apply when the customer requests assignment of the same number within one year of termination.

3.13 Miscellaneous Service (*continued*)

3.13.5 Custom Number Services (*continued*)

B. Terms and Conditions (*continued*)

3. The Company reserves and retains the following rights:

- a. To discontinue a charge or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and regulations of the Company. If this should occur with a 1-year period following assignment, the Custom Number nonrecurring charges will be refunded to the customer.
  - b. To reject any request for specific numbers for any reason, including, but not limited to, numbers that may, in the Company's opinion, be offensive to good taste, limited by central office capacity, or by relocation of a central office.
  - c. Of ownership of all telephone numbers and prohibits the reassignment or resale of a telephone number by any customer.
4. The Company shall in no event be liable to any customer for direct, indirect or consequential damages caused by failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In no event shall the Company be liable to any person, firm or corporation for any amount greater than such person, firm or corporation has actually paid to the Company for the Custom Number Services.
  5. Requests for a specific telephone number will be granted providing the requested telephone number is available, e.g., not assigned to a current customer, ready to be assigned, and without equipment limitations. Requests for a specific telephone number will be honored on a first-come, first-served basis.
  6. In the event that a request for a specific number is granted and that number is inadvertently assigned to some other customer, the liability of the Company is limited to a refund of any nonrecurring charges paid for the number by the customer whose request could not be fulfilled.

C. Rate Application

A nonrecurring Custom Number Service Charge applies per number requested and provided.

### 3.13 Miscellaneous Service (*continued*)

#### 3.13.6 Presubscription

- A. Presubscription is the process by which end user customers may select and designate to the Company an interexchange carrier to place, without any special codes, their interLATA and intraLATA calls.
- B. An end user may select a primary interexchange carrier for all of its lines, or it may indicate a different interexchange carrier for each of its lines. Only one interLATA and intraLATA carrier may be selected for each line terminating in the same hunt group.
- C. After the end user's initial selection of an interLATA and intraLATA carrier or the designation that they do not want to presubscribe to any interexchange carrier, the end user will be charged for any change in selection after conversion to Equal Access. This nonrecurring charge will be billed to the end user who is the subscriber to the Local Exchange Access Service.
- D. In the event the customer is incorrectly presubscribed, due to misassignment on the part of the Company, no charge shall apply.
- E. In the event a customer is incorrectly presubscribed due to misassignment on the part of the interexchange carrier, and the interexchange carrier is unable to document such an assignment, the Company will apply the charge to the responsible interexchange carrier and assign the customer to an interexchange carrier of the customer's choice.

### 3.14 Local Channelized T-1 Service

- A. Local Channelized T-1 Service provides a 1.544Mbps dedicated facility from the customer's premise to the Company's service wire center. The service includes a DS1 facility, common equipment, local exchange switching and up to 24 channels for access to the local exchange and toll networks. Each Local Channelized T-1 facility utilizes up to 24 two-way channels with Direct Inward Dialing (DID) and answer supervision features.
- B. This service is subject to the availability of Company facilities.



3.14 Local Channelized T-1 Service (*continued*)

C. Application of Rates

1. A one-time installation fee as noted in Section 4.13 will apply.
2. As detailed in Section 4.13, monthly rates apply as follows:  

12 or fewer lines = Half Local Channelized T-1  
12 to 24 lines = Full Local Channelized T-1.
3. 5 federal monthly Subscriber Line Charges (SLCs) as set forth in Great Plains Broadband's FCC Tariff No. 1, Interstate Access Tariff, apply per T-1 Channelized Service.
4. All applicable surcharges apply per T-1 Channelized Service.

D. Term Discounts

1. The current monthly rates for such services are reduced by a fixed percentage. The amount of the discount percentage differs based on the length of the service commitment period selected by the customer. The term discount percentages for high capacity service are as set forth in Section 4.13.
2. Local Channelized T-1 Service may be ordered at the customer's option on a monthly rate basis or for term discount periods of 36 months or 60 months.
3. At the end of the term discount period, the customer may convert to month-to-month service or subscribe to a new term discount plan. If the customer does not make a choice by the end of the discount period, the rates will automatically convert to month-to-month service rates.

3.14 Local Channelized T-1 Service (*continued*)

D. Term Discounts (*continued*)

4. If the customer chooses to disconnect all or a portion of the service prior to the expiration of the term discount period, discontinuance charges will apply to the portion of the service being discontinued. Discontinuance charges of 15% of the total undiscounted monthly charges will apply to the remaining portion of the discount period. For example, if a customer has a Local Channelized T-1 Circuit and chooses to discontinue after 33 months into a 60-month service term, the discontinuance charge would be 0.15 times 27 months times the undiscounted monthly rates for the service.

**3.15 Special Fees and Charges**

**3.15.1 Telecommunications Relay Service**

- A. Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or a similar device to communicate with the hearing population or vice versa. A customer will be able to access the state provider to complete the calls.
- B. Nebraska state law requires that a surcharge be collected on each telephone access line in Nebraska. The Company will remit the surcharge to the Commission for the administration of the statewide dual-party relay system.
- C. The assessment of this surcharge will be collected on the first 100 telephone access lines per customer.

### 3.16 Local Channelized T-1 PRI Service

- A. T-1 PRI (Primary Rate Interface) is similar to the T-1 “regular” service except only 23 channels are dedicated to voice or data. The last DS-0 channel is taken off to handle other applications, such as Caller ID. PRI Service provides an ISDN-based, DSI access to the telecommunications network and includes the flexibility of integration of multiple voice and/or data transmission channels on the same line. The service provides connectivity between ISDN-compatible Customer Premise Equipment (CPE) and a Service Central Office.
- B. This service is subject to the availability of Company facilities.
- C. A one-time installation fee as noted in Section 4.15 will apply.
- D. Term Discounts
  - 1. The current monthly rates for such services are reduced by a fixed percentage. The amount of the discount differs based on the length of the service commitment period selected by the customer. The term discount percentages for high capacity service are as set forth in Section 4.15.
  - 2. PRI Service may be ordered at the customer’s option on a monthly rate basis or for term discount periods of 36 months or 60 months.
  - 3. At the end of the term discount period, the customer may convert to month-to-month service or subscribe to a new term discount plan. If the customer does not make a choice by the end of the discount period, the rates will automatically convert to month-to-month service rates.
  - 4. If the customer chooses to disconnect all or a portion of the service prior to the expiration of the term discount period, discontinuance charges will apply to the portion of the service being discontinued. Discontinuance charges of 15% of the total undiscounted monthly charges will apply to the remaining portion of the discount period. For example, if a customer has a PRI Circuit and chooses to discontinue after 33 months into a 60-month service term, the discontinuance charge would be 0.15 times 27 months times the undiscounted monthly rates for the service.

### **3.17 Advance Call-Caller ID PRI Bulk**

- A. Call-Caller ID PRI Bulk allows a customer to receive call related information on calls that are received from outside the PBX. The call data input/output central office facility provides the central office facilities necessary to transmit call data information over the Private Line Channel.
- B. This service is subject to the availability of Company facilities.
- C. A one-time service connection charge as noted in Section 4.7 may apply.

**4 RATE LIST** Reference

**4.1 Exchange Service** 3.1

**4.1.1 Flat Rated Service**

Exchanges	Residential	Business
Broken Bow	\$17.50/month	\$27.50/month
Chadron	\$17.50/month	\$27.50/month
Columbus	N/A	\$27.50/month
Fremont	N/A	\$27.50/month
McCook	\$17.50/month	\$27.50/month
Neligh	\$17.50/month	\$27.50/month
Omaha	\$17.50/month	\$27.50/month
Seward	N/A	\$27.50/month

**4.1.2 Additional Business Line Credit** 3.1.3

Credit additional business line \$3.00/month

**4.1.3 Extended Area Service Rate** 3.1.4

Exchanges	Residential	Business
Chadron	\$0.75/month	\$1.50/month
Columbus	N/A	\$0.37/month
Fremont	N/A	\$1.00/month
McCook	\$0.50/month	\$1.00/month
Neligh	\$0.19/month	\$0.36/month
Omaha	\$1.30/month	\$1.80/month
Seward	N/A	\$0.00/month

**4.1.4 Seward Enhanced Local Area Calling Plans** 3.1.5

- Option 1 - \$3.00 per month for 120 minutes. Usage over plan billed at \$0.10 per minute.
- Option 2 - \$12.00 per month for 300 minutes. Usage over plan billed at \$0.10 per minute.
- Option 3 - \$35.00 per month for 800 minutes. Usage over plan billed at \$0.10 per minute.
- Option 4 - \$60.00 per month for 1500 minutes. Usage over plan billed at \$0.10 per minute.
- Option 5 - No monthly fee and usage will be billed at \$0.10 per minute.

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		Reference
<b>4.2</b>	<b>Trunk Hunting</b>	3.2
	Residence	\$8.00/line/month
	Business	\$8.50/line/month
<b>4.3</b>	<b>Directory Assistance</b>	3.3
	All exchanges	\$1.99/call
<b>4.4</b>	<b>Operator Assistance</b>	3.4
	All exchanges	
	Credit Card Charge	\$0.50/call
	Station-to-Station Charge	\$2.25/call
	Person-to-Person Charge	\$3.00/call
<b>4.5</b>	<b>Busy Verification Service</b>	3.5
	All exchanges	
	Line Status Charge	\$1.95/per request
	Busy Interrupt Charge	\$2.05/per request

Reference

**4.6 Directory Listing Charges**

3.6

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	Residential	Business
Extra listings	\$1.50/month	\$2.50/month
Unlisted number	\$2.00/month	\$2.50/month
Unpublished number	\$3.00/month	\$3.00/month
Additional lines in directory	\$1.50/month	\$2.50/month
Foreign listing	\$1.50/month	\$3.00/month

A nonrecurring charge of \$5.00 will apply for a change in a directory listing or an addition of a listing where no central office switch work is required.

Reference

**4.7 Service Charges**

3.7, 2.4.3

Nonrecurring Charges

Service Connection Charges	
New Installation Telephone Charge	\$34.00/line
Outside Move Charge	\$34.00/line
Trouble Location Charge	
Per each trip to customer premises	\$50.00
For premise visits for problems with private line circuits where the problem is found to be in CPE equipment	\$35.00 per 1/2 hour
Nonpayment Reconnection Charge	\$30.00
Returned Check Charge	\$30.00
Late Payment Fee	The higher amount of 1.5% of the unpaid balance or \$10.00. The late payment fee will apply to unpaid balances of \$5.01 or greater.



Reference

**4.8 Custom Calling Features**

3.8

Custom Calling Features purchased individually are rated as follows:

	Residential	Business
@ Call Forwarding-Busy Line	\$2.00/month	\$3.00/month
@ Call Forwarding-Don't Answer	\$2.00/month	\$3.00/month
@ Call Forwarding-Variable	\$2.00/month	\$3.00/month
@ Three-Way Calling	\$3.00/month	\$4.00/month
@ Speed Calling		
(8 Preselected Numbers)	\$1.50/month	\$2.00/month
(30 Preselected Numbers)	\$2.50/month	\$3.00/month
@ Call Waiting	\$5.00/month	\$6.00/month
Toll Restriction/Per line or trunk	\$2.00/month	\$3.00/month
Toll Restriction with PIN	\$2.00/month	\$3.00/month
Call Transfer	\$5.00/month	\$5.00/month

NOTE: A Service Order Charge of \$10.00 will apply only to the Toll Restriction feature.

Reference

**4.9 Advanced Custom Calling Services\*** 3.9

	Residential	Business
@ Caller Identification Number	\$6.00/month	\$6.00/month
Caller Identification Blocking	--	--
@ Personal Ringing**	\$2.00/month	--
Warm Line	\$2.00/month	\$2.00/month
Repeat Dialing	\$3.00/month	\$3.00/month
Call Return	\$3.00/month	\$3.00/month
@ Caller Identification with Call Waiting	\$6.50/month	\$6.50/month
@ Telephone Pest Control	\$6.00/month	\$6.00/month
Selective Call Acceptance	\$4.00/month	\$4.00/month
Selective Inbound Call Rejection ##	\$4.00/month	\$4.00/month
Selective Outbound Call Blocking	\$3.00/month	\$3.00/month
Community Alert 0-250	\$9.95/month	\$9.95/month
Community Alert 250-500	\$14.95/month	\$14.95/month
Community Alert 500 and above	TBD	TBD
Community Alert Admin Fee		

\* Service Connection Charges do not apply to the Advanced Custom Calling Features, except Personal Ringing. A service order charge applies when Personal Ringing is installed.

\*\* If a customer requests a change in a Personal Ring listing after the initial setup, a service order charge for a change in the directory listing as explained in Section 4.6 will apply.

## A Service Order charge will apply when numbers for Selective Call Rejection are changed.

Reference

**4.10 Emergency Reporting Services**

**4.10.1 911 Services**

3.11.1

Per dedicated line for 911 with ANI	\$5.00/month
Per dedicated line for E911	\$5.00/month
One-time charge for E911	\$500.00/digital office
Establishment of E911 database	\$0.65/listing
E911 database maintenance (assessed quarterly) CAPPED PER QUARTER	\$2.00/record \$250.00
E911 annual update	\$0.25/listing

Reference

**4.11 DID Service**

3.12

- A. Per trunk \$20.00/month
- B. Reservation of Telephone Numbers
  - Nonsequential number, per number \$0.15/month
  - Per block of 20 numbers \$3.00/month
- C. Changes to digits outpulsed or signaling \$50.00 nonrecurring charge
  - Per DID trunk \$50.00 nonrecurring charge

Reference

**4.12 Miscellaneous Services** 3.13

**4.12.1 Additional Billing Number Service**

Special Bill Number	\$1.00/month
Separate Bill Service	\$2.00/month

**4.12.2 Number Change Intercept**

Residential	\$20.00/year
Business	\$20.00/year

**4.12.3 Presubscribed Interexchange Carrier (PIC) Change Charge IntraLATA**

Manual Change/intraLATA only	\$5.50 nonrecurring charge
Manual Change/interLATA only	\$2.75 nonrecurring charge
Electronic Change/intraLATA only	\$1.25 nonrecurring charge
Electronic Change/interLATA only	\$0.62 nonrecurring charge

**4.13 Local Channelized T-1 Service** 3.14

Full Local Channelized T-1*	\$250.00/month
Half Local Channelized T-1*	\$187.50/month

\*A one-time installation charge and move charge of \$360.00 applies

Term Discounts	Percentage
36 months	10%
60 months	20%

**4.14 Special Fees and Surcharges**

**4.14.1 Telecommunications Relay Surcharge** 3.15.1

Per telephone number (up to 100 numbers)	\$0.03/month	(I)
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**4.15 Local Channelized T-1 PRI Service** 3.16

Full Local Channelized T-1 PRI*	\$275.00/month
Half Local Channelized T-1 PRI*	\$207.00/month

\*A one-time installation charge and/or move charge of \$360.00 applies

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		Reference						
4.15	Local Channelized T-1 PRI Service ( <i>continued</i> )	3.16						
	<table><thead><tr><th style="text-align: left;">Term Discounts</th><th style="text-align: left;">Percentage</th></tr></thead><tbody><tr><td>36 months</td><td>10%</td></tr><tr><td>60 months</td><td>20%</td></tr></tbody></table>	Term Discounts	Percentage	36 months	10%	60 months	20%	
Term Discounts	Percentage							
36 months	10%							
60 months	20%							
4.16	<b>Advance Call-Caller ID PRI Bulk</b>	3.17						
	Per PRI Circuit	\$350.00/month						