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April 1, 2025

Mr. Steve Kahl, Executive Secretary
North Dakota Public Service Commission
600 East Blvd, Dept. 408
Bismarck, ND 58505-0480

**RE: Tariff Revision – Consolidated Communications Enterprise Services, LLC –
North Dakota P.S.C. No. 1 – Business Rate Increases**

Dear Mr. Kahl:

Consolidated Communications Enterprise Services, LLC (CCES) hereby submits the following tariff pages increasing the rates for certain Business services effective on May 1, 2025.

Section 3, Page No. 4, Eighth Revised
Section 7, Page No. 7 & No. 8, First Revised

The above tariff pages are:

- 1) Increasing the Basic Business Line monthly rates (Month-to-Month, 1-year, 2-year, 3-year and 5-year contract) to \$75.00
- 2) Increasing the Primary Rate Interface (PRI) Service Configuration monthly rates (1-year, 3-year and 5-year contact) to \$650.00

A copy of the bill message language for the rate increases is attached and will be placed on applicable customer April bills.

This filing also submits all pages of the North Dakota P.S.C. No. 1 tariff updated with the Company's legal name changed to "Consolidated Communications Enterprise Services, LLC" in compliance with the "Notification Regarding Name Change" notice filed with the Commission on March 19, 2025. With the exception of the above-mentioned rate increases, no other changes have been made to the rates, terms and conditions in North Dakota P.S.C No. 1. The revision numbers on all pages have been increased to the next revision number and the proposed effective date for these pages is May 1, 2025.

Please contact me at the number above or at Robert.Russell@consolidated.com or Carrie Patterson at carrie.patterson@consolidated.com with any questions or concerns regarding this filing.

Thank you for your assistance in this matter.

Sincerely,

/s/Robert F. Russell

Sr. Regulatory Relations Specialist

Enclosure

**CONSOLIDATED COMMUNICATIONS ENTERPRISE SERVICES, LLC (CCES)
BILL MESSAGES – CUSTOMER NOTIFICATION**

Basic Business Access Lines:

Notice of Price Increase

Effective on the May bill statement, the monthly rate for Business Flat Rate Service will increase by \$15.00 per line/per month. Business Flat Rate Service will increase from \$60.00 per line/per month to \$75.00 per line/per month. Consolidated Communications values your business and looks forward to continually providing you with the best services possible. For more information, please call (844) 968-7224. Thank you again for your continued business.

ISDN Primary Rate Interface (PRI):

Effective on your May 2025 bill statement, your ISDN PRI services will increase to \$650.00 per ISDN PRI Package. ISDN PRI Packages whose contract term has expired will be increased according to our tabled rates effective as of May 2025.

Consolidated Communications values your business and looks forward to continually providing you with the best services possible. For more information, please call (844) 968-7224. Thank you again for your continued business.

GENERAL TARIFF AND PRICE LIST

Consolidated Communications Enterprise Services, LLC (T)

GENERAL TARIFF AND PRICE LIST

APPLYING TO THE INTRASTATE

TELECOMMUNICATION SERVICES

FURNISHED WITHIN THE

STATE OF NORTH DAKOTA

This general tariff and price list contains the descriptions, regulations and rates applicable to the furnishing of telecommunications services within the state of North Dakota provided by Consolidated Communications Enterprise Services, LLC (CCES). This tariff and price list is on file with the North Dakota Public Service Commission, and copies may be inspected during normal business hours at the principal place of business of Consolidated Communications Enterprise Services, LLC, 2116 South 17th Street, Mattoon, IL 61938. (T)

Effective February 4, 2025, Consolidated Communications Enterprise Services, Inc. changed its name to Consolidated Communications Enterprise Services, LLC in the state of North Dakota. All references to Consolidated Communications Enterprise Services, Inc. throughout this document have been changed to Consolidated Communications Enterprise Services, LLC. (N)

GENERAL TARIFF AND PRICE LIST

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SECTION 2 -	GENERAL REGULATIONS
SECTION 3 -	LOCAL EXCHANGE SERVICE
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SECTION 5 -	SERVICE CONNECTION SERVICES
SECTION 6 -	ACCESS SERVICES
SECTION 7 -	ADVANCED SERVICES
SECTION 8 -	PACKAGED SERVICES
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GENERAL TARIFF AND PRICE LIST

TARIFF AND PRICE LIST FORMAT

Page Numbering. Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially. From time to time new pages may be added. When a new page is added between existing pages a decimal is added to the preceding page number. For example, a new page added between Pages 3 and 4 would be numbered 3.1.

Explanation of Symbols. When changes are made in any page, a revised page will be issued replacing the page affected. Changes will be identified on the revised page(s) in the right hand margin on each line changed through the use of the following symbols:

- (C) To signify changed regulation
- (D) To signify discontinued material
- (I) To signify rate or charge increase
- (M) To signify material relocated without change in text or rate
- (N) To signify new rate or regulation
- (R) To signify reduction
- (S) To signify reissued material
- (T) To signify a change in text but no change in rate or regulation
- (Z) To signify a correction

GENERAL TARIFF AND PRICE LIST

APPLICATION OF TARIFF

Application of Tariff

This Tariff sets forth the regulations and rates applicable to services provided by Consolidated Communications Enterprise Services, LLC (hereinafter “CCES ” or “the Company”).as follows:

(T)

The furnishing of intrastate communications services by virtue of one-way and/or two-way information transmission between points within the State of North Dakota.

Availability

Services included in this Tariff are subject to the availability of facilities.

Facilities

Services may be provided at Consolidated Communications Enterprise Services, LLC’s discretion through facilities (1) owned by the Company. (2) leased from another entity, (3) owned by another entity but billed by Company or (4) some combination of (1) through (3).

(T)

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

GENERAL TARIFF AND PRICE LIST

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GENERAL TARIFF AND PRICE LIST

SECTION 1 - DEFINITIONS

900 SERVICE BLOCKING: Provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which 900 must be dialed.

ACCESS LINE: A line which connects a customer to the central (switching point) office of an exchange through which local calls can be made without additional charge.

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

AUTHORIZED USER: A person, firm or corporation (other than the customer) on whose premise a connection to the Switched Network or dedicated facilities is located and who may communicate over such channels in accordance with the terms of the tariff.

BASE RATE AREA: A specific area within which local telephone exchange service is furnished at Local Exchange Service Tariffs rates.

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

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

CENTRAL OFFICE LINE: A circuit connecting a customer's premise with a central office.

CHANNEL: A path suitable for the transmission of communications.

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

CLASS OF SERVICE: The various categories of service generally available to the customer, such as business.

GENERAL TARIFF AND PRICE LIST

SECTION 1 - DEFINITIONS

COMMUNICATIONS SYSTEM: Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or company stations.

COMPANY: A corporation, association, partnership, or individual engaged in the business of furnished telephone service to the public under the jurisdiction of the North Dakota Public Service Commission.

CONNECTING COMPANY: A corporation, association, partnership or individual owning or operating one or more exchanges and with whom communications services are interconnected.

CONNECTION CHARGE: See Service Connection Charge

CONSTRUCTION CHARGE: A separate non-recurring charge made for the construction of facilities in excess of that contemplated under the rates quoted in the exchange tariffs.

CONTINUOUS PROPERTY: The plot of ground, together with any buildings thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others.

CONTRACT: Refers to the agreement between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the Tariffs.

COST: The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

CUSTOM CALLING SERVICES: Furnish dial service features to the subscribers of 1-party business or 1-party residence lines or trunk lines.

CUSTOM LOCAL AREA SUBSCRIBER SERVICES (CLASS): A group of central office call management features offered in addition to basic telephone service. These enhanced custom calling features allow customers to effectively manage call flow. This management is accomplished by the central office technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. That telephone number is held in network memory affording the called party options including identifying the calling number answering the call and calling back to the call originator.

GENERAL TARIFF AND PRICE LIST

SECTION 1 - DEFINITIONS

CUSTOM RINGING SERVICE: A central office based service which provides up to four distinctive ringing patterns on incoming calls using one individual access line. The distinctive ringing patterns are achieved by assigning up to three additional telephone numbers to the access line without installing additional main line service.

CUSTOMER – Denotes any individual, carrier, reseller, partnership, association, corporation or government agency which subscribes to the services, offered under this tariff, including but not limited to Interexchange Carriers, End Users and other telecommunication carriers or providers originating or terminating toll VoIP-traffic over the Public Switched Telephone Network.

CUSTOMER PROVIDED EQUIPMENT: Devices, apparatus and/or associated wiring provided by a customer.

DEMARCATIION POINT: (DEMARC) The point of connection, provided and maintained by the Company at which the Company service and the property owner's or customer's facilities are connected. This Demarcation Point is to be mutually agreeable to the Company and the subscriber or property owner, and is normally located near the point where the Company's facilities enter the building or property. on the subscriber's side of the Company's protector, or its equivalent.

For multiple buildings constructed on continuous business property, such as shopping centers, condominiums, industrial parks, and campuses, the Company may establish a single Demarcation Point or may designate one of the existing terminating connections on a property as a main Demarcation Point. Where feasible, one or more alternate Demarcation Points may be placed or reinforced by the Company at the request of the business customer or property owner. Charges will be applied to cover additional costs of placing or reinforcing alternate Demarcation Points. The property owner or customer is responsible for service on the customer side of the Demarcation Point.

DIRECTORY LISTING: A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

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

DROP WIRE: That portion of circuit between the pole line or cable distribution box and the demarcation point of the building in which the station or switchboard is located.

GENERAL TARIFF AND PRICE LIST

SECTION 1 - DEFINITIONS

E911: A telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and equipment within the Company's Exchange Territory which can be connected to lines and equipment in the Company's Exchange Territory to permit answering and dispatching of public emergency telephone 911 calls originated by persons within the same serving area. E11 service provides for Automatic Number and Automatic Location Identification features.

END USER: Any customer of telecommunications service that is not a carrier or a wholesaler. An "end user" carrier that can use a telecommunications service for administrative purposes, without making such service available to others directly or indirectly.

ENTRANCE FACILITIES: Facilities extending from the point of entrance on private property to the demarcation point of the premises in which service is furnished.

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

EXCHANGE AREA: The territory served by an exchange.

EXCHANGE LINE: Any circuit directly or indirectly connecting an exchange station with a central office.

EXCHANGE SERVICE: The furnishing of facilities for the telephone communication within an exchange area, in accordance with the regulations and charges specified in the Local or General Exchange Tariffs. Exchange facilities are used to establish and maintain connection between the exchange station and facilities in connection with calls outside the exchange area.

EXCHANGE STATION: A station connected with a central office.

GENERAL TARIFF AND PRICE LIST

SECTION 1 - DEFINITIONS

EXTENSION MILEAGE: The charges made for the additional circuit required to furnish stations beyond the allowable distance from the demarcation point.

EXTRA LISTING: See Additional Listing

FLAT RATE SERVICE: Service furnished at a fixed monthly charge. including extended area service where applicable.

HARM: Hazards to personnel, damage to Company equipment and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDIVIDUAL LINE: An exchange line coupled with the inside wire necessary for the connection of a telephone set.

INSIDE WIRING (I/W): The facility used to extend the Exchange Carrier network from the Demarc to the location where the connection is made to the Customer Premise Equipment.

INITIAL SERVICE 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.

JOINT USER SERVICE: An arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate customer service is permitted to use the service of a customer.

LOCAL EXCHANGE SERVICE: Telephone communications within Exchange Areas in accordance with the provision of the Company's Tariff.

LOCAL MESSAGE: A completed communication between customer's stations located within the same Exchange Area.

LOCAL SERVICE AREA: The area within which telephone service is furnished under a specific schedule of rates without the application of specific charges for each message.

MAINTENANCE VISIT CHARGE: A charge applied when a service difficulty or trouble report results from customer provided equipment and/or inside wire and not from Company facilities.

GENERAL TARIFF AND PRICE LIST

SECTION 1 - DEFINITIONS

MESSAGE: A completed customer telephone call.

MILEAGE: A measurement which charges are computed based upon distance.

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.

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

PRIVATE LINE: A circuit provided to furnish communication only between two or more terminals directly connected to it. Such terminals do not have access to the general exchange and interexchange networks.

SERVICE CONNECTION CHARGE: The charge a customer is required to pay at the time of the establishment of a class of telephone service or subsequent additions to that service.

STATION: Specific identifying number associated with a location on a communications system.

SUBSCRIBER: See Customer

SWITCH: A unit of dial switching equipment which provides interconnection between station lines or trunks.

TARIFF: The rates, charges, rules and regulations adopted and filed by the Company with the North Dakota Public Service Commission.

TERMINATION CHARGE: A charge applied under certain conditions, when a contract for service is terminated by the customer before the expiration of the minimum contract period.

GENERAL TARIFF AND PRICE LIST

SECTION 1 - DEFINITIONS

TOLL LINE: A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

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

- a. **Person-to-Person Toll Message:** A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified toll point.
- b. **Station-to-Station Toll Message:** A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- c. **Collect Message:** A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- d. **Third Number:** A toll message in which associated charges are billed neither to the calling station, nor to the called station, but rather to a station not involved in the message.
- e. **Credit Card:** A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

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

TOLL SERVICE: Toll service is that part of the total telephone service rendered by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

TOLL VOIP-PSTN TRAFFIC – Denotes a customer’s interexchange voice traffic exchanged with the Telephone Company in Time Division Multiplexing format over Public Switched Telephone Network (PSTN) facilities, which originates and/or terminates in Internet Protocol (IP) format. “Toll VoIP-PSTN Traffic” originates and/or terminates to an end user customer in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

TRUNK LINE: A circuit over which a customer’s messages are sent between two central offices or between a central office and a private branch exchange system.

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SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE

2.1.1 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

2.1.2 Limitations on Liability

A. Indemnification by Customer

The customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold the Company harmless against claims, loss, damage, expense (including attorneys' fees and court costs) for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company or the customer. In the event any such infringing use is enjoined, the customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement.

GENERAL TARIFF AND PRICE LIST

SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability (Cont'd)

B. Customer-Provided Equipment

The service and facilities furnished by the Company are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided equipment or premises wire.

C. Use of Facilities of Other Companies

When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

2.1.3 Use Of Service

The Company's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services. All such usage shall be subject to the provisions of this tariff and the applicable rules, regulations and policies of the Public Utilities Commission of Minnesota. Customer and Authorized User are prohibited from and by their acceptance or use of service agree not to use the services furnished by the Company for any unlawful purpose or for any purpose prohibited under the provision of any regulatory order.

2.1.4 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

GENERAL TARIFF AND PRICE LIST

SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.5 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

- A. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.
- B. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- C. Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.
- D. Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
- E. Definitions: As used in Paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.

GENERAL TARIFF AND PRICE LIST

SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.5 Directory Errors (Cont.)

- F. Notice: Such allowances or credits as specified in Paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

2.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

GENERAL TARIFF AND PRICE LIST

SECTION 2 - GENERAL RULES AND REGULATIONS

2.3 TERM CONTRACTS

2.3.1 Termination Charges

Unless otherwise specified in this Tariff, customers choosing services via term contracts will be subject to a termination charge should the customer disconnect service prior to the end of the contract term. The termination charge shall be equal to: (a) the difference between the monthly rate for the contracted length of service and the monthly rate for the actual length of service, multiplied by the # number of months of actual service, plus (b) the difference between the service connection charge for the contracted length of service and the service connection charge that would have been applicable for the actual length of service.

2.3.2 Contract Expiration

At the expiration of each contract term, contracted services will automatically remain in effect until canceled by either the customer or the Company on 30 days notice. The rate charged the customer during such renewal period shall be at the then current month-to-month rate charged by the Company and reflected in this Tariff. Upon contract expiration, customers may enter into new term contracts available at that time.

2.4 PAYMENT FOR SERVICE RENDERED

2.4.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

2.4.2 Deposits

Subject to special provisions as may be set forth below and in Sections 2.7 and 2.8 of this Tariff, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer.

GENERAL TARIFF AND PRICE LIST

SECTION 2 - GENERAL RULES AND REGULATIONS

2.4 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.4.2 Deposits (Cont'd)

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations pertaining to customer deposits.

A. Interest on Deposits

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the deposit.

B. Inadequate Deposit

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

C. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

2.4.3 Bill Payment Options

Customers may pay their bill by using the following options:

- mailing the payment to the Company address on the remittance slip attached to the monthly invoice;
- making a payment via the Company's website by either enrolling for recurring payments or making a one-time payment;
- making on-line payments via the Customer's banking institution or other non- Company payment application or agent;
- making a payment via the phone either through a live agent of the Company or via the Company's automated Interactive Voice Response (IVR) system

When customers choose to make a payment via the phone either through a live agent of the Company or via the Company's automated IVR system, the Customer will be charged a Convenience Fee charge of \$4.95 per transaction.

GENERAL TARIFF AND PRICE LIST

SECTION 2 - GENERAL RULES AND REGULATIONS

2.4 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.4.4 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable as detailed in Section 2.4.3. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

2.4.5 Return Check Charge

When a negotiable instrument (check, credit card payment, direct debit payment) which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$30.00.

2.4.6 Late Payment Charges

- A. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the bill date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff.
- B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- C. Late payment charges do not apply to final accounts.

GENERAL TARIFF AND PRICE LIST

SECTION 2 - GENERAL RULES AND REGULATIONS

2.5 ACCESS TO CUSTOMER'S PREMISES

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

2.6 TELEPHONE SURCHARGES

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges may apply to the customer's monthly bill statement.

2.7 SUSPENSION OR TERMINATION OF SERVICE

2.7.1 Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a restoral charge as well as any payment due and any applicable deposits upon reconnection.

2.8 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.8.1 Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 180 days.

The Company reserves all rights to the telephone numbers assigned to any customer.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

2.8.2 Deposits

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

GENERAL TARIFF AND PRICE LIST

SECTION 2 - GENERAL RULES AND REGULATIONS

2.8 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

2.8.3 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

2.8.4. Monthly Statements

Monthly Statements are available in electronic and Paper Bill formats. Customers are encouraged to receive electronic statements.

2.8.5. Business Account Administration Fee

Business Account Administration Fee – A Business Account is an arrangement whereby a customer may have multiple services or numbers invoiced on a single statement. A monthly administration fee will apply per Business Account. A companion credited will be issued if the customer elects to receive the statement electronically.

	<u>RATE</u>
Per Account, per month	\$ 4.95
Electronic Bill Credit	(\$4.95)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

2.9.1 Application of Rates

Residential rates as described in Section 3 apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, churches, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

The use of residential service and facilities is restricted to the customer, members of the customer's domestic establishment, and joint users.

2.9.2 Telephone Number Changes

When a residential customer requests a telephone number change, the referral period for the disconnected number is 90 days.

When service in an existing location is continued for a new customer, the existing number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

GENERAL TARIFF AND PRICE LIST

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GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3. SERVICE TERRITORY:

Consolidated Communications Enterprise Services, LLC will provide service in the following areas: (T)

Fargo
West Fargo

3.1 RESIDENTIAL LOCAL EXCHANGE SERVICE

3.1.1 General

Residential Local Exchange Service provides a residential customer with a connection to the Company's switching network which enables the customer to:

- A. Place and receive calls from other stations on the public switched telephone network;
- B. Access the Company's local calling service;
- C. Access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
- D. Access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

3.1.2 Rates

	<u>Monthly Rate</u>
Residential Access Service	\$31.50

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.1 BUSINESS LOCAL EXCHANGE SERVICE

3.2.1 General

Business Network Switched Service provide a business customer with a connection to the Company's switching network which enables the customer to:

- A. Place and receive calls from other stations on the public switched telephone network;
- B. Access the Company's local calling service;
- C. Access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- D. Access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.2 BUSINESS LOCAL EXCHANGE SERVICE (Cont'd)

3.1.1 Basic Business Line

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available on a flat rate basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

3.1.2 Trunking

Analog trunks are provided for connection of customer-provided PBX terminal equipment. Analog trunks are delivered on an individual line basis. All trunks are equipped with multiline hunting.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line.

For DID configured Trunks additional charges apply for Direct Inward Dial Station numbers.

3.2.3 Rates

	Monthly Rate (Per Trunk)		
	<u>Basic Line</u>	<u>No DID</u>	<u>w/DID</u>
Month-to-Month	75.00 (I)	35.95	65.95
1-Year Contract ⁽¹⁾	75.00	33.95	61.95
2-Year Contract ⁽¹⁾	75.00	32.95	59.95
3-Year Contract ⁽¹⁾	75.00	30.95	55.95
5-Year Contract ⁽¹⁾	75.00 (I)	26.95	49.95

(1) Contract termination charges may apply as described in Section 2.3.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.3 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)

3.3.1 Description

- A. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and equipment within the Company's Exchange Territory to permit answering and dispatching of public emergency telephone 911 calls originated by persons within the same serving area. E911 service provides for Automatic Number and Automatic Location Identification features.
- B. Enhanced 911 Service is offered subject to availability of facilities.
- C. The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.

3.3.2 Definitions of Terms

- A. Additional E911 Exchange Line: Additional terminating line at a PSAP that may be ordered by the customer as an optional feature.
- B. Automatic Location Identification (ALI): A feature by which the name and address associated with the calling party's legitimate telephone number (identified by ANI Feature as defined following) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main premises.
- C. Automatic Number Identification (ANI): A feature by which the calling party's ANI telephone number is forwarded to the E911 Control Office and to the PSAP's Display and Transfer Units.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.3 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

3.3.2 Definitions of Terms (Cont'd)

- D. Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required to provide the ALI features.
- E. Display and Transfer Unit: A selector console and associated common equipment for displaying ANJ numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions.
- F. Emergency Service Number (ESN): Unique numbers provided by the Telephone Company to be associated by the customer with street address ranges or other mutually agreed upon routing criteria for selective routing or calls to unique combinations of police, fire, ambulance and any other appropriate agencies responsible for providing emergency service in the E9 11 serving area.
- G. End Office: The Central Office(s) in the E911 System which receive originating E911 calls.
- H. Enhanced 911 (E911) Control Office: The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing (SR) feature, standard Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.
- I. Enhanced 911 Service Area: The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.
- J. Fixed Transfer: A feature which enables a PSAP attendant to transfer incoming E911 calls to secondary PSAPs by use of a single button on the Display and Transfer Unit.
- K. Manual Transfer: A feature that enables the PSAP attendant to transfer an incoming call by depressing the switchhook of the associated telephone or the "add" button on the Display and Transfer Unit and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk unit.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.3 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)(Cont'd)

3.3.2 Definitions of Terms (Cont'd)

- L. P.01 Grade of Service: A grade of telephone service designed to ensure that during the busiest hour of an average day of the busiest month of the year, not more than one out of one hundred callers will receive a busy condition on the first dialing attempt.
- M. PS/ALI Customer: The PS/ALI (Private Switch Automatic Location Identification) customer may be a Centrex customer or a DIOD customer with a PBX or comparable multi-telephone system, who desires to provide station location information to the E911 system.
- N. Public Safety Answering Point (PSAP): An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common group serving a group of such entities.
- O. Serving Central Office: The Central Office from which a PSAP, either primary or secondary, is served.

3.3.3 Rules And Regulations

- A. This service is limited to the use of Central Office telephone number as the universal emergency telephone number. Only one E911 service will be provided within any government agency's locality.
- B. The 911 emergency telephone number is furnished to the customer only for the purpose of receiving reports of emergencies from the public and is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in the Local Exchange Service Section 3, and other tariffs.
- C. E911 service is furnished to the customer only for the purpose of receiving reports of emergencies from the public.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.3 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)(Cont'd)

3.3.3 Rules And Regulations (Cont'd)

- D. E911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP.
- E. E911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 Service by the Telephone Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- F. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- G. Any customer premises equipment used in conjunction with E911 Service shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress call.
- H. Temporary interruption of service at reduced rates is not provided for any part of the E911 Service.
- I. E911 information consisting of the names, addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls.
- J. The E911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP.
- K. Default Routing and Central Office identification will be provided in lieu of Selective Routing and ANI Display for E911 systems served from central offices not equipped to transmit ANI.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.3 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)(Cont'd)
3.3.3 Rules And Regulations (Cont'd)

- L. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall notify the Company promptly in the event the system is not functioning properly.
- M. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed the greater of \$50.00 or an amount equivalent to the prorata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit which may be given for an out-of-service condition as specified in the General Regulations, Section 2.
- N. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
- O. The customer also agrees to release, indemnify and hold harmless the Company any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of E911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by persons accessing 911 service hereunder, and which arises out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.3 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)(Cont'd)

3.3.3 Rules And Regulations (Cont'd)

- P. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all E911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customers public safety jurisdiction.
- Q. Application for E911 service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
- R. The customer is required to furnish the Company its agreement to the following terms and conditions:
1. All E911 calls will be answered on a 24-hour day, seven-day week basis.
 2. The customer is responsible for dispatching the appropriate emergency service vehicles within the E911 service area, or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 3. The customer will establish a procedure for handling calls not requiring public safety response.
 4. The customer will subscribe to local exchange service at the PSAP location for administration purposes, for placing outgoing calls, and for receiving other calls.
 5. The customer will subscribe to or provide telephone equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company. The customer is to insure that customer premises equipment selected to operate E911 system features is compatible with the service furnished by the Company.
- S. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations and the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area and for associating the Company provided Emergency Service Numbers (ESN) with the street address ranges or other criteria for selective routing of calls.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.3 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)(Cont'd)

3.3.3 Rules And Regulations (Cont'd)

S. (cont'd)

ESNs will be carried in the Data Management System (DMS) to permit routing or 911 calls from each telephone in the E911 service area. The following terms define the customer's responsibility in providing this information:

1. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.
2. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of routing information contained in the master address file and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies, jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.
3. The Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify accuracy of the police, fire, and ambulance PSAP routing designations.
4. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an 'as occurred' basis.
5. The Company will furnish a written copy to the customer for verification showing each change, deletion and addition to the master address file.

3.3.4 Service Features

A. E911 Service is available in five Service Feature Offerings:

1. Automatic Number Identification (ANI): Charges are based on the total number of main and equivalent main telephones served by the local switching offices equipped for ANI only.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.3 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)(Cont'd)

3.3.4 Service Features (Cont'd)

A. E911 Service is available in five Service Feature Offerings: (Cont'd)

2. Selective Routing: Not available as a stand alone feature.
3. Automatic Number Identification and Selective Routing: Charges are based on the total number of main and equivalent main telephone to which both ANI and SR apply.
4. Automatic Number Identification and Automatic Location Identification: Charges are based on the total number of main and equivalent main telephones served by the local switching office equipped for ANI and ALI but not SR.
5. Automatic Number Identification. Automatic Location Identification and Selective Routing: Charges are based upon the total number of main and equivalent main telephones to which ANI, ALI and SR apply.

- B. The service feature offerings include provision of E911 Exchange Lines to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information on Company or Customer-provided terminal equipment. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs not equipped to display ANI will receive calls on a transfer basis over the exchange network or the customer may subscribe to an additional E911 Exchange Line.

3.3.5 Rates And Charges

A. General

1. Business Service Ordering charges apply in addition to rates and charges specified following:
2. Message charges
 - a. The calling party is not charged for calls placed to the 911 number.
 - b. Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.3 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)(Cont'd)

3.3.5 Rates And Charges (Cont'd)

B. Rates and Charges to Customers of E911 Service

North Dakota State Law states that each customer of a local exchange telephone company may be assessed a fee to cover the costs of ongoing maintenance and related improvements for trunking and central office switching equipment for minimum 911 Emergency Service. The fee may be imposed by the governing body of a county or city.

A monthly recurring charge, as determined by the governing body of a North Dakota county or city, will be billed on each local access line, trunk or trunk equivalent, using the same policies and procedures for partial month service and proration as for local access charges.

3.4 Private Switch Automatic Location Identification (PS/ALI)

3.4.1 Description:

Private Switch Automatic Location Identification (PS/ALI) is a service offering allowing a switch located on the customer's premise to send Automatic Number Identification of individual legitimate site or station location information to a Public Safety Answering Point (PSAP) or to an enhanced 911 (E911) Control office from accounts utilizing the Company's Centrex product, DID service in conjunction with their Private Branch Exchange (PBX), or similarly equipped multi-telephone system to or Enhanced 911 (E911) Control Office.

3.4.2 Terms and Conditions:

The Centrex or DIOD Customer must meet the following requirements:

- A. Each customer must execute application for PS/ALI Service in writing. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.
- B. The Customer's Provided Equipment (CPE) must be capable of transmitting ANI information for each station with a legitimate telephone number.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.4 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION (PS/ALI)(Cont'd)

3.4.2 Terms and Conditions: (Cont'd)

- C. The customer will provide full ten digit Automatic Number Identification (ANI) for every station within the telephone system. To ensure that no conflict exists between the customer's numbering scheme and the Company's overall numbering plan, the information must be approved by the Company prior to implementation.
- A. The customer must create, maintain, and forward to the Company, on a yearly basis, the location and address information for all legitimate telephone numbers of which PS/ALI information is to be transmitted to either a Public Safety Answering Point (PSAP) or Enhanced 911 (E911) Control Office.
- B. The Company will provide database record reports upon request for a fee.
- C. The PBX or multi-telephone system must be configured to recognize the "911" or "E911" code as a complete dialing sequence.
- D. Each system will maintain a P.01 grade of service or better.
- E. For PBX or multi-telephone system customers not utilizing ISDN PRI service for their DID transport, the PBX or multi-telephone system must be directly connected to CPE which holds the ANI information to be routed to the E911 Control Office via dedicated Voice Grade (PS/ALI) Trunks. These dedicated Voice Grade Trunks must route 911 calls to the dedicated 911-trunk group without overflowing to any other access facility.. The Company recommends that the customer order a minimum of two trunks per PBX or multi-telephone system to provide redundancy to the system. At the customer's discretion, one trunk may be ordered.
- F. The customer must develop and implement procedures to prevent the unauthorized or illegal use of PS/ALI trunks. These dedicated trunks may not be used for any purpose other than 911.
- G. PBX or multi-telephone system customers utilizing ISDN PRI service as a transport mechanism must pass only legitimate ANI information from their system to a Public Safety Answering Point (PSAP) or Enhanced 911 (E911) Control Office.
- H. Station telephones, which are merely extensions created by the telephone system and are not legitimate telephone numbers issued by the Company, do not provide the callback number and location for the 911 caller or emergency response location. This information shall be disclosed on or near the telephone extension.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.4 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION (PS/ALI)(Cont'd)

3.4.3 Service Liability and Indemnification:

- A. The Company's liability for any loss or damage arising from errors, interruptions, or negligence of the Company shall not exceed the greater of \$50.00 or an amount equivalent to the pro rate charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit, which may be given for an out-of-service condition as specified in Section 2 of the Local Exchange Tariff, preceding.
- B. The PS/ALI customer agrees to release, indemnify, defend and save harmless the Company from claims, suits, actions, damages, costs, judgments, and actions of every name and description arising out of or due to acts or omissions of the PS/ALI customer, its agents and its employees while answering and dispatching 911 calls.
- C. The PS/ALI customer agrees to indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of persons or persons, caused or claimed to be caused by the acts or omissions of the customer and their operation or use of the PS/ALI service.
- D. Where applicable, the customer can request diversification and redundancy of any of all inter-office and/or local facility routes, where facilities permit. Additional charges for such service utilizing the facility, or the construction and provisioning thereof, will be the responsibility of the customer and will be assessed on an individual case basis.

3.4.4	Rates And Charges*:	<u>Monthly Charge</u>	<u>Non-Recurring Charge</u>
A.	Private Switch Automatic Location Identification (Per 100 station lines or fraction of 100 lines.)	\$9.00	ICB
B.	Service Order Charge		\$35.00
C.	Initial Programming Charge		ICB
D.	Database record report**		\$15.00

*The associated charges for trunking facilities are in addition to the rates and charges for PS/ALI.

**Reports will be available for review of location identification on a yearly basis.

GENERAL TARIFF AND PRICE LIST

SECTION 3 – LOCAL EXCHANGE SERVICE

3.5 VACATION SERVICE

3.5.1 General

A. Upon written or verbal request of a customer to any class of Basic Exchange Telephone Service, the service may be placed on Vacation Service for a minimum period of one month, up to a maximum period of six months. No outward or inward service is given during the period of suspension.

1. Vacation Service may begin and terminate on any date of the month, provided notice is given sufficiently in advance for arrangements to be made. Customer must be current on all charges before Vacation Service can be applied.
2. A customer will receive a 100 percent reduction of Basic Exchange Telephone Service Charges during the period of Vacation Service.
3. A temporary out of service message will be received if someone calls a customer's Basic Exchange Telephone Service line during Vacation Service.
4. Vacation Service is available to Business and Residential customers.

B. Rates and Charges for Vacation Service

	<u>RATE</u>
1. Vacation Service Activation Rate	\$6.80
2. Vacation Service De-Activation Rate	\$6.80
3. No other service order & subsequent order charges will apply.	

GENERAL TARIFF AND PRICE LIST

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SECTION 4 – EXCHANGE SERVICES

4.1 SERVICE AND PROMOTIONAL TRIALS

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

4.2 DIRECTORY ASSISTANCE SERVICE

4.2.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

4.2.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- A. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.

4.2.3 Rates

Per Call\$0.85

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.3 LOCAL OPERATOR SERVICE

4.3.1 General

Local Operator Service is furnished to customers upon their request in order to complete local calls. There are five classes of local service offered:

Alternate Billing Calls - Customer dialed “0+” calls that will be billed to the caller’s credit card or alternate party.

Operator Assisted Calls - Customer dialed “0+“ or “0-“ calls where the operator completes the call and arranges billing.

Busy Line Verify – Customer requested operator assistance to determine if the called line is in use or out of service.

Busy Line Verification Interrupt – Customer requested operator assistance to interrupt the busy line and inform the called party that there is a call waiting.

4.3.2 Rates

	<u>Per Call</u>
Alternate Billing Calls	\$0.80
Operator Assisted Station to Station Calls	
- - Partially Assisted	\$2.25
- - Fully Assisted	\$3.40
Operator Assisted Person to Person Calls	
- - Partially Assisted	\$4.90
- - Fully Assisted	\$6.05
Busy Line Verify	\$2.00, per request
Busy Line Verification Interrupt	\$3.00, per request

⁽¹⁾ No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency including the local police, state police, fire department, etc.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.4 CUSTOM CALLING SERVICES

4.4.1 Definitions

A. Call Forwarding

This feature provides an arrangement for transferring incoming calls to another telephone number by dialing a code and the number of the telephone to which calls are to be transferred. Call forwarding may be fixed after a certain number of rings or to any number immediately. Telephone calls may be transferred to a long distance number but long distance rates apply to the transferred number, not the originating party. Call Forwarding can be canceled by dialing a separate code.

B. Three-Way Calling

This feature allows you to add a third party to a previously established connection. When either party hangs up after the conference, you are still connected to the remaining party.

C. Call Waiting

By means of a tone signal, a customer who is using his telephone is alerted when another call is trying to reach that telephone line. This feature provides for placing the first call on hold by depressing the hookswitch so that the second call may be answered. The customer can return to the first call by depressing the hookswitch again.

D. Cancel Call Waiting

This feature enables the customer to temporarily deactivate call waiting on his/her telephone line before placing an outgoing call. This feature is activated by the customer by dialing a code followed by the telephone number the customer wants to call. If the customer has three-way calling or call transfer, by use of the hookswitch, cancel call waiting can be activated during an established call. When the call is terminated, call waiting is automatically restored to the customer's line.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.4 CUSTOM CALLING SERVICES (Cont'd)

4.4.1 Definitions (Cont'd)

E. Speed Calling

This feature provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. The arrangements available are an eight number capacity (codes 2 through 9) or thirty number capacity (codes 20 through 49).

F. Repeat Dialing

When activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, an announcement is heard and the customer hangs up. For 30 minutes, both the calling and called lines are checked and when the called line becomes available, the calling customer is notified by a distinctive ring. When the customer picks up the telephone, the call will automatically be placed.

G. Call Return

When activated, the customer will receive an announcement stating Call Return has been accessed. The announcement will give the number of the last incoming call if available with the date and time received. The customer can then dial a single digit to continue the call return or hang up to stop. If the called line is not busy, the call will be placed. If the called line is busy, an announcement is heard and the customer hangs up. For 30 minutes, both the calling and called lines are checked and when the called line becomes available, the calling customer is notified by a distinctive ring. When the customer picks up the telephone, the call will automatically be placed.

This feature is not available on operator handled calls. If the incoming call is from a caller served by a PBX, only the main number is transmitted and available for call return. If the incoming call is from a multi-line hunt group, only the main number of the hunt group is transmitted and available for call return.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.4 CUSTOM CALLING SERVICES (Cont'd)

4.4.1 Definitions (Cont'd)

H. Priority Ringing

This feature provides a distinctive ring to the customer for up to six specific telephone numbers. The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When calls are received from a number on the screening list, the customer is alerted by a (short, long, short) ringing pattern. Calls from numbers not on their list will produce a normal ring.

If a customer has call waiting and a call is received from a number on the screening list, the customer will be given a distinctive call waiting tone. When a telephone number on the screening list also appears on the Preferred Call list, Preferred Call Forwarding will take priority.

I. Preferred Call Forwarding

This feature provides the transfer of calls from up to six specific telephone numbers. The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. Calls are forwarded to the call forwarding telephone number only if the calling number can be matched to the screening list. If the customer has Special Call Blocking and a number shows on both screening lists, call blocking has priority until deactivated.

J. Special Call Rejection

This feature provides for the blocking or rejection of calls from up to six specific telephone numbers. The customer creates a rejection list from which he/she does not wish to receive calls. Calls are rejected only if the calling number can be matched to the screening list. If the customer has Preferred Call Forwarding and a number shows on both screening lists, call rejection has priority until deactivated.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.4 CUSTOM CALLING SERVICES (Cont'd)

4.4.1 Definitions (Cont'd)

K. Caller I.D. - Name
Caller I.D. - Name & Number

This feature enables the customer to view on a display unit the Directory Number, or Name & Number, for direct dialed incoming telephone calls, with the exception of numbers subject to calling number and name delivery blocking and numbers and names not in the network database. Company assumes no liability for customer provided display units and will be held harmless for any incompatibility of such equipment with the network.

L. Caller ID Blocking - Per Line

This feature enables customers to prevent the transmission of their telephone number and name on all outgoing direct dial calls to subscribers of Caller I.D. Calling Number and Name Delivery Blocking permanent is in operation on a continuous basis and cannot be deactivated by the customer.

M. Caller ID Blocking - Per Call

This feature enables customers on a call-by-call basis to block or unblock their telephone number and name on outgoing direct dial calls to subscribers of Caller I.D. If a customer has chosen blocking for all outgoing calls, the customer can unblock the call and deliver his/her telephone number and name to a caller I.D. subscriber by dialing a code. If the customer has not chosen blocking for all outgoing calls, the customer can block his/her telephone number and name from being delivered to a caller I.D. subscriber by dialing another code before the call is placed.

N. Special Call Acceptance

This feature provides for the acceptance of calls from up to six specific telephone numbers. The customer creates a screening list of numbers from which he/she is willing to accept calls. Calls are accepted only if the calling number can be matched to the screening list. Calls from telephone numbers not on the list are sent to an announcement.

O. Hot Line

This feature enables a customer to call a specific telephone number without dialing any digits. This feature also allows for a programmed time interval of dial tone to permit a customer to dial a call, as usual, prior to being connected to a specific telephone number.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.4 CUSTOM CALLING SERVICES (Cont'd)

4.4.1 Definitions (Cont'd)

P. Call Transfer

This feature enables a customer to transfer a call to another telephone number by depressing the hookswitch, dialing the transfer to number and going on hook.

Q. Do Not Disturb

This feature enables a customer to prevent incoming calls from ringing at his/her telephone by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override do not disturb.

R. Toll Control with Personal Identification (PIN)

This feature enables a Toll Restricted customer to dial an authorization code and override the Toll Restriction on a per call basis. Customers who are assigned this feature are allowed to access the toll network through the use of a feature access code and a special PIN number. Incoming and local calls are not affected by this feature.

S. Remote Activation of Call Forwarding

This feature allows customers to activate or deactivate Call Forwarding features from a location other than their own telephone. Remote activation can be accomplished from anywhere in the long distance telephone network.

T. Anonymous Call Rejection (ACR)

This feature allows customers to reject calls from parties who used a privacy feature to restrict presentation of their directory name and number to the ACR customer. When ACR is activated on a line, incoming calls are examined to determine whether presentation of the calling party's directory number is allowed or restricted. If presentation is allowed or if the presentation status is unavailable, the call is completed to the ACR subscriber. If presentation is restricted, the incoming call is routed to the ACR denial treatment which may be a recorded announcement or tone.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.4 CUSTOM CALLING SERVICES (Cont'd)

4.4.2 Conditions

- A. These services are furnished only in connection with residence or business Local Exchange Service, exclusive of semi-public telephone service.
- B. A customer may subscribe to any or all of the features and may have them installed on one or all of their lines.
- C. The Company reserves the right to waive any installation and service charges during promotional periods.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.4 CUSTOM CALLING SERVICES (Cont'd)

4.4.3 Individual Feature Rates

	<u>Monthly Rates</u>	
	Per Line	
	<u>Residence</u>	<u>Business</u>
Speed Calling (8 code)	5.00	2.00
Speed Calling (30 code)	3.00	3.00
Three-Way Calling		
- Flat Rate	6.00	3.00
- Per Use	0.75	0.75
Call Transfer	2.00	2.00
Call Forwarding	6.00	3.00
Remote Activation of Call Forwarding	5.00	2.00
Call Waiting	8.00	5.00
Cancel Call Waiting	No Charge	No Charge
Hot Line	2.00	2.00
Warm Line	2.00	2.00
Do Not Disturb	2.00	2.00
Toll Control	2.00	2.00
Caller I.D. Number	9.00	6.00
Caller I.D. Name & Number	10.00	7.00
Caller I.D. Blocking		
- Per Line	No Charge	No Charge
- Per Call	No Charge	No Charge
Repeat Dialing		
- Flat Rate	3.00	3.00
- Per Use	0.75	0.75
Call Return		
- Flat Rate	6.00	3.00
- Per Use	0.75	0.75
Special Call Rejection	3.00	3.00
Priority Ringing	6.00	3.00
Preferred Call Forwarding	6.00	3.00
Special Call Acceptance	3.00	3.00
Anonymous Call Rejection (ACR)	6.00	3.00

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.5 TOLL RESTRICTION SERVICE

4.5.1 General

- A. Provides for the restriction of access to the long distance telecommunications network to the local exchange service user to dial local service area calls. This feature allows the user to local directory assistance (411) and universal emergency number service (911); where the service exists.
- B. Acceptance of incoming sent-paid long distance messages is not restricted by toll restriction service. The customer accepts full responsibility for the denial of access to the long distance telecommunications network, and holds the company free and harmless from any and all liabilities and/or damage which may be alleged by such denial.
- C. The customer shall post a notice at the location of any telephone associated with this service notifying the user that only local calls are to be billed.

4.5.2 Monthly Rate

Per Line
\$3.00

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.6 DIRECT-INWARD-DIALING (DID) SERVICE

4.6.1 General

- A. DID Service permits calls incoming to a PBX system, Telephone Answering Service, or other Customer Premises Equipment requiring outpulsing-of-digits from the network to reach a specific station line without the assistance of an attendant. DID service is provided subject to the availability of facilities and telephone numbers and other conditions as specified in this tariff.
- B. The rates specified herein are in addition to the rates shown elsewhere in the General Subscriber Services Tariff for the services with which this offering is associated (e.g. central office PBX trunks, access lines, etc.)
- C. The charges applicable to direct inward dialing service contemplate the use of standard company equipment and serving arrangements. When equipment of service of a special type is requested and provided, rates and charges based on the additional costs involved to meet the requirements of each case will apply.
- D. The Company will assign line numbers for DID in blocks of numbers. When additional numbers are required, they will be made available as soon as the company has equipment for this purpose. The Company does not guarantee that line numbers will be made available in all cases.

4.6.2 Rates

	<u>Monthly Rate</u>
A. Each group of 20 DID numbers	\$ 2.90
B. DID Trunks	See Section 3.2.2

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.7 DIRECTORY LISTINGS

4.7.1 Provision of Directory Listings

- A. These rates and regulations for directory listings apply only to the information records and the alphabetical section of the directory containing the regular alphabetical list of names of customers.
- B. Listings are regularly provided in connection with all local service unless the customer subscribes to Non-Published Number Service.
- C. Directory listings are provided to aid in the use of telephone service through the identification of customers' telephone numbers. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate use of directory service, is otherwise objectionable, or is unnecessary for purposes of identification.
- D. A listing must conform to the Company's specifications with respect to its directories.
- E. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.
- F. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.
- G. Non-published service is provided by the Company. This is a type of service where the customer's number is not included in the published directory, but is included in the information records and is provided by the directory assistance operator upon request.

4.7.2 Primary Directory Listings

A. Number of Listings Provided Without Charge

Except as provided in this Tariff, one primary listing is provided without extra charge for each main service or for the first number in a group, when two or more main station lines are consecutively operated.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.7 DIRECTORY LISTINGS (Cont'd)

4.7.2 Primary Directory Listings (Cont'd)

B. Business Listings

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number. Business designations (e.g., ofc., atty., M.D., etc.) may be used when appropriate. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.

C. Residence Listings

1. Residence listings consist of a name or dual names, the address of the premises at which service is rendered and the telephone number. The primary listing is ordinarily the name or dual names of customers who apply for the service, but the listing may be in the name of a second party designated by the customer.
2. Any listing other than an individual name will be considered a business service listing, except as specified in this Tariff.
3. Dual name listings are available only for residence subscribers who share the same surname and reside at the same address, or where a person is known by two first names. Dual name listings may be provided as the primary listing at no recurring charge or as an additional listing at the regular residential additional listing rate.

D. At the customer's option, either the street address or post office box number may be listed. An Additional Listing Charge will be due if the customer desires both listings.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.7 DIRECTORY LISTINGS (Cont'd)

4.7.3 Additional Directory Listings

A. General

1. The regular extra listing rates and conditions apply to each regular or special type of additional listing ordered by the customer.
2. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
3. Additional listing charges are automatically discontinued upon termination of the main service.
4. Additional listings will have the same address as the primary listing. However, when, in the opinion of the Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, the following exceptions may be allowed:
 - a. A listing may be permitted under the address of a Private Branch Exchange (PBX) station or extension station installed on the premises of the customer, even though that address is different from that of the switchboard or main station using the telephone number of the primary listing.
 - b. Where a building has more than one entrance, the customer may have an additional listing showing the address of an entrance other than that included in the primary listing.
5. Additional residence-type listings may be provided in the names of permanent guests or tenants of hotels, motels and apartment houses equipped with key or PBX systems, provided that written approval is obtained in advance from the hotel, motel or apartment house involved. In such circumstances:
 - a. Business additional listing rates apply; and
 - b. No separate billing will be issued.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.7 DIRECTORY LISTINGS (Cont'd)

4.7.3 Additional Directory Listings (Cont'd)

B. Special Types of Additional Listings

1. Duplicate and Reference Listings

Listings of nicknames, abbreviated names, re-arrangements of names, names which are commonly spelled in more than one way, and other names by which customers are known are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, they are not desired to secure a preferential position in the directory, or when they are not for advertising purposes. Cross-reference listings are permitted when their use will facilitate the handling of telephone calls.

2. Alternate Listings

- a. Listing of an alternate telephone number to be called in case no answer is received is permitted for customers to all classes of service.
- b. The alternate number may be a number that is not the requesting customer's number. In such case, the written consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

3. Foreign Listings

Foreign listings are listings appearing in a directory other than the directory for which local service is furnished. The minimum contract period for which charges will apply will be the remaining period that the directory will be used. These charges will be paid annually in advance.

4. Indented Residence Listings:

Additional listings may be furnished for the customer's or their employees' residence telephones. These additional listings will be indented under the listing of the business with which they are associated. In such cases, the party in whose name the indented residence listing is shown must have a residence primary listing or additional listing in the same name. Such listings are furnished at the rate and under the regulations specified for additional listings.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.7 DIRECTORY LISTINGS (Cont'd)

4.7.3 Additional Directory Listings (Cont'd)

B. Special Types of Additional Listings (Cont'd)

5. Listings of Residence Under Business Service:

Additional listings of residences may be furnished under business service, provided the business and residence establishments are at the same address and are under the same roof. The additional listing must be in the name of the customer, a member of his/her immediate family, or of an employee or representative of the customer.

6. Extra Lines of Information:

Listings of other information which are not required in order to efficiently handle telephone traffic is not included in the charges for service. For example, such other information may be the office hours of a business. The Company may, at its discretion, accept listings of such miscellaneous information at the rates for special types of additional listings.

4.7.4 Non-Published Number Service

A. General

1. Non-Published Number Service provides for the omission or deletion of a customer's telephone number listing from the Company's directories.
2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number.
3. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.7 DIRECTORY LISTINGS (Cont'd)

4.7.4 Non-Published Number Service (Cont'd)

A. General (Cont'd)

4. The rate for Non-Published Service does not apply to:
 - a. Additional service furnished to the same customer who has other service listed in the directory at the same address.
 - b. To a customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
 - c. Service which is installed for a temporary period.
5. A customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Service to the extent that the customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

4.7.5 Non-Listed Number Service

- A. A Non-Listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.7 DIRECTORY LISTINGS (Cont'd)

4.7.6 Liability For Directory Listing Service

4. General

- A. The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless from any claims, losses, damage, or liability which may result from such error, omissions, or other failures.
- B. The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.
- C. In accepting listings as prescribed by applicants or customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.

4.7.7 Monthly Rates:

Additional Directory Listing:

Residential	\$ 1.50
Business	\$ 6.00
Non-Listed	No Charge
Non-Published	No Charge

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.8 HUNTING SERVICE

4.8.1 General

Hunting Service is an optional arrangement available to customers with two or more business or residence line services at the same location. Where facilities permit, lines are arranged so that incoming calls to a busy line overflow to another line in the hunting arrangement. Hunting starts with the called line and test for busy on each line in a prearranged group until either an idle line is found or the end of the group is reached.

4.8.2 Rates:

Non-Recurring Installation Rate	\$25.00 Per Line
Business - Monthly Rate	\$ 5.00 Per Line
Residence – Monthly Rate	\$ 8.00 Per Line

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.9 CENTREX SERVICE

4.9.1 General

- A. Centrex Service is a central office based business communications package furnished from a digital stored program control switching system located in Company buildings. Centrex Service integrates all of a business customer's lines into a single system providing line features as described herein in addition to basic network access. Centrex Service is not provided in association with public or semi-public telephone service or residential service.
- B. Centrex Service is offered as a customer option and will be provided subject to the availability of outside plant facilities and central office equipment as determined by the Company.
- C. Touch Tone service is provided with Centrex Service.
- D. One directory listing is provided without charge for each Centrex Service customer.
- E. The rates set forth for Centrex Service are for equipment and facilities located in the Company's central office and access lines terminated on the customer's premises. All end user terminal equipment and wiring provided by the customer must be compatible with the facilities and equipment provided by the Company.
- F. The minimum charge for Centrex Service shall be for one month. The customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect.
 - 1. If Centrex Service is cancelled by the customer after installation of the service, but prior to the completion of the service contract period, the customer shall be obligated to pay a termination liability charge as described in Section 2.3.
 - 2. Subsequent additions will be rated under a new service contract or added to an existing contract, based upon the remaining period of the initial service contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line account.
 - 3. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract will be considered a termination liability and treated as specified Section 2.3. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at the rates for the smaller line size groups.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.9 CENTREX SERVICE (Cont'd)

4.9.1 General (Cont'd)

- G. Customers who subscribe to Centrex Service for more than 50 lines may, at the discretion of the Company, be offered customer specific rates and charges under special assembly service contract package. With the exception of the customer specific rates all other rates, charges, and regulations specified in the Company's General Subscriber Services Tariff will apply.
- H. All exchange lines in a Centrex Service group must have the same billing arrangement.
- I. When used with Call Forwarding or Call Transfer, the Centrex Service customer is responsible for the payment of the applicable long distance charge for each billable call connected over the public switched network between the Centrex station and the station at which the call is answered, including the Call Forwarding set-up call. The call may also be refused at the answering station.
- J. Centrex Service lines for a customer may terminate at multiple locations, however, all Centrex Service lines in the same group must be served by the same Central Office.
- K. Unless specifically exempted, Centrex Service shall be subject to all general regulations applicable to the provision of service by the Company as stated in its General Subscriber Tariff.

4.9.2 Definitions

The following standard and optional features may be provided as a part of Centrex Service:

- A. Direct Inward Dialing (DID) - Allows Centrex station to directly receive incoming calls without the assistance of an attendant.
- B. Direct Outward Dialing (DOD) - Enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.
- C. Business Group Automatic Identified Outward Dialing – Provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public switched network.
- D. Intercom Dialing - Allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.
- E. Call Hold - Allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.9 CENTREX SERVICE (Cont'd)

4.9.2 Definitions (Cont'd)

- F. Three-Way Calling - Allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.
- G. Call Transfer - Allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.
- H. Off-Premises Stations Enables a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Centrex Office as the primary location.
- I. Call Forwarding Variable (All Calls) - Enables a station user to divert all incoming calls to another directory number. Activation, deactivation, and the forward-to destination are controlled by the station user.
- J. Call Forwarding Busy Line - Causes all calls to be redirected to an alternate station when the called station is busy.
- K. Call Forwarding Don't Answer - Allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.
- L. Call Forwarding Incoming Only - Is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex Group) to be forwarded. Calls from within the group or a private facility are not forwarded.
- M. Call Forwarding Within Group Only - Is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the group.
- N. Call Forwarding Distinctive Ringing - Is a Call Forwarding line option that allows station users to distinguish between forwarded and nonforwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to station.
- O. Call Pick-Up - Permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.9 CENTREX SERVICE (Cont'd)

4.9.2 Definitions (Cont'd)

- P. Directed Call Pick-Up - Enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.
- Q. Call Waiting - Provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.
- R. Cancel Call Waiting - Allows a station user, on a per call basis, to deactivate Call Waiting by dialing an access code.
- S. Voice/Data Protection - Allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.
- T. Do Not Disturb - Allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.
- U. Speed Calling 8-Code - Enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.
- V. Speed Calling 30-Code - Enables a station user to call a list of up to 30 preselected directory numbers by dialing two-digit codes instead of the directory numbers.
- W. Hot Line Service - Allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.
- X. Manual Line Service - Automatically places a call to the operator when the station user lifts the receiver off the switchhook.
- Y. Warm Line - Provides a time-out option with either Direct Connect Service or Manual Line Service. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.9 CENTREX SERVICE (Cont'd)

4.9.2 Definitions (Cont'd)

- Z. Customer Access Treatment Code Restrictions (CAT CODES) - Can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public switched network, using private facilities, or dialing specific stations within the Centrex group.
- AA. Semi-Restricted Line - is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-up features.
- BB. Fully-Restricted Line - Is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.
- CC. Toll Restriction - Blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.
- DD. Code Restriction - Blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.
- EE. Outgoing Call Screening - Blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.
- FF. Distinctive Alerting/Call Waiting Indication - Allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from the Centrex group are identified by either two short rings, and/or Call Waiting tones.
- GG. Business Group Dialing Plan - Enables a Centrex group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 or 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.9 CENTREX SERVICE (Cont'd)

4.9.2 Definitions (Cont'd)

- HH. Special Intercept Announcement - May optionally be used to address the following conditions: a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).
- II. Paging Access - Allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.
- JJ. Single-Digit Dialing - Permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single digit code. The Single-Digit Dialing codes are shared by all users in a Centrex group and are preprogrammed by the Telephone Company.
- KK. Night Service - Allows calls directed to the attendant to be re-routed to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).
- LL. Regular Hunting - Is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.
- MM. Circle Hunting - Allows calls directed to busy stations in the middle of the hunt group to search through to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle end of the hunt group and then return to the station encountered.
- NN. Uniform Call Distribution - Is intended to distribute calls evenly among the stations in the Multiline Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.
- OO. Preferential Hunting – Allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.9 CENTREX SERVICE (Cont'd)

4.9.2 Definitions (Cont'd)

- PP. Queuing - May optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups.
- QQ. Delay Announcement for Queued Calls – Can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.
- RR. Group Make Busy – Can be used to temporarily make a group of stations or an entire Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.
- SS. Voice Mail Integration – Allows calls to be redirected to a voice mail system. Call Forwarding Busy Line and Call Forwarding Don't Answer are provided with this feature along with the following capabilities: a) Called party identification (to the voice mail system) on forwarded calls, and b) Message Waiting Activation/deactivation (stutter dial tone).

Note: Certain additional custom calling services described in Section 4.4.1 may also be available on Centrex lines.

4.9.3 Rates and Charges

A. Centrex Rates

1. The monthly rates for Centrex lines specified in b) below include the following standard features:

Standard Non-Chargeable (Automatically included)

Business Group Automatic Identified Outward Calling
Call Park / Call Pick-Up
Call Transfer (Internal) / Repeat Dialing (Internal)
Direct Inward Dialing / Direct Outward Dialing
Distinctive Ringing/ Do Not Disturb
Intercom Dialing / 3-Way Calling
Touchtone/Call Hold

Optional Non-Chargeable (Included Upon Request)

Call Forwarding (All Types)/ Call Hold
Caller ID (Internal) / Call Transfer - Attendant
Call Waiting / Class of Service Restrictions
Off-Premises Station / Single-Digit Dialing
Speed Call 8/Voice & Data Protection

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

- 4.9 CENTREX SERVICE (Cont'd)
 4.9.3 Rates and Charges (Cont'd)
 A. Centrex Rates (Cont'd)

2. The following per-line rates apply for service contract periods ranging from 1 year to 5 years. The customer is required to pay for the number of months for the service period selected:

# Lines	Monthly Rate			
	Month-to-Month	1-Year Contract	3-Year Contract	5-Year Contract
1-5	N/A	32.95	30.95	28.95
6-19	N/A	28.95	26.95	24.95
20-49	N/A	24.95	22.95	20.95
50+	N/A	19.95	17.95	16.95

3. Service Establishment Charge
 per Line \$10.00 Non-recurring charge
4. The following individual station features can be provided at the monthly rates shown below in addition to other applicable rates and charges.

\$0.30 per Line

- Call Transfer – All Calls
- Toll Restriction
- Code Restriction & Diversion
- Outgoing Call Screening
- Hot Line
- Manual Line Service
- Night Service
- Warm Line

\$1.00 per Line

- Attendant Camp-On
- Call Forwarding – Remote Activation
- Speed Call 30
- Repeat Dialing (External)
- Call Return (External)
- Call Rejection (External)
- Priority Ringing (External)
- Preferred Call Forwarding (External)
- Special Call Acceptance (External)
- Anonymous Call Rejection (External)

\$3.00 per Line

- Caller ID Name (External) or Caller ID Name & Number (External)

5. Additions and Changes to Individual Station Features
 Per Line \$5.00 Non-recurring charge

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

- 4.9 CENTREX SERVICE (Cont'd)
- 4.9.3 Rates and Charges (Cont'd)
- A. Centrex Rates (Cont'd)

6. Multiline Hunt Service

a. Hunting Arrangement

The following monthly rates are applied in addition to per-line rates for Centrex lines. The non-recurring service establishment charges are per-hunt group:

		Per Hunt recurring <u>Group</u> <u>Charge</u>	Per Line In Hunt <u>Group</u>	Non-
1.	Regular Hunting	\$3.50	\$0.50	\$25.00
2.	Circle Hunting	\$4.50	\$0.50	\$25.00
3.	Uniform Call Distribution	\$6.50	\$0.50	\$25.00
4.	Preferential Hunting	\$4.50	\$0.50	\$25.00

b. Changes to Hunting Group Arrangements/Patterns

Additional Lines/Change Hunting Order	\$20.00	Non-recurring
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c. Hunt Group Options

1. Queuing for Hunt Group	\$20.00	per month
2. Delay Announcement for Queued Calls	\$30.00	per month

7. Voicemail Integration

Voicemail Basic ⁽¹⁾ :	\$4.00	per line per mo.
Voicemail Plus ⁽¹⁾ :	\$6.00	per line per mo.

8. Other

Prices for Centrex service features or functionality not listed in this Tariff will be developed on an Individual Case Basis (ICB).

⁽¹⁾ Contract termination charges may apply as described in Section 2.3.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.10 N11 – SERVICE

4.10.1 Service Description

- A. 211 Service– 211 Service (“211”) is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.
- B. 311 Service– 311 Service (“311”) is a three-digit local dialing arrangement available in specified areas for the delivery of non-emergency local government services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 311 code is assigned for non-emergency local government services.
- C. 511 Service - 511 Service (“511”) is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services.
- D. 711 Service– 711 Service (“711”) is a three-digit local dialing arrangement for telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 711 code is assigned for nationwide access to TRS entities.
- E. 811 Service– 811 Service (“811”) is a three-digit local dialing arrangement available in specified areas used for access to One Call systems via voice grade facilities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is established as the national abbreviated dialing code to be used by state One Call notification systems in order to provide the means for excavators and the general public to notify underground facility operators in advance of their intent to engage in excavation activities in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.10 N11 – SERVICE (Cont'd)

4.10.2. Terms and Conditions

- A. N11 Service is available in Company territory only. To provide N11 access to end users in another company's territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the N11 subscriber must make appropriate arrangements with the Company or CLEC serving that territory.
- B. This service is provided subject to the availability of the N11 code.
- C. N11 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- D. Access to N11 is not available to the following classes of service:
- 1+,
 - 0+, 0-(credit card, third-party, collect calls),
 - 101XXXX.

In addition, operator assisted calls to the N11 subscriber will not be completed.

- E. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
- F. N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Caller Identification Service.
- G. Calls to the N11 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to N11 from areas where N11 Service is not provided will be advised that the service is not available from their number.
- H. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Iowa Utilities Board.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.10 N11 – SERVICE (Cont'd)

4.10.2 Terms and Conditions (Cont'd)

- I. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge (if applicable) when the Company provisions the service.

If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges if applicable will not be refunded or waived.

- J. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.

- K. N11 Service is provided where facilities permit.

- L. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services, non-emergency local government services, travel information services, telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call, or access to One Call systems provided by dialing N11.

- M. N11 will be provided under the following conditions:

1. The subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company, to handle calls to N11 without impairing the Company's general telephone service or telephone plant.
2. The N11 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copy rights, trademarks, and patents used in connection with the service.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.10 N11 – SERVICE (Cont'd)

4.10.2 Terms and Conditions (Cont'd)

M. N11 will be provided under the following conditions: (Cont'd)

3. The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copy right, or resulting from any claim of liable and slander.
4. Suspension of N11 Services is not allowed.
5. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. At the Company's request, the N11 subscriber will assist in responding to complaints made to the Company concerning the subscriber's N11 service.
6. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.10 N11 – SERVICE (Cont'd)

4.10.2 Terms and Conditions (Cont'd)

- N. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:
1. The N11 subscriber will provide announcements. The Company will provide only delivery of the call.
 2. The Company's provision of access to the N11 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 3. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 4. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- O. The Company may take all legal and practical steps to disassociate it from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
- P. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- Q. Calls placed to the N11 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

GENERAL TARIFF AND PRICE LIST

SECTION 4 – EXCHANGE SERVICES

4.10 N11 – SERVICE (Cont'd)

4.10.3 Rates And Charges

- A. A Service Establishment charge will apply per point-to number.
- B. N11 subscribers will pay the applicable charges contained in the Company's schedule for the local exchange arrangements used for transporting and terminating messages at the N11 subscriber's designated premises.
- C. A Central Office Switch Activation charge will apply per central office translated to the point-to number and to change the point-to number.
- D. Charges applicable to N11 Service are as follows:

	<u>Nonrecurring Charge</u>
1. Service Establishment Charge Per Point-to Number	\$300
2. Central Office Switch Activation Charge Per Central Office Switch translated	\$ 50

GENERAL TARIFF AND PRICE LIST

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GENERAL TARIFF AND PRICE LIST

SECTION 5 - CONNECTION CHARGES

5.1 CONNECTION CHARGE

5.1.1 General

The Connection Charge is a nonrecurring charge for Residence or Business Service that may apply to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges, where applicable, are listed with each service to which they apply.

5.1.2 Exceptions to the Charge

The Company may from time to time waive or reduce the charge as part of a promotion. See Section 4.1.

5.1.3 Rates

Initial Line

Non recurring

\$35.00

Additional Lines

\$20.00

Additional Connection Charges, where applicable, are contained in the Tariff Sections specific to each service. Termination charges, including a connection charge component, may apply for services provided via term contracts as described in Section 2.3.

5.2 RESTORAL CHARGE

5.2.1 General

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 2 of this Tariff.

5.2.2 Rates

Per Reconnection, per line

\$25.00

5.3 MAINTENANCE VISIT CHARGE

The following hourly labor rate will apply for all work performed on the customer side of the network demarcation point. Materials will be charged on an individual cost basis.

	Bus hours	After bus hours
Per Visit, Outside Plant technician	\$80.00/hr	\$120.00/hr
Per Visit – Central Office/Internet Technician	\$100.00/hr	\$150.00/hr

(Billed in 15 minute increments; Half Hour Minimum Charge)

GENERAL TARIFF AND PRICE LIST

SECTION 5 - CONNECTION CHARGES

5.4 SPECIAL ARRANGEMENTS

5.4.1 SPECIAL CONSTRUCTION

A. Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

1. Nonrecurring charges;
2. Recurring charges;
3. Termination charges; or
4. Combinations of a, b, and c.

B. Termination Charge

To the extent that there is no other requirement for use by the Company, a termination charge may apply for facilities specially constructed at the request of a customer.

5.4.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

5.4.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in the Rate Attachment. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

GENERAL TARIFF AND PRICE LIST

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GENERAL TARIFF AND PRICE LIST

SECTION 6 – ACCESS SERVICE

6.1 ACCESS SERVICE

6.1.1 General

Access Service is an interexchange service that allows interexchange carriers to connect to the local network for the purpose of originating or terminating calls.

6.1.2 Terms and Conditions

Rules, definitions, service offerings and terms and conditions of offering relating to the provision of access service may be found in the CCES, Tariff F.C.C. No. 2, filed with the Federal Communication Commission, to which the Company concurs.

6.1.3 Rates

		<u>Rates</u>	
A. <u>Common Line Access Service</u>			
Per MOU			
	Originating Non-Toll Free	.021458	
	Originating Toll Free Only	.000000	
	Terminating	.000000	
			<u>Non-Recurring Charge</u>
B. <u>Ordering Option Rates</u>			
1.	Service Date Change Charge		\$28.94
2.	Design Change Charge		\$62.52
3.	Access Order Charge		\$76.00
C. <u>Switched Rates</u>			
1. Local Switching Per MOU			
	Originating Non-Toll Free	.01147	
	Originating Toll Free Only	Note 1	
	Terminating	.00000	
		<u>Originating</u>	<u>Terminating</u>
		<u>Non-Toll Free</u>	
2. Local Transport			
a.	Tandem Switching	.002252	.000000
	Per MOU		
b.	Tandem Switched		
	Termination-Per MOU	.000447	.000000
c.	Tandem Switched Facility	.000058	.000000
	Per MOU/Mile.		

Note 1: Rate concurs with Consolidated Communications Enterprise Services, LLC Tariff F.C.C. No. 2 – North Dakota. (T)

GENERAL TARIFF AND PRICE LIST

SECTION 6 – ACCESS SERVICE

6.1 ACCESS SERVICE (Cont'd)
6.1.3 Rates (cont'd)

C. Switched Rates (Cont'd)

2. Local Transport (Cont'd)

d. Joint Tandem Switched Transport*
Per Originating Toll Free Only
Access Minute Per Tandem

Note 1

D. Miscellaneous

1. 800 Data Base Access Queries

a) Basic per Query .0002

	Originating	Originating	<u>Terminating</u>
	<u>Non-Toll Free</u>	<u>Toll Free Only</u>	

2. End Office Shared Port .003801 Note 1 .000000

The End Office Shared Port rate provides for the termination of common transport trunks in shared end office ports and in remote switching system or module (RSS or RSM) ports. The End Office Shared Port rate is assessed on a per-MOU basis to all trunkside originating and terminating access minutes utilizing tandem routing to an end office. If tandem routing is being utilized to a RSS or RSM (via a host office), the shared port rate is assessed to the access minutes originating or terminating from that RSS or RSM and is not assessed at the host office. If the customer has requested direct routing from the SWC to a RSS or RSM (via a host office), the End Office Shared Port rate is assessed to the access minutes originating or terminating from the RSS or RSM. This rate is in addition to the End Office Dedicated Trunk Port rate assessed for the dedicated trunk terminating in the host office as described below. The portcharge is not assessed to FGA or DA traffic.

*The Joint Tandem Switched Transport rate element applies per tandem to originating toll free minutes only in lieu of the Tandem Switched Facility, Tandem Switched Termination and Tandem Switching rate elements as of July 1, 2021.

Note 1 - Rate concurs with Consolidated Communications Enterprise Services, LLC Tariff F.C.C. No. 2 – North Dakota.

GENERAL TARIFF AND PRICE LIST

SECTION 6 – ACCESS SERVICE

6.1	ACCESS SERVICE (Cont'd)		
6.1.3	Rates (Cont'd)	<u>Originating</u>	<u>Terminating</u>
	D. Miscellaneous (cont'd)		
	3. End Office Dedicated Trunk Port		
	Per Trunk	\$26.34	\$0.00 (R)

The End Office Dedicated Trunk Port rate provides for termination of a trunk to a dedicated trunk port in an end office. The rate is assessed per month for each FG trunk in service (excludes FGA) directly routed (via DTT) between the SWC and the end office. The rate is not assessed to trunks directly routed to a DA location

GENERAL TARIFF AND PRICE LIST

SECTION 6 – ACCESS SERVICE

6.1 ACCESS SERVICE (Cont'd)
6.1.3 Rates (Cont'd)

C. Special Access

The Terms and Conditions relating to the provision of intrastate special access service mirror the Company's interstate tariff as filed with the FCC. Refer to CCES Tariff F.C.C. No. 2. All Special Access Rates are on an individual case basis.

D. Other Access Arrangements

Rates for access services for which a rate is not specified in this tariff will be developed on an individual case basis.

GENERAL TARIFF AND PRICE LIST

SECTION 6 – ACCESS SERVICE

6.2 VOIP-PSTN TRAFFIC

6.2.1 Scope

- A. VoIP-PSTN Traffic is defined as traffic exchanged over the public switched telephone network (“PSTN”) facilities that originates and/or terminates in internet protocol (“IP”) format. This section governs the identification of VoIP-PSTN Traffic that, in the absence of an interconnection agreement, is required to be compensated at interstate access rates by the Federal Communications Commission in its Report and Order in WC Docket Nos. 10-90, etc., FCC Release No. 11-161 (Nov 18, 2011) (“FCC Order”). Specifically, this section establishes the method of separating such traffic (referred to in this tariff as “Relevant VoIP-PSTN Traffic”) from the customer’s traditional intrastate access traffic, so that such Relevant VoIP-PSTN Traffic can be billed in accordance with the FCC Order.
- B. This section will be applied to the billing of switched access charges to a customer that is a local exchange carrier only to the extent that the customer has also implemented billing of interstate access charge for Relevant VoIP-PSTN Traffic in accordance with the FCC Order.

6.2.2 Calculation and Application of Percent-VoIP Usage Factor

The Company will determine the number of Relevant VoIP-PSTN Traffic minutes of use (“MOU”) to which interstate rates will be applied under Scope, above, by applying a Percent VoIP Usage (“PVU”) factor to the total terminating intrastate access MOU received by the Company from the customer. The PVU will be derived and applied as follows:

- A. The customer will calculate and furnish to the Company a factor (the “PVU”), along with supporting documentation, representing the whole number percentage of the customer’s total terminating intrastate access MOU that the customer exchanges with the Company in the State, that is sent to the Telephone Company and that originated in IP format. This PVU shall be based on information such as traffic studies, actual call detail, or other relevant and verifiable information.
- B. The Company will apply the PVU factor to the total terminating intrastate access MOU received from the customer to determine the number of Relevant VoIP-PSTN Traffic MOUs.
3. If the customer does not furnish the Company with a PVU pursuant to the preceding paragraph, the Company will utilize a PVU equal to zero.

GENERAL TARIFF AND PRICE LIST

SECTION 6 – ACCESS SERVICE

6.2 VOIP-PSTN TRAFFIC (cont'd)

6.2.3 Initial PVU Factor

If the PVU factor is not available and/or cannot be implemented in the Company's billing system by January 1, 2012, once the factor is available and can be implemented the Company will adjust the customer's bills to reflect the PVU retroactively to January 1, 2012. This retroactive adjustment will be made to January 1, 2012, provided that the customer provides the factor to the Company no later than April 15, 2012; otherwise it will set the initial PVU equal to zero, as specified in 6.2.2.C, above.

6.2.4 PVU Factor Updates

The customer may update the PVU factor quarterly using the method set forth in 6.2.2 above. If the customer chooses to submit such updates, the Company must receive PVU factor updates no later than 15 days after the first day of January, April, July and/or October of each year. A revised PVU factor is to be based on data for the prior three months ending the last day of December, March, June and September, respectively. The revised PVU factor will apply prospectively and serve as the basis for billing until superseded by a new PVU.

6.2.5 PVU Factor Verification

The Company may ask the customer to verify the furnished PVU factor no more than four times in any year. The customer, as requested, shall comply and shall reasonably provide the records and other information used to determine the PVU factors.

6.2.6 Rating of VoIP-0PSTN Traffic

The Relevant VoIP-PSTN Traffic identified in accordance with this tariff section will be billed at rates equal to the Company's applicable tariffed interstate switched access rates as specified in the Company's applicable federal access tariff, CCES Tariff F.C.C. No. 2 tariff on file with the Federal Communications Commission and available on-line at: <https://apps.fcc.gov/etfs/public/lecTariffs.action?idLec=554>.

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RESERVED for FUTURE USE

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GENERAL TARIFF AND PRICE LIST

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SECTION 7 – ADVANCED SERVICES

7.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

7.1.1 General

Integrated Services Digital Network (ISDN) is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. ISDN distributes voice, data, and video by two standard methods of services: Basic Rate Interface (BRI) or Primary Rate Interface (PRI).

7.1.2 Basic Rate Interface

Basic Rate Interface (BRI) consists of up three distinct channels on one pair of wires: one or two B (Bearer) channels and one D (Delta) channel. Each B channel carrier circuit switched communications at speeds up to 64 kilobits per second (kbps) from the customer premise to the central office. The D channel carries signaling and/or data at speeds up to 16 kbps.

A. Features

1. Electronic Key Telephone Service (EKTS) features

Multiple Call Appearances of a Directory Number – An arrangement that allows the user to have appearances of the directory number assigned to the customer-provided set, providing the capability of multiple incoming or outgoing calls associated with that directory number. Multiple incoming calls to this directory number or secondary telephone number (if purchased) can be terminated to the telephone if one or more idle call appearances are available to accept the calls.

Shared Call Appearances of a Directory Number - An arrangement that allows a directory number(s) from one customer-provided set to appear as a call appearance(s) on the customer-provided sets of other users. Bridging, an arrangement that allows the user to connect onto a currently active call, is included.

GENERAL TARIFF AND PRICE LIST

SECTION 7 – ADVANCED SERVICES

7.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

7.1.2 Basic Rate Interface (Cont'd)

A. Features (Cont'd)

1. Electronic Key Telephone Service (EKTS) features (Cont'd)

Analog Line Pickups – An arrangement that allows an ISDN set to provide coverage for an analog number(s). This arrangement is limited to analog numbers that are terminated in the same central office switch. This feature may limit the use of other features and/or functionality on the analog line. Bridging is included.

Privacy Release (Automatic Extension) – An arrangement that allows a customer to specify that no other user can bridge onto an existing call(s). On a call by call basis, this feature can be disabled to allow bridging to occur.

Manual Exclusion (Privacy) – An arrangement (opposite of Privacy Release) that allows the customer to restrict other stations from picking up an existing call on hold or bridging onto an existing call that is active at that station.

Intercom Calling – An arrangement that allows for ISDN station-to-station calls.

Bridging – An arrangement that allows the user to join an active call by pressing the active call appearance button. Bridging is inhibited if Manual Exclusion is activated on the terminal engaged in the active call.

2. Secondary Telephone Numbers

An arrangement that allows a customer-provided set to have access to an additional telephone number(s)

3. Clear Channel Capability

A characteristic of the transmission paths on the “B” channel that allows the full bandwidth on the “B” channel, 64 kbps, to be available to the customer. However, ISDN interconnection to non-ISDN equipped central offices equipment will be potentially subjected to analog transmission or sub-rated to 56 kbps.

GENERAL TARIFF AND PRICE LIST

SECTION 7 – ADVANCED SERVICES

7.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

7.1.2 Basic Rate Interface (Cont'd)

4. Custom Calling Services

Unless otherwise stated in this section, Custom Calling Services are available at rates and charges in Section 4.5. The following ISDN Custom Calling Service features are included in the ISDN Line Charge.

Call Hold – Allows the user to place a call on hold by pressing a programmed button on a customer-provided set.

Call Drop – Allows the user to disconnect the last party added to a conference call.

Call Transfer – Allows the user to transfer a call to another directory number.

Caller ID - Number – Allows the customer to view on a display unit the Directory Number for direct dialed incoming telephone calls, with the exception of numbers subject to calling number and name delivery blocking and numbers and names not in the network database.

GENERAL TARIFF AND PRICE LIST

SECTION 7 – ADVANCED SERVICES

7.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

7.1.2 Basic Rate Interface (Cont'd)

B. Rates

1. ISDN Line

	<u>Monthly Rate (Per Line)</u>
Month-to-Month	48.95
1-Year Contract ⁽¹⁾	46.95
2-Year Contract ⁽¹⁾	43.95
3-Year Contract ⁽¹⁾	41.95
5-Year Contract ⁽¹⁾	36.95

⁽¹⁾ Contract termination charges may apply as described in Section 2.3.

2. Feature Monthly Charges

Multiple Call Appearances	
- Up to Three	No Charge
- Four or More	\$2.00 per Call Appearance
Shared Call Appearances	\$1.00 per Shared Call Appearance
Analog Line Pickups	\$1.00 per First Analog Set
Privacy Release	Included
Manual Exclusion	Included
Intercom Calling	\$1.50 per Each Member

GENERAL TARIFF AND PRICE LIST

SECTION 7 – ADVANCED SERVICES

7.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

7.1.2 Basic Rate Interface (Cont'd)

B. Rates (Cont'd)

Secondary Telephone Numbers	\$2.00 Per Telephone Number
Clear Channel Capability	Included
Call Hold, Drop, & Transfer	Included
Caller ID - Number	Included
Caller ID - Name & Number	\$3.00 Per Line
Other Custom Calling Services	See Section 4.4

GENERAL TARIFF AND PRICE LIST

SECTION 7 – ADVANCED SERVICES

7.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

7.1.3 Primary Rate Interface

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Primary Rate Interface (PRI) has a capacity of 1.544 megabits per second (Mbps) and has multiple channels: 23 B-channels, and one D-Channel, and is also known as 23 B+D access. Each B channel carrier circuit switched communications at speeds up to 64 kilobits per second (kbps) from the customer premise to the central office. The D channel carries signaling and/or data at speeds up to 16 kbps. Circuit switched data PRI is equivalent to a T1 facility.

A. Service Arrangements

23B + D – Provides for 23 B-Channels and 1 D-Channel. The B-channels carry user information such as voice calls, circuit switched data, or video while the D-channel handles signaling information.

24B – With multiple PRS facility connected to the same equipment, the additional PRI facilities may share the D-channel from the first PRI facility for signaling. This allows the additional PRI facilities to be equipped with 24 B-channels configured as voice calls, circuit-switched data, or video.

23B + Backup D – Provides for 23 B-channels and a backup D-channel. The backup D-channel is used if the primary D-channel, which provides signaling for multiple PRI facilities, fails. All active calls are maintained during the switchover to the back up D-channel.

B. Rates

1. T1 Facility

	<u>Monthly Rate</u>	<u>Non-Recurring Installation</u>
1-Year Contract ⁽¹⁾	125.00	500.00
3-Year Contract ⁽¹⁾	110.00	N/A
5-Year Contract ⁽¹⁾	90.00	N/A

⁽¹⁾ Contract termination charges may apply as described in Section 2.3.

GENERAL TARIFF AND PRICE LIST

SECTION 7 – ADVANCED SERVICES

7.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

7.1.3 Primary Rate Interface (Cont.)
B. Rates (Cont'd)

2. PRI Service Configuration

	<u>Monthly Rate</u>	<u>Non-Recurring Installation</u>
1-Year Contract ⁽¹⁾	650.00 (I)	500.00
3-Year Contract ⁽¹⁾	650.00	N/A
5-Year Contract ⁽¹⁾	650.00 (I)	N/A

⁽¹⁾ Contract termination charges may apply as described in Section 2.3.

3. Trunks

	<u>Standard</u>	<u>w/DID</u>
1-Year Contract ⁽¹⁾	20.00	50.00
3-Year Contract ⁽¹⁾	19.00	47.00
5-Year Contract ⁽¹⁾	16.00	43.00

⁽¹⁾ Contract termination charges may apply as described in Section 2.3.

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SECTION 7 – ADVANCED SERVICES

7.2 DS1 SERVICE

7.2.1 DS1 Service

DS1 Service provides for the two-way transmission of 1.544 Megabits per second (Mbps) digital signals, on a point-to-point basis. DS1 Service can be provisioned on copper, fiber, or other suitable facilities, at the discretion of the Company. DS1 Service is provided between two customer-designated premises, between a customer-designated premise and a Company Central Office, or between Central Offices.

7.2.2 Rates

1st Circuit	<u>Monthly Rate (Per Termination)</u>	<u>Non-Recurring Installation</u>
1-Year Contract ⁽¹⁾	ICB	ICB
3-Year Contract ⁽¹⁾	ICB	ICB
5-Year Contract ⁽¹⁾	ICB	ICB

2+ Circuits	<u>Monthly Rate (Per Termination)</u>	<u>Non-Recurring Installation</u>
1-Year Contract ⁽¹⁾	ICB	ICB
3-Year Contract ⁽¹⁾	ICB	ICB
5-Year Contract ⁽¹⁾	ICB	ICB

Trunks	<u>Monthly Rate (Per Trunk)</u>	
	<u>Standard</u>	<u>w/DID</u>
1-Year Contract ⁽¹⁾	ICB	ICB
3-Year Contract ⁽¹⁾	ICB	ICB
5-Year Contract ⁽¹⁾	ICB	ICB

⁽¹⁾ Contract termination charges may apply as described in Section 2.3.

Channel Mileage \$25.00 per Mile
(Only Applicable between Multiple Central Offices)

Multiplexing \$250.00 per Month

Additional Functionality Individual Contract Basis (ICB)

GENERAL TARIFF AND PRICE LIST

SECTION 7 – ADVANCED SERVICES

7.3 DS3 SERVICE

7.3.1 DS3 Service

DS3 Service provides for the two-way transmission of 44.736 Megabits per second (Mbps) digital signals, on a point-to-point basis. DS3 Service is provided between two customer-designated premises, between a customer-designated premise and a Company Central Office, or between Central Offices.

7.3.2 Rates

	<u>Monthly Rate</u> <u>(Per Termination)</u>	<u>Non-Recurring Installation</u>
1-Year Contract ⁽¹⁾	ICB	ICB
3-Year Contract ⁽¹⁾	ICB	ICB
5-Year Contract ⁽¹⁾	ICB	ICB

⁽¹⁾ Contract termination charges may apply as described in Section 2.3.

Channel Mileage \$300.00 Per Mile
(Only Applicable between Multiple Central Offices)

Multiplexing \$275.00 per Month

Additional Functionality Individual Contract Basis (ICB)

7.4 OTHER HIGH CAPACITY SERVICES

Configurations for high capacity services not included in this Tariff, or for contract lengths greater than those listed in this Tariff will be developed and priced on an Individual Contract Basis (ICB).

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SECTION 8 – PACKAGED SERVICES

8.1.1 “OnePlan” Service Package

- Includes:
- a) Local exchange service identified in Section 3.
 - b) Any combination of custom calling features identified in Section 4.4, excluding Speed Call 30.
 - c) Voicemail Basic

8.1.2 Rates

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
Month-to-Month	41.50	48.95
1-Year Contract ⁽¹⁾	40.50	46.95
2-Year Contract ⁽¹⁾	39.50	43.95
3-Year Contract ⁽¹⁾	N/A	41.95
5-Year Contract ⁽¹⁾	N/A	36.95

⁽¹⁾ Contract termination charges may apply as described in Section 2.3.

Upgrade to VoiceMail Plus \$1.00 additional
Per line per month

Upgrade to Speed Call 30 \$1.00 additional
Per line per month

8.1.3 Availability

Effective March 14, 2020, the “OnePlan” Service Package is no longer available to new customers. Existing customers may retain the package at their present location at existing quantities only.

GENERAL TARIFF AND PRICE LIST

SECTION 8 – PACKAGED SERVICES

8.1.2 ESSENTIALS VOICE SERVICE PACKAGE

Essentials Voice Service package provides business customers with the option of subscribing to a service package that combines a dial tone access line, features, local usage, and IntraLATA and InterLATA toll usage for a single package rate. This package is offered on a two or three year term. Additionally, this package requires a subscription to broadband service¹.

Essentials Voice I: Business Access Line, Unlimited Domestic Long Distance calling¹, and calling features.
Features: *Call Forwarding, Call Forward Busy / No Answer, Caller ID Name/Number, Call Waiting, Touchtone, Repeat Dialing, Call Return and Voicemail.*

Regulations:

- a. Essentials Voice package is only available to business customers.
- b. Essentials Voice package is not available in combination with other optional calling plans or private lines.
- c. Essentials Voice package is not available with services provided under special contract.
- d. Essentials Voice package is available only in areas specifically equipped to provide such service and is subject to the availability and technical limitations of facilities.
- e. Essentials Voice package is not available for seasonal suspend or vacation service.
- f. Other fees, taxes and surcharges may apply.
- g. Standard installation charges apply.
- i. Essentials Voice package is only available to customers who are presubscribed to the affiliated long distance provider, Consolidated Communications Enterprise Services, LLC (CCES) as their primary interexchange carrier for both intraLATA and InterLATA calling.
- j. Unlimited Domestic Long distance calling¹ includes calling to anywhere within the United States, U.S. Virgin Islands and U.S. Territories (American Samoa, Guam, Puerto Rico, Saipan (Mariana Islands)).
- k. Essentials Voice package Early Termination Fees (ETF) charges apply for term commitments.
- l. Essentials Voice package customers are required to subscribe to qualified CCI broadband service¹ for the same term.

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¹Denotes non-regulated service

GENERAL TARIFF AND PRICE LIST

SECTION 8 – PACKAGED SERVICES

8.1.2 **ESSENTIALS VOICE SERVICE PACKAGE (cont'd)**

Early Termination Liability

Essentials Voice I package is offered on a two or three year term agreement.

Early termination of the Essentials Voice I, 2 or 3 year term agreement by the customer will result in a one-time flat Termination Charge of:

- **\$129 per line on the term agreement**

The early termination charge provision is an estimate of the damages to Consolidated in connection with your early termination and is not a penalty. The early termination charge shall be paid to Consolidated no later than the later of any due date identified on the invoice or thirty (30) days after the date Service is terminated. When you pay the charges set out above, you will have no further financial obligation under this Agreement. Notice of any Service termination must be submitted in writing to Consolidated.

Monthly Recurring Charges:

Essentials Voice Service Package	2 year Term	3 year Term
Essentials Voice Services I	\$30.00	\$25.00

***NOTE: Essentials Voice requires Broadband. Fees, taxes and surcharges may apply. Rates do not include Broadband services*.*

Effective May 1, 2024, Essentials Voice Service packages will no longer be available for sale or contract renewal to new and existing customers. Existing customers will be allowed to retain their Essentials Voice service package at their current location only. No moves, changes or additions to the existing Essentials Voice service package will be allowed after this date. Any requests for moves, changes or additions will result in the loss of the Essentials Voice service package.

If the Essentials Voice service package is under contract, the contracted rates will remain unchanged but will revert to month-to-month pricing at the end of the contract term. During the month-to-month service period, Consolidated may change the rates, terms and conditions of the service upon notification.

**Denotes non-regulated service*

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SECTION 9 – LONG DISTANCE SERVICE

9.1 TOLL SERVICE

9.1.1 General

Long Distance Service is an interexchange service that allows customers to originate and terminate calls at locations outside of the local exchange.

9.1.2 Services Provided

- A. The Company provides access to facilities, services and equipment over which our Customers may transmit voice, data and other communications of their own choosing to intrastate, and interstate destinations.
- B. The Company provides service on a 7 days per week, 24 hours per day basis to all destinations in the United States (including Alaska and Hawaii).
- C. The Company has customer service representatives available from 8:00 A.M. to 5 P.M. Monday through Friday to assist its Customers with any questions or problems regarding its toll services. A Company representative can be reached during these hours by dialing (701) 235-6000.
- D. Service is governed by general regulations in Section 2.

9.1.3 Terms and Conditions:

- A. Service is provided and billed on a monthly basis, and will continue to be provided and billed until canceled by the Customer or terminated by the Company.
- B. The Company bills for its toll services on a usage basis in 6 second increments, with a 6 second minimum.
- C. The Company will pass through to its Customers all applicable federal, state and local taxes or surcharges.
- D. Optional Calling plans are available in bundled minutes.
- E. Call plan minutes are based upon minutes billed rather than upon minutes called. There may be a month or more delay between when a minute is called and when it is billed.
- F. Rates for services are dependent upon the Customer's service commitment to which the Customer enters an agreement with the Company.

GENERAL TARIFF AND PRICE LIST

SECTION 9 – LONG DISTANCE SERVICE

9.1 TOLL SERVICE

9.1.4 Rates

	Per Minute Rates
<u>Direct Dialed Calls</u>	
- In-State	0.12 Per Minute (Billed in 6 second increments)
<u>Toll Free Calls</u>	
Monthly Fee	2.00 Residential/5.00 Business
Per Minute Rates	
- In-State	0.12 Per Minute (Billed in 6 second increments)

9.2 UNLIMITED LONG DISTANCE PLAN

9.2.1 General

Unlimited LD plan includes unlimited calling in the United States. If 5,000 long distance minutes per month are exceeded, the plan may be discontinued. Usage over 5,000 minutes will be billed at \$0.05 per minute.

9.2.2 Rates

<u>Unlimited LD</u>	<u>Monthly Charge (Intrastate LD Only)</u>
Residential	\$10.74
Business	\$6.74

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SECTION 10 - PROMOTIONAL OFFERINGS

From time to time, the Company will introduce promotional offerings. The Company may offer services at a reduced rate, free of charge, or offer incentives including gift certificates, one-time premiums and coupons for promotional, market research or rate experimentation purposes. Such offerings will be for a limited duration.

10.1 Essentials Voice I Package Bundle - Discount*

Essentials Voice I Package Bundle Promotion (-\$7.50 Discount)	
A.	During the period April 1, 2020 through June 29, 2020, business customers may be eligible to participate in the promotion below.
B.	Qualifying business customers must subscribe to Essentials Voice I on a term: <ul style="list-style-type: none"> • Essentials Voice I service package is available in 2 or 3 year terms; • Essentials Voice service package requires a subscription with an affiliated long distance company to provide unlimited long distance service*; • Essentials Voice service package requires a subscription to a qualified Consolidated Communications broadband service*.
C.	Qualifying business customers are: <ul style="list-style-type: none"> • New business customer who purchases the Essentials Voice service package and a qualified CCI broadband service*; • An existing customer who subscribes to the Essentials Voice service package and a qualified CCI broadband service*;
D.	The \$7.50 discount amount will apply for 24 months on a 2 year term, and 36 months for a 3 year term subscription of the Essentials Voice package.
E.	Customers are not permitted to seasonally suspend Essentials Voice service.
F.	Early termination liability applies for each line if the customer does not maintain the line for the duration of the 2 or 3 year term commitment subscribed by the customer.
G.	This promotional offering will be made under the terms and conditions of the Tariff and will not extend beyond June 29, 2020. The rates, terms and conditions for the services in this promotional offer apply except to the extent provided in this promotion. This promotional offering cannot be combined with any other discount or promotion except as authorized by Consolidated Communications.

**Denotes non-regulated service*