

MISCELLANEOUS SERVICES

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MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS

A. General

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

1. The alphabetical list of names of customers is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service and does not contemplate the special arrangements of names.

2. The Company has the right to limit the length of any listing in the directory to one line by the use of abbreviations if the clarity of the listing or the identification of the customer is not impaired.

3. A listing must conform to the Company's specifications with respect to its directories.

4. Listings are regularly provided in connection with all classes of exchange service except public telephone service. A listing may be omitted from the directory upon request of a customer in writing under the conditions specified in Nonpublished Service. Refer to Paragraph D following for additional regulations on nonpublished directory listings.

5. The length of the contract period for extra directory listings where the listing actually appears in the directory is the directory period, unless the main contract is canceled prior to the end of the period. When the listing appears on information records only, the contract is for one month.

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MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

B. Primary Listings

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

C. Regular Extra Listings

1. Usually all extra listings assigned must use the same address and telephone number as the primary listing except for alternate listings, however, when the Company considers it necessary to facilitate directory usage it may permit listings under a different address from the primary listing while using the telephone number of the primary listing.

2. In connection with service provided at hotels, motels, retirement homes, or boarding houses, extra listings may be provided in the names of permanent guests or tenants at that location, provided approval is obtained from the hotel or motel involved, without issuing a separate bill.

3. At the customer's option extra listings may be obtained when a directory is published or between issues of directories; then the listings appear on information records only. Charges for extra listings date from the time the listings are posted on information records.

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I. DIRECTORY LISTINGS (Continued)

C. Regular Extra Listings (Continued)

4. Business

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

5. Residence

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

D. Special Types of Extra Listings

1. Duplicate Listings

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

2. Alternate Listings

The listing of an alternate telephone number to be called in case no answer is received is permitted for customers in all classes of service. The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case the consent of the customer to the alternately listed service is required prior to providing the alternate listing.

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MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

D. Special Types of Extra Listings (Continued)

3. Extra Lines of Information

The listing of additional lines of information like office hours which are not required by the Company to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of office hours or other information desired by the customer in connection with his listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory at extra charges whenever night connections are provided.

4. Foreign Listings

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

5. Other Types of Extra Listings

These include: captioned listings (the listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business); indented listings (directory listing indented under another listing); reference listing (the listing of a generally accepted name of a firm or corporation followed by a reference to another listing.)

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MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

E. Nonpublished Service

1. A listing is nonpublished when a customer requests that no listing be placed in the Company's directories and information records. This arrangement is provided only under the terms of a special agreement whereby the customer agrees to save the Company harmless from any damages which might result because of the nonpublished listing and to absolve the Company from any responsibility for the failure of the customer to receive telephone calls because of the nonpublished listings.

2. The Company is not liable for damages arising from publishing the telephone number of a nonpublished service in the telephone directory, refusing to disclose a nonpublished telephone number upon request or disclosing the telephone number of any person. If such numbers should be published in the telephone directory, the Company's liability is limited to a refund of the monthly charges applicable for nonpublished service.

3. A customer residing in an E911 Service district forfeits the privacy afforded by Nonpublished and/or Nonlisted Telephone Service to the extent that the customer's name, telephone number, and the address associated with the customer's service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

F. Rates and Charges

		<u>Monthly Rates</u>		
		<u>Residence</u>	<u>Business</u>	
PUBLIC UTILITY COMMISSION OF TEXAS APPROVED 1995 '09 DOCKET 37704 CONTROL #	Primary Listings			
	Regular Local Exchange Service (one listing)	No Charge		
	Regular Extra Listings	\$ 0.25	\$ .25	
	Special Listings			
	The Company complies with the rates charged by AT&T Texas			
	Nonpublished Service			
	First listing	\$1.00	\$1.00	
	Additional Listings	\$1.00	\$1.00	

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MISCELLANEOUS SERVICES

II. PUBLIC PAY TELEPHONE SERVICE

Public Pay Telephone Service (public telephone) is an exchange access line equipped with a coin collecting device, installed at the initiative of the Company when deemed necessary to serve the public convenience or safety. Public telephones are installed for the use of the general public, and their use by any occupants of the premises on which they are located is only incidental to their principal purpose. The Company will not install a public telephone at a place of business unless the business has subscribed to such telephone service as is necessary to conduct its ordinary business. No directory listings or advertising are provided in connection with public pay telephone service.

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Public Pay Telephone Service is a form of Pay Telephone Service as set forth in Substantive Rule 23.54(a)(11). A telephone is not a pay telephone if: a) The primary use of such telephone is for local calls or toll free "1-800" or "1-888" calls; b) All local, "1-800" and "1-888" calls from such telephone are free to the end user; c) The telephone is not accessible by members of the general public; or d) It is a coinless telephone provided in guest rooms by a hotel/motel.

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A. Location of Public Telephones

The Company recognizes its responsibility for providing adequate telephone facilities to meet all reasonable public requirements. Decisions as to the extent, character and location of the pay telephone facilities rest with the Company which attempts to locate pay telephones in places suitable to the public convenience and safety.

B. Provision of Service

All public telephones may be of the postpay or prepay type and are provided with one-party service only. Additional instruments cannot be connected to an exchange access line providing public telephone service. Public telephones may be provided with booths or other instrument mountings as warranted in the opinion of the Company. When public telephone booths are provided where electric service is required for lighting or ventilation, or other purposes, the owner or lessee on whose premises the telephone booth is located shall be required to furnish, maintain and assume all responsibility for the electric power wiring, power outlet and electric service charges, unless otherwise agreed to by the Company.

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MISCELLANEOUS SERVICES

II. PUBLIC PAY TELEPHONE SERVICE (Continued)

C. Rates for Public Telephone Service

Twenty-five cents (\$0.25) per call for local messages. The applicable rate for any toll message as set forth in the Message Telecommunications Service Tariff or other tariffs which the Company may issue or concur in. No charge will be made for connections with the toll operator, local directory assistance calls, or calls to 911 emergency service. When the assistance of an operator is required to bill or collect for a local message, or to interrupt or verify a local busy line, the service charges specified for operator assisted calls in the Company's Long Distance Message Telecommunications Tariff are applicable in addition to the local message charge.

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D. Termination of Service

Public telephone service may be disconnected and the facilities removed at the option of the Company.

E. General

1. Public Pay Telephone Service may be connected to, from, or through any end user provided telecommunication switching system, or through the Company's central office based PBX-type switching system provided that the Company meets the requirements of Substantive Rule §23.54 and complies with all legislation and rules regarding 911 and E911. The Company must ensure access to E911, 911 and/or 0- for emergency purposes.

2. The Company must comply with all applicable Federal, State and Local laws and regulations including those concerning the use of these telephones by disabled and/or hearing- or speech-impaired persons.

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MISCELLANEOUS SERVICES

II. PUBLIC PAY TELEPHONE SERVICE (Continued)

E. General (Continued)

3. The Company may not impose a time limit on local calls from its public pay telephones.

4. The requirements of paragraphs 2 and 3 do not apply to pay telephones accessible to inmates of confinement facilities.

F. Emergency and Other Access Requirements

1. Public pay instruments must have the following operational characteristics that:

a. Give the caller the ability to access an operator service, which shall be available 24 hours a day at no charge and without requiring a coin or a credit card. 0- calls shall be routed to a Company provided operator;

b. Allow 911 calls to be outpulsed directly to the Public Service Answering Point, where 911 Emergency Service is available. If 911 Emergency Service is not available, the caller must be instructed to dial "0," which will allow the caller to be directly connected to the Telephone Company operator. Provision of access to 911 Emergency Services or to the operator must be at no charge and without requiring a coin or a credit card;

c. Give the caller the ability to access Company-provided Directory Assistance which access shall be available 24 hours a day at no charge and without requiring a coin or credit card;

d. Allow the completion of local calls; and,

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MISCELLANEOUS SERVICES

II. PUBLIC PAY TELEPHONE SERVICE (Continued)

F. Emergency and Other Access Requirements (Continued)

1. Public pay instruments must have the following operational characteristics that: (Continued)

e. Allow the completion of "1-800," "1-888" and toll calls, including interexchange carrier calls which are accessed by dialing codes "950-XXXX" and "10XXX+0" (where Equal Access and Originating Line Screening is available in the exchange). Access by dialing codes will be at no charge to the end user.

These requirements do not apply to pay telephones accessible to inmates of confinement facilities.

2. Direct dialed international calls and access to IXCs by "10XXX+1" may be blocked.

3. Company provided public pay telephone service that uses automated call completion technology to complete operator service calls must have the following operational characteristics that:

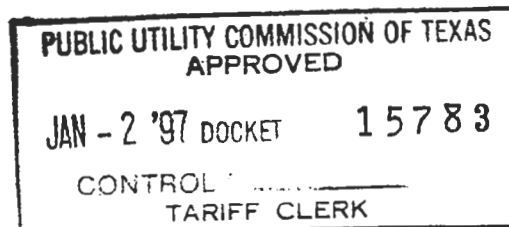
a. Audibly and distinctly identify itself to the caller upon answering;

b. Audibly and distinctly identify itself to the billed party, if the billed party is different from the caller;

c. Provide a mechanism for a caller to obtain rate information, without charge, 24 hours a day, seven days a week; and,

d. Permit the caller or billed party to terminate the call, prior to completion, at no charge.

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**MISCELLANEOUS SERVICES**

**II. PUBLIC PAY TELEPHONE SERVICE (Continued)**

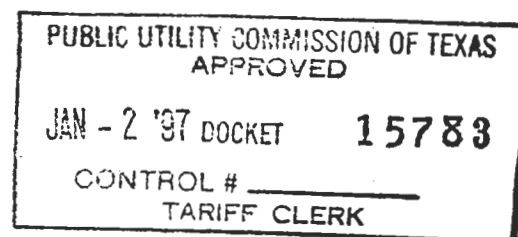
**F. Emergency and Other Access Requirements (Continued)**

4. If the Pay Telephone Service (PTS) provider uses automated call completion technology to complete operator service calls, and if validation information is available for calls that the PTS provider (or a third-party billing and collection agent operating on behalf of the PTS provider) will bill through a certificated telecommunications utility, the PTS is required to validate the call and is allowed to submit the call for billing only if the call was validated.

**G. Customer-Owned Pay Telephone Service Under Special Assembly**

The Company will not provide Customer-Owned Pay Telephone Service (COPTS) under the Substantive Rule §23.54(q), relating to special assemblies, until the Pay Telephone Service (PTS) provider has complied with Substantive Rule §23.54(b), relating to registration.

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MISCELLANEOUS SERVICES

III. INTRAEXCHANGE PRIVATE LINE SERVICE AND CHANNELS

A. General Rules and Regulations

1. The Company provides facilities where available for Intraexchange Private Line Service for the purpose of telecommunications, signaling, telemetry and electrical control solely for the use of customers within its Exchange Service Area.

2. Channels for services not specifically named elsewhere in this tariff, and for the purposes other than telecommunications will be furnished where facilities are available and where, in the Company's judgement, the use to be made of such channels is not contrary to Company regulations detrimental to other services.

3. The Company does not usually furnish channels with a better than normal grade of transmission. Higher grade channels will be provided on a cost basis only when physically and economically practicable on the part of the Company.

4. Private line service may not be connected to the telecommunications network for local exchange service or long distance message service.

5. IntraLATA interexchange private line service will be furnished at published rates of the Private Line Services Tariff which Southwestern Bell Telephone Company has on file with the Public Utility Commission of Texas.

6. Services provided under this tariff are intended to be used by intraexchange private line customers in obtaining end-to-end private line services. Interexchange carriers may use services found in this tariff which will meet their administrative needs. An interexchange carrier cannot obtain services from this tariff to furnish a segment of their authorized service offerings. Interexchange carriers may obtain private line facilities from the Access Tariff of the Company.

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MISCELLANEOUS SERVICES

III. INTRAEXCHANGE PRIVATE LINE SERVICE AND CHANNELS  
(Continued)

A. General Rules and Regulations (Continued)

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

B. Rates for Intraexchange Private Line Service and Channels

The following rates are applicable to all standard types of channels listed: (1) (2) (3)

	<u>Monthly Rate</u>
For the initial mile of circuit or fraction thereof, circuit measurement	\$5.00
For each additional 1/4 mile of circuit or fraction thereof, circuit measurement	\$1.00

- (1) Mileage is computed separately for each private line or channel. Fractions are rounded to the next higher 1/4 mile.
- (2) Service connection charges are applicable and are based on the cost of the time and materials required. The minimum installation charge is \$10.00 per channel.
- (3) These rates are not applicable to in service intraexchange private line customers as of the effective date of this tariff. In service customers may keep existing rates at existing locations and existing installations. Customers cannot add to, cannot outside move and cannot supersede.

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IV. DETACHED ACCESS LINE SERVICE

A. General

Detached access line service consists of an additional circuit connected to an exchange access line either directly or through a switching device which uses Company facilities.

1. Detached Access Line Service will not be provided in connection with Public Pay Telephone Service or Semi-Public Service.

2. Detached access line service must be located on the same premises as the customer's main service, except as provided below. The service is restricted to the use of the customer, his employees or associates or to members of the customer's immediate household. When either the primary telephone service or detached access line is at a business location, business rates apply.

3. Provided that facilities are available and there are no technical limitations, detached access lines may be located on other premises by special authorization only when valid need is established and subject to the following conditions:

a. Where two (2) or more premises are used in the conduct of one establishment or business.

b. Business detached access lines may be provided at the residence location of the same customer.

c. Residence detached access lines may not be provided at business locations unless business rates apply at both locations.

4. Two (2) separate telephone numbers may be required for the establishment of this service, and the customer is charged for two (2) one party services where one party service is available.

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MISCELLANEOUS SERVICES

IV. DETACHED ACCESS LINE SERVICE (Continued)

A. General (Continued)

5. All distribution facilities furnished for use with supplemental equipment will be treated as Detached Access Line Service.

B. Rates and Charges

The rates and charges set forth below apply if the necessary facilities are available. If unusual expenditures are involved in making facilities available, the customer may be required to pay an additional charge to cover the unusual expenditure and/or to contract for service beyond the initial service period. The maximum monthly charge for Detached Access Line Service is the applicable local exchange access line rate.

1. Detached Access Line Mileage Rates: (1)

	<u>Monthly Rate</u>
First 150 feet	No Charge
Each additional 150 feet or fraction thereof, circuit measurement	\$0.25

2. For applicable Service Connection Charges, see Section 2.

- (1) These rates are not applicable to in service detached access line customers as of the effective date of this tariff. In service customers may keep existing rates at existing locations and existing installations. Customers cannot add to, cannot outside move and cannot supersede.

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V. CUSTOM CALLING SERVICES

A. General

1. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following custom calling features:

a. Call Waiting/Cancel Call Waiting - Call Waiting alerts a customer who is using his telephone, by means of a tone signal when another caller is trying to reach that telephone number. Call Waiting permits putting the first call on hold so that a second call can be answered. Cancel Call Waiting allows a customer to prevent on a per-call basis, any incoming call from being call-waited on his/her line. Instead, an incoming call will receive a busy signal. The service ensures that Call Waiting indication tones will not interrupt important calls or disrupt data transmission. The service is activated prior to placing a call, a confirmation tone is returned, and Call Waiting is suspended for the duration of the call.

b. Call Forwarding - Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between his access line and the distant access line to which the call was transferred.

c. Call Forwarding/No Answer/Busy Line - Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination is not answered in a specified number of rings or encounters a busy signal.

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MISCELLANEOUS SERVICES

V. CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

1. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following custom calling features: (Continued)

d. Three Way Calling - Enables a customer to add a third party on an existing call without operator assistance, thereby establishing a three-way conversation. The transmission quality may vary depending on the distance and routing necessary and may not meet normal standards.

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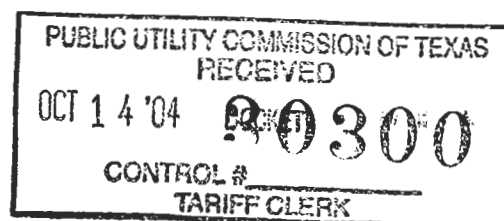
e. Speed Calling - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. A customer may subscribe to only one of either the 8 code capacity or 30 code capacity on the same line.

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2. Custom Calling Services can be provided in connection with individual line residence and business service. Rotary line groups must have all lines in group equipped. Pay Telephone Service is excluded from this service.

3. Custom Calling Services require Tone Dialing Service for proper operation. Rates for Custom Calling Services apply in addition to the rate for Tone Dialing Service.

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Title: President



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MISCELLANEOUS SERVICES

V. CUSTOM CALLING SERVICES (Continued)

B. Rates and Charges

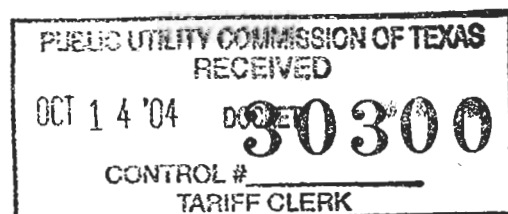
The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these features are associated.

1. Residence Service

	<u>Monthly Rate</u>	<u>Installation</u>	
a. Individual Service			
Call Waiting/ Cancel Call Waiting	\$2.10	\$2.70	T
Call Forwarding	\$2.10	\$2.70	
Call Forwarding/No Answer/Busy Line	\$1.75	\$2.70	N N
Three Way Calling	\$2.10	\$2.70	
Speed Calling (8 Code)	\$2.10	\$2.70	
Speed Calling (30 Code)	\$3.15	\$2.70	
b. Packaged Services*			
Any Two Features	\$3.65	\$5.40	
Any Three Features	\$5.25	\$5.40	
Any Four Features	\$6.80	\$5.40	

\* Speed Calling 8 Code and Speed Calling 30 Code cannot be included in the same package.

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V. CUSTOM CALLING SERVICES (Continued)

B. Rates and Charges (Continued)

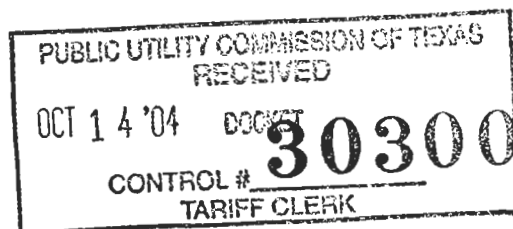
The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these features are associated. (Continued)

2. Business Service

	<u>Monthly Rate</u>	<u>Installation</u>	
a. Individual Service			
Call Waiting/ Cancel Call Waiting	\$2.60	\$5.40	T
Call Forwarding	\$2.60	\$5.40	
Call Forwarding/No Answer/Busy Line	\$1.75	\$5.40	N N
Three Way Calling	\$2.60	\$5.40	
Speed Calling (8 Code)	\$2.60	\$5.40	
Speed Calling (30 Code)	\$4.20	\$5.40	
b. Packaged Services*			
Any Two Features	\$4.70	\$10.75	
Any Three Features	\$6.80	\$10.75	
Any Four Features	\$8.90	\$10.75	

\* Speed Calling 8 Code and Speed Calling 30 Code cannot be included in the same package.

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**MISCELLANEOUS SERVICES**

**V. CUSTOM CALLING SERVICES (Continued)**

**C. Toll Denial and Toll Denial w/PIN Override**

**1. General**

a. The Toll Denial feature provides for the denial of access to the Long Distance Telecommunications Network by the Local Exchange Service user while permitting the user to dial local service area calls. This feature allows the user access to the toll operator by dialing "0".

b. Toll Denial with Personal Identification Number (PIN) Override is available only where facilities permit. Toll Denial with PIN Override is an arrangement that prevents the origination of toll calls from an access line except for those calls where a PIN is entered prior to placing the call. This override function is only valid for the single call placed immediately after the PIN is entered and is deactivated at the end of that single call.

c. Toll Denial services require special facilities and will be furnished only where such facilities are available. The customer may also choose to restrict incoming long distance messages, depending on the availability of Company facilities.

**2. Rules and Regulations**

a. The customer accepts full responsibility for the denial of access to the Long Distance Message Toll Network for access to the Operator ("O" dialing) and for the acceptance of any incoming long distance messages. The Company is free and harmless from any and all liabilities and/or damages which may be alleged or incurred by such denial or acceptance.

b. The customer subscribing to Toll Denial Service is required to post a notice at the location of the associated pay telephone notifying users that only local calls may be dialed.

By: Toney Prather  
Title: President

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CONTROL #

MISCELLANEOUS SERVICES

V. CUSTOM CALLING SERVICES (Continued)

C. Toll Denial

3. Rates and Charges (1)

	Monthly Rate		T
	Business	Residence	
Toll Denial, per line	\$2.25	\$1.75	T
Toll Denial with PIN Override, per Line	\$2.50	\$2.25	T

D. Extended Call Forwarding

1. Extended Call Forwarding is offered to customers wishing to provide toll-free dialing to the customers located in the local area calling scope of exchanges equipped with Call Forwarding Service. A central office number is connected and programmed to forward all incoming calls to the number of another exchange that would normally require a customer to place a toll call. The calls are transferred automatically to the distant exchange number. The customer in the distant exchange agrees to pay all direct dial long distance charges incurred with this service. Directory listings will be provided in accordance with the rules and regulations of the Directory Listing section of this tariff.

2. Rates and Charges (1)

a. Two-thirds of the applicable residence line rate or business line rate in service exchange, plus;

b. Call Forwarding line charges applicable to service exchanges equipped, plus;

c. Direct Dial Long Distance charges to distant number for all calls forwarded plus;

D  
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(1) Nonrecurring service charges are applicable as shown in Section 2, Services Charges.

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Title: President

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MISCELLANEOUS SERVICES

VI. TONE DIALING SERVICE

A. General

1. Tone Dialing Service provides for the origination of telephone calls through the use of telephone instruments equipped with pushbutton in place of a standard rotary dial.

2. Tone Dialing is furnished only in exchanges equipped with the facilities required to provide this service.

B. Rates and Charges

Tone Dialing Access (1)	<u>Monthly Rate</u>	
Tone Dialing access is required for each central office line, channel or network access line to provide Tone Dialing	\$0.00	D DR

(1) Tone Dialing Service access is included as part of the residential and business Local Exchange Access Line Service offered in Section 1 of this Local Exchange Tariff effective May 1, 2013.

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Title: President

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**MISCELLANEOUS SERVICES**

**VII. ROTARY/MULTILINE/TRUNK HUNT SERVICE**

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**A. General.**

1. Rotary/Multiline/Trunk Hunt Service is a central office service arrangement which enables a subscriber having two or more lines to have an incoming call to a busy line automatically transferred to a line that is not busy. Furnished where available.

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2. Rotary/Multiline/Trunk Hunt Service is available to one-party business local exchange customers where North Texas facilities exist for this service. However, Rotary/Multiline Hunt Service is not offered with Pay Telephone Access Service.

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3. The current Local Exchange Access Line, Rates and Charges for Rotary/Multiline/Trunk Hunt Service is located in Section 1 of the Local Exchange Tariff.

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**VIII. VACATION SERVICE**

Vacation Service is the suspension of telephone service for one month or more requested by a customer who has had service for at least one month. Only one period of suspension, not to exceed four months, is permitted in any calendar year.

A. Vacation Service may begin and terminate on any day of the month provided sufficient advance notice is given. A charge will be made for restoration of service.

B. The charge for Vacation Service is equal to 50 percent of the applicable local exchange access line rate, including the applicable rate for directory listings, starting on the date on which service is suspended.

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

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By: Toney Prather  
Title: President

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MISCELLANEOUS SERVICES

IX. 900/976 CALL RESTRICTION

A. General

1. 900/976 Call Restriction is a central office service which allows a customer to restrict certain outgoing local and long-distance calls from their exchange access line. Call Restriction precludes completion of calls placed by dialing numbers preceded by 1+900 or 976. These calls are also referred to as pay-per-call information services. Calls placed to 976 numbers using the Long Distance Message Telecommunications Network (i.e., 1+976 or 1+(NPA)+976), may not be screened by the Company and may not be included in Call Restriction service.

2. Calls placed to restricted numbers from an access line equipped with Call Restriction service will be directed to a central office announcement where available.

3. Call Restriction service requires special facilities. In areas where special facilities are not available, all access to pay-per-call information services will be blocked.

4. Call Restriction is offered only in conjunction with Residence single party and Business exchange access line or trunk service.

5. The minimum contract period for this service is one month.

6. With the exception of disconnection of local exchange service, the General Rules and Regulations of the Company regarding payment for services, as outlined in this tariff, apply to 900 and 976 services.

7. The Company shall be held harmless from any and all losses resulting from the blocking of pay-per-call information services, pursuant to the authority granted in the Public Utility Commission of Texas' Substantive Rule 23.58.

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

By: Leonard Thorne  
Title: President

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MISCELLANEOUS SERVICES

IX. 900/976 CALL RESTRICTION (Continued)

B. Mandatory Call Blocking

1. Access to pay-per-call information services (i.e., 900 and 976) will be automatically blocked for subscribers to pay telephone services.

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

C. Rates and Charges

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Call Restriction  
Per line/trunk equipped

\$5.00

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Title: President

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**NORTH TEXAS TELEPHONE COMPANY**  
Local Exchange Tariff

**SECTION 5**  
2nd Revised Page 20  
Replacing 1st Revised Page 20

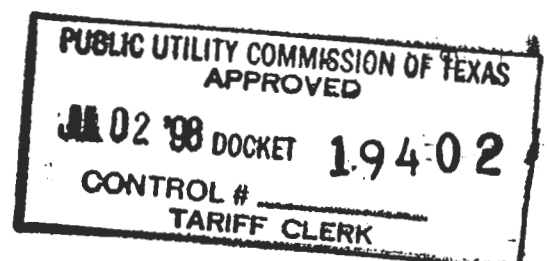
**MISCELLANEOUS SERVICES**

**X. DISTANCE LEARNING DISCOUNT**

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

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By: Toney Prather  
Title: President



MISCELLANEOUS SERVICES

XI. CUSTOMER-OWNED PAY TELEPHONE SERVICE

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A. General

1. Customer-Owned Pay Telephone Service is service furnished for connection with a customer-provided pay instrument which is accessible to members of the general public and where the end user pays for local and toll calls from such instrument on a per call basis. Customer-Owned Pay Telephone Service shall consist of a two-way or, optionally, a one-way originating only business access line. The customer-provided pay instrument shall be constructed, maintained and operated to work satisfactorily with facilities provided by the Company.

A telephone is not a customer-owned pay telephone if:

a. The primary use of such telephone is for local calls, toll free "1-800" or "1-888" calls;

b. All local, "1-800" or "1-888" calls from such telephone are free to the end user;

c. The telephone is not accessible by members of the general public; or,

d. It is a coinless telephone provided in guest rooms by a hotel/motel.

2. A maximum of one customer-provided pay instrument may be connected to any customer-owned pay access line.

3. Directory listings will be provided under the regulations of this tariff governing the furnishing of listings for business customers at the customer's request.

4. Service connection charges for business access line service shall be applicable for Customer-Owned Pay Telephone Service.

N

By: Leroy Lage  
Title: President



**MISCELLANEOUS SERVICES**

**XI. PAY TELEPHONE ACCESS SERVICE (Continued)**

**A. General (Continued)**

5. Pay Telephone Access Service may not have extension telephones attached unless the pay telephone displays a notice that legibly and conspicuously states in capital letters, "YOUR CONVERSATION MAY BE OVERHEARD BECAUSE AN EXTENSION TELEPHONE IS ATTACHED TO THIS PHONE LINE."

6. Pay Telephone Access Service will not be provided in conjunction with foreign exchange service or rotary line service.

7. Pay Telephone Access Service may be connected to, from, or through any end user provided telecommunication switching system, or through the Company's central office based PBX-type switching system provided that the Pay Telephone Service Provider meets all of the requirements of Substantive Rule §23.54 and complies with all legislation and rules regarding E911 and 911 service. The Pay Telephone Service Provider shall ensure access to E911, 911 and/or 0- for emergency purposes. This access configuration shall not be allowed if it prevents usage measurement by the Company.

8. Call Screening Services are available to the Pay Telephone Service provider for the screening of outgoing and incoming calls. Regardless of whether call screening is available, the Company will not bill the call if the number that the call was billed to has been clearly identified as a pay telephone to the local exchange carrier operator at the time an "0+," "0-" is placed; otherwise, the appropriate Long Distance Telecommunications charges will apply. Calls billed through the Company in violation of any specific Originating Line or Billed Number Screening restriction will be removed from the customer's bill by the Company. The Company will only be responsible for refunds or adjustments of charges for calls placed through Company operators when those calls are billed through the Company. T

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Title: President

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**MISCELLANEOUS SERVICES**

**XI. CUSTOMER-OWNED PAY TELEPHONE SERVICE (Continued)**

N

**A. General (Continued)**

**8. (Continued)**

a. **Originating Line Screening** will be provided, at the customer's option, at the rates shown in D, following. The Company offers limited Originating Line Screening for calls that originate from the customer-owned pay instruments. Originating Line Screening provides screening into the operator, whether the call originated by use of "10XXX+0," "10XXX+01," "950-XXXX," "1-800," or "1-888" access codes, or otherwise reached an operator, to prevent calls from being billed to the line. This service is implemented by sending two information digits with the Automatic Number Identification of the originating line.

b. **Billed Number Screening** is a service which, through operator screening, prevents incoming collect and/or third number billed calls from being billed to the customer. The customer's telephone number is included in a database made available to companies that provide validation services. Information in the database indicates whether incoming collect and third number billed calls will be allowed for billing to the customer's line. Operator screening of incoming collect, international collect, and third number billed calls is available to Local Exchange Companies or Carriers (OSPs or IXC's) that access the validation database.

9. **Coin Supervision** - Where appropriate facilities exist, the Company will provide Coin Supervision Additive Service at the request of a pay phone service provider (PSP). Coin Supervision Additive Service provides the capability of central office line equipment to pass signals and/or tones from a COPTS access line to a trunk terminating at the PSP's operator service provider. These signals enable an operator service provider to recognize coin deposits by the end user. Coin return may be offered with this service, where technically feasible. Coin Supervision Additive Service also permits a suitably equipped operator service provider to automatically ring back the originating exchange line upon completion of a call. Coin Supervision Additive Service Charge, as set forth in Section 17.4.4(N), NECA FCC No. 5, is applied monthly for each COPTS access line for which Coin Supervision Additive Service is provided.

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By: Leroy Lage  
Title: President



**MISCELLANEOUS SERVICES**

**XI. PAY TELEPHONE ACCESS SERVICE (Continued)**

**A. General (Continued)**

10. Access for Pay Telephone Access Service customers shall be available in all exchanges of the Company.

11. Section 7 of this tariff, Rules and Regulations Applicable to All Customers' Contracts, is applicable to Pay Telephone Access Service.

12. Except as otherwise indicated, the requirements for pay telephones as outlined in this tariff do apply to pay telephones accessible to inmates of confinement facilities.

**B. Responsibility of the Pay Telephone Service Provider**

1. The Pay Telephone Service Provider shall be responsible for the installation, maintenance, and operation of the pay telephone used in connection with Pay Telephone Access Service.

The Company will not initiate a maintenance service call or take any other action in response to a trouble report on a pay telephone until such a time as requested by the Pay Telephone Service Provider or its agent. The Pay Telephone Service Provider must advise the Company of the identity of the Pay Telephone Service Provider or agent authorized to request a service call.

2. The Pay Telephone Service Provider shall be responsible for the payment of all local and toll message charges including any directory assistance calls, accepted by this type of service, except as provided in Substantive Rule \$23.54(h).

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3. Pay telephones used in connection with Pay Telephone Access Service must be registered in compliance with the Federal Communications (FCC) Part 68 Registration Program or connected behind an FCC-registered coupler.

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Title: President

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**MISCELLANEOUS SERVICES**

**XI. CUSTOMER-OWNED PAY TELEPHONE SERVICE (Continued)**

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**B. Responsibility of the Customer (Continued)**

4. The customer must comply with all applicable Federal, State and Local laws and regulations including those concerning the use of these telephones by disabled and/or hearing- or speech-impaired persons. The customer shall also comply with all State and Federal regulations relating to information to be posted at the instrument including, specifically, the local coin rate.

5. The customer shall sign an agreement to indemnify and hold the Company harmless from any and all loss, damage and expense occasioned by or arising out of claims for injury to persons or damage to property caused by or contributed to by the provision of detailed toll billing records to the Customer-Owned Pay Telephone Service customer by the Company including, but not limited to, any disclosure of said detailed toll billing records by the Customer-Owned Pay Telephone Service customer.

6. A Customer-Owned Pay Telephone Service customer may not impose a time limit on local calls.

7. Customer-provided pay instruments must have the following operational characteristics that:

a. Give the caller the ability to access an operator service, which shall be available 24 hours a day at no charge and without requiring a coin or a credit card;

Where End User Choice, as defined in Substantive Rule §23.54(a)(7), is not available, the customer must allow 0- calls and must directly route, without charge to the calling party, all 0- calls to an OSP that provides access emergency services that meet the technical standards set forth in §23.55 of the Commission's rules. When and where available, End User Choice is required.

If 0- calls are routed to an operator other than the Company-provided operator then, upon the end user's request, a transfer or redirection to the Company-provided operator shall be available at no charge and without requiring a coin or credit card.

N

By: Leroy Lage  
Title: President



MISCELLANEOUS SERVICES

XI. CUSTOMER-OWNED PAY TELEPHONE SERVICE (Continued)

B. Responsibility of the Customer (Continued)

7. Customer-provided pay instruments must have the following operational characteristics that:

b. Allow 911 calls to be outpulsed directly to the Public Service Answering Point, where 911 Emergency Service is available;

If 911 Emergency Service is not available, the caller must be instructed to dial "0," which will allow the caller to be directly connected to the Telephone Company operator or an Operator Service Provider that is in compliance with the requirements of Substantive Rule §23.55 of the Public Utility Commission of Texas. Provision of access to 911 Emergency Services or to the operator must be at no charge and without requiring a coin or a credit card.

c. Give the caller the ability to access Directory Assistance which access shall be available 24 hours a day at no charge and without requiring a coin or credit card;

d. Allow the completion of local calls; and,

e. Allow the completion of "1-800", "1-888" and toll calls, including interexchange carrier calls which are accessed by dialing codes "950-XXXX" and "10XXX+0" (where Equal Access and Originating Line Screening is available in the exchange). Access by dialing codes will be at no charge to the end user.

8. Direct dialed international calls and access to IXC's by "10XXX+1" may be blocked.

By: Leroy Lage  
Title: President



MISCELLANEOUS SERVICES

XI. CUSTOMER-OWNED PAY TELEPHONE SERVICE (Continued)

N

B. Responsibility of the Customer (Continued)

9. A customer-provided pay instrument that uses automated call completion technology to complete operator service calls must have the following operational characteristics that:

a. Audibly and distinctly identify itself to the caller upon answering;

b. Audibly and distinctly identify itself to the billed party, if the billed party is different from the caller;

c. Provide a mechanism for a caller to obtain rate information, without charge, 24 hours a day, seven days a week; and,

d. Permit the caller or billed party to terminate the call, prior to completion, at no charge.

10. If the customer uses automated call completion technology to complete operator service calls, and if validation information is available for calls that the customer will bill through the Company, the customer is required to validate the call and is allowed to submit the call for billing only if the call was validated.

11. A Customer-Owned Pay Telephone Service customer that does not hold a certificate of convenience and necessity must register with the Public Utility of Texas. The Company shall not provide Customer-Owned Pay Telephone Service to a person required to be registered under §23.54(b) unless that person provides a commission supplied proof of registration.

12. The requirements of paragraphs 2, 4, 6 and 7 do not apply to pay telephones accessible to inmates of confinement facilities.

N

By: Leroy Lage  
Title: President



MISCELLANEOUS SERVICES

XI. PAY TELEPHONE ACCESS SERVICE (Continued)

C. Violation of Tariff

1. Where any pay telephone is in violation of this tariff, the Company will promptly provide written notification to the Pay Telephone Service Provider citing the specific tariff provisions being violated. The notice must advise the Pay Telephone Service Provider that service may be disconnected unless the Pay Telephone Service Provider notifies the Company, in writing, of the correction within 20 days of receipt of the notice.

2. If, after 20 days of receipt of the notice, the Company has received no written notice from the Pay Telephone Service Provider that the violation has been corrected, the Company may disconnect the service until such time as the Pay Telephone Service Provider complies with the provision of this tariff.

3. In accordance with Substantive Rule 23.54(j), the Pay Telephone Service Provider has the right to file a complaint and delay the suspension of service pending resolution of the complaint with the Commission, provided the Pay Telephone Service Provider supplies a copy of the complaint that indicates it was filed with the Commission, within the 20 days of receipt of the notice of the violation.

D. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Pay Telephone Access Service Access Line, each	(1)	(2)	CT
Originating Line Screening	\$3.00	(2)	T
Billed Number Screening	No Charge	No Charge	
Coin Supervision Additive Service	NECA FCC No. 5 (2) 17.4.4 (N)		T

(1) Applicable Business Monthly Local Exchange Access Line Rate as specified in Section 1 of this Tariff.

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

By: Toney Prather  
Title: President

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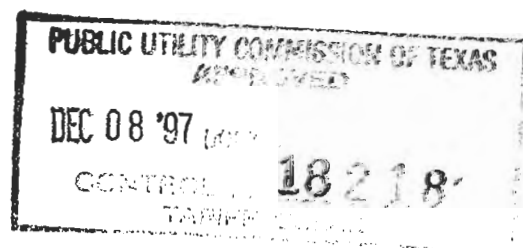
MISCELLANEOUS SERVICES

XII. EDUCATIONAL PERCENTAGE DISCOUNT RATES (E-RATES)

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

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N

By: Toney Prather  
Title: President



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MISCELLANEOUS SERVICES

XIII. PUBLIC ENTITY HC1 SERVICE

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

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

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

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

By: Toney Prather  
Title: President

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**MISCELLANEOUS SERVICES**

**XIV. TOLL BLOCK - LONG DISTANCE CARRIER INITIATED**

**A. General**

Toll Block - Long Distance Carrier Initiated, is provided to long distance carriers who provide service to residential customers. Long distance carriers may request this toll block service from the Company for customers who owe them for unpaid long distance service.

**B. Service**

Toll Block - Long Distance Carrier Initiated allows carriers to restrict residential customers from long distance service upon request by the long distance carrier to the Company. A long distance carrier that provides either InterLATA service or IntraLATA service or both to a residential customer may request toll blocking to that customer.

The service will prohibit the customer from making InterLATA and IntraLATA 1+. 0+ and 0- calls. Where technically feasible, access to toll-free numbers will be permitted.

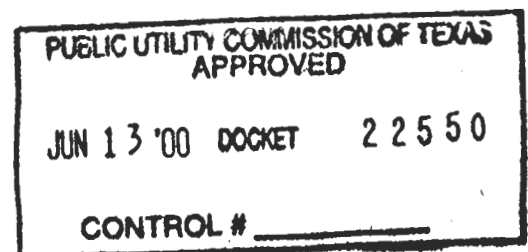
**C. Service Provisioning**

Toll Block - Long Distance Carrier Initiated is available for residential one party service.

**D. Limitation of Liability**

The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit by an LDC, damages arising out of mistakes, omissions, interruptions, delays or errors, or defects occurring in the course of furnishing any aspect of Toll Block - Long Distance Carrier Initiated service, shall not exceed an amount equivalent to the proportionate charge to the LDC for the period in service during which such mistake, omission, interruption, delay, error, or defect in the service occurs and continues. In addition, the liability sections of other sections of the tariff are incorporated by reference.

By: Toney Prather  
Title: President



MISCELLANEOUS SERVICES

XIV. TOLL BLOCK - LONG DISTANCE CARRIER INITIATED

E. Request for Service

The request for toll block service - long distance carrier initiated, from the long distance carrier to the Company shall be in writing.

F. Application of Rates

(A) The nonrecurring installation charge will be applied to each request.

(B) The recurring rate is assessed on a per month per access line basis.

G. Rates and Charges

Nonrecurring Charge           \$10.00

Recurring Monthly Rate   \$ 1.50

By:           Toney Prather  
Title:        President

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MISCELLANEOUS SERVICES

XV. 811 DIALING SERVICE

A. General

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

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

B. Regulations

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

1. 811 Service is offered subject to the availability of facilities and is not available for resale.

2. There can be only one 811 Customer for each stand alone, host, or remote central office NPA-NXX serving area. The Company will route calls based on the serving central office.

3. The Customer must provide a toll-free number to the Company to ensure that toll charges are not incurred by the end-user.

4. 811 Service can be accessed only by end-users who subscribe to the Company's local exchange service, and by end-users who obtain service from an entity that utilizes the Company's local switching to provide dial tone service to its end-users.

5. 811 Service will not complete calls dialed using 1+, 0+, 0-operator assisted, 101XXXX, or inmate calls. 811 calls are not permitted where local calling is restricted.

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Title: President

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MISCELLANEOUS SERVICES

XV. 811 DIALING SERVICE (Continued)

B. Regulations (Continued)

6. The Customer is responsible for informing all local exchange service providers operating within its designated geographical area of any call centers it establishes. Any change to the terminating number(s) is the customer's responsibility. A 60-day written notice is required for any planned number change to ensure that timely number translations occur at each Central Office.

7. 811 Service does not include operator assisted calls, and will only be available to PBX and Key switching system when those systems have been correctly programmed. The Company does not undertake to perform nor shall it be responsible for such programming.

8. Caller ID information from the originating number is not provided to the 811 Customer on a real-time basis.

9. The Company will make every effort to route 811 calls to the appropriate call center(s); however, it will not be held responsible for routing mistakes and errors, interruptions of service, or intervening Acts of God that interfere with telephone service and/or with routing. The Company's obligation under 811 applies solely to the transmission of the call and ends upon call completion to the Customer-provided designated RTN. The Company reserves the right to discontinue the service, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Company personnel, facilities or services.

10. 811 Service is provided solely for the benefit of the Customer. The provision of such service shall not be interpreted, construed, or regarded as being for the benefit of or creating any obligation toward, or any right of action on behalf of, any third person or other legal entity, including end users of the Company or any providers of telecommunications service.

By: Toney Prather  
Title: President

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MISCELLANEOUS SERVICES

XV. 811 DIALING SERVICE (Continued)

C. Explanation of Terms

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

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

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

D. 811 Service Rates and Charges

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

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Title: President

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MISCELLANEOUS SERVICES

XVI. DIRECTORY ASSISTANCE SERVICE

A. General

1. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining local and intraLATA directory information. National Directory Assistance services and rates are located in Section 5 on Page 40.

2. The rates set forth below apply to calls from customer whose requests for local or intraLATA directory information are handled by the Company's Directory Assistance Provider and billed to its customers.

B. Regulations

1. A customer request for directory assistance is any call to a directory assistance attendant.

2. A maximum of two (2) telephone numbers may be requested per call to a directory assistance attendant. Each additional listing request after the 1st two is \$1.50 each. Customers desiring more than one listing per call should inform the Directory Assistance attendant at the beginning of the call. Calls placed from pay telephones may only request a maximum of two (2) telephone numbers per call.

3. Where the customer places a call to the Directory Assistant attendant via an operator or has Directory Assistance charges billed to a telephone calling card, or a telephone number other than the originating number, the call shall be considered alternately billed. If dial facilities are not available, a call placed to Directory Assistance via an operator shall be considered as Customer dialed.

4. No credit will be given for requested telephone numbers that are nonpublished or nonlisted. No credit will be given for requested telephone numbers that are not found in the directory.

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Title: President



MISCELLANEOUS SERVICES

XVI. DIRECTORY ASSISTANCE SERVICE (Continued)

B. Regulations (Continued)

5. Charges for Directory Assistance Service are not applicable to calls placed from Hospitals, or from pay telephones as provided for in the Pay Telephone Access Service Tariff in Section 5 of the Company's Local Exchange Tariff. However, an end user may alternatively bill Directory Assistance from pay telephones to a calling card.

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6. Charges for Directory Assistance Service are not applicable to calls placed from customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory upon presentation of a certificate signed by any physician or issued by any agency recognized by the state as having the authority to certify such handicaps. Customers will be provided instructions for convenient use when they are not at their primary residence.

C. Rates and Charges

<u>Directory Assistance Service</u>	<u>Rate Per Use</u>
Direct Dialed	\$1.50
Alternately Billed	\$2.25

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MISCELLANEOUS SERVICES

XVII. DIRECTORY ASSISTANCE CALL COMPLETION

A. General

1. Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance (DA) operator. The call may be completed automatically or by the Directory Assistance operator.

2. The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a Telecommunications Company Calling card.

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3. Where facilities permit DACC will be offered to all classes of services. Charges for DACC are not applicable to calls placed for Hospitals, or from pay telephones as provided for in the Pay Telephone Access Service Tariff in Section 5 of the Company's Local Exchange Tariff. However, an end user may alternatively bill DACC from a pay telephone to a calling card.

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B. Description of Service

The three types of DACC offered are as follows:

1. Fully-Automated DACC - The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.

2. Semi-Automated DACC - The customer receives the requested directory number and then requests the operator to complete the call.

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C. Allowances

There are no allowances for DACC. The DA of portion of the call is still governed by the DA section of this tariff.

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XVII. DIRECTORY ASSISTANCE CALL COMPLETION (Continued)

D. Exemptions

1. For local calls, charges for DACC are not applicable to calls placed by those customers whose physical, visual or reading handicaps prevent them from using the telephone directory.

2. For intraLATA calls, the rate for fully-automated DACC and the appropriate long distance message charges will apply to calls placed by customers described above.

3. There is no charge if the called number is busy or there is no answer.

E. Rates and Charges

1. The rates and charges set forth below for DACC are in addition to the DA rate, as well as the Long Distance Message Telecommunications Service usage rates, or local message rates, if applicable.

<u>Directory Assistance Call Completion</u>	<u>Per Call Rate</u>
Fully-Automated DACC	
- Sent-Paid, Non-Coin	\$0.25
- Calling Card	\$1.50
Semi-Automated DACC	
- Sent-Paid, Non-Coin	\$0.60
- Calling Card	\$2.00

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MISCELLANEOUS SERVICES

XVIII. NATIONAL DIRECTORY ASSISTANCE SERVICE

A. General

1. National Directory Assistance (National DA) is a service whereby customers may request assistance in determining listing information on a nationwide basis. Requests for local or intraLATA listings are billed under Local Directory Assistance.

2. The customer will be charged for each call; customers may request up to two (2) listings per call. Customers desiring more than one listing should inform the National DA operator at the beginning of the call that they want multiple listings.

3. The National DA rate applies per call whether or not the number is provided; this includes requests for numbers which are non-published or non-listed.

4. There are no billing exemptions or allowances for National DA service requests.

5. Charges for National DA are not applicable to calls made from Hospitals, or from pay telephones as provided for in the Pay Telephone Access Service Tariff in Section 5 of the Company's Local Exchange Tariff. However, an end user may alternatively bill National DA from pay telephones to a calling card.

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B. Rates and Charges

Schedule of charges for all exchanges:

<u>National DA Service</u>	<u>Rate Per Call (1)</u>
Sent Paid Requests	\$1.99
Alternately Billed Requests (2)	\$2.25

(1) Up to two (2) listing requests can be made per call.

(2) National DA requests may be billed alternatively by using a calling card.

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MISCELLANEOUS SERVICES

XIX. BUSINESS CATEGORY SEARCH

A. General

1. Business Category Search (BCS) provides customers with the ability to request business telephone numbers, by city, for a specified category of business, when they do not know the name of the business they are seeking. This service is available to business and residential customers.

2. The directory assistance attendant searches and retrieves listing randomly, on a geographic basis by city, and/or by using information such as an address, intersection, or business location, from a business category that the directory assistance attendant believes matches the customer's request. A listing is the name, address and telephone number of a business. The directory assistance attendant will suggest three business names to the customer from the retrieved listings, unless fewer listings are retrieved, in which case only those business names retrieved will be suggested. The directory assistant attendant will provide the business address(es) to the suggested business name(s), if requested by the customer. If the customer does not want the telephone number(s) for the suggested business name(s), additional searches can be requested.

3. The Company's Directory Assistance Provider will make good faith efforts to eliminate a business customer's listing from this service upon written notice. However, it is not possible to ensure that a business listing will be permanently removed from this service unless the business customer subscribes to non-published service. Permanent removal of a listing is available with non-published service.

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**MISCELLANEOUS SERVICES**

**XIX. BUSINESS CATEGORY SEARCH** (Continued)

**B. Regulations**

1. The regulations and rates set forth below apply to each customer request for assistance in determining the telephone number of a business, when a caller does not know, or does not provide, the name of the business. BCS can be performed for local and non-local businesses nationwide.

2. The customer will be charged for each business telephone number provided. If the customer does not want the telephone number(s) for any of the suggested business name(s), the customer will be charged a single charge for each requested search, at the applicable rate as shown in paragraph C. below. The BCS rate applies whether or not a number is available, including requests for numbers, which are non-published, non-listed or not found.

3. There are no billing exemptions or call allowances for BCS service requests.

4. Charges for BCS are not applicable to calls placed from Hospitals, or from pay telephones as provided for in the Pay Telephone Access Service Tariff in Section 5 of the Company's Local Exchange Tariff. However, an end user may alternatively bill BCS from pay telephones to a calling card.

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5. With respect to any claim or suit, by a customer or others, the Company or the Directory Assistance Provider shall not be liable for providing the name, address, and/or number of a business to a customer using BCS, or for any other aspect of this service.

**C. Rates and Charges**

<u>Business Category Search</u>	<u>Charge Per Listing Request</u>
Sent Paid Requests	\$1.99
Alternately Billed Requests (1)	\$2.25

(1) Business Category Search (BCS) request may be billed alternately by using a calling card.

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MISCELLANEOUS SERVICES

XX. REVERSE DIRECTORY ASSISTANCE SERVICE

A. General

Reverse Directory Assistance Service (Reverse DA) is a service whereby customers may request assistance in determining name and address information associated with a telephone number the caller provides. This information will be available on a local and national basis.

B. Regulations

1. The customer will be charged for each request made during the call. The Reverse DA rate applies whether or not name and address information is provided. Information is not provided in response to requests for information that is not available in printed directories, unless the customer has authorized listing their information in the directory assistance database.

2. There are no billing exemptions or call allowances for Reverse DA calls.

3. Reverse DA is available to business and residence customers where facilities and operating conditions permit.

4. The Company or the Directory Assistance Provider assumes not responsibility for the accuracy of the information provided.

5. Requests for Local Directory Assistance are billed at the rates and regulations as set forth in this section.

6. The liability of the Company or the Directory Assistance Provider for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the service, shall in no event exceed an amount equal to the charge paid by the customer for the service.

7. The customer assumes full responsibility concerning the right to use and the use of any name or address provided through the service and agrees to hold the Company or the Directory Assistance Provider harmless from any and all claims, loss damage, or liability of whatever kind which may result in any manner from the customer's use of the information.

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XX. REVERSE DIRECTORY ASSISTANCE SERVICE (Continued)

B. Regulations (Continued)

8. Charges for Reverse DA are not applicable to calls placed from Hospitals, or from pay telephones as provided for in the Pay Telephone Access Service Tariff in Section 5 of the Company's Local Exchange Tariff. However, an end user may alternatively bill Reverse DA from pay telephones to a calling card.

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C. Rates and Charges

<u>Reverse DA Service</u>	<u>Charge Per Listing Request</u>
Sent Paid Requests	\$1.99
Alternately Billed Requests (1)	\$2.25

(1) Business Category Search (BCS) requests may be billed alternately by using a calling card or billed to third number.

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