

CUSTOMER SERVICES TARIFF

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CUSTOMER SERVICES TARIFF

Description of Operations

Community Telephone Company, Inc. (hereinafter called the Company in this tariff) is a stock corporation organized pursuant to the Texas Business Corporation Act in 1955, and is rendering telecommunications service in the areas certificated to the Company by Certificate of Convenience and Necessity No. 40020, as granted by the Public Utility Commission of Texas.

The Company provides one party service throughout its service areas in six exchanges according to an area coverage design approved by and financed with the Rural Electrification Administration, Washington, D.C.

Service Areas

Exchange	(NPA-NXX)	Cities	Counties
Bluegrove	(940-895)		Clay
Joy	(940-476)		Clay, Jack
Lake Arrowhead	(940-528)		Clay
Lake Kickapoo	(940-525)		Archer
Scotland	(940-541)	Scotland	Archer, Clay
Windthorst	(940-423)	Windthorst	Archer, Clay

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS

ACCESS LINE

A central office line which provided access to the telephone network for local and long distance telephone services.

AIR LINE MEASUREMENT

The shortest distance between two points.

ANCILLARY DEVICES

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

ANSWERING EQUIPMENT

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

APPLICANT

Any person, partnership, cooperative corporation, corporation, or any combination thereof requesting affirmative service or action from the Company.

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

AUTHORIZED USER

A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the tariff and (1), on whose premises a station of the private line service is located or (2), who receives from or sends to the customer over such private line or channel communications relating solely to the business of the customer.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

BUILDING (Same)

A structure under one roof, or two or more, structures under separate roofs but connected by passageways, in which the wires or cables of the company can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

BUSINESS SERVICE

Telecommunications service furnished to customers where the primary or obvious use is of a business, professional or occupational nature.

CALL

An attempted communication, whether completed or not.

CALLING AREA

See "Local Service Area".

CANCELLATION CHARGES

A charge applicable under certain conditions when application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before contract period is completed.

CENTRAL OFFICE

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

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

CENTRAL OFFICE AREA

The area within which the customer's lines are connected to the central office operating unit, or units, established by the Company.

CENTRAL OFFICE BUILDING

A building or portion of a building containing one or more central offices. There may be more than one central office building in an exchange, and one central office building may serve more than one exchange.

CENTRAL OFFICE LINE

See Access Line.

CHANNEL

A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, ratio or a combination thereof and whether or not be means of a single physical facility or route.

CIRCUIT

A channel used for the transmission of energy in the furnishing of telephone and other communication services further described as:

- (a) Two-wire circuit: A circuit using one transmission path, which may be one carrier pair or one pair (two wires) of metallic conductors.
- (b) Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors.

CLASS OF SERVICE

A description of telecommunications service furnished a customer which denotes such characteristics as nature of use (business or residence) or type of rate (flat or message rate).

COMMISSION

The Public Utility Commission of Texas.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable, when not connected to exchange telecommunication service, of 2-way communication.

COMPANY

As used in this tariff, Company is synonymous with Community Telephone Company, Inc.

CONDUIT

A tubular runway for cable facilities.

CONNECTING COMPANY

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

CONNECTION

Denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

CONNECTION CHARGE

See Service Charge.

CONSTRUCTION CHARGE

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the local exchange tariff.

CONTINUOUS PROPERTY

The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property, provided local wire or cable facilities are used and the customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

CONTRACT

The service agreement between a customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the customer and the authorized users specifically named are furnished in accordance with the provisions of this tariff.

CONTRACT PERIOD

The length of time for which a customer is responsible for the charges associated with the services, facilities, and equipment under contract.

COST OR COST BASIS

Cost of equipment and materials provided or used plus the cost of installation including engineering, labor, supervision, transportation, right-of-way and other items which are chargeable. This also denotes the actual expense incurred by the Company relating to the call-out of Company personnel.

CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this tariff and responsible for the payment of charges and compliance with the rules and regulations of the Company.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wiring, provided a customer, which may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

CUSTOMER TROUBLE REPORT

Any oral or written report from a customer or user of telecommunications service received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though it may duplicate each telephone reported in trouble when several items are reported by one customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

DEMARCATION POINT

The point of interconnection between Telephone Company communications facilities and the terminal equipment, protective apparatus or wiring at a subscriber's premises. The Demarcation Point is located on the customer's side of the Telephone Company's protector or equivalent, where a protector is not used, and consists of a modular jack or equivalent.

DETACHED ACCESS LINE

An additional circuit connected to an access line either directly or through a switching device which uses Company facilities.

DIRECT BURIAL

The installation of cables or conductors directly in the earth and not in a conduit or duct.

DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECT ELECTRICAL CONNECTION

A physical connection of the electrical conductors in the communication path.

DIRECTORY

A book which alphabetically lists each telephone customer with his address and telephone number.

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

DIRECTORY ASSISTANCE SERVICE

A service furnished to supplement the information available in the Company directory, and to assist customers in obtaining telephone numbers which are or are not listed in the directory.

DIRECTORY LISTING

The publication of the Company's directory and/or directory assistance records, of information relative to a customer's telephone number, by which telephone users are enabled to ascertain the call number of a desired station.

DISCONNECT NOTICE

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

DISCONNECTION OF SERVICE

An arrangement made at the request of the customer or initiated by the Company for violation of tariff regulations by the customer, for a permanent interruption of telephone service. A "Final" bill would be rendered showing monies owed to the Company as of the date the service was disconnected.

DROP WIRE

Wires used to connect the aerial, buried or underground distribution facilities to the point where connection is made with a customer's premises.

ENTRANCE FACILITIES

Facilities extending from the point entrance on private property to the premises on which service is furnished.

EXCHANGE

A unit established by the Company for the administration of telecommunications service in a specified area for which a separate local rate schedule is provided. The area usually embraces a city, town, or village it environs. It consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

EXCHANGE ACCESS LINES

See Access Line.

EXCHANGE AREA

The area within which the Company furnishes complete telephone service from one specific exchange at the rates applicable within that area.

EXCHANGE LINE

Any circuit connecting an exchange access line with a central office.

EXCHANGE SERVICE

Exchange Service is a general term describing as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number or local messages at charges in accordance with the provisions of the local exchange tariff.

(a) Flat Rate Service: A classification of exchange service furnished a customer under tariff provisions, for which a stipulated charge is made, regardless of the amount of use.

(b) Individual Line Service: A classification of exchange service which provides that only one exchange access line shall be served by the circuit connected.

(c) Pay Telephone Access Service: A local exchange service available to pay telephone service providers that provides a two-way, or optionally, one-way originating-only access line composed of serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises, and the network interface.

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EXCHANGE SERVICE AREA

The area within which the Company furnishes complete local telephone service at the applicable exchange rates for that area.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

EXTENDED AREA SERVICE

A type of telephone service furnished under tariff provisions whereby customers of a given exchange may complete calls to and/or may receive calls from one or more exchanges without the application of long distance message telecommunications charges.

FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Public Utility Commission of Texas.

FAMILY

A group of two or more persons related by blood, marriage or adoption and residing together. A primary family consists of the head of a household and all (one or more) other persons in the household related to the head. A secondary family comprises two or more persons such as guests, lodgers, or resident employees and their relatives, living in a household or quasi-household (other than the negligible number or such groups among inmates or institutions) and related to each other.

FLAT RATE SERVICE

A classification of exchange service furnished a customer under tariff provisions for which a stipulated charge is made regardless of the amount of use.

FOREIGN EXCHANGE SERVICE

Exchange Service

GENERAL EXCHANGE SERVICES

Services furnished by the Company connected to or associated with primary Local Exchange Service.

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

GRANDFATHERED COMMUNICATIONS SYSTEMS

All communications systems (including their equipment, premises wiring and protective circuitry, if any) lawfully connected at the customer's premises which are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such systems were connected to the telecommunications network prior to January 1, 1980 and are a type of system which was directly connected (i.e., without Company-provided connecting arrangements) to the telecommunications network as of June 1, 1978.

GRANDFATHERED CONNECTIONS OF COMMUNICATIONS SYSTEMS

All lawful connections via Company-provided connecting arrangements of customer-provided communications systems (including their equipment and premises wiring) at the customer's premises which are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such connections to the telecommunications network were made via Company-provided connecting arrangements prior to January 1, 1980, and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network as of June 1, 1978.

GRANDFATHERED CONNECTIONS OF TERMINAL EQUIPMENT

All connections via Company-provided connecting arrangements of customer-provided terminal equipment lawfully connected at the customer's premises which are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such connections to the telecommunications network were made via Company-provided connecting arrangements prior to July 1, 1979, and such connecting arrangements are the same type of connecting arrangement connected to the telecommunications network as of October 17, 1977.

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

GRANDFATHERED TERMINAL EQUIPMENT

All terminal equipment (including protective circuitry, if any) lawfully connected at the customer's premises which are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such terminal equipment was connected to the telecommunications network prior to July 1, 1979 and is of a type of terminal equipment which was directly connected (i.e., without Company-provided connecting arrangements) to the telecommunications network as of October 17, 1977.

HARM

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

HOUSEHOLD

A Household comprises all persons who occupy a dwelling unit, that is, a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A Household includes the related persons (the head of the household and others in the dwelling unit who are related to the head) and also the lodgers and employees, if any, who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

IDENTIFICATION NUMBER

An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

INDIVIDUAL LINE SERVICE

A classification of exchange service furnished under tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

INITIAL NONRECURRING CHARGE

A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

INITIAL SERVICE PERIOD

The minimum period of time for which service is provided.

INSTALLATION CHARGE

A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to Service Connection Charges.

INTERCEPT SERVICE

A service arrangement provided by the Company whereby calls placed to a disconnected or discontinued telephone number are intercepted and the calling party is informed by an operator or by a recording that the called telephone number has been disconnected, or discontinued, or changed to another number, or that calls are received by another telephone.

INTEREXCHANGE PRIVATE LINES

A communication path between two or more exchanges, and not connected for exchange telephone service.

INTERFACE

- (a) The junction or point of interconnection between two systems or equipments having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.
- (b) The point of interconnection between Company equipment and communications facilities on the premises of the Customer. Also referred to as Demarcation Point.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

INTERFACE EQUIPMENT

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

INTERLATA

Long Distance Message Telecommunications Service where point locations are in a different Local Access and Transport Area (LATA).a

INTRAEXCHANGE CHANNEL SERVICE

Channel connecting two or more "Primary Terminations" in the same exchange.

INTRAEXCHANGE SERVICE

Telecommunications service confined wholly within a single exchange.

JACK

A modular outlet designed to permit the establishment of a connection between the local exchange facilities and terminal equipment with cords ending in plugs.

KEY EQUIPMENT

Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to communicate with other telephones in the customer's system.

KEY SYSTEM LINE

A circuit connecting key system equipment with a central office.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

KEY TELEPHONE SET

A telephone set equipped with keys or buttons in the housing.

KEY TELEPHONE SYSTEM

An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, intercom or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

LABELING

Registered terminal equipment and/or registered protective circuitry shall have prominently displayed on an outside surface information providing the registration number, the ringer equivalence number, the grantee's names, model number and serial number or date of manufacture.

LINE

See Access Line.

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Telephone Company exchanges which are grouped to serve common social economic and miscellaneous purposes.

LOCAL CALLING AREA

See Local Service Area.

LOCAL CHANNEL

Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

LOCAL EXCHANGE SERVICE

Provides for telephone communication within local service area in accordance with the provisions of the Customer Services Tariff, including the use of exchange facilities required to establish connection between exchange access lines.

LOCAL MESSAGE

A communication between two exchange access liens within the local service area of the calling telephone.

LOCAL MESSAGE CHARGE

The charge that applies for a completed message that is made when the calling exchange access line and the called exchange access line are both within the same local calling area where a local message charge is applicable.

LOCAL SERVICE

The intercommunication (by means of facilities connected with a Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different exchanges between which no toll rates apply.

LOCAL SERVICE ARE (LOCAL CALLING AREA)

The area within which telephone service is furnished customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under extended area service arrangement.

LOCAL SERVICE CHARGE

The charge for furnishing facilities to enable a customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange area.

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between access lines in different local service areas in accordance with the regulations and system of charges specified by the Company. The toll service charges specified are in payment for all service furnished between the calling and called access lines.

MAINTENANCE OF SERVICE CHARGE

A charge made by the Company when a service difficulty or trouble report results from customer-provided equipment or facilities.

MESSAGE

A communication between two exchange access lines. Messages may be classified a local or toll.

MILEAGE

The measurement (airline, route, etc.,) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

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.

MISCELLANEOUS COMMON CARRIERS

Communications common carriers which are not engaged in the business of providing either a public landline message telephone service or a public message telegraph service.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

MOBILE TELEPHONE SERVICE

Telecommunications service provided by means of radio frequencies through a land radio-telephone base station. Connections may be established between a wire access line and a mobile or fixed unit or between two mobile or fixed units.

MODULAR OUTLET

See Jack.

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Company for the provisions of network control signaling.

NETWORK INTERFACE

See Interface.

NONPUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the customer, is not listed in the telephone directory and is not made available to the general public by the Company.

NONRECURRING CHARGE

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

NORMAL CENTRAL OFFICE

See Serving Central Office.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

ONE PARTY SERVICE

Any exchange access line designed for the provision of exchange service to one premises.

OTHER COMMON CARRIER (OCC)

This term denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing services authorized by the Federal Communications Commission

OTHER COMMON CARRIER TERMINAL LOCATION

A discrete operational and equipment location of the OCC from which the OCC furnishes and administers common carrier communications services to its patrons.

OUTLET

See Jack.

PAY TELEPHONE ACCESS SERVICE

A local exchange service available to pay telephone service providers that provides a two-way, or optionally, one-way originating-only access line composed of serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises, and the network interface.

PAY TELEPHONE SERVICE

A telecommunications service utilizing any coin, coinless, credit card reader, or cordless instrument that can be used by members of the general public, or business patrons, employees, and/or visitors of the premise's owner, provided that the end user pays for local and toll calls from such instruments on a per-call basis.

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

PREMISES

The same premises consists of:

(a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.

(b) the portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others.

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

PREMISES (Continued)

(c) the continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves. The same premises consists of the building or portion of a building occupied as a unit by the customer in the conduct of his business or as a residence or a combination thereof, and not intersected by a public thoroughfare, a corridor, or space occupied by others.

PREMISES WIRING

All wire within a customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of the Telephone Company's premises protector. By definition, Customer Premises Inside Wire excludes riser, buried and aerial cable.

PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

PRIMARY TERMINATION

Applied to channels which extend beyond the continuous property of a customer or the confines of a single building housing the premises of more than one customer. Also, denotes the first termination of such a channel at a station or PBX on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes a "Primary Termination". For purpose of this definition, the location of a "Primary Termination" for channel services associated with "Switching System Services" serving central office. When the "Switching System Services" serving central office is not the same exchange as the main

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

PRIMARY TERMINATION (CONTINUED)

Location, the "Mileage Service Area" center for the main location will be used in lieu of the "Switching System Services" serving central office.

PRINCIPAL CENTRAL OFFICE

Refers to the central office in a single office exchange or to that office (usually the toll office) of a multi-office exchange which is designated as such for the purpose of measuring local and interexchange channel mileage.

PRIVATE BRANCH EXCHANGE (PBX)

An arrangement of equipment situated on a customer's premises, consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The PBX provides for intercommunications between these telephones for communication with the general exchange network and for long distance message telecommunications service.

PRIVATE BRANCH EXCHANGE TRUNKS

Trunks connecting a Private Branch Exchange System with a central office for communication with the general exchange network and for long distance message telecommunications service.

PRIVATE LINE

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

PRIVATE LINE SERVICE

The channels furnished to a customer for communication between specified locations.

PROTECTIVE CONNECTING ARRANGEMENT

Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

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CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

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PUBLIC THOROUGHFARE

A road, street, highway, lane or alley under the control of and kept by the public.

PUBLISHED TELEPHONE NUMBER

A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

RATE CENTER

A specified geographical location within an exchange area from mileage measurements are determined for the application of rates between exchange areas.

REFERENCE LISTING

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

REGISTERED PROTECTIVE CIRCUITRY

Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with Part 68 of the FCC Rules and Regulations.

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with Part 68 of the FCC Rules and Regulations.

RESIDENCE EXCHANGE ACCESS LINE

An exchange access line used to provide exchange telephone service to a residence customer.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

RESIDENTIAL SERVICE

Telecommunications service furnished to customers when the actual or obvious use is for domestic purposes.

ROTARY DIAL SERVICE

A service arrangement whereby calls are originated through the use of a telephone equipped with a rotary dial instead of pushbutton keys.

ROTARY LINE SERVICE

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

ROUTE MEASUREMENT

The physical length of a circuit between two points.

SAME BUILDING

See Building.

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SERVICE CALL

A visit to a customer's premises in connection with a service difficulty. See also Maintenance of Service Charge.

SERVICE CHARGES

A nonrecurring charge applying to the provisions of telephone service.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

SERVICE DROP

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a customer's telephone.

SERVING CENTRAL OFFICE

The central office from which a customer's telephone service is normally provided.

SIGNAL CONDITIONING EQUIPMENT

That equipment connected to a channel to condition signals generated by data terminal equipment.

SINGLE CHANNEL (Half Duplex)

A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

STATION EQUIPMENT

Customer-owned equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

STATION INSTRUMENT

A telephone set including the cord.

SUPERSEDURE OF SERVICE

The immediate assumption of service provided to a customer discontinuing service by a qualified applicant who is to take the service at the same premises. Supersedure of service is predicated upon the customer and the applicant giving written notice to the Company and payment of outstanding charges against the service.

SUPPLEMENTAL CONTRACT

A contract for service, equipment or facilities in addition to that provided for under the original contract.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

SUSPENSION OF SERVICE

An arrangement made at the request of the customer or initiated by the Company, for temporarily interrupting service.

TARIFF

The schedule of the Company containing all rates, and charges stated separately by type or kind of service and the customer class, and the rules and regulations of the Company stated separately by type or kind of service and the customer class as filed with the Public Utility Commission of Texas

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this tariff.

TELEPHONE NUMBER

A numerical designation assigned to a customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "Central Office Designation".

TELEPHONE OR TELECOMMUNICATIONS NETWORK

The local telephone exchange and long distance message telecommunications facilities, or network; both inter and intrastate.

TEMPORARY DISCONNECTION

See Suspension of Service.

TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

TERMINAL EQUIPMENT ACCESSORIES

Devices, apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the telecommunications system of the Company are connected either electrically, acoustically or inductively.

TERMINATION AGREEMENT

An agreement between the Company and the customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

TERMINATION CHARGE

A charge made to liquidate a customer's obligations for termination of service prior to the expiration of the initial contract period.

TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the customer or by the Company under its regulations concerning cancellation for cause.

TOLL BLOCK – CUSTOMIZED

Optional service that allows restriction of outgoing calls to customer-specified destinations, i.e.; 1+, 10+XXX, International 011+, 0+, and 0-, and specific 1+NPA-XXX-XXXX numbers.

TOLL BLOCK WITH PIN SERVICE

Provides the capability for a customer to dial a specific customer-defined code, or personal identification number (PIN), that would switch the customer's line from "Toll Blocked" to "Toll Allowed" on a per call basis.

TOLL MESSAGE

A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

TOLL RATE

The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between exchanges.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

TOLL SERVICE

That part of the total telephone service rendered by the Company which is furnished between different local service areas in accordance with the rates and regulations specified in the Long Distance Message Telecommunications Tariff as may be issued or concurred in by the Company.

tone dialing service

A classification of exchange service furnished from certain central offices, whereby calls are originated through the use of tone dial instruments in lieu of a rotary dial instrument.

TRUNK

A telephone communication path connecting a central office and customer premises equipment, used in the establishment of end-to-end service.

UNDERGROUND SERVICE CONNECTION

A drop wire or cable which is run underground from a pole line or an underground distributing cable.

VOICE GRADE FACILITY

A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

WATS

See "Wide Area Telecommunications Service".

WIDE AREA TELECOMMUNICATIONS SERVICE

A service designed to meet the needs of customers who make or receive substantial volumes of long distance telephone calls.

CUSTOMER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

CALLER ID SERVICE

The general category of services associated with transmission of Calling Party Number and/or Calling Party Name to a subscriber's compatible customer premises equipment

ENHANCED CUSTOM CALLING FEATURES

Optional subscriber line features that permit a customer to manage incoming and outgoing calls to their residence or business local exchange access line more effectively.

CUSTOMER SERVICES TARIFF

SYMBOLS FOR CHANGES

SYMBOLS FOR CHANGES

The following symbols are used in the right-hand margin to denote changes or revisions made on each page:

- C Denotes a changed Regulation.
- D Denotes a discontinued rate or regulation.
- E Denoted a correction of an error made during a revision that pertained to material contained in the tariff prior to the revision.
- I Denotes increase in rate.
- M Denotes text has been moved elsewhere in the tariff with no change in rate, regulation or text.
- N Denotes a new rate or regulation.
- R Denotes a rate reduction.
- S Denotes reissued material, that is material currently in tariff which is being reissued with this revision without change in rate, regulation, or test.
- T Denotes a change in text, but no change in rate or regulation.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

I. APPLICATION OF TARIFF

The rules and regulations contained in this section apply to the service and facilities provided by the Company in the State of Texas. These rules and regulations are in addition to those contained in the Switched and Special Access Service Tariff, Long Distance Message Telecommunications Service Tariff, the Wide Area Telecommunications Tariff and the Private Line Services and Channels Tariff. When service and facilities are provided in part by the Company and in part by other connecting companies, the regulations of the company apply to the portion of the service or facilities furnished by the Company. Failure on the part of the customer to observe these rules and regulations after due notice of such failure, automatically gives the Company the right to discontinue service to that customer.

The regulations covering the connection of equipment, accessories or facilities provided and maintained by the customer are contained in other sections of this tariff.

- A. In the event of a conflict between any rate, rule, regulation or provision contained in this tariff and any rate, rule, regulation or provision contained in the tariffs of Companies' in which the Company concurs, the rate, rule, regulation or provision contained in this tariff shall prevail.
- B. This Tariff cancels and superseded all other tariffs of the Company issued and effective prior to the effective date shown on the individual sheets of this tariff.
- C. Should there be any conflict between this tariff and the Rules and Regulations of the Public Utility Commission of Texas (the Commission), the Commission's rules shall apply unless otherwise established by the courts.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

II. AVAILABILITY OF FACILITIES

The Company's obligation to furnish, or continue to furnish, telecommunications service is dependent upon its ability to obtain, retain, and maintain, without unreasonable expense, suitable rights of way and facilities, and to provide for the installation of those facilities required to furnish and maintain that service.

III. CUSTOMER SERVICE AND PROTECTION

This part of the Rules and Regulations Section of the tariff provides information to telephone consumers about: Resolving disputes with the Company, applying for service, the classification of business and residential rates, deposits, billing, refusal of service, disconnection of service and cancellation of service. The rules set forth below summarize Sections 23.42 through 23.48 of the Commission Substantive Rules. Please refer to the Substantive Rules for additional details concerning these provisions. A complete copy of the Substantive Rules will be available for review upon request.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

A. Resolution of Disputes

Any customer or applicant for service who wishes to dispute any action or determination of the Company under the Commission's customer service rules shall be given an opportunity for a supervisory review by the Company. If the Company is unable to provide a supervisory review immediately after a customer requests one, the Company shall arrange a review at the earliest possible date. Service shall not be disconnected pending completion of the review, but if the customer chooses not to participate in the review, but if the customer chooses not to participate in the review or fails to make arrangements for a review to take place within five days after requesting it, the Company may disconnect service provided notice has been issued under standard disconnect procedures. Any customer who is dissatisfied with the Company's review shall be informed of his right to file a complaint and/or request a hearing before the appropriate municipal regulatory body or the Public Utility Commission of Texas, whichever is applicable. The results of the supervisory review must be provided in writing to the customer within ten (10) days of the review, if requested.

B. Application for Service

Application for service, or requests from customers for additional service or changes in the grade or class of service become contracts when received by the Company and are subject to the minimum contract term, which is one month unless specified otherwise. The Company reserves the right to require application for service to be made in writing on forms supplied by it. Applicants may be required to pay a deposit at the time of application.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

B. Application for Service (Continued)

Any general change in rates, rules or regulations modifies the terms of the contract to the extent of such change without further notice. However, if rates are increased, the customer may cancel his contract upon reasonable written notice and upon payment for all service and any contractual liability.

C. Refusal of Service

1. Compliance by Applicant

The Company may decline to serve an applicant until such applicant has complied with the state and municipal regulations and the Company-approved rules and regulations on file with the Commission governing the service applied for or for the following reasons:

a. The applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be provided.

b. The applicant fails to comply with the Company's tariffs pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others. The Company will provide the applicant notice of refusal and allow the applicant a reasonable amount of time to comply with the Company's tariffs.

c. The applicant has acted as a guarantor for another customer and fails to pay the guaranteed amount, where such guarantee was made in writing to the utility and was a condition of service.

d. The applicant applies for service at a location where another customer received, or continues to receive, service and the utility bill is unpaid at that location and the Company can prove that the change in identity is made to avoid or evade payment of the Company bill. An applicant may request a supervisory review if the Company determines that the applicant intends to deceive the utility and refuses to provide service.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

C. Refusal of Service (Continued)

1. Compliance by Applicant (Continued)

e. Except as provided in Section 11, subsection XVI, of this tariff describing Prepaid Local Telephone Service, service may be refused, if the applicant for nonresidential service owes a debt to any utility for the same kind of service as that applied for, including long distance charges for nonresidential applicants where a provider of basic local telephone service bills those charges to the customer pursuant to its tariffs. If the applicant's indebtedness is in dispute, the applicant will be provided service upon complying with the Company deposit requirements. Payment of long distance charges is not a condition of local exchange service for residential applicants.

f. The applicant refuses to make a deposit if required under these rules.

2. Applicant's Recourse

In the event that the Company refuses to serve an applicant under the provisions of these rules, the Company must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the Commission.

The Company will inform applicants eligible for Prepaid Local Telephone Service (PLTS), that PLTS service is available if they are not eligible for standard local telephone service.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

C. Refusal of Service (Continued)

3. Insufficient Grounds for Refusal to Serve

The Company shall not refuse service to a present customer or applicant because of:

a. delinquency in payment for service by a previous occupant of the premises to be served;

b. failure to pay for any charges not included in the Company's tariffs;

c. failure to pay a bill to correct previous underbilling due to misapplication of rates of more than six months prior to the date of application unless the underbilling is the result of theft of service;

d. failure to pay a bill of another customer as guarantor thereof, unless the guarantee was made in writing to the Company as a condition precedent to service;

e. failure to pay a bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a telephone bill; and

f. failure of a residential applicant to pay for long distance charges.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

D. Application of Business or Residence Rates

1. Business rates apply at the following locations:

- a. In offices, stores, factories, and all other places of a strictly business nature.
- b. In boarding houses (except as noted below), offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs, or lodges, public, private or parochial schools, colleges, hospitals, libraries, churches, and other similar institutions, except in churches and lodges as specified below.
- c. At residence locations when the customer has no regular business telephone, and the use of the service either by himself, members of his household or his guests, or parties calling him can be considered as more of a business than a residential nature. This fact might be indicated by some form of advertising, or when such business use is not typically characteristic of residential telephones usage and occurs during times when, in compliance with the law or established custom, business places are ordinarily closed.
- d. At residential locations where the service is located in a shop, office or other place of business.
- e. In college fraternity houses where the members lodge within the house.
- f. At any location where the location where the location and expected usage of telephone service at that location are indicative of a business, trade or profession.

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

D. Application of Business or Residence Rates (Continued)

2. Residence rates apply at the following locations:

a. In a private residence where business listings are not provided. (Normally a location is characterized as a residence if it has both kitchen and bathroom facilities).

b. In private apartments of hotels, rooming houses or boarding houses where service is confined to the customer's use and which are not advertised as a place of business.

c. In the place of residence of a clergyman, physician, nurse or other medical practitioner, provided the office is located in their residence and is not a part of an office building. In any such cases the listing may indicate the customer's profession, but only in connection with an individual name. If listings or firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply.

d. In a private stable or garage when strictly a part of a domestic establishment.

e. In churches where the service is not accessible for public use as a clergyman's study.

f. In fire department dormitories or sleeping quarters where the telephone number is not published, and the telephone is not available for use by the general public.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

E. Advance Payments

When making application for service, the applicant may be required to pay at the time the application is accepted the service connection charge, if applicable, and the first month's charges for exchange service. This provision does not apply if a deposit is collected. In all cases, the regular monthly charges for service are payable as specified in the Customer Services Tariff. The provisions of this paragraph affect the initial payment only and not the subsequent billing and collecting practices as elsewhere provided in this tariff.

F. Deposits

The following provisions summarize the principal features of the Commission's Substantive Rules on deposits.

1. Requirements for Permanent Residential Applicants

a. The Company may require a residential applicant for service to establish satisfactory credit, but establishment of credit shall not relieve the customer from complying with the rules for prompt payment of bills.

The credit worthiness of spouses established during the last 12 months of shared service prior to their divorce, will be equally applied to both spouses for 12 months immediately after their divorce.

Customers who are required to provide an initial deposit in order to receive service will be provided a copy of the brochure, "Your Rights as a Customer", which includes information about deposits.

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CUSTOMER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

1. Requirements for Permanent Residential Applicants (Continued)

- b. Subject to the following conditions, a residential applicant shall not be required to pay a deposit:
 - 1) If the residential applicant has been a customer of any telephone company within the last two years and is not delinquent in payment of any such telephone service account and during the last twelve (12) consecutive months of service did not have more than one occasion in which a bill for such service was paid after becoming delinquent and never had service disconnected for nonpayment.
 - 2) If the residential applicant furnishes in writing a satisfactory guarantee for the amount of the required deposit to secure payment of bills for the service required.
 - 3) If the residential applicant demonstrates a satisfactory credit rating by appropriate means including, but not limited to, the production of generally acceptable credit cards, letters of reference, and the names of credit references which may be quickly and inexpensively contacted by the Company, or ownership of substantial equity.
- c. The Company may require an initial deposit from residential customers if: the customer has on more than one occasion during the last 12 consecutive months of service been delinquent in paying a bill for telephone service, or if the customer's service was disconnected for nonpayment. Alternatively, the customer may furnish, a satisfactory written guarantee to secure payment of bill in lieu of a cash deposit.
- d. A deposit shall not be required of an eligible Lifeline applicant if the applicant chooses to subscribe to Toll Restriction.
- e. A deposit shall not be required for subscription to Prepaid Local Telephone Service.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

2. Requirements for Commercial and Industrial Service Customers

If the credit of a commercial or industrial applicant for service has not been established satisfactorily to the Company, the applicant may be required to make a deposit.

3. Reestablishment of Credit

Every applicant who previously has been a customer of a telephone company and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all amounts due to the Company or execute a deferred payment agreement, if offered, and reestablish credit.

4. Amount of Deposit and Interest for Permanent Residential, Commercial and Industrial Service and Exemption from Deposit

a. Initial Deposit – The total of all deposits shall not exceed an amount equivalent to one-sixth (1/6) of the estimated annual billings except as provided in Sec. 11, Subsection XVI relating to Prepaid Local Telephone Service. The estimated annual billings may include charges that are in a utility's tariffs. For nonresidential applicants and customers, the deposit amount may include long distance charges only where the provider of basic local telephone service bills those charges to the customer.

In determining the amount of any deposit permitted by this section, no revenue from non-tariffed products or services may be used. Estimated billings to determine the deposit amount shall not include long distance charges for residential applicants and customers.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

4. Amount of Deposit and Interest for Permanent Residential, Commercial and Industrial Service and Exemption from Deposit (Continued)

b. Additional Deposit Requirements

1) During the first 12 months of service, if actual usage is three times estimated usage (or three times average usage of most recent three bills) and current usage exceeds \$150 and 150% of the security held, a new deposit requirement may be calculated. The Telephone Company may require an additional deposit to be made within 10 days after issuance of written notice of termination and requested deposit, or, in lieu of additional deposit, the customer may elect to pay the current usage within 10 days after issuance of written notice of termination and requested additional deposit.

2) Commercial Service – If actual billings are at least twice the amount of the estimated billings, and a suspension notice has been issued on a bill within the previous 12-month period, a new deposit may be required to be made within 10 days after issuance of written notice of termination and requested additional deposit. T

3) Residential Service – If actual billings are at least twice the amount of the estimated billings after two billing periods, and a suspension notice has been issued on a bill within the previous 12-month period, a new deposit may be required to be made within 10 days after the issuance of written notice of termination and requested additional deposit. In lieu of additional deposit, the customer may elect to pay the current bill by the due date of the bill, provided the customer has not exercised this option in the previous 12 months. T

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

4. Amount of Deposit and Interest for Permanent Residential, Commercial and Industrial Service and Exemption from Deposit (Continued)

c. In determining the amount of any deposit permitted in this tariff, no revenue from estimated telephone directory advertising will be used.

d. Interest on Deposits – On deposits required from customers, the Company shall pay a minimum interest on such deposits at an annual rate. The amount of interest to be paid on deposits will be established by the Commission on an annual basis in accordance with statutory requirements. The applicable statute is Tex. Rev. Civ. Stat. Ann. Art. 1440a (Vernon 1989). The current rate is established by the Commission annually in December for the following year.

1) Payment of the interest to the customer shall be paid annually if requested by the customer or at the time the deposit is returned or credited to a customer's account.

2) The deposit shall earn interest from the date paid and shall cease to draw interest on the date it is returned or credited to the customer's account.

5. Applicants for Permanent Residential Service Who are Sixty-five (65) Years of Age or Older – All such applicants will be considered as having established credit if the applicant does not have an outstanding account balance with the Company or another utility for the same service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

6. Refund of Deposit

- a. If service is not connected or after disconnection of service, the Company shall

promptly and automatically refund the customer's deposit plus accrued interest of the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection with the meaning of these rules, and no additional deposit may be demanded unless in accordance with these rules.

b. When the customer has paid bills for service for twelve (12) consecutive residential billings or for twenty-four (24) consecutive commercial or industrial billings without having service disconnected for nonpayment and without having more than two occasions on which a bill was delinquent, and when the customer is not delinquent in the payment of current bills, the Company shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's bill or void the guarantee. If the customer does not meet these refund criteria, the deposit and interest may be retained.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

G. Order of Precedence for Establishing Service

Applications for service in a particular exchange will be completed in accordance with the chronological order of their receipt depending upon the availability of facilities. Where facilities are limited, the following order of precedence shall apply:

- a. Application for new business service shall be given priority over applications for residence service.
- b. All others.

H. Billing and Payment for Service

1. The customer is responsible for payment of all charges for services furnished him, including charges for service originated or accepted at his access line. In addition, the customer is responsible for any charges which may be applicable to a guarantee of deposit as provided in Subparagraph F.1.b.2. above.
2. Disputed Bills.

In the event of a dispute between a customer and the Company over any bill for utility service, the Company shall make an appropriate investigation and report the results to the customer within twenty-one (21) days. In the event the dispute is not resolved, the Company shall inform the customer of the Public Utility Commission's complaint procedures.

Complaints forwarded to the Company by the Public Utility Commission will be investigated and responded to in writing to the Commission within twenty-one (21) days of receipt.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Billing and Payment for Service (Continued)

3. The customer shall pay all charges for service monthly in advance. Payment is due on or before the due date which is sixteen (16) days after issuance. The postmark, if any, on the envelope of the bill or the issuance date on the bill if there is no postmark on the envelope shall constitute proof of the date of issuance. If the bill is not paid by the due date, the Company may discontinue service after ten (10) days written notice to the customer in accordance with paragraph 26.21 and 26.28 of the Commission's Substantive Rules.

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4. If a residential customer expresses an inability to pay all of his or her bill and has not been issued more than two termination notices at any time during the preceding twelve (12) months, he or she may enter into a deferred payment plan with the Company in accordance with paragraph 26.27 of the Commission's Substantive Rules.

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5. A one-time penalty not to exceed five (5) percent may be applied to delinquent commercial or industrial bills. The one-time penalty shall not apply to residential bills. The penalty may not be applied to any balance to which the penalty was applied in a previous billing and shall only apply to undisputed amounts or if the dispute is resolved in favor of the Company.

6. Any applicant or one for whom an application is made, owing the Company for service furnished under a former contract, shall pay or make satisfactory arrangements for paying any bill outstanding and unpaid before any additional service will be furnished.

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Billing and Payment for Service (Continued)

7. Adjustment of Charges – If billings for telephone service are found to differ from the Company's lawful rates for the services purchased by the customer, the Company shall calculate a billing adjustment. If the customer was overcharged, the Company will refund all overcharges.

If the customer was undercharged, the Company may back bill the customer for a period not to exceed six (6) months, unless the underbilling was the result of theft of service. Service may not be disconnected for nonpayment of underbilling charges. If the underbilling is \$50 or more, the Company shall offer such customer a deferred payment plan option, for the same length of time as that of the underbilling except in cases of theft of services.

Overbillings that are not adjusted by the Company within three billing cycles of the bill in error and certain underbillings shall accrue interest. The interest rate shall be established annually by the Commission in December for the following year in accordance with the Public Utility Commission's rules.

8. Adjustments of Charges for Service Interruptions

In the event a customer's service is interrupted other than by the negligence or willful act of the customer and remains out of order for twenty-four (24) hours or longer after access to the premises is made available and after the customer reports to the Company that the service is out of order, the Company shall make an appropriate adjustment to the customer's bill.

9. Company-Initiated Toll Blocking

a. The Company will toll block a residential customer's access to long distance services for the nonpayment of long distance. The charge to the long distance carrier will be not more than \$10.00 for one-time installation and no more than \$1.50 per month for toll blocking.

b. Where technically capable, the Company will provide toll blocking to allow the residential customer access to toll-free numbers. The Company will not apply toll blocking in an unreasonably preferential, prejudicial, or discriminatory manner. The Company will notify the customer within 24 hours of initiating toll blocking.

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CUSTOMER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Billing and Payment for Service (Continued)

10. Notice to Governmental Entities Regarding Texas Prompt Payment Act

Non-residential customers who are governmental entities under the Texas Prompt Payment Act (TPPA), Chapter 2251 Title 10 General Government, Texas Government Code Annotated, are responsible for notifying the Company of their status. TPPA provisions apply with regard to overdue payment, interest due on overdue payments and certain exceptions in the statute.

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I. Discontinuance of Service

1. Discontinuance with Notice

Proper notice consists of a separate mailing or hand delivery at least ten (10) days prior to the stated date of disconnection, with the words "termination notice" or similar language prominently displayed on the notice. The notice, to be provided in English and Spanish, will not be issued to the customer before the first day after the bill is due. If mailed, the cutoff day may not fall on a holiday or weekend but on the next work day after the tenth day.

Notices for residential customers will indicate the specific amount owed for tariffed local telephone services which is required to maintain basic local telephone service and will also include a statement notifying customers that if they need assistance paying their bill, or are ill and unable to pay their bill, they may be able to arrange an alternative payment method or establish a deferred payment plan by contacting the Company.

In addition, residential notices will include the customer's right to receive basic local telephone service without entering Prepaid Local Telephone Service if the customer does not owe for basic local service.

2. Telephone service may be disconnected after the proper notice for any of the following reasons:

a. Failure to pay a bill for charges that are in the Company's tariffs, including long distance charges for nonresidential customers only where the Company bills those charges to the customer pursuant to Company tariffs, or make deferred payment arrangements by the date of suspension or disconnection.

Issued By: Cliff Humpert, Vice President
Box 130, Windthorst, TX 76389

Effective:

PUBLIC UTILITY COMMISSION OF TEXAS	
APPROVED	
MAR 8' 2011	CONTROL# <u>DKT. NO. 39188</u>

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service (Continued)

2. Telephone service may be disconnected after the proper notice for any of the following reasons (Continued):

b. Failure to comply with the terms of a deferred payment agreement (the customer has neither paid a bill nor agreed to a deferred payment plan within twenty-six (26) days from the bill's date of issuance) except as provided in Sec. 11, Subsection XVI relating to Prepaid Local Telephone Service.

c. Violations of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or relating to the operation of nonstandard provided equipment, if a reasonable attempt has been made to notify the customer, and the customer has been afforded a reasonable opportunity to remedy the situation.

d. Failure to pay an underbilled amount or comply with the Company's deposit of guarantee arrangements in accordance with Paragraph III. F. preceding that allows disconnection for nonpayment.

e. Avoidance of toll blocking by incurring long distance charges after toll blocking was implemented for the residential customer by the Company due to nonpayment of long distance charges.

3. Telephone service may be disconnected without notice under either of the following conditions:

a. A known dangerous condition exists;

b. Service is connected without authority by a person who has not applied for service or who has reconnected service without authority; or

c. Where there are instances of tampering with the Company's equipment, evidence of theft, or other acts to defraud the Company.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service (Continued)

- 4. The Company may not disconnect service for any of the following reasons: T
 - a. Failure to pay for any charges that are not included in the Company's tariffs; D
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 - b. Failure to pay for a different type or class of telephone service unless fee for such service is included on the bill at the time service is initiated; T
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 - c. Failure to pay the account of another customer as guarantor thereof, unless the Company has in writing the guarantee as a condition precedent to service; T
 - d. Failure to pay charges arising from an underbilling resulting from any misapplication of rates of more than six months prior to the current billing except for theft of service. T
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 - e. Failure of a customer receiving Lifeline Service to pay charges incurred for toll service while the customer is receiving Lifeline Service. T

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service (Continued)

4. The Company may not disconnect service for any of the following reasons:
(Continued)

- f. Failure to pay disputed charges until a determination is made on the accuracy of the charges.
- g. Failure of a residential customer to pay long distance charges.
- h. Where a delinquent customer at a permanent residence has established that such action will prevent the customer from summoning emergency medical help for someone seriously ill residing at that residence and the customer has complied with the following:

(1) Each time a customer seeks to avoid suspension or disconnection of service under this subsection, the customer before the date of suspension or disconnection must:

(a) have the person's attending physician (the term "physician" means any public health official, including, but not limited to, medical doctors, doctors of osteopathy, nurse practitioners, registered nurses, and any other similar public health official) contact the Company by the stated date of disconnection;

(b) have the person's attending physician submit a written statement to the Company; and

(c) enter into a deferred payment plan.

The prohibition against suspension or disconnection is effective sixty-three (63) days from the issuance of the Company's bill or a shorter period agreed upon by the Company and the customer or physician.

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service (Continued)

5. Disconnection on holidays or weekend.

Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when Company personnel are not available to the public for the purpose of making collections and reconnecting service.

6. Disconnection due to abandonment.

The Company may not abandon a customer or a certificated service area without written notice to its customers therein and all similar neighboring companies, and without approval from the Commission.

7. Collection Cost.

The customer is responsible for all collection costs, including attorney's fees, incurred by the Company as a result of any breach of contract by the customer.

8. Disputes.

In the event of a dispute between a customer and the Company, the Company shall not disconnect service pending completion of a supervisory review of the dispute as provided in Part III. Paragraph A. above.

J. Cancellation of Application for Basic Service

When the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

When installation of service has been started prior to the cancellation charge equal to the minimum service charges shall apply.

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

J. Cancellation of Application for Basic Service (Continued)

Where special construction has been started prior to the cancellation, a charge equal to the cost incurred in the special construction, less net salvage, applies. Installation or special construction for a customer is considered to have started when the Company incurs any expense in connection with the installation which would not otherwise have been incurred.

K. Termination of Service

The customer may terminate service prior to the expiration of the initial contract period after giving notice to the Company, and after payment of the termination charges given below, in addition to all charges due for service which has been furnished.

1. In the case of service for which the initial contract period is one month, the charges are due for the balance of the initial month.

2. Service may be terminated after the expiration of the initial contract period after notifying the Company and payment of charges due to the date of termination of the service as provided elsewhere in this tariff.

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CUSTOMER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

L. Special Charges, Fees, and Taxes

1. Texas Universal Service Fund (TUSF) Surcharge

a. The Texas Universal Service Fund (TUSF) is a funding mechanism that has been established by the State of Texas to insure that local phone rates are affordable for low income customers in high cost areas, and to support programs for customers with disabilities. The TUSF Surcharge is intended to recover the cost of the TUSF assessment paid by the Company. The Company's TUSF Surcharge amount is determined by applying the TUSF assessment rate, as determined by the Commission, to actual rates for services that are considered "intrastate telecommunications services receipts," as that term has been defined by the Commission.

b. The TUSF Surcharge will be identified on the retail customer's bill as "Texas Universal Service." The Company's TUSF Surcharge amount will be assessed at a rate no greater than the assessment rate reflected in the Commission's Order, to actual rates for services that are considered "intrastate telecommunications services receipts," as that term has been defined by the Commission. (T)

c. Effective September 1, 2004, charges for all eligible intrastate taxable telecommunications services receipts on a retail customer's bill, except Lifeline and Link Up, will be assessed a TUSF Surcharge based on the TUSF assessment rate approved by Commission order. The TUSF assessment rate may be changed periodically by the Commission. (T)

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

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Issued By: Cliff Humpert, Vice President
Box 130, Windthorst, TX 76389

PUBLIC UTILITY COMMISSION OF TEXAS	APPROVED
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CUSTOMER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES

A. Use of Service

1. Local exchange telephone service, as distinguished from Pay Telephone Access Service, is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of customer service may be extended to Pay Telephone Access Service, or to guests of a Hotel-Motel. The Company has the right to refuse to install customer service or to permit such service to remain on the premises of a public character, except for Pay Telephone Access Service, when the service is so located that the public in general or patrons of the customer may make use of the service. At such locations, however, customer service may be installed, provided the service is so located that it is not accessible for public use.

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2. The customer is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage, or that of any of his authorized users.

3. Local residence exchange service may not be resold or used to provide access to resold or shared customer premises key equipment. Local business exchange service may not be resold or used to provide access to resold or shared customer premises key or switching equipment, intraLATA Long Distance Message Telecommunications Service and intraLATA Wide Area Telecommunications Service.

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

A. Use of Service (Continued)

4. Transmitting Messages – The Company does not transmit messages but offers the use of its facilities for communications between its customers.

5. Use of Lines of Other Companies – When suitable arrangements can be made, lines of other telephone companies may be used in establishing connections to points not reached by the Company's lines. In establishing connections with the lines of other companies, the Company is not responsible or liable for any action of the Connecting Company.

6. Unauthorized Attachments or Connections – No equipment, accessory, apparatus, circuit or device shall be attached to or connected with Company facilities except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection or to disconnect service. The customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his premises because of the use of such attachments or connections.

7. Except as otherwise provided in this Tariff, nothing herein shall be construed to permit the use of a device to interconnect any Company-owned line or channel with any other communications line or channel of the Company or of any other person.

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

A. Use of Service (Continued)

8. Use of Automatic Dial Announcing Devices

a. An automatic dial announcing device is any automatic equipment capable of playing a recorded message when a connection is completed to a telephone number.

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b. The following requirements are imposed on the user of an automatic dial announcing device:

1) The user shall obtain a permit from the Commission, as written notice specifying the type of device to connected, and the Company may request a copy from the Commission;

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2) The device is not used for random number dialing or to dial numbers by successively increasing or decreasing integers and may not simultaneously engage two or more lines of a multi-line business;

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3) The message conveyed by the device, or a message delivered by a human, is delivered in a single language and must state the nature of the call within the first thirty (30) seconds of the call, and the name, address, and call-back telephone number other than the ADAD number of the person, company, or organization making the call. If used for debt collection purposes or if a live operator introduces the call, this provision does not apply.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

A. Use of Service (Continued)

8. Use of Automatic Dial Announcing Devices (Continued)

b. The following requirements are imposed on the user of an automatic dial announcing device: (Continued)

4) The device disconnects from the called person's line not later than 5 seconds after either party hangs up, or if the device cannot disconnect within that period, a live operator must introduce the call and receive the called party's consent;

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5) No calls shall be made to emergency telephone numbers of hospitals, fire departments, law enforcement offices, medical physician or service offices, health care facilities, poison control centers, "911" lines, other entities providing emergency service, any guest room or patient room of a hospital, health care facility, elderly home, or similar establishment, any telephone numbers assigned to paging service, cellular telephone service, specialized mobile radio service, or other radio common carrier, or any service for which the called party is charged for the call;

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6) For calls terminating in the State of Texas, the device is not to be used to make a call:

i. On a Sunday before noon or after 9 p.m., or before 9 a.m. or after 9 p.m. on a weekday or a Saturday, when the device is used for solicitation; or

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ii. At any hour that collection calls would be prohibited under the Federal Fair Debt Collection Practices Act, 15 United States Code, Section 1692 et seq., when the device is used for collection purposes; and

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7) A violation of any portion of this section shall subject the user to prosecution for a Class A misdemeanor as set forth in the Public Utility Regulatory Act, § 55.138 and subject the user to administrative penalties by the Commission.

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8) If during a call, a cross-promotion or reference is made to any sponsor-provided service where the caller will incur a charge to place the call, the estimated time and rate must be stated.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

A. Use of Service (Continued)

8. Use of Automatic Dial Announcing Devices (Continued)

c. Disconnection. The Company may disconnect or refuse to connect service to a person using or intending to use an automatic dial announcing device if it determines that the device is causing network harm.

The Company shall disconnect service to a person upon a determination and notice by the Commission that the person is violating the rules set forth in this section. Where the Company receives Commission notice that a court or qualified agency has suspended a permit as allowed in state-issued licenses for failure to pay child support, the Company shall in these instances disconnect immediately. The Company may reconnect service to the person only upon a determination by the Commission that the person will comply with the Commission's rules as set forth in this section.

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Except for immediate disconnection as noted above, the Company shall give written notice, by mailing or hand delivery, if practicable, to the person using the device of its intent to disconnect service not later than the third day before the date of the disconnection, except that if the device is causing network congestion or blockage, the notice may be give by telephone or hand delivery, if practicable, on the day before the date of disconnection.

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d. Exception. These provisions do not apply to the use of an automatic dial announcing device when the call is used for an emergency or public service approved by a county's emergency management coordinator in the county where the call is received or where a public or private primary or secondary school system attempts to account for truant students. However, the Company may disconnect service to a person using the device if it is causing harm to the network.

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e. Form and fee. Anyone applying for a permit to use one or more automatic dial announcing devices shall use a Commission form and pay a Commission-prescribed fee for each permit issued.

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f. Complaints. The Company shall record and forward ADAD-related complaints to the Commission within three business days of Company receipt and so inform the complainant.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

B. Obligations of Customers

1. Alterations - The customer agrees to notify the Company promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's facilities, and the customer agrees to pay the Company's current costs for such changes.

2. Use of Commercial Power - Unless specifically provided otherwise in this tariff, when commercial power is used for the operation of customer provided premises equipment, the customer provides the necessary power wiring, power outlets and commercial power and assumes all responsibility for the safe condition of the power wiring, power outlets and commercial power.

C. Rights of the Company

1. Work Performed on an Overtime Basis - The Charges specified in this Tariff do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer. If the customer requests that overtime labor be performed, an additional charge, based on the additional costs involved, applies.

2. Work Interruption - The charges specified in this Tariff do not contemplate work once begun being interrupted by the customer. If the customer interrupts work once begun, an additional charge, based on the additional costs involved, applies.

3. Ownership - Any facilities on the customer's premises furnished by the Company shall be and remain the property of the Company, whose agents and employees have the right to enter said premises at any reasonable hour for the purpose of installing, terminating, inspecting, and maintaining or repairing service.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

C. Rights of the Company (Continued)

4. Impairment of Telephone Service - When the general telephone service to the public is impaired by a customer's use of telephone service, or service directly incident thereto, the Company shall have the right to require the customer to contract with the Company for such additional facilities as may be necessary in the Company's judgment to remove the cause of said impairment, or if the customer refuses this requirement or will not remedy the situation, to discontinue service completely.

5. Abandonment of Telephone Service - The Company may discontinue service which has been abandoned.

6. Abuse of Telephone Service - After giving the customer a reasonable opportunity to remedy the situation and after giving proper notice, the Company may discontinue service which is used:

- a. In such a way that interferes with the service of other telephone users;
- b. For any purpose other than as a means of communication;
- c. To communicate profane or obscene language;
- d. For a call or calls, anonymous or otherwise, if made in a manner which reasonably could be expected to frighten, abuse, torment or harass another;
- e. In any fraudulent or unlawful manner; or
- f. In manner which violates any of the Company's lawful regulations.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

c. Rights of the Company (Continued)

6. Abuse of Telephone Service - After giving the customer a reasonable opportunity to remedy the situation and after giving proper notice, the Company may discontinue service which is used: (Continued)

g. To obtain a customer's listed name, address or telephone number from Directory Assistance for any purpose other than to facilitate the making of a telephone call.

7. Telephone Directories - The Company normally publishes telephone directories annually.

a. Distribution - The Company distributes to its customers without charge such directory information as in its opinion is generally necessary for the efficient use of the service. Any additional directories or information requested by a customer will be furnished without additional charge if the Company agrees, that such provisions will make the customers use of telephone service more efficient. Other directories will be furnished at the Company's discretion at a reasonable rate.

b. Ownership - Directories regularly furnished to customers are the property of the Company, are loaned to customers to aid in the use of telephone service, and are to be returned to the Company upon request. Customers must not deface or mutilate directories. The Company has the right to make a charge for directories issued in replacement of directories destroyed, defaced or mutilated while in possession of customers.

8. Telephone Numbers - The Company reserves the right to change the telephone number or numbers assigned to a customer or the central office designation associated with such telephone number or numbers, or both, as reasonably appropriate in the conduct of its business. The customer has no property right in any number or central office designation assigned by the Company.

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Company

1. Given the customer's exclusive control of his communications over Company-provided facilities, and of the other uses for which Company facilities may be furnished; and because errors incident to the service and the use of facilities are unavoidable, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein.

2. The Company's failure to provide or maintain facilities under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's control, subject to the interruption allowance provisions by this tariff.

3. Defacement of Premises - No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

4. Errors - 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 a customer or any others, for damages arising from errors or omissions in the making up or printing of its directories or in accepting listings as presented by customers or prospective customers, the Company's liability, if any, shall not exceed the amount paid for local exchange service during the period covered by the directory in which the error or omission occurred.

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Company (Continued)

5. Interruptions of Service - In the event a customer's service is interrupted by other than the negligence or willful act of the customer, and it remains out of order for twenty-four hours or longer after access to the premises is made available and after being reported to be out of order, appropriate adjustments or refunds shall be made to the customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the customer shall be the pro rata part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for telephone service. No allowance for interruption of service will be made for any period in which such service interruption is caused by malfunction or failure of customer-owned equipment.

6. Indemnification - 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 a customer or by any others, the customer indemnifies and saves harmless the Company against claims, losses or suits for injury to or death of any person, or damage to any property which arises from:

a. The use, placement or presence of the Telephone Company's facilities on the customer's premises or,

b. The use of customer-provided premises equipment, voltages or currents transmitted over the Company's facilities caused by customer-provided premises equipment.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Company (Continued)

Further, the customer indemnifies and saves harmless the Company against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the Company's facilities or the use thereof by the customer; against claims for infringement of patents arising from, combining with or using in connection with, facilities furnished by the Company and apparatus, equipment, and systems provided by the customer; and against all other claims arising out of any act or omission of the customer in connection with the services or facilities provided by the Company.

7. 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 a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring during provision of telephone service, the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this tariff as an allowance for interruptions. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer or authorized user, or joint user, or which arise from the use of customer-provided premises equipment shall not result in the imposition of any liability whatsoever upon the Company.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Obligation and Liability of the Company (Continued)

8. The Texas Attorney General will be responsible for ensuring that the access lines provided for the purpose of masking the identity of the Calling Number are to be used only by authorized representative(s) of state and/or local government entities and only in the conduct of undercover or surreptitious civil or criminal investigations.

CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

V. USE OF SERVICE AND FACILITIES (Continued)

E. E911 Service

1. Description

a. 911 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.

b. 911 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide access to 911 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 911 calls are routed for response.

c. E911 (or Enhanced 911) Service automatically routes 911 calls to a PSAP and provides the calling telephone number and Registered Location, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. A Registered Location is defined as the most recent information obtained by the Company that identifies the physical location of an end user.

d. Where access to E911 Service is provided over Internet Protocol (IP) technologies, the E911 Service may not operate during a power outage, and may not be restored until power is restored and end user equipment is reset. The IP-based E911 Service also will not operate if the customer's broadband connection is disrupted. If the customer moves the telephone equipment to a location other than the Registered Location, as defined herein, the E911 Service will not route the emergency call to the appropriate PSAP and provide the appropriate end user address. The Customer is responsible for updating their Registered Location information to ensure that IP E911 Service functions properly.

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

E. E911 Service (Continued)

2. Regulations and Liability Information

a. E911 Service is regulated by the Texas Commission on State Emergency Communications.

b. The telephone subscriber forfeits the privacy afforded by nonlisted and nonpublished service to the extent that subscriber information associated with the originating station location are furnished to the PSAP. The telephone subscriber (published and nonpublished) consents to the storage and retention of the subscriber name, telephone number and address in the E911 database and also consents to access to this information by PSAPs and Emergency Response Agencies for the sole purpose of responding to an emergency call.

c. The Company makes no warranty that access to E911 will be uninterrupted, timely, secure, or error-free, or, in the case of IP-based E911, that battery backup power will be sufficient to maintain the service throughout any and/or all power outages.

3. Rates and Charges

a. No charge will be applied by the Company to the calling party for calls placed to the 9-1-1 telephone number.

b. A monthly 911 Service Fee will be imposed on each non-exempt "local exchange access line" or its equivalent as defined by the Texas Commission on State Emergency Communications. The amount of the fee varies by region and is set by the Texas Commission on State Emergency Communications.

c. Where the 911 Service Fee does not fully offset the cost of 911 Service, a monthly 911 Equalization Surcharge will be imposed on each non-exempt "local exchange access line" or its equivalent, as defined by the Texas Commission on State Emergency Communications. The amount of the fee is set by the Texas Commission on State Emergency Communications

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CUSTOMER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

E. E911 Service (Continued)

3. Rates and Charges (Continued)

d. Remittance of the 911 Service Fee is generally determined by the physical location of the customer's telephone. In the case of a customer receiving IP service that is nomadic, in that it can be accessed from any broadband connection, the situs for determining the applicable 911 Service Fee is the customer's billing address.

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**CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE**

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CUSTOMER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL

The rates and charges listed in this Section apply to Local Exchange Services of the Community Telephone Company, Inc., herein referred to as the Company, in its exchanges as specified on the Company's exchange service area maps as approved and on file with the Public Utility Commission of Texas.

The telecommunications services listed in this Section are subject to the rates, charges, rules and regulations of the Customer Services Tariff as it now exists or as it may be revised, added to or supplemented by superseding issues that are made a part of the Customer Services Tariff.

This tariff cancels and supersedes all other Local Exchange Service Tariffs issued and effective prior to the effective date of these tariffs.

A. Provision of Service

The Company provides one party service throughout its service areas, in six exchanges, according to an area coverage design approved by and financed with the Rural Electrification Administration, Washington, D.C.

B. Application of Rates and Charges

Local exchange service rates and charges as specified in this Section are for basic local exchange service, including tone dialing service, and facilities. The rates for other ancillary services not specifically shown in this Section are presented in other Sections of this tariff. (1) T

Note (1): Local Exchange Service provides toll-free calling between customers of the Company physically located within the same exchange. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another telecommunications provider where both customers are physically located within the specified exchanges and the other telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long distance service provider.

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CUSTOMER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

B. Application of Rates and Charges (Continued)

Unless otherwise specified, the Rates and Charges quoted in this Section are for periods of one month, payable in advance and provide unlimited flat rate calling within the exchange area. Where Extended Area Service (EAS) is provided, the monthly local exchange service rate includes all EAS charges and provides unlimited calling within the home exchange and all other exchanges as specified in the Extended Area Service calling scope. (1)

II. LOCAL EXCHANGE SERVICE RATES

A. Monthly Local Exchange Access Service Rates

<u>Exchange/ EAS Exchange(s):</u>	<u>Bus. Acc. Line</u>	<u>Res. Acc. Line</u>	<u>Rot. Key Trk</u>	<u>PBX Trk</u>	
See Notes:					
Bluegrove (940-895) Joy (940-476)	\$22.50	\$22.25	\$26.00	\$26.00	I
Joy (940-476) Bluegrove (940-895)	\$22.50	\$22.25	\$26.00	\$26.00	I

Note (1): Extended Area Service (EAS) is a non-optional two-way calling arrangement whereby customers physically located in the specified Company exchange can make toll-free calls to and receive toll-free calls from customers of the incumbent local exchange carrier (ILEC) who are physically located in the specified exchange. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another non-ILEC telecommunications provider where both customers are physically located within the specified exchanges and the non-ILEC telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long-distance service provider.

CUSTOMER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

II. LOCAL EXCHANGE SERVICE RATES (Continued)

A. Monthly Local Exchange Access Service Rates (1) (Continued)

<u>Exchange/ EAS Exchange(s):</u> See Notes:	<u>Bus. Acc. Line</u>	<u>Res. Acc. Line</u>	<u>Rot. Key Trk</u>	<u>PBX Trk</u>	
Lake Arrowhead (940-528) Scotland (940-541) Wichita Falls Exchange	\$22.50	\$22.25	\$26.00	\$26.00	I
Lake Kickapoo (940-525) Wichita Falls Exchange	\$22.50	\$22.25	\$26.00	\$26.00	
Scotland (940-541) Wichita Falls Exchange Windthorst (940-423) Lake Arrowhead (940-528)	\$22.50	\$22.25	\$26.00	\$26.00	
Windthorst (940-423) Scotland (940-541)	\$22.50	\$22.25	\$26.00	\$26.00	I

Note (1): Extended Area Service (EAS) is a non-optional two-way calling arrangement whereby customers physically located in the specified Company exchange can make toll-free calls to and receive toll-free calls from customers of the incumbent local exchange carrier (ILEC) who are physically located in the specified exchange. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another non-ILEC telecommunications provider where both customers are physically located within the specified exchanges and the non-ILEC telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long-distance service provider.

CUSTOMER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

II. LOCAL EXCHANGE SERVICE RATES (Continued)

B. Expanded Local Calling Service (ELCS) (1)

1. Expanded Local Calling Service (ELCS) is a non-optional two-way calling arrangement approved pursuant to Public Utility Commission Substantive Rule 26.219 whereby customers in an exchange can make calls to and receive calls from customers in another exchange. The ELCS monthly charge is a non-optional charge assessed to all subscribers in the petitioning exchange on a per access line basis in addition to charges for basic local telephone service. The rates and charges listed below are applicable to the following exchange(s) for ELCS.

2. Mandatory ELCS is provided on all Pay Telephone Access Service access lines at no additional charge. However, ELCS fees are not applicable to Pay Telephone Access Service access lines.

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Note (1): Extended Local Calling Service (ELCS) is a non-optional two-way calling arrangement whereby customers physically located in the specified Company exchange can make toll-free calls to and receive toll-free calls from customers of the incumbent local exchange carrier (ILEC) who are physically located in the specified exchange. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another non-ILEC telecommunications provider where both customers are physically located within the specified exchanges and the non-ILEC telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long distance service provider.

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

II. LOCAL EXCHANGE SERVICE RATES (Continued)

B. Expanded Local Calling Service (ELCS)

3. Local Calling Scope and Monthly ELCS Fee

Project Number	Petition Exchange	From Exchange	Res ELC Fee	Bus ELC Fee	To Exchange	Petition Exchange
19387	P	Bluegrove	\$0.00	\$0.00	Bellevue	
			*	*	Henrietta	
			*	*	Lake Arrowhead	
			*	*	Wichita Falls	
			*	*	Windthorst	
19746	P	Joy	\$0.00	\$0.00	Bowie	
			*	*	Henrietta	
			*	*	Jacksboro	
			*	*	Scotland	
			*	*	Wichita Falls	
			*	*	Windthorst	
31047	P	Lake Arrowhead	\$0.00	\$0.00	Henrietta	
20577	P	Lake Kickapoo	\$0.00	\$0.00	Archer City	
			*	*	Holliday	
			*	*	Iowa Park	
			*	*	Kamay	
19495		Windthorst	NA	NA	Loving (Brazos)	P
24224	P	Scotland	\$0.00	\$0.00	Archer City	
27422	P	Scotland	\$0.00	\$0.00	Bluegrove	
			*		Bowie	
			*		Henrietta	
			*		Holliday	
19357	P	Windthorst	\$0.00	\$0.00	Archer City	
			*		Henrietta	
			*		Lake Arrowhead	
			*		Lake Kickapoo	
			*		Wichita Falls	

* These ELC route fees are included in the monthly fee amount above. One fee per petitioning exchange.

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COMMUNITY TELEPHONE COMPANY, INC.
WINDTHORST, TEXAS

SECTION 4
Fifth Revised Page 6
Replacing Fourth Revised Page 6

CUSTOMER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

II. RESERVED FOR FUTURE USE

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COMMUNITY TELEPHONE COMPANY, INC.
WINDTHORST, TEXAS

SECTION 4
3rd Revised Page 7
Replacing 2nd Revised Page 7

CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

III. Reserved for Future Use

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COMMUNITY TELEPHONE COMPANY, INC.
WINDTHORST, TEXAS

SECTION 4
2nd Revised Page 8
Replacing 1st Revised Page 8

CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

III. Reserved for Future Use

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

III. Reserved for Future Use

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

IV. STATE LIFELINE PROGRAM

The State Lifeline Program (“State Lifeline”) is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

A. General

1. A qualifying low-income customer subscribing to State Lifeline shall receive state reductions to their monthly tariffed residential local exchange access line rate.
2. Nothing in this section shall prohibit a customer who is otherwise eligible for State Lifeline from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
3. State Lifeline rate reductions apply only to basic network service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion. If the customer subscribes to a bundled service, where available, the discount shall only apply to the basic network service portion of the bundled service.
4. State Lifeline rate reductions do not apply to service connection charges.
5. The Company may not disconnect the service of a State Lifeline customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.
6. Upon subscribing to State Lifeline, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.
7. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
8. State Lifeline rate reductions will not be available on a retroactive basis except as directed by the Low Income Discount Administrator (LIDA) or the Commission.

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Dec. 2, 2016 Tariff No. 46527

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

IV. STATE LIFELINE PROGRAM (Continued)

B. Designated Lifeline Program Services

The Company shall offer the voice telephony services defined to be qualified, or designated, Lifeline Program service pursuant to 16 TAC § 26.412(e).

C. State Eligibility Requirements

1. Qualifying Low-income (Eligible) Customer Criteria

State Lifeline rate reductions will be provided per eligible customer. The applicant must certify that their annual household income is at or below 150% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 16 TAC § 26.412(d) regarding consumer qualifications for Lifeline.

2. Obligations of the Customer

a. A current customer of the Company may be automatically enrolled in State Lifeline by their participation in the qualifying programs or they may self-enroll by contacting the LIDA.

b. A customer who is eligible for State Lifeline, but does not have telephone service at the time of application, shall be responsible for initiating a request for service from the Company.

3. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

4. State Lifeline customers will lose their State Lifeline eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under State Lifeline will be terminated if eligibility ceases.

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

IV. STATE LIFELINE PROGRAM (Continued)

D. Deposit and Credit Requirements

1. The Company shall be prohibited from charging a service deposit in order to initiate State Lifeline if the eligible customer voluntarily elects to receive toll blocking.
2. The Company may charge a service deposit if:
 - a. The eligible customer denies subscription to toll blocking upon subscribing to State Lifeline.
 - b. The Company receives a Commission waiver from having to provide toll blocking due to technical limitations.
3. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of State Lifeline.

E. Service Connection and Charges

1. Service connection charges do not apply to eligible customers with existing, qualifying service converting to State Lifeline.
2. Service connection charges do apply when:
 - a. Existing eligible customers requesting additional non-qualifying services at the time Lifeline Program reduced billing is initiated.
 - b. New customers (those without existing local exchange access service) eligible for State Lifeline and establishing qualifying service.
 - c. Any subsequent moves or changes after the initial connection to State Lifeline.
3. Applicable service connection charges for the Company are specified in Section 5 of this tariff.

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

IV. STATE LIFELINE PROGRAM (Continued)

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F. State Lifeline Program Rate Reduction

1. Implementation

The Company shall provide reduced billing for all State Lifeline eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in State Lifeline to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in State Lifeline and direct the customer to the LIDA for completion of the required forms for eligibility certification.

If the eligible customer's existing telephone service arrangements meet State Lifeline criteria, the Company shall provide reduced billing as indicated above.

2. Amounts

The Company shall apply State Lifeline rate reductions, per eligible customer, as described below:

- a. State Reduction. The Company shall give qualifying low-income consumers a state-approved reduction of up to a maximum of \$3.50 in the monthly amount of intrastate charges due in addition to the Area Discount described below.
- b. Area Discount. The Lifeline Area Discount in the Windthorst and Bluegrove Exchanges is \$0.25 and in the Lake Arrowhead Exchange is \$0.43.
- c. Combined Lifeline discounts. The Company shall apply the above discounts, however, the combined discounts shall not result in a rate of less than zero charged for the customer's basic local service.

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

V. FEDERAL LIFELINE PROGRAM

The federal Lifeline Program is a retail local service offering designed to make telephone and/or broadband service available at reduced rates to qualifying low-income customers.

A. General

1. A qualifying low-income customer subscribing to designated federal Lifeline Program Services, as outlined below, is eligible to receive federal reductions to either his/her monthly tariffed residential local exchange access line rate and federal subscriber line charge or his/her monthly retail rate for an eligible broadband service. The qualifying low-income customer can only receive one federal discount on one service option.
2. Nothing in this section shall prohibit a customer who is otherwise eligible for the federal Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
3. The federal Lifeline Program rate reductions do not apply to service connection charges, except that customers eligible for the Tribal Link Up Program will receive a 100% reduction, up to \$100.00, on applicable service connection charges, as provided in Section 5 of this tariff.
4. The Company may not disconnect the service of a federal Lifeline Program customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

V. FEDERAL LIFELINE PROGRAM (Continued)

A. General (Continued)

5. Upon subscribing to the federal Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.
6. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
7. The federal Lifeline Program rate reductions will only be issued on a going-forward basis and will not be available on a retroactive basis except as directed by LIDA or the Commission.
8. The federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
9. Partial payments made by Lifeline customers will be applied first toward charges for local service.

B. Designated Federal Lifeline Program Services

1. The Company shall offer the voice telephony service and broadband service defined to be qualified, or designated, federal Lifeline Program service as enumerated in 47 Code of Federal Regulations §54.101(a)(1) and (2) (relating to Supported Services for Rural, Insular and High Cost Areas).
2. For voice service, the federal Lifeline Program rate reductions apply only to basic local exchange service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion.

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

V. FEDERAL LIFELINE PROGRAM (Continued)

B. Designated Federal Lifeline Program Services (Continued)

3. For broadband service, the federal Lifeline Program rate reductions apply to the monthly recurring retail rate for eligible broadband service provisioned by the Company or its affiliated Internet Service Provider.
4. All designated federal Lifeline Program services are subject to minimum service standards and exceptions delineated in 47 Code of Federal Regulations §54.408.

C. Eligibility Requirements

1. Qualifying Low-income (Eligible) Customer Criteria

The federal Lifeline Program rate reductions will be provided per eligible customer, limited to one discount per eligible household location. The applicant must certify that their annual household income is at or below 135% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 47 Code of Federal Regulations § 54.409.

2. Obligations of the Customer

- a. A current customer of the Company may be automatically enrolled in the federal Lifeline Program by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).
- b. A customer who is eligible for the federal Lifeline Program, but does not subscribe to a designated federal Lifeline Program service at the time of application, shall be responsible for initiating a request for a designated federal Lifeline Program service from the Company before any federal Lifeline Program discounts will be administered.

3. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria for the federal Lifeline Program. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

4. Federal Lifeline Program customers will lose their federal Lifeline Program eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under the federal Lifeline Program will be terminated if eligibility ceases.

**CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE**

V. FEDERAL LIFELINE PROGRAM (Continued)

D. Deposit and Credit Requirements

1. The Company shall be prohibited from charging a service deposit for Lifeline voice-only service plans in order to initiate the federal Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.
2. The Company may charge a service deposit if:
 - a. The eligible customer denies subscription to toll blocking upon subscribing to the federal Lifeline Program.
 - b. The Company receives a waiver from having to provide toll blocking due to technical limitations.
3. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of the federal Lifeline Program.

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

V. FEDERAL LIFELINE PROGRAM (Continued)

E. Service Connection and Charges

1. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the federal Lifeline Program.
2. Service connection charges may apply when:
 - a. Existing eligible customers request additional non-qualifying services at the time federal Lifeline Program reduced billing is initiated, or anytime thereafter.
 - b. New customers (those without existing local exchange access service) eligible for the federal Lifeline Program first order a designated federal Lifeline Program service.
 - c. Existing eligible customers request any subsequent moves or changes to their service after the initial connection to the federal Lifeline Program.
3. In instances where service connection charges apply, customers qualifying for the federal Lifeline Program may qualify for the Tribal Link-Up Program and may be eligible to receive a reduction in the applicable service connection charges as provided in Section 5 of this tariff.
4. Applicable service connection charges for the Company are specified in Section 5 of this tariff.

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CUSTOMER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

V. FEDERAL LIFELINE PROGRAM (Continued)

F. Federal Lifeline Program Rate Reduction

The Company shall provide reduced billing for all federal Lifeline Program eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in the Lifeline program to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in the Lifeline Program and direct the customer to the LIDA for completion of the required forms for eligibility certification.

1. If the eligible customer's existing voice or broadband service arrangements meet the federal Lifeline Program criteria, the Company shall provide reduced billing as indicated above.
2. If the eligible customer's existing voice or broadband service arrangements do not meet the federal Lifeline Program criteria, the Company shall:
 - a. advise the eligible customer by direct mail of the impending termination of his or her Lifeline service; and
 - b. allow a subscriber 30 days following the date of the impending termination letter required to demonstrate continued eligibility.
 - c. If the eligible customer chooses to make the necessary changes to their service arrangements, the eligible customer will receive reduced billing per the federal Lifeline Program at the time the change is effective or at the time new service is established.
3. If the Company charges a federal End User Common Line Charge (a.k.a. Federal Subscriber Line Charge), the federal Lifeline Program support amount must be applied to waive the federal End User Common Line Charge for federal Lifeline Program subscribers.

CUSTOMER SERVICES TARIFF

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CUSTOMER SERVICES TARIFF

SERVICE CHARGES

I. GENERAL

Service Charges are in addition to all other rates and charges that may be applicable for service provided by the Company.

A. The charges specified in this Section contemplate work being performed by the Company employees involved at a time when overtime wages do not apply.

B. If the customer requests that overtime labor be performed at hours of the day or days of the week other than normal work hours or days, or on holidays, or interrupts work once begun, an additional charge based on the additional costs involved applies.

C. Service Charges for the following functions are required to establish, add to, move or change telephone service for a business or residence class of service customer:

1. Service Ordering Charge - charge for work performed by the Company in connection with receiving, recording and processing customer requests for service ordered to be performed or provided at the same time, on the same account and on the same premises, or same continuous property. One Service Ordering Charge is applicable per customer request, per due date, per premises. However, when multiple service orders are required for Company reasons, only one Service Ordering Charge applies.

2. Line Connection Charge - the charge for performing all or part of the operations associated with the connection of the line extending from the serving central office to the customer's premises. It includes, but is not limited to establishing or changing central office connections, cable cross connections, line and station transfers and connecting to a terminal or building terminal or moving the drop wire or protector block.

3. Trip Charges – applicable each time the Company must travel to the customer’s premises to perform work requested by the customer. The Trip Charge does not apply when the Company is disconnecting a customer’s service. When it is necessary to travel to the customer’s premises, one Trip Charge shall apply per customer request, per visit. When more than one trip to the customer’s premises is necessary for Company reasons, only one Trip Charge shall apply. N

4. Restoration Charge - applicable for restoration of service following a suspension of service. E

5. Termination Charge - applicable for a customer's request for discontinuance of an item of service prior to the expiration of the initial service period designated for such item. E

CUSTOMER SERVICES TARIFF
SERVICE CHARGES

I. GENERAL

C. (Continued)

6. Maintenance of Service Charge - See Section 13, Page 5, Restoration or Maintenance Charge. TM

7. Custom Line Testing Charge - applicable for work performed in connection with customer requests to test line for suspected unauthorized connections or tracing calls. T M

8. Returned Check Charge - applicable each time check or moneys returned and not honored by bank on which issued. T

D. Inside Move

A transfer of telephone service from one location to another on the same premises where there is no interruption of the service other than interruptions incident to the work involved. Transfer of telephone service from one location to another on the same premises involving a break in the continuity of service and resulting in a cessation of local service charges, are not considered as inside moves, but as new service connections and are provided for subject to the regular termination charges, if any, and service charges or installation charges, or both, that may be applicable.

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CUSTOMER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES

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A. General

1. Service charges are applicable for all services furnished to the customer as indicated throughout this tariff except as hereinafter provided.

2. Where the service desired requires more than one of the multi-element charges described in this tariff, the total charge is the sum of the separate charges for each function required except as hereinafter provided. All line connection work requested at the same time for service on one premises will be covered by one service order charge.

3. Service charges may be required to be paid at the time of application for service.

4. Service charges are not applicable for:

- a. Normal maintenance and repair of the Company's equipment and service.
- b. Change or correction in name or billing address when there is not a change in responsibility.

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(Continued next page)

CUSTOMER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

A. General (Continued)

4. Service charges are not applicable for: (Continued)

- c. Customer-provided telephone sets or other terminal equipment connected by the customer when no line connection or customer premises work is required.
- d. Tel-Assistance Service Program. Service connection charges are not applicable, as follows:
 - (1) When existing eligible basic residential local exchange access service customers convert to or from Tel-Assistance Service.
 - (2) When existing residential subscribers convert from Foreign Zone, or Foreign Exchange Service to one of the basic local exchange access services specified in Section 4., III. C. of this Tariff, in order to qualify for Tel-Assistance Service.
 - (3) When existing Tel-Assistance Service customers have subsequently been determined to be no longer eligible for Tel-Assistance Service, by the Texas Department of Human Services, and must convert back to the full applicable local exchange tariff monthly rate as specified in Section 4 of this Tariff, for the equivalent grade of local exchange access service which said customer has at the time of such conversion.

5. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of service. Termination charges apply only as specified in Section 3 of this tariff.

6. Charges specified in this Section do not apply to services furnished under the concurrence provisions filed in Section 15 of this tariff. These services include WATS access lines and access line extensions, and all interexchange private line services and channels. Nonrecurring charges for these services are stated in Southwestern Bell's Tariffs, or as exceptions or additions to concurrent provisions in Section 15 of this tariff.

7. Changes in the locations of existing terminations to points outside the customer's premises are considered new installations at the new location.

CUSTOMER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

A. General (Continued)

8. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchanges.

9. In no case shall the combination of charges applicable for a move or change of service exceed the charges applicable for a new installation of that service.

B. Service Order Charges

1. A service order charge will be applicable in addition to the appropriate line connection work charge and trip charge.

2. The primary service order charge is applicable:

- a. For requests to establish an account for initial connection of service. An account is each service for which a separate monthly bill is rendered;
- b. For connection of additional local exchange lines, private lines, off-premises extension lines, or tie lines to an established service;
- c. For change and transfer of service involving change in name and responsibility whether or not there is a lapse in service and to change residence to business service.
- d. For restoration of service disconnected for nonpayment.

3. The secondary service order charge is applicable:

- a. For subsequent requests for service, inside move or change, number change, restoration of service at customer's request and change from business to residence service or residence to business service;
- b. For service ordered during a pending service order, which service cannot be included on the pending service order prior to completion to the pending service order;
- c. For additions, moves and changes of lines in the same building or in different buildings in on the same continuous property.

CUSTOMER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

B. Service Order Charges (Continued)

4. The primary service order charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the primary and secondary service order charges would otherwise be applied, only the primary service order charge applies.

C. Line Connection or Rearrangement Charge

1. The line connection charge is applicable for work in the central office and for work done in providing or rearranging the drop wire or outdoor circuit on the customer's premises required in:

- a. Connection or reconnection of local exchange lines, local private lines, off-premises extension lines, and tie lines,
- b. Restoration of service from vacation service or service disconnected for non-payment.
- c. Transfer of lines from one building to another building.
- d. A move of a customer's portable structure containing telephone service.
- e. Transfer of lines from one premises to another in the same building, e.g. one apartment to another apartment, one office or suite of offices to another office or suite of offices.
- f. A move when the telephone equipment at the new location is established prior to disconnection at the old location, or discontinued at the old location prior to establishment at the new location.
- g. Connecting each line between the appropriate general distribution cable terminals serving different premises in the same building or serving different buildings on the customer's same continuous property.

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CUSTOMER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

C. Line Connection or Rearrangement Charge (Continued)

2. One line connection charge applies for each line connected or restored and for each telephone number changed.

3. When two or more segments of a local private line, tie line or off-premises extension line are bridged in the central office, only one line connection charge will apply for each line.

4. The line connection charge does not apply:

- a. For transfer of service when there is no lapse in service,
- b. When service and facilities are assumed prior to discontinuance and without lapse in service,
- c. In the case of change in responsibility for payment for service, no Line Connection Charges are applicable.

5. A Line Rearrangement Charge is applicable for:

- a. Each change in telephone number, made at the customer's request, including change in number to provide trunk hunting. No charge is applicable for a number change initiated by the Company
- b. Changing a Pay Telephone Access Service access line to a business line or a business line to a Pay Telephone Access Service access line.
- c. Rearrangements of each single span of aerial service drop wire or equivalent underground entrance facilities.
- d. Changing from rotary service to tone dial service per line.

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CUSTOMER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

D. Trip Charge

The following Trip Charges are applicable each time a trip is made to a customer's premises to comply with a request as shown on the related service order as follows:

1. New Install Trip Charge: Applicable when the Company connects new primary service at the customer's request.
2. Service Trip Charge:
 - a. Applicable in instances where the Company must move or change primary service or rearrange wire or other facilities at the customer's request.
 - b. Applicable when the Company is complying with any other customer-initiated service request that requires a Company employee to travel to the customer's premises. Customers will not be charged a Trip Charge for Company-initiated premises visits.

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CUSTOMER SERVICES TARIFF

SERVICE CHARGES

III. Tribal Link Up

- A. Tribal Link Up is a federally certified telephone assistance program designed to make basic telephone service accessible to low-income consumers who are eligible residents of Tribal Lands and who are currently not on the public switched network.
- B. Under the program, Tribal Link Up support is available in accordance with Chapter 47 Code of Federal Regulations § 54.413, for a reduction of 100% of the Company's customary charges for connection of telephone service, up to \$100.

Issued by: Cliff Humpert, General Manager
Box 130, Windthorst TX 76389

PUBLIC UTILITY COMMISSION OF TEXAS
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Dec. 2, 2016 Tariff No. 46527

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COMMUNITY TELEPHONE COMPANY, INC.
WINDTHORST, TEXAS

SECTION 5
9th Revised Page 8
Replacing 8th Revised Page 8

CUSTOMER SERVICES TARIFF

SERVICE CHARGES

III. Reserved for Future Use

CUSTOMER SERVICES TARIFF

SERVICE CHARGES

III. Reserved for Future Use

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CUSTOMER SERVICES TARIFF

SERVICE CHARGES

IV. SCHEDULE OF CHARGES

A.	Business or Residence Service Order		
1.	Primary	\$ 15.00	I
2.	Secondary	6.00	
B.	Line Connection or Rearrangement, each Access Line,	20.00	I
C.	New Install Trip Charge	25.00	
D.	Service Trip Charge	35.00	

V. TERMINATION CHARGE

- A. The termination charge is determined by multiplying the monthly termination amount by the number of months remaining in the service contract.
- B. When a customer discontinues one or more units of a group of the same item, the lines installed last shall be considered as the lines first discontinued.
- C. When a customer cancels an order for service, which is subject to a termination charge, prior to the establishment of that service, a charge applies equal to the costs incurred by the Company in engineering, ordering, providing the service and disposing of it, less credits obtained through disposal. In no event will the customer be liable for charges that exceed the termination charges associated with the canceled service.

VI. RESTORATION CHARGES

- A. In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of charges due, or at the discretion of the Company a substantial portion thereof, and in addition, a restoration charge of:
 - 1. Service Restoration Charge (Nonpayment of Charges)
 - a. Service Order, Primary
 - b. Line Connection

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CUSTOMER SERVICES TARIFF

SERVICE CHARGES

VI. RESTORATION CHARGES

A. 1. (Continued)

(a). For customers whose service has been suspended and who subscribe to Prepaid Local Telephone Service, the Cooperative will defer the customer's service restoral charges until the customer returns to basic local service.

B. When, at the request of a customer, service is temporarily suspended a service charge as shown will apply for the subsequent restoration of that service:

- 1. Service Restoration Charge (Customer's Request)
 - a. Service Order, Secondary
 - b. Line Connection

VII. MAINTENANCE SERVICE CHARGES

See Section 13, Restoration or Maintenance of Service Charges.

VIII. CUSTOM LINE TESTING WORK

A charge will be made for work performed in connection with each customer request for line observation or testing in connection with nuisance calls or suspected unauthorized line taps. Any information obtained as a result of such tests or observation will be divulged only to law enforcement officials upon proper service of court order.

First hour or fraction	\$20.00
Each Add'l ¼ hours,	5.00

IX. RETURNED CHECK CHARGE

A charge of \$25.00 will be made for each check returned or moneys not honored by a bank or depository.

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CUSTOMER SERVICES TARIFF
CHARGES APPLICABLE UNDER SPECIAL CONDITIONS
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CUSTOMER SERVICES TARIFF

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

I. LINE EXTENSIONS, CONSTRUCTION AND INSTALLATION

A. General

Facilities of the Company will be extended in accordance with provisions of Part II, "Line Extensions" of this Section.

Special charges in the form of installation and/or construction charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense, as for example:

1. Conditions require the provision of special equipment or unusual or non-standard methods of plant construction, installation or maintenance.

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2. The customer's location requires the use of costly private right-of-way.

3. The proposed service is of a temporary nature and the plant to be placed would not all be of value to the Company in the general conduct of its business upon discontinuance of that service, the customer shall be charged the estimated cost of construction and removal of the plant, which would not be of value to the Company less the estimated immediate net recovery value of the material used. The Company may require the customer to pay the cost of construction plus the cost of removal, less salvage, for temporary construction performed in advance of permanent construction or to provide temporary service.

4. Title to all construction, as specified within this Tariff, provided wholly or partially at a customer's expense is vested in the Company.

5. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Company for such attachments is borne by the customer.

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6. The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Company.

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**CUSTOMER SERVICES TARIFF
CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

II. LINE EXTENSIONS

A. Facilities to be Provided Without Construction Charge

The Company will furnish adequate telephone service to the largest practicable number of users in the Company's service area. T

1. Under normal conditions, the Company will:

a. Extend its distributing plant to furnish service to any applicant without requiring a construction charge, except for temporary or speculative type service.

b. Furnish service to all applicants for service for which REA construction funds have been provided, without payment by such applicants of any extra charge as a contribution to the cost of construction of facilities to provide such service.

c. Take all action that may be required to enable it to extend service, with the use of such funds as may from time to time be available to it, either from surplus earnings, increased equity capital, additional loans made by lenders other than the REA, or otherwise as the Company may elect, and without payment to the Company of any extra charge as a contribution to construction of facilities to provide such service, to every other unserved applicant for service in its telephone service area, if the cost of construction of the required line extension for such applicant will not exceed seven (7) times the estimated annual local service revenues for such applicant.

2. The Company will extend its distributing plant to applicants in areas where facilities are not available under the following conditions and limitations:

a. New plant extensions required for furnishing Company main service along public highways, or public right-of-ways: M

(1) An allowance of 1/2 mile, route measurement, per applicant will be made without charge to the applicant.

(2) Applicants may, at the option of the Company, be required to execute a termination agreement in the amount of 12 months exchange service in cases where no construction charges are applicable. M

(Continued next page)

CUSTOMER SERVICES TARIFF

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

II. LINE EXTENSIONS (Continued)

A. Facilities to be Provided Without Construction Charge (Continued)

2. (Continued)

a. (Continued)

- (3) Where construction is in excess of the allowance provided in paragraph (1) above, and in the opinion of the Company inadequate growth potential exists, the applicant will be required to pay 1/4 of the estimated construction costs.
- (4) Where construction is in excess of the allowance provided in paragraph (1) above, and in the opinion of the Company at least one additional customer will be connected in the vicinity within 1 year, the applicant will not be required to pay excess construction for up to, but not exceeding 1 mile of plant extension. For any distance in excess of 1 mile the applicant will be required to pay 1/4 of the estimated construction costs.
- (5) When developers request telephone facilities be made available for prospective residents without costs other than the regular service charges, the developer shall pay any construction charges that would otherwise be required of the prospective residents.

3. Plant extension provisions are subject to the following restrictions:

- a. All costs will be computed on a current basis. Material cost will be computed on the basis of the extension of one circuit to the applicant.
- b. The type of cable plant extension will be determined by the Company as dictated by current and future circumstances, situations and forecasts, and the cost will be estimated accordingly.
- c. The plant extension charges specified in this tariff shall not apply to service requests of a remote commercial operation (request for telemetering service at a remote pipeline location) where it is determined by the Company that there will be no residential growth potential in the foreseeable future. Any and all costs of this nature shall be borne by the customer.

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CUSTOMER SERVICES TARIFF

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

II. LINE EXTENSIONS (Continued)

B. Construction Charges for Facilities in Excess of Allowances

1. If the line extension requirements of an applicant or group exceeds the amounts defined in Part II, Paragraph A, of this Section, a construction charge is made for the facilities in excess of the allowances specified. The construction charge for line extensions is apportioned equally among all applicants of a group.

2. Payments for line construction are not refundable and no credit will be allowed for future installations on line extensions constructed under the above regulations.

3. Line extensions to provide service on a basis other than covered above, require the payment of construction charges as determined from the conditions.

C. Poles on Private Property

Poles on private property to be used in serving an individual customer will be furnished by the Company at no cost to the customer. Poles requested by the customer, in excess of those deemed necessary by the Company, will be charged to the customer at the installed cost. Ownership and maintenance of such poles is vested in the Company.

D. Provisions of Private Right-Of-Way

The Company's obligation to provide service through line extensions is solely dependent upon its ability to secure, retain and maintain suitable rights-of-way without reasonable expense. When conditions require, applicants shall provide, without expense to the Company, private right-of-way as needed.

Any and all private right-of-way or permit requirements, and any and all associated costs, will be the responsibility of the applicant, and must be furnished before a plant extension project begins.

E. Temporary Service

Where plant construction is required to provide any service or facility, temporary in character, or where it is necessary to place temporary construction in advance in permanent construction in order to meet the customer's requirements, the Telephone Company may require the applicant to pay the non-recoverable costs of the temporary construction or to contract for service beyond the initial period, or both.

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CUSTOMER SERVICES TARIFF

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

II. LINE EXTENSIONS (Continued)

F. Service Provided to Movable Premises

When telephone service is provided to movable premises by means of aerial plant, a clearance pole shall be provided if needed in the opinion of the Telephone Company. The customer elects the Telephone Company. The customer shall place, own and maintain the pole. However, if the customer elects, the Telephone Company will place, own and maintain the pole and bill the customer the cost of placing the pole.

The clearance pole must comply with specifications determined to be applicable by the Telephone Company.

III. SPECIAL CONSTRUCTION

A. Private Property

1. An average amount of entrance and distribution facilities may be furnished by the Company provided the facilities are of the standard type normally furnished for the particular location or kind of service.

2. If additional entrance or distribution facilities are required; if the conditions are such as to require special equipment, maintenance or methods of construction; if the stability of the customer has not been established; if the installation is for a temporary or semi-permanent purpose; or if for any other reason the construction costs are excessive as compared with the revenue to be derived, the applicant may be required to pay the costs over and above those applicable for a normal installation.

3. The customer will provide the Company upon request and without charge written permission for the placing of the Company's facilities on the property.

B. Underground Facilities

1. When requested by the applicant, all distribution and service lines, except pedestals, installed within a development shall be installed underground, shall conform to the Company's construction standards, and shall be owned and maintained by the Company. Such installation shall be performed by the Company or by such other entity as the Company may authorize to do the work.

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CUSTOMER SERVICES TARIFF

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

III. SPECIAL CONSTRUCTION

B. Underground Facilities (Continued)

2. The applicant for the telephone service to a development or a lot therein shall:

- a. At his own cost, provide the Company with easements satisfactory to the Company for installation, maintenance, alteration, replacement and repair of distribution and service lines and related facilities.
- b. At his own cost, clear the ground, in which the aforesaid facilities are to be installed, of trees, stumps and other obstructions, provide a trench for such facilities according to Telephone Company specifications and backfill to rough grade. It is understood that the telephone facilities may be installed in the same trench as facilities to be installed for the purpose of providing electric service to the development, if installed in accordance with the National Electric Safety Code as from time to time amended, unless, in the judgment of the Company, such joint installation would be dangerous or impractical because of lack of cooperation with the power company or other reasons beyond the control of the Company.
- c. Request installation of the facilities at such time that the aforesaid facilities may be installed before curbs, pavements and side walks are installed; keep the trenches in which the facilities are to be installed, or the path to be utilized for installation of underground facilities "plowing in" (as distinguished from "trenching"), clear of machinery and other obstructions during the installation, and will otherwise cooperate with the Company to avoid unnecessary costs.
- d. Deposit with the Company, if requested to do so, prior to the commencement of the installation of the facilities referred to above, an amount equal to the Company's estimated costs of installing the facilities within the development. Such deposit is conditioned upon the agreement of the Company to refund, semi-annually, to the applicant for each customer located within the development receiving telephone service from the Company within the period of five (5) years from the date of installation of facilities that percentage of the total deposit that each lot bears to the total number of lots in the development. All sums not refunded within the five-year period shall become the property of the Company.

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CUSTOMER SERVICES TARIFF

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

III. SPECIAL CONSTRUCTION

B. Underground Facilities (Continued)

2. The applicant for the telephone service to a development or a lot therein shall: (Continued)
 - e. If after the acceptance of application for service the design of the development is changed in a manner which required recomputation of the Company's estimated installation costs, or the estimated costs of installation are increased for any other reason not the fault of the Company, and a deposit has been requested or obtained, the deposit amount may be increased and the Company may defer or discontinue installation of facilities until such time as the additional amount of the deposit has been received by the Company.
 - f. Reimburse the Company for damage to, or destruction or removal of, underground facilities within the development, during the period of development, by persons, firms or corporations other than the Company or its agents, employees or contractors.
3. The above provisions shall apply to underground service for mobile home parks with the exception that no refund of the deposit as set out in paragraph (4) above shall be applicable.
4. At the expense of the applicant, underground service may be provided on a temporary basis during the construction of residential or commercial properties. If all or part of the facilities are utilized in providing service to the residence or commercial property, an adjustment of costs will be made.
5. The Company proposes to replace existing overhead facilities with underground facilities as said existing overhead facilities are replaced in the normal operation of the Company. If a customer or customers request the removal and replacement of existing overhead facilities with underground facilities prior to the time for normal replacement, such replacement will be done at the discretion of the Company at the expense of the customer or customers.
6. Underground service connections to new individual residences, new mobile homes and new apartments containing less than five (5) family units, from existing overhead facilities will be provided at the request of the customer, if the customer pays to the Company a sum equal to the difference between the estimated cost of the overhead facilities and the estimated cost of underground facilities, and provides to the Company easements adequate for the installation, maintenance, alteration, replacement or repair of distribution and service lines and related facilities.

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CUSTOMER SERVICES TARIFF

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

III. SPECIAL CONSTRUCTION

B. Underground Facilities (Continued)

- 7. Underground service to shopping centers and other commercial developments will be provided on the same basis as underground service to residential developments as hereinabove set out.
- 8. These rules and regulations shall not amend or supersede the Company line extension policy as set out in this tariff.

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IV. SPECIAL SERVICE ARRANGEMENTS

A. General

If the requirements of customers cannot be met with the regularly offered service arrangements, special service arrangements will be furnished where practical. Special service arrangements will be furnished when practical, by the Company, at charges equivalent to the estimated cost of furnishing such equipment and arrangements if in connection with and not detrimental to any of the services furnished under the Company's Tariffs.

B. Rates and Charges

1. Computation

- a. Rates for special service arrangements are equivalent to the estimated costs of furnishing the special service arrangement.

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CUSTOMER SERVICES TARIFF

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

IV. SPECIAL SERVICE ARRANGEMENTS (Continued)

B. Rates and Charges (Continued)

1. Computation (Continued)

- b. Estimated cost consists of an estimate of the total cost to the Company in providing the special service arrangement including:
 - (1) Cost of maintenance
 - (2) Cost of operation
 - (3) Depreciation on the estimated cost installed of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
 - (4) General Administration expenses, including taxes on the basis of average charges for these items.
 - (5) Any other item of expenses associated with the particular special service arrangement.
 - (6) An amount, computed on the estimated cost installed of the facilities used to provide the special service arrangement, for return on investment.
- c. Estimated cost installed mentioned above includes cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and other items which are chargeable to the capital accounts.
- d. Special service arrangement rates are subject to review and revision conditioned upon changing costs.
- e. At such time as a special service arrangement becomes a tariff offering, the tariff rate or rates will apply.

(Continued next page)

CUSTOMER SERVICES TARIFF

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

IV. SPECIAL SERVICE ARRANGEMENTS (Continued)

B. Rates and Charges (Continued)

1. Computation (Continued)

f. The following rate treatments may be used in connection with charges for special service arrangements.

- (1) Monthly rental and termination agreement with or without an installation charge.
- (2) Monthly rental with or without an installation charge.
- (3) Installation charge only.

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V. OTHER REGULATIONS

A. Applicants may be required to make advance payments to cover all or a portion of the excess construction charges for exchange service or special service arrangements when in the opinion of the Company there is evidence of credit risk. A cash deposit may also be required as discussed under "Deposits."

B. Line extensions and special service arrangements are further subject to the regulations specified in the Tariffs of this Company, as they now exist, and any revisions, additions or supplements thereto by superseding issues are hereby made a part of this Tariff.

CUSTOMER SERVICES TARIFF
DIRECTORY PUBLICATION AND USE

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CUSTOMER SERVICES TARIFF

DIRECTORY PUBLICATION AND USE

I. DIRECTORY LISTINGS

A. General Regulations

The regulations for directory listings, as provided in this Section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical listing of names of customers.

The alphabetical listing 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 customer's service. Special arrangement of names is not contemplated, nor any form of listing which does not facilitate use of directory service or is otherwise objectionable or unnecessary for purposes of identification.

1. Names in directory listings shall be limited to the following in connection with residential service:
 - a. The individual name of the customer, or joint user, or
 - b. The individual name of a member of the customer's family, or
 - c. Any such listing deemed necessary by the Company.
 - d. Any listing other than an individual name will be considered a business service listing with exception of those specified in this Tariff.
2. In connection with business service:
 - a. The individual name of the customer, or joint user, or
 - b. The name under which the customer is actually doing business as evidenced by signs on the premises, by letterheads, and by name under which a bank account is carried, or

CUSTOMER SERVICES TARIFF

DIRECTORY PUBLICATION AND USE

I. DIRECTORY LISTINGS

A. General Regulations (Continued)

2. In connection with business service: (Continued)
 - c. The name under which a business is actually being conducted by someone other than the customer and which the customer or joint user is authorized by such other to use, or
 - d. The individual names of the officers, partners, or employees of customer, or
 - e. The names of departments when such listings are deemed necessary from a public reference viewpoint.
3. Whenever any question arises as to the right of a customer to list the name of a business which they claim they are authorized to represent or to use a listing which includes 'the trade name of another, the Company may require the customer to provide written authorization to use such name, from the owner of such name, addressed to the Company for the acceptance, insertion or continuance of such listings. The Company may refuse to accept or to delete such listings where such written authority is not furnished or such authority is withdrawn by the owner,-in writing, to the Company.

B. Primary Listing

One listing termed the primary listing, is provided without charge for each separate customer service. When two or more main station lines are consecutively operated, the first number of the group is considered the primary listing.

(Continued next page)

CUSTOMER SERVICES TARIFF
DIRECTORY PUBLICATION AND USE

I. DIRECTORY LISTINGS

B. Primary Listing (Continued)

The primary listing must be the actual name of the customer to whom service is rendered or:

1. In the case of residence service, the name of a member of the customer's family or household. Also, a dual name primary listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names. This listing is comprised of a surname, two first names, address and telephone number.

2. When providing a primary listing for two individuals and an extra line is required for that primary listing, extra line charges will apply.

3. In the case of business service, the name of the business or of a member, officer, employee, or representative thereof, or the name of another business which the customer owns controls or represents.

4. No name, whether actual or assumed, or phrase will be listed when in the opinion of the Company the name or phrase is requested for advertising purposes or to gain special position or prominence in the directory. No name or phrase will be listed which in the opinion of the Company is likely to mislead or deceive the public.

5. The name of a party for whom service is contracted for by another insofar as it meets the above requirements.

6. An additional listing reversing the order of the individual's given name may be obtained at the rates specified for regular additional listings as specified in rates following. The restriction of no more than two individuals' names applies only to listings involving two individuals' names.

C. Extra Listings

1. Residence extra listings may be the names of the customer's immediate family or joint user.

(Continued next page)

CUSTOMER SERVICES TARIFF
DIRECTORY PUBLICATION AND USE

I. DIRECTORY LISTING (Continued)

C. Extra Listings (Continued)

2. Business extra listings may be the names of partners or members of the firm, if the customer is a partnership or firm; the names of the officers of the corporation, if the customer is a corporation; and for any business establishment, the names of business associates or employees of the customer. Business extra listings may be the bonafide 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 such as service, agency, or commodity designations are not accepted.

3. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. 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, a listing may be permitted under the address of a PBX station or extension station, installed on premises of the customer, but at an address different from that of the switchboard, or main station using the telephone number of the primary listing.

4. Customers, whose names may commonly be spelled in more than one way, may arrange for additional listings under the alternate spelling at the rate for regular extra listings.

5. Additional listings may be furnished for customer's or their employees' residence telephones to 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 or additional listing in the same name. Such listings are furnished at the rate and under the regulations specified for additional listings.

6. Regular extra listings are furnished at the rate quoted in Part I. Paragraph K, of this Section.

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CUSTOMER SERVICES TARIFF
DIRECTORY PUBLICATION AND USE

I. DIRECTORY LISTING (Continued)

D. Special Types and Cross-Reference Listings

1. Duplicate listings, listings of nicknames, abbreviated names, which are commonly spelled in more than one way, and rearrangements of names, are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purpose.

2. Cross-reference listings are permitted when their use will facilitate in the handling of telephone calls.

3. The regular extra listing rate applies for each duplicate or cross reference listing.

E. Alternate Call Number Listings

1. Listing of an alternate telephone number, other than those covered under Paragraph H, "Office Hour Listings" of this Section, to be called in case no answer is received, is permitted for customers of all classes of service.

2. 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 before the alternate listing is furnished.

3. The regular extra listing rates and conditions apply to each alternate listing.

F. Foreign Listings

Foreign listings are listings in the alphabetical listings of an exchange other than the exchange in which the listed service is furnished. The foreign exchange listing rate applicable in the exchange in which the listing appears applies to each foreign listing.

CUSTOMER SERVICES TARIFF
DIRECTORY PUBLICATION AND USE

I. DIRECTORY LISTING (Continued)

G. Extra Lines of Information

Listings of other lines of information which are not required by the Company in order to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of 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 charge, whenever night connections are provided.

H. Office Hour Listings

Listings of office hours or other information which is not required in order to efficiently handle telephone traffic, is not included in the charges for service. Customers may have their office hours appear in connection with their listings, by paying the rates for regular extra listings or extra lines of information.

I. Listings of Resort Cottages

Listings may be furnished in connection with residence service under the name by which a customer's home or resort cottage is known, where in the opinion of the Company, the request for such a listing does not indicate business use of the service.

J. Contract Period

The length of contract period for directory listings where the listings actually appear in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.

CUSTOMER SERVICES TARIFF
DIRECTORY PUBLICATION AND USE

I. DIRECTORY LISTINGS (Continued)

K. Rates for Directory Listings

Business or Residence Listings	Monthly Rate
1. Extra Directory Listing (1)	\$.30
2. Special or Cross-Reference Listing	.25
3. Alternate Call Number Listing	.25
4. Foreign Listing	.25
5. Extra Line of Information, each	.25
6. Office Hour Listing	.25
7. Temporary Tenant Listing	.25

Note: (1) Extra listing charges date from the time the listing is posted on the information records. Information records are posted at the time application for the listing is made, or at the date of issue of the directory, as the customer may desire. Such listing shall continue through the issue of the directory

L. Changes in Directory Listings

Charge for Changing Directory Listing	Secondary Service Order Charge
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II. NONPUBLISHED TELEPHONE NUMBER SERVICE

Nonpublished telephone number is an arrangement made at the request of the customer whereby the customer's telephone number is not listed in the telephone directory or in the information records available to the general public.

A. Incoming calls to nonpublished numbers will be completed only when the calling party places the call by telephone number. The Company will adhere to this regulation notwithstanding any claim made by the calling party.

CUSTOMER SERVICES TARIFF
DIRECTORY PUBLICATION AND USE

II. NONPUBLISHED TELEPHONE NUMBER SERVICE (Continued)

B. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing or disclosing a nonpublished number. M

C. A customer residing in an E911 Service District forfeits the privacy afforded by the Nonpublished Telephone Service to the extent that the customer's name, telephone number, and address associated with the customer's service location are furnished to the E911 Service Administrator, the E911 Public Safety Answering Point (PSAP) or the E911 Service Database.

D. The rate for nonpublished service does not apply to Pay Telephone Access Service or service in addition to the regularly listed service for the same customer at the same location, e.g., additional lines in a rotary group. Nonpublished service will normally be provided on all Pay Telephone Access Service access lines, unless otherwise requested by the Pay Telephone Service Provider.

E. When a call is placed from a telephone number associated with a nonpublished listing, the number may be disclosed if the called party has equipment to display the calling number. Customers may prevent the display of the calling number by activating Caller ID blocking. Caller ID blocking is available, at no charge, in areas where Caller ID disclosure is possible. M

F. Rates and Charges	Mo. Rate
Nonpublished number service, per number	\$.50

CUSTOMER SERVICES TARIFF

DIRECTORY PUBLICATION AND USE

III. PUBLICATION AND USE OF TELEPHONE DIRECTORIES

A. Publication and Distribution

Telephone directories shall normally be published annually, listing names, addresses and telephone numbers of all customers, except public telephones and telephone service not published at customer's request.

The Company will furnish to its customers one copy of each telephone directory without charge for all main stations served by that directory, and, if requested, one copy per station. Directories containing listings of other areas will be furnished at the discretion of the Company at a reasonable charge.

The Company shall list each customer with directory assistance within seventy-two (72) hours after service connection, except those numbers unlisted at the request of the customer.

B. Ownership and Use

Directories furnished to customers remain the property of the Company and are provided to customers only as an aid to the use of the telephone service, and are to be returned to the Company upon request. Customers must not deface or mutilate directories. The Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced or mutilated while in possession of the customer.

No binder, holder, or auxiliary cover, except such as may be provided by or with the consent of the company shall be used on or in connection with any directory furnished by the Company.

(Continued next page)

CUSTOMER SERVICES TARIFF

DIRECTORY PUBLICATION AND USE

III. PUBLICATION AND USE OF TELEPHONE DIRECTORIES (Continued)

C. Directory Errors and Omissions

1. The Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of the publications of such errors in the directory nor will the Company be a party to controversies arising between the customers or others as a result of listings published in its directories.

2. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata adjustment of the charge for such part of the customer's service as is affected, the maximum reduction not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

3. No liability for damages arising from errors in or omissions of directory listings, or listings obtained from the "information operator" shall attach to the Company. In the case of additional or extra listings for which a charge is made, the Company's liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

4. A number shall be changed at no charge if a customer's number is incorrectly listed in the directory, and is a working number, and if the customer to whom the incorrect number is assigned requests the change. If the incorrect number is not a working number, and is a usable number, the customer's number shall be changed to the listed number at no charge if requested.

5. No liability for damages arising from publishing the telephone number of nonpublished service in the telephone directory or disclosing the telephone number of any person shall attach to the Company. Where such number is published in the telephone directory, the Company's liability shall be limited to a refund of the monthly charges applied to this service by the Company for nonpublished service.

(Continued next page)

CUSTOMER SERVICES TARIFF
DIRECTORY PUBLICATION AND USE

III. PUBLICATION AND USE OF TELEPHONE DIRECTORIES (Continued)

C. Directory Errors and Omissions (Continued)

6. 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 nonpublished telephone number upon request, or by the publication of a number of a nonpublished service in the telephone directory, or disclosing of such number to any person.

7. The Company's directory is protected from unauthorized use of directory listings by copyright.

D. Termination of Directory Listings

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

- a. The contract for the main service is terminated.
- b. The listed party becomes a customer to another class of exchange service.
- c. The listed party is deceased.

CUSTOMER SERVICES TARIFF

PAY TELEPHONE SERVICE

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CUSTOMER SERVICES TARIFF

PAY TELEPHONE SERVICE

I. PAY TELEPHONE ACCESS SERVICE

A. General

1. Pay Telephone Service (PTS) is a telecommunications service utilizing only coin, coinless, credit card reader, or cordless instrument that can be used by members of the general public, or business patrons, employees, and/or visitors of the premise's owner, provided that the end user pays for local and toll calls from such instruments on a per-call basis. For purposes of this definition, coinless telephones provided in guest rooms by a hotel/motel are not pay telephones. A telephone that is primarily used by business patrons, employees, and/or visitors of the premise's owner is not a pay telephone if all local calls and "1-800" and "1-888" type calls from such telephone are free to the end user.

2. Pay Telephone Access Service (PTAS) is a local exchange service available to pay telephone service providers that provides a two-way, or optionally, one-way originating-only access line composed of serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises, and the network interface.

3. PTS Provider is the entity that purchases PTAS from the Cooperative and registers with the Public Utility Commission as a provider of PTS to the end user.

4. A maximum of one pay instrument may be connected to any PTAS access line.

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

6. Service connection charges for business access line services shall be applicable for PTAS access lines.

7. PTAS access lines 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."

Note: Information found on this page previously appeared in Sec 8A, Original Page 1.

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CUSTOMER SERVICES TARIFF

PAY TELEPHONE SERVICE

I. PAY TELEPHONE ACCESS SERVICE (Continued)

A. General (Continued)

8. PTAS will not be provided in conjunction with foreign exchange service or rotary line service.

9. PTAS 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 PTS Provider meets all of the requirements of the Commission rules and complies with all legislation and rules regarding E911 and/or 0- for emergency purposes. This access configuration shall not be allowed if it prevents usage measurement by the Company.

10. Call Screening Services are available to the PTS Provider for the screening of outgoing and incoming calls. 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-," third number, or collect call is placed; otherwise, the appropriate Long Distance Telecommunications charges will apply. Calls billed through the Company in violation of Originating Line or Billed Number Screening will be removed from the PTS Provider'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.

a. **Originating Line Screening** will be provided, via flexible automatic number identification (Flex ANI) coding digit service to all PTS providers at no charge. Flex ANI enables assignment of two-digit codes so that different classes of service can be distinguished by the operator service provider. The Company provides Originating Line Screening for calls that originate from pay telephone instruments.

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CUSTOMER SERVICES TARIFF

PAY TELEPHONE SERVICE

I. PAY TELEPHONE ACCESS SERVICE (Continued)

A. General (Continued)

10. (Continued)

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 PTS Provider. The PTS Provider'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 PTS Provider'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.

11. PTAS shall be available in all exchanges of the Company.

12. Section 3 of this tariff, General Rules and Regulations, is applicable to PTAS.

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Note: Information found on this page previously appeared in Sec 8A, Original Page 3.

CUSTOMER SERVICES TARIFF

PAY TELEPHONE SERVICE

I. PAY TELEPHONE ACCESS SERVICE (Continued)

B. Responsibility of the PTS Provider

1. The PTS Provider shall be responsible for the installation, maintenance, and operation of the customer-provided pay instrument used in connection with PTAS.

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 PTS Provider or its agent. The PTS Provider must advise the Company of the identity of the PTS Provider or agent authorized to request a service call.

2. The PTS Provider shall be responsible for the payment of all local and toll message charges including any local and long distance directory assistance calls, third number billed calls, or calls accepted as collect by this type of service, except as provided in the Commission's rules.

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

4. The PTS Provider 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.

5. The PTS Provider agrees 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 PTS Provider by the Company including, but not limited to, any disclosure of said detailed toll billing records by the PTS Provider.

Note: Information found on this page previously appeared in Sec 8A, Original Page 4.

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CUSTOMER SERVICES TARIFF

PAY TELEPHONE SERVICE

I. PAY TELEPHONE ACCESS SERVICE (Continued)

B. Responsibility of the PTS Provider (Continued)

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

7. PTS Providers must register with the Public Utility of Texas. The Company shall not provide PTAS to a person required to be registered under the Commission's rules unless that person provides a Commission supplied proof of registration.

C. Violation of Tariff

1. Where any pay telephone is in violation of this tariff, the Company will promptly provide written notification to the PTS Provider citing the specific tariff provisions being violated. The notice must advise the PTS Provider that service may be disconnected unless the PTS 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 PTS Provider that the violation has been corrected, the Company may disconnect the service until such time as the PTS Provider complies with the provision of this tariff.

3. In accordance with the Commission's rules the PTS Provider has the right to file a complaint and delay the suspension of services pending resolution of the complaint with the Commission, provided the PTS 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.

Note: Information found on this page previously appeared in Sec 8A, Original Page 7.

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CUSTOMER SERVICES TARIFF

PAY TELEPHONE SERVICE

I. PAY TELEPHONE ACCESS SERVICE (Continued)

D. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Pay Telephone Access Service Line, each	(1)	(2)	TR
Originating Line Screening	No Charge	No Charge	
Billed Number Screening	No Charge	No Charge	

- (1) Applicable Business Access Line Rates listed in Section 4.II.A. apply per Pay Telephone Access Line. N
N
- (2) Applicable Service Charges are set forth in Section 5 of this tariff. Service Charges for business access lines will be applicable. T

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CUSTOMER SERVICES TARIFF

DIGITAL SERVICES

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CUSTOMER SERVICES TARIFF

DIGITAL SERVICES

I. IP CENTREX

A. General

1. IP Centrex is a central office based service which provides key type features to multi-line business customers.

2. All IP Centrex lines, trunk access or intra-group access, require both the switching access and loop access components in order for service to be offered by the Telephone Company. When offered via an Internet Protocol (IP) platform, the service also requires a sufficient broadband connection, which is not a tariffed component of this service.

3. IP Centrex will be offered in wire centers where necessary equipment and facilities exist. For IP Centrex, customers must use IP-capable telephony devices for all features to work properly.

4. One directory listing is provided without charge for each IP Centrex system. Additional directory listings for IP Centrex stations may be provided to the customer at the regular business extra listing rate according to the regulations set forth in Section 7 of this tariff.

5. The customer will order the quantity of lines to have trunk access to the public switched network and the remaining quantity of lines to have intra-group only access, subject to Telephone Company standards. Any request to deviate from these standards will be rated on an individual case basis. Any trunk access connections terminating in a PBX will be assessed the PBX rate found in Section 4 of this tariff.

6. Tie Lines for direct connections between IP Centrex groups and other systems are provided primarily for communication between stations within each system.

7. All general Rules and Regulations found in Section 3 of this tariff apply to the provision of IP Centrex service.

8. IP Centrex lines and extensions may be terminated at the customer's single premises or at different premises served by the same central office.

9. The service is not available for use with residential service or Pay Telephone Access Service.

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CUSTOMER SERVICES TARIFF

DIGITAL SERVICES

I. IP CENTREX (Continued)

A. General (Continued)

10. IP Centrex Service may not be used to resell local or long distance service.

11. E911 Service accessible via IP Centrex Service is subject to limitations as outlined in Section 9, Digital Services.

B. IP Centrex Package

1. Trunk access provides a maximum quantity of IP Centrex stations full access simultaneously to the entire public switched network. This maximum quantity is referred to as IP Centrex Trunk Access lines. IP Centrex customers must order a minimum of one business trunk.

2. Intra-group only access provides a customer's IP Centrex stations restricted access only to other stations within the predefined IP Centrex group. This access is referred to as intra-group (IG) lines.

3. IP Centrex customers subscribe to service based on the total number of access lines or seats which may process trunk access calling simultaneously. All lines ordered by the customer have the capability for trunk access. However, only a given quantity of lines ordered by the customer can process trunk access calling simultaneously.

4. IP Centrex is equipped with basic components such as abbreviated station-to-station dialing, abbreviated outbound dialing (aka Speed Dialing), line hunting capabilities, and call queuing. IP Centrex also allows customers access to a suite of Unified Communications features. The customer may order additional optional features or feature packages which are listed in Section 11 of the tariff.

5. End user taxes, fees and surcharges will be billed as set forth in this or other Company's tariffs. For example, End User Common Line Charges and Access Recovery Charges will be assessed per the Company's Interstate Access Tariff on file with the Federal Communications Commission.

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CUSTOMER SERVICES TARIFF

DIGITAL SERVICES

I. IP CENTREX (Continued)

C. Definitions

Abbreviated Dialing Codes

An arrangement where typically 3, 4, or 5 digits are used to call another station within the same customer group; or (2) Frequently called telephone numbers may be accessed by dialing single or multiple digits. Telephone numbers are programmed into the IP Centrex system and correspond to assigned digits also known as Speed Calling.

Customer Group

A collection of stations where calls originate and terminate within the IP Centrex system of a single IP Centrex customer.

Hunting

A search through a group of numbers until an idle station is found or the first number of the group is reached. Used to avoid having incoming calls receive busy signals. The customer group to be searched and the sequence in which the search will be performed are defined by the IP Centrex customer at the time the system is installed.

Queue

Incoming or outgoing calls are automatically placed on hold when all lines are busy. Each held call is completed in the order calls were received (i.e., the first call into the system will be the first call served), when the next telephone line becomes available.

Switching Access

All facilities, excluding Loop Access facilities, for usage of the telecommunications switching network either for access to and from the public switched network (Trunk Switching Access), or for intercommunication only between stations within each IP Centrex system (Intra-Group Switching Access).

Loop Access

All facilities, including outside plant and central office circuit facilities, from the customer's premises to their IP Centrex service central office.

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CUSTOMER SERVICES TARIFF

DIGITAL SERVICES

I. IP CENTREX (Continued)

D. Rates (1)

	Monthly Rate
1. SWITCHING ACCESS	
a. IP Centrex Trunk	(2)
b. Intra-Group Switched Access, per connection	\$3.60
2. LOOP EQUIVALENT	
Per Station	\$6.10

- (1) Applicable service charges will apply, per Section 5 of this tariff.
(2) Applicable rates for Business 1-Party Access Line or PBX Trunks shall be applied per Section 4.II.A.

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**COMMUNITY TELEPHONE COMPANY, INC.
WINDTHORST, TEXAS**

SECTION 10
1st Revised Contents
Cancelling Original Contents
Cancelling Original Page 1
Cancelling Original Page 2

CUSTOMER SERVICES TARIFF

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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

I. TONE DIALING SERVICE

A. General

1. Tone Dialing Service is a service that provides for the origination of telephone calls through the use of a pushbutton tone pad rather than a standard rotary dial. T

2. Tone Dialing Service is furnished only in exchanges equipped with facilities to provide tone dialing.

B.

Rates and Charges

I. Tone Dialing Access

Mo. Rate

I.N.C.

Tone Dialing access is required for each central office line, trunk, channel or network access line to provide Tone Dialing.

NC

(1)

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Note: (1) Applicable service charges if not provided with initial installation.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

II. JOINT USER SERVICE

A. General

1. Joint user service is an arrangement whereby an individual, firm, corporation or an association doing business under a separate name may share in the use of a primary customer's business telephone service. To facilitate this use, an alphabetical and classified directory listing will be provided for each joint user without additional charge. The customer's facilities will not be extended off the premises on which the primary service is located to provide joint user service only.

2. Joint user service is furnished upon application by the primary customer as follows:

a. Application for the use of the customer's service by an individual, firm, company or association doing business under a separate name and occupying jointly, or in part, the premises on which primary service is located, or the premises on which the customer has existing off-premises service.

b. Application for the use of the customer's service for another business publicly conducted by the customer and differing in character or scope and in name from the business for which the facilities are furnished.

c. Application for service to be furnished over the facilities utilized in furnishing service to the customer, but in the name of another individual, firm, company, corporation, or association represented by the customer if the use of the name to be listed is authorized by the owner of the name.

d. Joint use of service will not be furnished to a customer who is in a business of a secretarial nature, or of renting, or leasing space to transient or permanent tenants.

e. The primary customer will be responsible for all charges incurred by the joint user.

3. Joint user service will not be applicable when, in the opinion of the Company, the service arrangement requested does not constitute the sharing of the primary customer's telephone service.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

II. JOINT USER SERVICE (Continued)

A. General (Continued)

4. The minimum charge for joint user service shall be the monthly rate as set forth in this section. If a listing is included in the telephone directory, the charge will continue until the end of the directory period unless:

- a. The joint user vacates the primary customer's premises.
- b. The primary customer's service is discontinued.
- c. The joint user becomes a customer to business service in the same exchange.

5. Joint user service is not furnished in connection with foreign exchange service.

B. Rates and Charges

	Mo. Rate
Joint User Service, per line	
Business	\$2.00
Residence	\$1.50

III. INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

A. General

1. Intraexchange Private Line Service is facilities furnished by the Company for telecommunications, signaling, telemetry and electrical control purposes, solely for the use of a customer within the same Exchange Service Area.

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

(Continued next page)

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

III. INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS (Continued)

A. General (Continued)

3. The Company does not represent to furnish channels with a transmission level of a grade better than circuits used for normal telecommunications. Higher grade channels will be provided only when physically and economically practicable on the part of the Company as provided in Paragraph 4 below.

4. Channels, when adaptable, may be used for alarm, telemetry, teletypewriter, control and other similar services at the same charges. If modifications are required, additional monthly rates, installation and/or construction charges based upon costs will be applicable as provided in Section 6, Special Service Arrangements.

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

6. Channels, for use in connection with interexchange facilities for radio broadcasts; channels between pick-up points and a radio station and studio, between studio and/or station and transmitter 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.

B. Rates for Intraexchange Private Line service and channels

1. The following rates are applicable to all standard types of channels listed above:

	Mo. Rate
a. First one-quarter mile or fraction	\$3.00
b. Each additional one-quarter mile or fraction	\$1.00

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

IV. TELEPHONE CALLING CARD SERVICE

A. Telephone Calling Cards may be issued to customers who have established telephone service and shall have established and maintained proper credit as set forth in Section 3, Part VI, Establishment and Maintenance of Credit.

B. Telephone Calling Cards permit the customer to place toll (long distance) calls from locations other than the telephone number the card is issued on and are valid only for charging calls to the telephone number to which it is keyed.

C. Telephone Calling Cards may be issued as Full Service Calling Cards which authorize calls from any telephone service to be charged to the Calling Card by the card holder. Calling Cards issued to provide Restricted Service authorize calls from any telephone service to only the number on which the Calling Card is issued by the card holder.

D. The customer will be responsible for all calls made with the assigned Calling Card. The Company must be notified at once if the card is lost or stolen.

E. Telephone Calling Cards are not transferable and become void when the telephone service to which the card is keyed has been disconnected. Cards can be cancelled at the discretion of the Company for valid cause and remain the property of the Company.

F. Calling Cards may be issued on an annual basis and will be reissued with a new number automatically before the expiration date, provided the customer has properly maintained credit as specified in Section 3.

V. EMPLOYEES' TELEPHONE SERVICE

Employees with six months or more service will be granted a one hundred (100) percent concession on one residence access line and associated charges plus installation charges on no more than one service order per six (6) month period.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

VI. VACATION SERVICE

A. General

Vacation Service is provided to customers whose requirements for telephone services are less than that which might normally be provided in any twelve (12) month period.

Upon request from a customer having any class of exchange service, the service may be suspended for a period of one month or more. No outward or inward service is provided during the vacation service period.

Vacation service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made.

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

B. Rates and Charges

The monthly rate will be based upon 50% of the regular rate for the basic access line charge suspended for a minimum of 30 days and a maximum of 180 days. Services other than basic local service will be billed at the full monthly rate.

VII. 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 - By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. This permits putting the first call on hold so that a second call can be answered.

(Continued next page)

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

VII. CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

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 he wants all incoming calls to be automatically transferred. 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 station originating the call and the station to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between his call forwarding equipped station and the distant telephone to which the call was transferred.

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

d. 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. Speed Calling has a capacity for 8 codes, (8 telephone numbers) or for 30 codes, (30 telephone numbers).

2. Custom Calling Services will be provided in connection with individual line residence and business service. Key and PBX trunk rotary line groups must have all lines in group equipped. Pay Telephone Services are excluded from this service.

3. Custom Calling Services that may require Tone Dialing Service will have Tone Dialing provided as part of basic local service.

4. Other facilities, miscellaneous and supplemental equipment requested by customers and not detrimental to this service or other services of the Cooperative will be furnished in accordance with regulations and at the rates specified in the applicable sections of this tariff.

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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

VII. CUSTOM CALLING SERVICES (Continued)

B. Rates and Charges

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

Business and Residence Services	Mo. Rate (1), (2)
1. Call Waiting, Per Line	\$2.50
2. Call Forwarding, Per Line	\$2.50
3. Three-Way Calling, Per Line	\$2.50
4. All Three Features Above	\$6.50
5. Speed Calling, Per Line	
8 Code Capacity	\$2.50
30 Code Capacity	\$3.30

- Note (1) Installation Charge is \$5.00 per Custom Calling Feature order. If multiple Custom Calling Features are ordered simultaneously, Installation Charges will apply to the first feature only. Installation Charges will be waived if Custom Calling Feature(s) are ordered in conjunction with other services. Maximum Installation Charge is \$5.00.
- (2) The service and monthly charges listed above will be waived for the first 90 days after the Custom Calling Services become available in each central office.

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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

VIII. DETACHED ACCESS LINE SERVICE

A. General Rules and Regulations

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

2. The Company provides detached access line service in connection with all classes of telephone service except Pay Telephone Service. T

3. Detached access line service must be located on the same premises on which the customer's main service is located, except as provided below. Such service is restricted to the use of the customer, his employees or associates of or members of the customer's immediate household, except that detached access line may be contracted by a business customer for a joint user. When either the primary telephone service or detached access line is at a business location, business rates apply.

4. Provided that facilities are available and technical equipment limitations will permit, 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. T

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

d. Detached access lines cannot connect two or more separate residences.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

VIII. DETACHED ACCESS LINE SERVICE (Continued)

A. General Rules and Regulations (Continued)

5. Separate telephone numbers, other distinctive designations or code ringing are not assigned to detached access lines.

6. All distribution facilities furnished for use with supplemental equipment will be treated as detached access line service.

B. Rates and Charges

1. 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.

Extension Line Mileage	Mo. Rate
a. First one-quarter mile, or fraction	\$2.00
b. Each additional one-quarter mile or fraction	\$1.00

2. For applicable Service Connection Charges, see Section 5.

NOTE: Airline footage is applicable. Footage computed separately for each detached access line. Fractions are rounded to next highest increment.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

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 and will be furnished only where such facilities are available.

4. Call Restriction is offered only in conjunction with Residence and Business single party 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 26.124.

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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

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.

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

A nonrecurring service charge is applicable for each incident of Call Restriction service with the following exceptions:

1. The initial incident of individual Call Restriction service;

2. A customer with Call Restriction service requests a transfer of service and reestablishment of 900/976 Call Restriction on the same service order.

Call Restriction	\$6.00
Per Line/Trunk Equipped	

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

X. EDUCATIONAL FACILITIES

A. 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, library, or consortia may obtain a 25% discount on the tariffed rate for any tariffed service that is predominantly used for distance learning purposes. For any discount received pursuant to Section X.B., following, an eligible school, library, or consortia may apply such discount prior to any discount received under this Section.

B. Educational Percentage Discount Rates (E-Rates)

1. Application

The purpose of this section is to establish educational percentage discount rates (E-Rates) in compliance with Public Utility Commission of Texas Substantive Rule 26.216 for services that may be ordered out of this local exchange tariff or any other intrastate tariff in which the Company concurs or otherwise participates.

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2. Eligibility

Schools, libraries, and consortia eligible for E-Rates pursuant to 47 Code of Federal Regulations Part 54, subpart F shall comply with the provisions of 47 Code of Federal Regulations part 54, subpart F in order to receive the intrastate E-Rates.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

X. EDUCATIONAL FACILITIES

B. Educational Percentage Discount Rates (E-Rates) (Continued)

3. Discount Matrix

The following matrix shall be used to set a discount rate to be applied to eligible intrastate services purchased by eligible schools, school districts, libraries, or library consortia based on the institution's level of poverty and location in an "urban" or "rural" area.

**SCHOOLS AND LIBRARIES
DISCOUNT MATRIX**

DISCOUNT LEVEL

Percent of students eligible for
national school lunch program

Urban
Discount Rural
Discount

<1	20%	25%
1-19	40%	50%
20-34	50%	60%
35-49	60%	70%
50-74	80%	80%
75-100	90%	90%

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

X. EDUCATIONAL FACILITIES

C. 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 Community Telephone Company, Inc.'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.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XII. CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS)

- A. General** - Class Features permit a customer to manage incoming and outgoing calls to their residence or business local exchange access line more effectively. For incoming calls, Enhanced Custom Calling functions only when the central office that serves the originating call as well as the customer's serving central office are both equipped for the service. For outgoing calls, Enhanced Custom Calling functions only when the customer's serving central office as well as the central office that serves the called number are both equipped for the service. Enhanced Custom Calling features apply to single line residence and business service, excluding pay telephone service. Enhanced Custom Calling features are only offered where technical facilities are available.

A monthly recurring rate applies to all Enhanced Custom Calling features with the exception of Customer Originated Call Trace, which is billed at an individual charge when the feature is successfully invoked.

In cases of emergency, an operator may assist the caller to override conditions imposed by Enhanced Custom Calling Features on a telephone line.

Both seven and ten digit telephone numbers can be identified and/or selected with Enhanced Custom Calling Features.

Custom Local Area Signalling Services features are provided subject to the availability of facilities. The features will operate only on calls originating and terminating within an equipped serving office, or similarly equipped offices of interconnecting local telephone companies. Certain Digital Loop Carrier systems may inhibit the delivery of information. When multiple features are activated on the same line, certain features may take precedence over others. Service Order Charges apply when Custom Local Area Signalling Services Features are ordered as part of a new service. When Custom Local Area Signalling Services are ordered in conjunction with other services offered in this tariff, the Service Order Charge for the Custom Local Area Signalling Service feature(s) will be waived.

When multiple optional CLASS features (Including CID) are activated on the same line, certain features may take precedence over others.

Any Community calling party may prevent the delivery of their CPN to the called party by dialing an access code (*67 on their touch tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code activates per-call blocking. Per-call blocking is available at no charge.

If a calling party activates blocking, the CPN will not be transmitted across the line. Instead, Caller ID subscribers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block number delivery.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XII. Custom Local Area Signalling Services (CLASS)

A. General - (Continued)

Per-line blocking will be offered at no charge to a particular customer if the Commission receives from the customer written certification that the customer has a compelling need for per-line blocking. Customers who request per-line blocking also have the ability to unblock their line on a per-call basis by dialing an access code (*82 or 1182) immediately prior to placing the call. The *82 (or 1182) access code deactivates per-line blocking and delivers the CPN for that call. Per-line blocking is automatically reactivated when the customer terminates the call.

The blocking of CPN will not be provided on calls originating from Pay Telephone Services.

Caller ID Service permits a customer to manage incoming and outgoing calls to their residence or business local exchange access line more effectively. For incoming calls, Caller ID Service functions only when the central office that serves the originating call as well as the customer's serving central office are both equipped for the service. For outgoing call, Caller ID Service functions only when the customer's serving central office as well as the central office that serves the called number are both equipped for the services.

Caller ID Service applies to single line residence and business service, excluding Pay Telephone Services.

A monthly recurring rate applies to each Caller ID Service.

In cases of emergency, an operator may assist the caller to override conditions imposed by Caller ID Service on a telephone line.

Caller ID Service will be provided in connection with individual and multiline residence and business lines. Although this service is available on line-side PBX trunk connections, it is not available on trunk-side PBX connections, such as DID. In addition, Pay Telephone Services are excluded from this tariff offering.

Caller ID Service is offered on a subscription basis which requires the customer to order the service. Where Caller ID Service is available, any calling party, whether they subscribe to Caller ID or not, has per-call blocking capability, unless that customer is calling from a pay telephone.

CUSTOMER SERVICES TARIFF
MISCELLANEOUS SERVICE ARRANGEMENTS

XII. Custom Local Area Signalling Services (CLASS)

A. General - (Continued)

Community shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party has requested to be omitted from the telephone directory or the disclosing of such telephone number to any person.

Community shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party or the caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason.

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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XII. Custom Local Area Signalling Services (CLASS) (Continued)

A. General - (Continued)

Community shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the called party when such indicator has been passed on to the telecommunication utility by Community.

A person may not use Caller ID service to compile and sell specific local call information without the affirmative consent or approval of the originating telephone customer. This restriction does not prohibit the Caller ID subscriber from:

- a. Verifying network performance or testing the provision of caller identification service;
- b. Compiling, using, and disclosing aggregate Caller ID information; or
- c. Complying with applicable law or legal process.

**B. State and Local Government Undercover Operations
Special Service Arrangement**

1. The parameters of the special service arrangement are as follows: State and Local government entities authorized to conduct undercover or surreptitious civil or criminal investigations, where the existence or conduct of an investigation or the identity of the investigator may be disclosed or compromised by Calling Number Delivery Service, may be eligible to receive at no charge, for a period not to exceed ninety (90) calendar days, Key System Trunk local exchange service access lines which allow for multiline hunting (as offered in this local exchange tariff) and Touch Tone Dialing; both services to be used only in connection with a service arrangement that will mask the identity of the calling number. In addition, any nonrecurring charges and the FCC Subscriber Line charge associated with these access lines will be waived. All monthly and nonrecurring charges will begin to accrue for each access line on the 91st calendar in-service day.
2. The services provided under the special service arrangement will be offered only in exchanges where Caller ID Service, as furnished by Community, is available.
3. Each State or Local government entity must request and receive sponsorship, on an individual access line basis, from the Texas Attorney General for access or subscription to this special service arrangement. The special service arrangement must be requested by the Texas Attorney General on behalf of any State or Local government entity which, in the judgement of the Texas Attorney General, is authorized to conduct undercover or surreptitious civil or criminal investigations.
4. For the purpose of requesting the special service arrangement, the State Attorney General will designate a representative that will act as liaison between all State and Local government agencies and Community. Community will also designate a representative to coordinate with the State Attorney General representative. In addition, Community will establish internal procedures to administer requests for the special service arrangement.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XII. Custom Local Area Signalling Services (CLASS) (Continued)

**B. State and Local Government Undercover Operations
Special Service Arrangement (Continued)**

5. The total number of in-service local exchange access lines and Touch Tone Dialing services provided for under the special arrangement for use by all State and/or Local government entities in the conduct of undercover or surreptitious civil or criminal investigations cannot exceed ten (10) at any given time.
6. The Texas Attorney General will be responsible for ensuring that the services provided at no charge under the special service arrangement are to be used only by authorized representative(s) of State and/or Local government entities and only in the conduct of undercover or surreptitious civil or criminal investigations.

C. Services

1. Customer Originated Trace

Permits the customer to initiate an attempted trace of the last completed incoming call immediately after the call is terminated. Customer Originated Call Trace is billed per successful trace invoked by the customer.

If the call originated from a station served by a PBX or multi-line hunt group, only the main number will be identified by the trace.

If a trace is successful, the Company's equipment will record the incoming call detail. Call detail does not include recording of the telephone conversation. The Company will not provide any call detail which results from a trace to the customer subscribing to Customer Originated Call Trace. The Company will provide the call detail of a successful trace only to appropriate law enforcement authorities when the Company receives a proper request.

If a customer wishes that further action be taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies who, in turn, should contact the Company's business office during normal business hours to obtain the specific records for that customer.

As its option, or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using manual Call Tracing. This may occur when, in the judgement of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XII. Custom Local Area Signaling Services (CLASS) (Continued)

C. Services (Continued)

2. Automatic Callback

Automatic Callback enables the customer to have the system redial the last number called from his line. This will apply regardless of whether the original call was answered, or encountered a busy tone. The Automatic Callback feature uses the customer's Outgoing Memory Slot.

3. Automatic Recall

Automatic Recall enables the customer to have a call setup performed automatically to the calling party of the last incoming call. This applies whether the last incoming call was answered, unanswered, or encountered a busy tone. Call Waiting will update the Incoming Memory Block of a customer with the latest incoming call. This will allow the customer to recall the call waited caller.

4. Calling Name and Number Delivery

Calling Name and Number Delivery enables the customer to receive the calling name and number on incoming calls in the interval between the first and second ring. The calling name and number remain for the duration of the call and can be viewed from a display on the customer's terminal. If the calling directory name and number are unavailable, the customer will either see "Out of Area," or "Private" on the display of the customer's terminal equipment.

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Public Utility Commission of Texas	
Approved: May 17, 2016	Effective: June 30, 2016
Control No. 45795 Tariff Clerk	

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XII. Custom Local Area Signalling Services (CLASS) (Continued)

C. Services (Continued)

6. Anonymous Call Rejection

Anonymous Call Rejection permits the customer to automatically reject calls from callers who have activated the anonymity feature that prevents the delivery of their number and/or name to the called party. Another term for Anonymous Call Rejection is "block the blocker". With Anonymous Call Rejection, the called party receives no alerting (ringing) for a call that has been rejected. Rejected calls are routed to a denial announcement. The denial announcement is a recorded message heard by a calling party when she or he has chosen to activate the anonymity feature prior to calling an Anonymous Call Rejection customer. The proposed recorded message is as follows: "We are *sorry*, the party you are trying to reach is not accepting calls from anonymous numbers. Please hang-up and call again without blocking your name and/or number, or place your call from a pay phone, cellular phone, or call the operator for assistance in completing the call. An additional charge may apply."

7. Distinctive Ringing/Call Waiting

Distinctive Ringing/Call Waiting allows customers to define a list of special Dialing Numbers. Any incoming calls on the list will be indicated by a distinctive ringing pattern or a distinctive call waiting tone to distinguish from the standard call waiting service.

8. Selective Call Forward

Selective Call Forward allows customers to define a list of special Dialing Numbers and one (1) Call Forwarded to Dialing Number. Only those Dialing Numbers on the screening list will be forwarded to the Call Forwarded Dialing Number. All other calls will be terminated to the called Dialing Number.

9. Selective Call Rejection

Selective Call Rejection allows a customer to define a list of incoming calls for special Dialing numbers to be screened, routed to an announcement, and released. Any incoming calls not on the Selective Call Rejection screening list will be treated normally.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XII. Custom Local Area Signaling Services (CLASS) (Continued)

C. Services (Continued)

10. Selective Call Acceptance

Selective Call Acceptance will allow customers to define a list of calling directory numbers from which calls will be accepted. Any directory number on the list will be routed per normal call processing. The directory numbers not on the acceptance list will receive an announcement stating that the call is not presently being accepted by the called party. Customers can review and change the list of accepted Dialable Numbers as desired.

D. Rates

1.	Customer Originated Trace*	\$8.00 Per Activation	
		<u>Monthly Charge</u>	
2.	Automatic Call Back	\$2.00	
3.	Automatic Recall	\$2.00	D
4.	Calling Name and Number Delivery	\$3.00	T
5.	Anonymous Call Rejection	\$1.00	T
6.	Distinctive Ringing/Call Waiting	\$2.00	T
7.	Selective Call Forward	\$2.00	T
8.	Selective Call Rejection	\$2.00	T
9.	Selective Call Acceptance	\$2.00	T

* Upon receipt of proper request from a law enforcement agency, Community will set up a temporary tracing arrangement at no charge to the customer when in the judgement of a law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property and the customer has not subscribed to Customer Originated Trace or subscription to Customer Originated Trace is not a suitable option.

Issued By: Clifford Humpert, President
Box 130, Windthorst TX 76389

Public Utility Commission of Texas	
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CUSTOMER SERVICES TARIFF
MISCELLANEOUS SERVICE ARRANGEMENTS

XII. Custom Local Area Signaling Services (CLASS) (Continued)

D. Rates (Continued)

11. If a customer elects to subscribe to Calling Name and Number Delivery, and any other CLASS Feature(s), excluding Customer Originated Trace, Calling Name and Number Delivery will be billed at the regular tariffed rate and each subsequent CLASS Feature will be offered at a fifty percent (50%) discount.

12. Installation Charge is \$5.00 per CLASS Feature. If multiple CLASS Features are ordered, Installation Charges will apply to the first feature only. Installation Charges will be waived if CLASS Feature (s) are ordered in conjunction with other services. Maximum Installation Charge is \$5.00.

NOTE: Community Telephone Company, Inc. will waive any Installation Charges associated with the CLASS Features for the first ninety (90) days after their services are made available. This is an introductory promotional offer and will expire.

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Issued By: Cliff Humpert, General Manager
Box 130, Windthorst, TX 76839

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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XIII. LOCAL DIRECTORY ASSISTANCE

A. General

1. In addition to providing telephone directories to all local exchange service customers, the Company furnishes local directory assistance service whereby customers may obtain assistance in determining telephone numbers, which are or are not listed in the directory.

2. The rates and allowances set forth below apply to customer requests for directory assistance service in determining or attempting to determine the telephone number of any party located in, or thought to be located in, the local calling area (within the same numbering plan area).

B. Application of Charges and Allowances

1. For charging purposes, a call to local directory assistance will be applicable to all customers except hospitals and residence customers who are unable to use a telephone directory because of a visual or physical handicap which can be confirmed by a physician, or an appropriate group or agency having authority to certify such handicaps.

2. Chargeable Calls:

There will be a charge for all customer calls to local directory assistance, except as specified hereafter.

a. A call to local directory assistance is defined as a call that results in obtaining a maximum of two telephone numbers, or results in obtaining no telephone number because there was no such listing or there was a non-published listing.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XIII. LOCAL DIRECTORY ASSISTANCE (Continued)

B. Application of Charges and Allowances (Continued)

2. Chargeable Calls: (Continued)

- b. There will be an allowance of three (3) calls to directory assistance per month at no charge for each business or residential single line local exchange service, residential or business key trunk, or PBX trunk. Call allowances are not transferable between separate accounts, even for the same customer.
- c. Free call allowances are not applicable for Pay Telephone Access Service access lines. N
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- d. Any unused portion of the monthly allowance described above will not be credited to the customer's account in any other month service is rendered. T
- e. There will be a charge for all customer calls to local directory assistance, except as specified preceding. T

C. Rates and Charges

- 1. Customized Toll Block is an optional service that denies the completion of from one(1) to thirty (30) customer-specified call destinations. The customer is able to order restriction to any direct dialed one plus (1+ and 10+XXX), and/or direct dialed International (011+) call, and/or zero plus (0+), and/or zero minus (0-), and/or customer-specified 1+NPA-XXX-XXXX call destinations.

XIV. CUSTOMIZED TOLL BLOCK

A. General

- 1. Customized Toll Block is an optional service that denies the completion of from one (1) to thirty (30) customer-specified call destinations. The customer-specified call destinations. The customer is able to order restriction to any direct dialed one plus (1+ and 10+XXX), and/or direct dialed International (011+) call, and/or zero plus (0+, and/or zero minus (0-), and/or customer-specified 1+NPA-XXX-XXXX call destinations.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XIV. CUSTOMIZED TOLL BLOCK

A. General (Continued)

2. Customized Toll Block will be provided to all Residence, Business, and Trunk Access Line Customers.
3. Customized Toll Block is offered subject to the availability of suitable facilities, and is limited to central offices specifically equipped to provide this service.

B. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for each access line with which this feature is associated:

Business and Residence Services	Mo. Rate
1. Customized Toll Block with one (1) to ten (10) call destinations	(1), (2) \$ 3.00
Customized Toll Block with one (1) to twenty (20) call destinations	\$ 5.00
Customized Toll Block with one (1) to thirty (30) call destinations	\$ 7.00

- Note:
- (1) A Secondary Service Order Charge is applicable for establishing or changing Customized Toll Block as shown in Section 5, Service Charges.
 - (2) The service charge listed above will be waived for the first 90 days after Customized Toll Block becomes available in each central office.
 - (3) Toll Restriction Service will be provided to customers subscribing to Lifeline Service at no monthly charge.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XV. TOLL BLOCK WITH PIN SERVICE

A. General

1. Toll Block With PIN Service is an optional service that denies the completion of all outgoing calls that are dialed which start with either the number "0" or "1". These unauthorized toll calls are blocked at the Company's central office. However, with the Toll Block With Personal Identification Number (PIN) override feature, a caller would enter a personal account code number that allows calls that are dialed with a starting number of "0" or "1" to be processed.
2. The personal identification number is customer-defined and thus specific to an access line and must be entered on a call-by-call basis.

B. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for each access line with which this feature is associated:

Business and Residence Services	Mo. Rate (1), (2), (3)
1. Toll Block With PIN Service	\$ 3.00

- Note
- (1) A Secondary Service Order Charge is applicable for establishing or changing Toll Block With PIN Service as shown in Section 5, Service Charges.
 - (2) The service charge listed above will be waived for the first 90 days after the Toll Block With PIN Service becomes available in each central office.
 - (3) Toll Restriction Service will be provided to customers subscribing to Lifeline Service at no monthly charge.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. PREPAID LOCAL TELEPHONE SERVICE

A. General

1. Prepaid Local Telephone Service (PLTS) is a telecommunications service assistance program available to eligible residential telephone service subscribers as a one-time option.
2. PLTS is offered in accordance with P.U.C. SUBST. R. 26.29. T
3. Regulations contained in this tariff section apply to PLTS, only.
4. Customers subscribing to PLTS will receive the following services:
 - a. Voice grade dial tone residential service;
 - b. mandatory services where offered by the Company, including extended area service (EAS), extended metropolitan service (EMS), or expanded local calling service (ELC);
 - c. tone dialing service;
 - d. access to 911 service;
 - e. access to dual party relay service;
 - f. the ability to report service problems seven days a week;
 - g. access to the Company's business office;
 - h. one primary directory listing;
 - i. toll blocking service, and
 - j. non-published listing service or non-listed service, if offered by the Company, at the customer's option.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. PREPAID LOCAL TELEPHONE SERVICE (Continued)

B. Explanation of Terms

The following terms when used in this section shall have the following meaning unless the context clearly indicates otherwise:

1. Basic Local Telecommunications Service - Includes services listed in subsection A. 4. of this tariff.
2. Disconnection of telephone service - The period after which a customer's telephone number is deleted from the central office switch and databases.
3. Service connection charge - A charge applied by the Company to connect service to a customer's telephone line after it has been disconnected by the Company.
4. Service restoral charge - A charge applied by the Company to restore service to a customer's telephone line after service has been suspended by the Company.
5. Suspension of telephone service - The period during which the customer's telephone line does not have dial tone but the customer's telephone number is not deleted from the central office switch and databases.
6. Toll blocking - Blocking of a customer's access to toll providers and toll services.
7. Usage-sensitive blocking - Blocking of a customer's access to services which are charged on a usage sensitive basis for completed calls. Such services include, but are not limited to, call return, call trace, and auto redial.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. PREPAID LOCAL TELEPHONE SERVICE (Continued)

C. Eligibility Requirements for PLTS

1. PLTS is available to:

Current or former residential customers, only:

- a. Former customers whose application would otherwise be denied due to indebtedness to any dominant certificated telecommunications utility (DCTU) or other telecommunications carrier.
 - b. Current customers - Residential customers of the Company who have not been disconnected from the network but who have received a notice concerning the availability of PLTS following suspension of service for non-payment for services.
2. PLTS may not be provided to current or former customers who have previously received PLTS from the Company.
3. PLTS is not available for business customers.
4. Procedures for Establishing Eligibility
- a. To subscribe to PLTS, current or former customers must request PLTS from the Company during the Company's regular business hours.
 - b. The Company shall confirm the customer's subscription to PLTS within 24 hours of a customer-initiated inquiry by mailing a confirmation letter explaining the PLTS plan in detail.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. PREPAID LOCAL TELEPHONE SERVICE (Continued)

D. Provision of Service

1. The customer subscribing to PLTS shall have mandatory toll blocking and usage sensitive blocking, if necessary, placed on the customer's telephone line.
2. The customer subscribing to PLTS shall not place or receive calls, including intraLATA and interLATA long distance or other usage-sensitive services, for which additional charges are billed to the customer's telephone number by the Company, through tariffs or contracts. The PLTS customer shall not subscribe to any services offered by the Company other than those included in PLTS, as defined in subsection A. 4. of this tariff.

E. Rates for PLTS Customers

1. The recurring monthly rates for customers subscribing to PLTS include the applicable residential tariffed rate for services described in subsection A. 4. of this tariff; any tariffed charges for non-listed or non-published service, if offered by the Company and if requested by the customer; and any surcharges and fees authorized by a governmental entity that are billed by the Company. These surcharges include, but are not limited to, 911, subscriber line charge, sales tax, and municipal fees.
2. Nonrecurring rates shall include all appropriate service connection or service restoral charges, which will be applied under the following conditions:

a. Service connection charges

Where a former customer was disconnected from basic local service without a suspension period prior to disconnection, and the customer subsequently subscribes to PLTS, the Company will defer the service connection charge if the former customer subscribes to PLTS within 10 days from the date the Company mails a termination notice that describes PLTS eligibility to that former customer.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. PREPAID LOCAL TELEPHONE SERVICE (Continued)

E. Rates for PLTS Customers (Continued)

2. (Continued)

a. (Continued)

The deferred service connection charge will be due when the PLTS subscriber leaves PLTS service to return to basic local service.

b. Service restoral charges

Where a current customer's service was suspended for non-payment, service restoral charges will be due when the PLTS subscriber leaves PLTS service to return to basic local service.

3. The Company shall not assess late charges on PLTS subscribers.

F. Payments Under PLTS

1. The PLTS subscriber is required to make an initial payment for service. This payment cannot exceed charges for two months of service under the PLTS plan described in this tariff, and any applicable non-recurring service connection or restoral charges.

2. Subsequent monthly recurring payments by the PLTS subscriber shall not exceed the rates for one month of service under PLTS.

3. The due date for subsequent monthly payments for PLTS shall be based upon the Company's regular monthly billing cycle.

4. A PLTS customer may also be required to make payments under the deferred payment plan as described in subsection G. of this tariff.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. PREPAID LOCAL TELEPHONE SERVICE (Continued)

G. Deferred Payment Plan for PLTS

1. As a condition of receiving PLTS, the Company may require a PLTS applicant to enter into a deferred payment plan for any outstanding debt owed to the Company for the same services previously received under basic local service and now subscribed to under PLTS. The deferred payment plan for PLTS shall not include any outstanding debt for any services that will not be received by the customer under PLTS, including but not limited to, intraLATA and interLATA long distance services.
2. The Company shall determine the amount the PLTS subscriber owes for basic local services previously received and which the customer subscribes to under PLTS. The Company will apply any undesignated partial payment made by the PLTS subscriber prior to PLTS subscription to the amount owed the Company for services previously received under basic local service and to which the customer subscribes under PLTS. The Company will not reallocate undesignated partial payments to amounts yet to be incurred for basic local telecommunications service.
3. If the Company is unable to determine the amount of outstanding debt owed for the services previously received under basic local service and now subscribed to under PLTS, the Company shall not require an applicant to enter into a PLTS deferred payment plan.
4. Monthly payments under the PLTS deferred payment plan will be established as follows:
 - a. The amount of the monthly payment shall not exceed the greater of \$10 or one-twelfth of the outstanding debt.
 - b. The initial deferred payment shall be billed beginning with the third billing cycle after initiation of PLTS service and thereafter will be billed on a monthly basis.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. PREPAID LOCAL TELEPHONE SERVICE (Continued)

H. PLTS Subscriber Deposits

1. The Company shall not require a deposit from any applicant for PLTS.

I. Disconnection of PLTS Service

1. Disconnection With Notice

The Company shall disconnect a PLTS subscriber after notice for any of the following reasons:

- a. Failure to comply with the terms of a PLTS deferred payment plan;
- b. Upon conclusion of all periods for which an advance payment has been applied to the PLTS account and when the customer's PLTS account has a zero balance; or
- c. Violation of the Company's rules pertaining to use of PLTS in a manner which interferes with the service of others or for the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer has been provided with a reasonable opportunity to remedy the situation.

2. Disconnection Without Notice

- a. The Company shall immediately disconnect a PLTS subscriber without notice under the following conditions:
 - i. If the PLTS subscriber accrues new billable charges for toll or other services on their telephone bill;
 - ii. Where a known dangerous condition exists for as long as the condition exists; or

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. PREPAID LOCAL TELEPHONE SERVICE (Continued)

I. Disconnection of PLTS Service (Continued)

2. Disconnection Without Notice (Continued)

a. (Continued)

iii. Where service is connected without authority by a person who has not applied for the service or who has reconnected service without authority following termination of service.

b. The Company shall send a final notice to a PLTS customer who has been disconnected pursuant to the provisions of this subsection, stating that the customer has been permanently disconnected from PLTS and that the customer shall no longer be eligible for PLTS from the Company. The notice shall also state the terms and conditions that the customer must satisfy before the customer can return to basic local service.

J. Return of PLTS Subscriber to Basic Local Service

1. The PLTS subscriber may return to the Company's basic local service providing that the customer has:

a. paid all outstanding debt in full to the Company, including indebtedness for the carriage charges of interexchange carriers where the Company bills those charges pursuant to tariffs or contracts; and

b. paid all bills for PLTS .

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. PREPAID LOCAL TELEPHONE SERVICE (Continued)

J. Return of PLTS Subscriber to Basic Local Service (Continued)

2. The Company shall notify the PLTS subscriber upon satisfaction of the obligations above that:
 - a. the customer is eligible to return to basic local service without PLTS restrictions;
 - b. the customer may request basic local service including toll blocking and or usage-sensitive blocking, if applicable, at the Company's tariffed rate and that such services may be removed at any time upon the customer's request; and
 - c. the customer must contact the Company to arrange to be returned to basic local service.
3. In addition to the requirements stated in this subsection, in order to return to basic local service the PLTS customer must:
 - a. Request subscription from the Company for basic local service; and
 - b. Pay the service restoral fee or service connection charges as described in subsection E. of this tariff, if applicable and assessed by the Company.

CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVII. 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 3 of the Company's Customer Services 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 provided designated RTN must be a toll-free number 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.

Issued By: Tim Humpert, Vice President
Box 130, Windthorst, TX 76839

<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED April 13, '07 CONTROL# <u>TC. NO. 34090</u> TARIFF CLERK</p>
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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVII. 811 DIALING SERVICE (Continued)

B. Regulations (Continued)

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.
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.

Issued By: Tim Humpert, Vice President
Box 130, Windthorst, TX 76839

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
April 13, '07 CONTROL# TC. NO. 34090
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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVII. 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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MISCELLANEOUS SERVICE ARRANGEMENTS

XVIII. DIRECT INWARD DIALING (DID) SERVICE

A. General

1. Direct Inward Dialing Service consists of the central office switching equipment necessary to provide direct inward dialing from the local exchange and long distance telecommunications network to stations and attendant positions associated with customer premises switching systems.

2. The provision of DID Service is subject to the availability of Telephone Company facilities and telephone numbers and the utilization of appropriate customer premises equipment.

3. DID Service must be provided on all lines in a trunk or access line group arranged for inward service. The service does not contemplate the routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or access line group.

4. The operational characteristics of interface signals between Telephone Company-provided connecting arrangements and customer-provided switching equipment must conform to Telephone Company specifications.

5. The Telephone Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any customer-provided facilities obsolete, require modification of or otherwise affect the use or performance of such facilities.

6. The Telephone Company will provide directory listings in accordance with the regulations of Section 7 of this Tariff. Direct inward dialing numbers furnished under these provisions are not entitled to free directory listings.

7. Customer-premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.

8. The rates and charges for this service contemplate the use of standard Telephone Company equipment and serving arrangements.

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CUSTOMER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVIII. DIRECT INWARD DIALING (DID) SERVICE (Continued)

A. General (Continued)

9. Direct Inward Dialing telephone numbers are normally provided in blocks of 10 or 100 consecutive numbers. However, the blocks may be provided on a nonconsecutive basis if this is within the normal limitations of the serving office. The Telephone Company retains its rights to the telephone numbers used in DID Service as provided in Section 3 of this Tariff.

B. Rates

	<u>Monthly Rate</u>	<u>Nonrecurring Installation Charge</u>
Direct Inward Dialing Service to Customer-Premises Switching Systems:		
First 10 DID Numbers assigned,	\$10.00	\$150.00
Each additional 10 DID Numbers assigned	\$10.00	\$5.00
First 100 DID Numbers assigned,	\$100.00	\$160.00
Each additional 100 DID Numbers assigned	\$100.00	\$10.00
Trunk Termination, each	(1)	(2)

(1) Applicable Business Line or Trunk charges as provided in Section 4 of this tariff.

(2) Applicable Service Connection Charges as provided in Section 5 of this tariff.

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COMMUNITY TELEPHONE COMPANY, INC.
WINDTHORST, TEXAS

SECTION 12

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CUSTOMER SERVICES TARIFF

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Issued By: Tim Humpert, President
Box 130, Windthorst TX 76389

Effective:

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES**

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CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

I. GENERAL

A. Application

This Section contains regulations, rates and charges, for the connection of certain customer-provided equipment and facilities to the Company's telecommunications network.

In addition to the provisions of this tariff Section, the General Rules and Regulations of the Company as set forth in this Customer Services Tariff are also applicable to all services and facilities of the Company furnished for connection with customer-provided equipment and facilities as specified in this Section.

B. Basis of Connection

1. Customer-provided terminal equipment, protective circuitry, and communications systems may be used with the facilities furnished by the Company for telecommunications services as provided in the following paragraphs of this Section and Section 3 of the Customer Services Tariff. In all such cases the customer-provided terminal equipment or communications systems will be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.

2. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, the equipment furnished, installed and maintained by the customer must meet the requirements of Part 68 of the FCC Rules and Regulations.

3. Customer-provided terminal equipment or communications systems that serve a location which the Company considers impracticable to serve because of hazard or inaccessibility may be connected with telecommunications service only if the customer-provided terminal equipment, communications systems, protective circuitry, or premise wiring meets the requirements of Part 68 of the FCC Rules and Regulations as specified in this Section, Part II.

CUSTOMER SERVICES TARIFF
CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES

I. GENERAL (Continued)

C. Responsibility of the Company

1. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment, protective circuitry, or communications systems. Telecommunications service is not represented as adapted to the use of customer-provided terminal equipment or systems. Where such are connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service; subject to this responsibility the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment, protective circuitry, or systems (2) or for the quality of, or defects in, such transmission, or (3) the reception of signals by customer-provided equipment, protective circuitry or systems.

2. The Company will not be responsible to the customer or otherwise, if changes, as reasonably required in the operation of its business and which are not inconsistent with Part 68 of the FCC Rules and Regulations, in the Company's communications facilities, equipment, operations or procedures renders the customer-provided terminal equipment, protective circuitry, or communications system obsolete or require modification or alteration of such equipment. The Company will give at least 90 days notice in writing if such changes can reasonably be expected to occur, allowing the customer an opportunity to maintain uninterrupted service.

D. Liability of the Company

1. The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company.

2. The Company will not be liable for damages arising out of injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided terminal equipment or protective circuitry.

E. Notification to the Company

The customer shall give proper notice of intention to the Company before any connection of terminal equipment or protective circuitry is made, providing to the Company the line to which such connection is to be made, the FCC Registration Number and Ringer Equivalence of the registered terminal equipment or registered protective circuitry so as to comply with the FCC Rules and Regulations in accordance with Part III, A, 5 of this Section. The customer shall give notice to the Company upon final disconnection of such equipment or circuitry from the particular line(s).

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

I. GENERAL (Continued)

F. Responsibility of the Customer

1. The customer indemnifies and saves the Company harmless against claims for infringement of patents arising from combining such equipment or systems with, or using it in connection with, facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

2. The customer must provide all the electrical power necessary for the operation of customer-provided communications systems equipment and associated lines to the point of interconnection.

3. The customer must provide premises wiring that is installed in compliance with Part 68 of the FCC Rules and Regulations and the National Electric Code.

For installation of premise wiring other than residential one and two-line service, wiring must comply with regulations as provided under this Section, Part II, Installation of Premise Wiring, and Part 68 of the FCC Rules and Regulations.

4. Where telecommunications service is available under this tariff for use in connection with customer-provided terminal equipment, protective circuitry, or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's service.

5. Upon suitable notification to the customer, the Company may make such tests and inspections as may be necessary to determine that the above requirements are being fulfilled in connection with the installation, operation and maintenance of customer-owned facilities or equipment. The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

I. GENERAL (Continued)

F. Responsibility of the Customer

6. Upon notice from the Company that the customer-provided terminal equipment or protective circuitry is causing or is likely to cause hazard or interference to the telephone network the customer shall make such changes as shall be necessary to remove or prevent such hazard or interference.

However, where proper notice is not practicable, the Company may temporarily discontinue service immediately if such action is deemed reasonable under the circumstances. The customer will be notified of such temporary discontinuance and afforded an opportunity to correct the conditions causing the temporary discontinuance.

The customer shall be responsible for the payment of Company charges, as specified below, for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided facilities whether or not such equipment or systems are legally connected in accordance with the terms of this Section.

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7. Customers providing their own equipment or facilities shall reimburse the Company for damages to facilities or equipment of the Company caused by the negligence or willful act of the customer or resulting from improper use of the Company facilities, or due to malfunction of any facilities or equipment provided by other than the Company.

G. Charges for Customer-Provided Equipment (CPE)

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1. The Company may provide a device with line test capability when deemed necessary by the Company.

(Continued next page)

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

I. GENERAL (Continued)

G. Charges for Customer-Provided Equipment (CPE) (Continued)

2. Jack termination equipment may be provided by the Company to meet the requirements established under Part 68 of the FCC Rules and Regulations for use with customer-provided legally connected equipment that meets the requirements for connection to the Company's facilities as specified in this Section of this Tariff for:

a. Individual line service (Residence & Business)

b. Or when automatic answering and recording devices, recorder couplers, alarm couplers, and other similar devices are connected to the Company's facilities in lieu of a main or extension telephone.

3. Restoration or Maintenance of Service Charge

Where a service difficulty or trouble report results from customer-owned facilities and/or wiring whether or not such equipment or systems are legally connected in accordance with the terms of this Section.

First hour or fraction	\$20.00
Each Additional 1/4 hr.	5.00

H. Violation of Regulations

When any customer-provided equipment, protective circuitry or communications system is used with telecommunications service in violation of any of the provisions in this tariff, the Company will take such immediate action as necessary for the protection of its services, and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or systems or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of the tariff.

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

I. GENERAL (Continued)

I. Lawfully Connected Equipment

1. Terminal equipment and/or protective circuitry lawfully connected directly to the Company's exchange facilities in each exchange as of October 27, 1977, where compatible, may continue to be connected for the life of the equipment in the same or a compatible exchange without being registered, unless subsequently modified.

2. Entire PBX or Key telephone systems, including their equipment, premise wiring and protective apparatus (if any), directly connected to the Company's exchange facilities in each exchange, on June 1, 1978, may remain lawfully connected to the telephone network for the life of the equipment without being registered, unless subsequently modified.

3. Installations of PBX or Key telephone systems including additions to existing systems, made before January 1, 1980, without being registered, may remain lawfully connected for life without being registered, unless subsequently modified provided that:

- a. any premises wiring added conforms to the Part 68 Rules and Regulations,
- b. any equipment added is of a type that was directly connected to the telephone network as of June 1, 1978.

4. Changes to PBX or Key telephone systems covered in Paragraph 2 and 3 above, may only be made by the manufacturer of the PBX or Key telephone system, or a representative authorized and trained by the manufacturer.

5. Terminal equipment and protective circuitry of a type lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, where compatible, was allowed to be connected thereafter in the same or compatible exchange until July 1, 1979, at which time all terminal equipment and protective circuitry, other than terminal equipment and protective circuitry covered in Paragraph 1-1 above, must be registered in accordance with Part 68 of the FCC Rules and Regulations.

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

I. GENERAL (Continued)

I. Lawfully Connected Equipment (Continued)

6. PBX or Key telephone systems of a type lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, where compatible, were allowed to be connected after June 1, 1978, in the same or compatible exchange until January 1, 1980. at which time all PBX or Key telephone systems covered in Paragraph 1,2 and 3 above, must be registered in accordance with Part 68 of the FCC Rules and Regulations. All premises wiring must conform to rules specified in Part 68 of the FCC Rules and Regulations. Changes to PBX or Key telephone systems covered in this paragraph may only be made by the manufacturer of the PBX or Key telephone system, or a duly authorized agent of the manufacturer.

7. Terminal equipment, protective circuitry, and PBX or Key telephone systems, of a type not lawfully connected directly to the Company's exchange facilities in each exchange on October 17, 1977, where compatible, may be directly connected after July 1, 1979, in the same or a compatible exchange only if the customer-provided terminal equipment, protective circuitry or PBX or Key telephone system has been registered in accordance with Part 68 of the FCC Rules and Regulations.

8. PBX or Key telephone systems of a type lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, or registered in accordance with Part 68 of the FCC Rules and Regulations, and are presently connected to the Company's exchange facilities by protective apparatus, may remove such protective apparatus and connect directly if the following conditions are met:

- a. Any premises wiring whose classification is changed thereby is qualified as if newly installed under Part 68 of the FCC Rules and Regulations.
- b. All equipments in the system are of a type directly connected to the telephone network as of October 17, 1977, or are registered in accordance with Part 68 of the FCC Rules and Regulations.

9. Terminal equipment not registered nor grandfathered in accordance with Part 68 of the FCC Rules and Regulations may be connected to the network pursuant to the tariff provisions in effect prior to October 17, 1977, requiring the use of a Company provided network control signaling unit and connecting arrangement, or customer provided protective circuitry registered in accordance with Part 68 of the FCC Rules and Regulations.

(Continued next page)

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

I. GENERAL (Continued)

I. Lawfully Connected Equipment (Continued)

10. Modifications to systems and installations involving unregistered equipment are covered as follows:

- a. The use of other than fully-protected premise wiring is considered a modification under Part 68 of the FCC Rules and Regulations. As an exception to the general requirement that no modification is permitted to unregistered equipment whose use is permitted under Part 68, certain modifications are authorized herein.
- b. Other than fully-protected premises wiring may be used if it is qualified in accordance with the procedures and requirements as specified in this Section, Part II, B. Since there is no registrant of unregistered equipment, the training and authority required by the above referenced paragraph will have to be received from the equipment's manufacturer.
- c. Existing separate, identifiable and discrete protective apparatus may be removed, or replaced with apparatus of lesser protective function, provided that any premises wiring to which the telephone network is thereby exposed conforms to Paragraph b. above. Minor modifications to existing unregistered equipments are authorized to facilitate installation of premises wiring, so long as they are performed under the responsible supervision and control of a person who complies with the requirements specified in Part II, B. Since there is no registrant of unregistered equipment, the training and authority required by Part II, B, will have to be received from the manufacturer of the equipment so modified.

II. INSTALLATION OF PREMISES WIRING

Premises wiring *connects* separately-housed equipment entities or system components to one another, or connects an equipment entity or system component with the telephone network interface, located at the customer's premises and not within an equipment housing.

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

II. INSTALLATION OF PREMISES WIRING (Continued)

A. Fully Protected Premises Wiring

1. Fully protected premises wiring is premises wiring which is either:
 - a. No greater than 25 feet in length (measured linearly between the points where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used. Such wiring shall either be pre-connected to the equipment or circuitry, or may be so connected by the user (or others) if it is demonstrated in the registration application that such connection by the untrained will not result in harm, using relatively fail-safe means.
 - b. A cord which complies with the previous paragraph and which is extended once by a connectorized FCC-registered extension cord which itself complies with the previous subsection. Extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure.
 - c. Wiring located in an equipment room with restricted access provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Paragraph B below.
 - d. Electrically behind registered (or grandfathered) equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.

2. Protected Premises Wiring Requiring Acceptance Testing for Imbalance:

Premises wiring which is electrically behind registered (or grandfathered) equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages at the telephone network interface.

3. Unprotected premises wiring is all premises wiring other than described above.

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

II. INSTALLATION OF PREMISES WIRING (Continued)

B. Other Than Fully-Protected Premises Wiring

1. Types of Wiring Authorized:

- a. **Between Equipment Entities** -- Unprotected premises wiring, and protected premises wiring requiring acceptance testing for imbalance, may be used to connect separately-housed equipment entities to one another.
- b. **Between an Equipment Entity and the Network Interface(s)** – Fully protected premises wiring shall be used to connect equipment entities to the telephone network interface unless the Company is unwilling or unable to locate the interface within twenty-five feet of the equipment entity on reasonable request. In any such case, other than fully-protected premises wiring may be used if otherwise in accordance with these rules.
- c. **Hardware Protection as Part of the Company's Facilities** -- In any case where the Company chooses to provide (and the customer chooses to accept, except as authorized in Part 68 of the FCC Rules and Regulations) hardware protection on the network side of the interface(s), the presence of such hardware protection will affect the classification of premises wiring under Part 68 of the FCC Rules and Regulations for the purposes of this Section.

2. Installation Personnel

Operations associated with the installation, connection, reconfiguration and removal (other than final removal of the entire premises communications system) of other than fully-protected premises wiring shall be performed under the supervision and control of a supervisor, as defined in Paragraph 3, below. The supervisor and installer may be the same person.

(Continued next page)

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

II. INSTALLATION OF PREMISES WIRING (Continued)

B. Other Than Fully-Protected Premises Wiring (Continued)

3. Supervision

Operations by installation personnel shall be performed under the responsible supervision and control of a person who:

- a. Has had at least six months of on-the-job experience in the installation of telephone terminal equipment or of wiring used with such equipment;
- b. Has been trained by the registrant of the equipment to which the wiring is to be connected in the proper performance of any operations by installation personnel which could affect that equipment's continued compliance with Part 68 of the FCC Rules and Regulations;
- c. Has received written authority from the registrant to assure that the operations by installation personnel will be performed in such a manner as to comply with these rules;
- d. Or, in lieu of paragraphs a. through c. of this Section, is a licensed professional engineer in the jurisdiction in which the installation is performed.

4. Affidavit

The supervisor responsible for customer-provided equipment shall prepare and furnish the Company a notarized affidavit ten days in advance of the installation of the premise wiring. This affidavit will contain:

- a. Supervisor's qualifications
- b. Supervisor's agency authority
- c. Dates the wiring installation will take place
- d. The affiliation of the installation personnel

(Continued next page)

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

II. INSTALLATION OF PREMISES WIRING (Continued)

B. Other Than Fully-Protected Premises Wiring (Continued)

4. Affidavit (Continued)

e. National and local codes to which installation conforms

f. Manufacturer and a brief description of the wire that will be used

g. Conformance with the wire to recognized standard

h. The dates when acceptance testing for imbalance will take place

Such affidavit is also to be kept with the customer-provided equipment at all times.

5. Workmanship and Material Requirements

Wiring shall be installed so as to assure that there is adequate insulation of telephone wiring from commercial power wiring and grounded surfaces. Wiring is required to be sheathed in an insulation jacket in addition to the insulation enclosing individual conductors unless located in an equipment enclosure or in an equipment room with restricted access; it shall be assured that this physical and electrical protection is not damaged or abraded during placement of the wiring. Any intentional removal of wiring insulation or a sheath for connections or splices shall be accomplished by removing the minimum amount of insulation necessary to make the connection or splice, and insulation equivalent to that provided by the wire and its sheath shall be suitably restored, either by placement of the splices or connections in an appropriate enclosure, or equipment rooms with restricted access, or by using adequately-insulated connectors or splicing means.

6. Specifications as to types of wiring, building and electrical codes, limitations on electrical signals, acceptance testing for imbalance, extraordinary procedures, etc., are to be complied with as specified in Part 68 of the FCC Rules and Regulations.

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

III. CUSTOMER-PROVIDED TERMINAL EQUIPMENT

A. Connection of FCC Registered Equipment

FCC registered terminal equipment, protective circuitry, data equipment or communications systems, excluding coin telephones, may be directly connected to the Company's exchange facilities in accordance with 1. through 8. following:

1. Customer-provided terminal equipment, protective circuitry, data equipment, or communications systems, directly connected to exchange facilities must be registered in accordance with Part 68 of the FCC Rules and Regulations.

2. Customer-provided terminal equipment, protective circuitry, data equipment, or communications systems may not be directly connected to party line service.

3. Customer-provided terminal equipment, protective circuitry, data equipment or communications systems connected to exchange facilities, (except for Company provided line test devices) shall be made through standard plugs and standard jacks so as to allow for easy and immediate connection or disconnection. Standards for plugs and jacks are as specified in Part 68 of the FCC Rules and Regulations.

4. One Company-provided ringer (or other device with line test capability) may be connected to the line at the discretion of the Company.

5. Customers desiring to connect terminal equipment, protective circuitry, data equipment, or communications systems, to the Company's exchange facilities, before such connection is made, are required to notify the Company of:

- a. The FCC Registration Number, and
- b. The Ringer Equivalence Number of the registered terminal equipment or registered protective circuitry, and;
- c. The line number or directory number to which the terminal equipment, protective circuitry, or data equipment will be connected;
- d. Other such information that may be required to assure the compatibility of the connected equipment.

The Company will maintain a written record of the information provided by the customer. A customer who fails to notify the Company of such connection or is otherwise in violation of Part 68 of the FCC Rules and Regulations will be subject to disconnection of said equipment.

CUSTOMER SERVICES TARIFF

**CONNECTION WITH CERTAIN CUSTOMER-PROVED
EQUIPMENT AND FACILITIES**

III. CUSTOMER-PROVIDED TERMINAL EQUIPMENT

A. Connection of FCC Registered Equipment (Continued)

6. Customers shall give notice to the Company upon final disconnection of customer-provided terminal equipment, protective circuitry, data equipment, or communications systems from the particular line or directory number(s).

7. In the event customer-provided terminal equipment or protective circuitry causes harm to the telephone network, the Company will, where practicable, notify the customer that temporary discontinuance of service may be required; however, where prior notice is not practicable, the Company may temporarily discontinue service if such action is reasonable in the circumstances. In case of such temporary discontinuance, the Company will, (1) promptly notify the customer of such temporary discontinuance, and (2) inform the customer of his right to bring complaint to the FCC pursuant to the procedures set forth in Part 68 of the FCC Rules and Regulations.

8. Technical information concerning interface parameters sufficient to allow the customer to properly interconnect his terminal equipment, including the number of ringers which may be connected to a particular telephone line shall be provided by the Company upon request.

B. Installation charges and monthly rental for connecting arrangements that cannot be provided in accordance with Part III, D. shall be determined in accordance with provisions of Section 6, Special Service Arrangements, of this Tariff.

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COMMUNITY TELEPHONE COMPANY, INC.
WINDTHORST, TEXAS

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CUSTOMER SERVICES TARIFF

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Issued By: Tim Humpert, President
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Effective:

CUSTOMER SERVICES TARIFF

INTERCITY SERVICES

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CUSTOMER SERVICES TARIFF
INTERCITY SERVICES

I. FOREIGN EXCHANGE SERVICE

A. General

Foreign exchange service is exchange service furnished to a customer from an exchange other than the one in which he is located and served.

Foreign exchange service is not in accordance with the general plan of furnishing telephone service and will be furnished only under special conditions where the service is warranted by the circumstances and if satisfactory arrangements can be made where a connecting company is involved.

The Company is not obligated to furnish such service, particularly where it involves undue expense or impairment of the service furnished the general public.

B. Provision of Service

Foreign exchange service is furnished only in connection with one party (individual line), key system trunk or PBX trunk service. The customer must have existing individual line, key system, or PBX trunk service from the local exchange at the same location where the foreign exchange service is to be installed.

Extension stations may be connected to foreign exchange service on the same premises, provided transmission and signaling conditions permit. Such service will be provided at applicable rates for local extension station service as listed elsewhere in this tariff. All service and equipment other than the foreign trunks

and associated excess mileage is subject to the rates, rules and regulations of the local exchange when both foreign exchange and local exchange trunks are terminated in the same PBX or key system.

CUSTOMER SERVICES TARIFF

INTERCITY SERVICES

I. FOREIGN EXCHANGE SERVICE

C. Application of Rates

Applicable tariff rates cover only normal conditions TM where all necessary facilities are available. If facilities are not available and unusual expenditures are involved in their provision, the customer may be required to pay an additional charge to cover the unusual expenditure as provided under Section 6, Special Service Arrangements, of this Tariff or enter into a contract for service beyond the initial period or both.

When necessary to modify PBX equipment to terminate foreign exchange trunks, an additional charge may be applied based upon the cost involved in accordance with the provision under Section 6, Special Service Arrangements, of this Tariff.

Interexchange channels will be provided in accordance with the regulations for Foreign Exchange Service as shown in the applicable tariffs of the connecting company or companies involved. Interexchange channel mileage is measured on an airline basis from the toll rate center of the foreign exchange to the toll rate center of the local exchange serving the customer.

D. Rates and Charges

Customers having foreign exchange service are subject to the rates, rules and regulations of the exchange from which such service is provided.

All local service and equipment provided the customer other than the foreign exchange service is subject to the rates, rules and regulations contained in the Customer Services Tariff of the Company.

CUSTOMER SERVICES TARIFF

INTERCITY SERVICES

II. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE TARIFF

Community Telephone Company, Inc. is an issuing carrier of the John Staurulakis, Inc. Issuing Carrier Long Distance Message Telecommunications Service Tariff that is on file with the Public Utility Commission of Texas for the provision of IntraLATA Long Distance Message Telecommunications Service within the State of Texas. This issuing carrier status includes the rates, charges, rules, and regulations applicable for each service provided by the Company in the John Staurulakis, Inc. Issuing Carrier Long Distance Message Telecommunications Service Tariff. The Company makes itself subject to such rates, charges, rules, and regulations until this issuing carrier status is revoked or cancelled. The Company expressly reserves the right to cancel this issuing carrier status when and if it appears such cancellation is appropriate.

The provision of such services by Community Telephone Company, Inc., as set forth in the John Staurulakis, Inc. Issuing Carrier Long Distance Message Telecommunications Service Tariff does not constitute a joint undertaking with the customer for the furnishing of any service.

At the option of the Company, Billed Number Screening will be furnished to control instances of fraud associated with billed to third number, station-to-station or person-to-person collect service or in response to a customer request.

The term "Billed Number Screening" denotes an arrangement whereby, at the time of call origination, billed to third number, station-to-station or person-to-person collect calls are screened for customer preauthorized or Company-directed non-acceptance.

CUSTOMER SERVICES TARIFF

INTERCITY SERVICES

III. CONCURRENCE WITH PRIVATE LINE SERVICES TARIFF

For Interexchange Private Line Services

As of the effective date of this tariff, Community Telephone Company, Inc. concurs in the Intrastate Private Line Service Tariff for IntraLATA Private Line Service filed by Southwestern Bell Telephone Company as it exists on the effective date of this tariff. Any in-service Private Line Service provided in accordance with such tariffs as on file with the Public Utility Commission of Texas on the effective date of this tariff, are grandfathered as of the effective date of this tariff. Any change to grandfathered Private Line Services or accounts after the effective date of this tariff will void the grandfathered status of said services and will be considered a new service request. New service requests for special circuits, including foreign exchange circuits, as described in this Customer Services Tariff, will be provided by the Company in accordance with the Special Access Service rates, charges, rules, and regulations of the TSTCI Intrastate Access Tariff on file with the Public Utility Commission of Texas.

CUSTOMER SERVICES TARIFF

INTERCITY SERVICES

**IV. CONCURRENCE WITH CONNECTING CARRIER'S WIDE AREA
TELECOMMUNICATIONS SERVICE TARIFFS**

As of the effective date of this tariff, Community Telephone Company, Inc. concurs in the Wide Area Telecommunications Service Tariff for IntraLATA WATS filed by Southwestern Bell Telephone Company as it exists on the effective date of this tariff. Any in-service Wide Area Telecommunications Services provided in accordance with such tariffs as on file with the Public Utility on the effective date of this tariff, are grandfathered as of the effective date of this tariff. Any change to grandfathered Wide Area Telecommunications Services or accounts after the effective date of this tariff will void the grandfathered status of said services and will be considered a new service request. New service requests for Wide Area Telecommunications Services will be provided by the Company in accordance with the Special Access Service rates, charges, rules, and regulations of the TSTCI Intrastate Access Tariff on file with the Public Utility Commission of Texas.

V. INTRASTATE ACCESS SERVICES TARIFF

Community Telephone Company, Inc., is an issuing carrier of the TSTCI Intrastate Access Service Tariff that is on file with the Public Utility Commission of Texas for providing Switched Access, Special Access Services and other miscellaneous services within the State of Texas. Community Telephone Company, Inc., makes itself subject to such rates, charges, rules and regulations until this issuing carrier status when it appears that such cancellation is appropriate.

The provision of such services by Community Telephone Company, Inc., as set forth in the TSTCI Intrastate Access Service Tariff does not constitute a joint undertaking with the customer for the furnishing of any service.

CUSTOMER SERVICES TARIFF

INTERCITY SERVICES

VI. OTHER RULES AND REGULATIONS

In addition to rules and regulations set forth in this tariff section, the General Rules and Regulations established in Section 3, are also applicable to any services and facilities provided herein.