

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

*This tariff, Arkansas Tariff No. 6, issued by Fusion Cloud Services, LLC
cancels and replaces in its entirety
Arkansas Tariff No. 4 issued by Birch Communications, LLC.*

ARKANSAS
TELECOMMUNICATIONS SERVICES TARIFF
OF
FUSION CLOUD SERVICES, LLC

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for Local Exchange telecommunication services within the State of Arkansas by Fusion Cloud Services, LLC ("Company"). This tariff is on file with the Arkansas Public Service Commission. Copies may be inspected, during normal business hours, at the following locations:

Fusion Cloud Services, LLC
420 Lexington Ave., Suite 1718
New York, NY 10170

or

Arkansas Public Service Commission
1000 Center Street
Little Rock AR 72203

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

TABLE OF CONTENTS

Title Page	Title
Preface	
Table of Contents	1
Check Sheet.....	2
Explanation of Symbols	5
Application of Tariff	6
Tariff Format	7
Definitions.....	Section 1
Regulations.....	Section 2
Service Areas	Section 3
Service Charges and Surcharges	Section 4
Local Exchange Service	Section 5
Supplemental Services	Section 6
Toll Services.....	Section 7
Special Arrangements.....	Section 8
Promotional Offerings	Section 9
Miscellaneous Services	Section 10
Primus Telecommunications Services and Rates	Section 11

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date of this page.

SECTION	PAGE	REVISION	SECTION	PAGE	REVISION
	Title	Original *	2	15	Original *
Preface	1	Original *	2	16	Original *
Preface	2	Original *	2	17	Original *
Preface	3	Original *	2	18	Original *
Preface	4	Original *	2	19	Original *
Preface	5	Original *	2	20	Original *
Preface	6	Original *	2	21	Original *
Preface	7	Original *	2	22	Original *
1	1	Original *	2	23	Original *
1	2	Original *	2	24	Original *
1	3	Original *	2	25	Original *
1	4	Original *	2	26	Original *
1	5	Original *	2	27	Original *
2	1	Original *	2	28	Original *
2	2	Original *	2	29	Original *
2	3	Original *	2	30	Original *
2	4	Original *	2	31	Original *
2	5	Original *	2	32	Original *
2	6	Original *	2	33	Original *
2	7	Original *	2	34	Original *
2	8	Original *	2	35	Original *
2	9	Original *	2	36	Original *
2	10	Original *			
2	11	Original *			
2	12	Original *			
2	13	Original *			
2	14	Original *			

* - indicates those pages included with this filing

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

CHECK SHEET (CONT'D.)

SECTION	PAGE	REVISION		SECTION	PAGE	REVISION	
3	1	Original	*	5	33	Original	*
4	1	Original	*	5	34	Original	*
4	2	Original	*	5	35	Original	*
4	3	Original	*	5	36	Original	*
4	4	Original	*	5	37	Original	*
4	5	Original	*	5	38	Original	*
4	6	Original	*	5	39	Original	*
4	7	Original	*	5	40	Original	*
5	1	Original	*	5	41	Original	*
5	2	Original	*	5	42	Original	*
5	3	Original	*	5	43	Original	*
5	4	Original	*	5	44	Original	*
5	5	Original	*	5	45	Original	*
5	6	Original	*	5	46	Original	*
5	7	Original	*	5	47	Original	*
5	8	Original	*	5	48	Original	*
5	9	Original	*	5	49	Original	*
5	10	Original	*	5	50	Original	*
5	11	Original	*	5	51	Original	*
5	12	Original	*	5	52	Original	*
5	13	Original	*	5	53	Original	*
5	14	Original	*	5	54	Original	*
5	15	Original	*	5	55	Original	*
5	16	Original	*	5	56	Original	*
5	17	Original	*	5	57	Original	*
5	18	Original	*	5	58	Original	*
5	19	Original	*	5	59	Original	*
5	20	Original	*	5	60	Original	*
5	21	Original	*	5	61	Original	*
5	22	Original	*	5	62	Original	*
5	23	Original	*	5	63	Original	*
5	24	Original	*	5	64	Original	*
5	25	Original	*	5	65	Original	*
5	26	Original	*	5	66	Original	*
5	27	Original	*	5	67	Original	*
5	28	Original	*	5	68	Original	*
5	29	Original	*	5	69	Original	*
5	30	Original	*	5	70	Original	*
5	31	Original	*	5	71	Original	*
5	32	Original	*	5	72	Original	*

* - indicates those pages included with this filing

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

CHECK SHEET (CONT'D.)

SECTION	PAGE	REVISION	SECTION	PAGE	REVISION
5	73	Original *	8	1	Original *
5	74	Original *	8	2	Original *
5	75	Original *	8	3	Original *
5	76	Original *	9	1	Original *
5	77	Original *	10	1	Original *
5	78	Original *	11	1	Original *
5	79	Original *	11	2	Original *
5	80	Original *	11	3	Original *
5	81	Original *	11	4	Original *
5	82	Original *	11	5	Original *
5	83	Original *	11	6	Original *
5	84	Original *	11	7	Original *
5	85	Original *	11	8	Original *
5	86	Original *	11	9	Original *
5	87	Original *	11	10	Original *
5	88	Original *	11	11	Original *
5	89	Original *	11	12	Original *
5	90	Original *	11	13	Original *
5	91	Original *	11	14	Original *
5	92	Original *	11	15	Original *
5	93	Original *	11	16	Original *
5	94	Original *	11	17	Original *
5	95	Original *	11	18	Original *
5	96	Original *	11	19	Original *
5	97	Original *	11	20	Original *
5	98	Original *	11	21	Original *
5	99	Original *	11	22	Original *
5	100	Original *	11	23	Original *
5	101	Original *	11	24	Original *
5	102	Original *	11	25	Original *
5	103	Original *	11	26	Original *
5	104	Original *	11	27	Original *
5	105	Original *	11	28	Original *
5	106	Original *	11	29	Original *
6	1	Original *			
6	2	Original *			
6	3	Original *			
6	4	Original *			
6	5	Original *			
7	1	Original *			
7	2	Original *			

* - indicates those pages included with this filing

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

EXPLANATION OF SYMBOLS

The following symbols shall be used in this tariff for the purpose indicated below:

- (C) - To signify changed regulation.
 - (D) - To signify discontinued rate or regulation.
 - (I) - To signify increased rate.
 - (M) - To signify a move in the location of text.
 - (N) - To signify new rate or regulation.
 - (R) - To signify reduced rate.
 - (S) - To signify reissued matter.
 - (T) - To signify a change in text but no change in rate or regulation.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange communications services by Fusion Cloud Services, LLC, hereinafter referred to as the Company, to Customers within the state of Arkansas. The Company's services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

This tariff is on file with the Arkansas Public Service Commission. In addition, this tariff is available for review at the main office of Fusion Cloud Services, LLC at 420 Lexington Ave., Suite 1718, New York, NY 10170.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
 - B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.
 - C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
 - 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
 - D. Check Sheets - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 1 - DEFINITIONS

Account - All local exchange access lines billed to a single location by Billed Telephone Number (BTN).

Advance Payment - Part or all of a payment required before the start of service.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

Authorized User - A person, firm or corporation authorized by the Customer to be an end-user of the service of the Customer.

Automatic Numbering Identification (ANI) - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

Common Carrier - An authorized company or entity providing telecommunications services to the public

Commission - Arkansas Public Service Commission.

Company - Whenever used in this tariff, "Company" refers to Fusion Cloud Services, LLC, unless otherwise specified or clearly indicated by the context.

Customer - The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this tariff.

Customer Premises - A location designated by the Customer for the purposes of connecting to the Company's services.

Customer Terminal Equipment - Terminal equipment provided by the Customer.

Deposit - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 1 - DEFINITIONS (CONT'D.)

End Office - With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's "end office" for purposes of this tariff shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide (ALERG@), issued by BellCore.

Equal Access - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company network. Presubscribed Customers may also route interexchange calls to the Company network by dialing an access code supplied by the Company.

Exchange Telephone Company or Telephone Company - Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

Individual Case Basis (ICB) B A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

IXC or Interexchange Carrier- A long distance telecommunications services provider.

Interruption - The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a common carrier or other entity other than the Carrier. Any Interruption allowance provided within this Tariff by Carrier shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Carrier, pursuant to the terms of this Tariff, terminates service because of non-payment of bills, unlawful or improper use of the Carrier's facilities or service, or any other reason covered by this Tariff or by applicable law.

Joint User - A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 1 - DEFINITIONS (CONT'D.)

LATA - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4, or its successor tariff(s).

LEC - Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.

Local Calling - A completed call or telephonic communication between a calling Station and any other Station within the local service area of the Calling Station.

Monthly Recurring Charges - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

MOU - Minutes of Use.

Non-Recurring Charge (ANRC@) - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

PIN - Personal Identification Number. See Authorization Code.

Point of Presence (APOP@) - Point of Presence

Premises - The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

Recurring Charges - Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 1 - DEFINITIONS (CONT'D.)

Service - Any means of service offered herein or any combination thereof.

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Order - The written request for Company services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.

Services - The Company telecommunications services offered on the Company network.

Shared Inbound Calls - Refers to calls that are terminated via the Customer's Company-provided local exchange line.

Shared Outbound Calls - Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company outbound service such that "1 + 10-digit number" calls are automatically routed to the Company or an IXC network. Calls to stations within the Customer's LATA may be placed by dialing "10XXX" or "101DECEMBER 6, 2017" with 1 + 10-digit number."

Station - The network control signaling unit and any other equipment provided at the Customer premises which enables the Customer to establish communications connections and to effect communications through such connections.

Subscriber - The person, firm, partnership, corporation, or other entity who orders telecommunications service from the Company. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

Switched Access Origination/Termination - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 1 - DEFINITIONS (CONT'D.)

Terminal Equipment - Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

Usage Charges - Charges for minutes or messages traversing over local exchange facilities.

User (or End User) - Any person or entity that obtains the Company's services provided under this tariff, regardless of whether such person or entity is so authorized by the Customer.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the State of Arkansas.

The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

Failure by the Company to assert its rights pursuant to one provision of this Tariff does not preclude the Company from asserting its rights under other provisions.

2.1.2 Shortage of Equipment or Facilities

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions

- A. Service is provided on the basis of a minimum period of at least thirty (30) days, 24-hours per day. For the purpose of computing charges in this tariff, a month is considered to have thirty (30) days.
 - B. Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
 - C. Except as otherwise stated in this tariff, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
 - D. In any action between the parties to enforce any provision of this tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
 - E. Service may be terminated upon written notice to the Customer if:
 - 1. the Customer is using the service in violation of this tariff; or
 - 2. the Customer is using the service in violation of the law.
 - F. This tariff shall be interpreted and governed by the laws of the state of Arkansas regardless of its choice of laws provision.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions (Cont'd.)

- G. Any other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- H. To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company

- A. Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7.
 - B. Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
 - C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

- D. The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
1. Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
 2. Any delay or failure of performance or equipment due to causes beyond the Company control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, terrorist acts, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
 3. Any unlawful or unauthorized use of Company facilities and services;
 4. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
 5. Breach in the privacy or security of communications transmitted over Company facilities;

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

D. (Cont'd.)

6. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company liability is limited as set forth in paragraph A. of this Subsection 2.1.4.
 7. Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
 8. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to Company facilities;
 9. Any non-completion of calls due to network busy conditions;
 10. Any calls not actually attempted to be completed during any period that service is unavailable;
 11. And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of Company services or facilities.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

- E. The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- G. Failure by the Company to assert its rights pursuant to one provision of this rate sheet does not preclude the Company from asserting its rights under other provisions.
- H. Directory Errors - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listing obtainable from the directory assistance operator shall be at the monthly tariff rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly tariff rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

I. With respect to Emergency Number 911 Service:

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, of (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
2. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

I. With respect to Emergency Number 911 Service (Cont'd.)

3. When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this rate sheet, the Customer acknowledges and agrees with the release of information as described above.

2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.6 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- B. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- D. Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided.
- E. The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.6 Provision of Equipment and Facilities (Cont'd.)

F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
2. the reception of signals by Customer-provided equipment.

2.1.7 Non-routine Installation

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

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.8 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request and expense of the Customer. Special construction is that construction undertaken:

- A. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B. of a type other than that which the Company would normally utilize in the furnishing of its services;
- C. over a route other than that which the Company would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which the Company would normally construct;
- E. on an expedited basis;
- F. on a temporary basis until permanent facilities are available;
- G. involving abnormal costs; or
- H. in advance of its normal construction.

2.1.9 Ownership of Facilities

Title to all facilities provided in accordance with this rate sheet remains in the Company, its partners, agents, contractors or suppliers.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.2 Prohibited Uses

- 2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2 The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
- 2.2.3 The Company may block any signals being transmitted over its Network by Customers that cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4 A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.3 Obligations of the Customer

2.3.1 General

The Customer is responsible for making proper application for service; placing any necessary order, complying with tariff regulations; payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- A. the payment of all applicable charges pursuant to this tariff;
 - B. damage to or loss of Company facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
 - C. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
 - D. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(C.) Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.3 Responsibilities of the Customer (Cont'd.)

2.3.1 General (Cont'd.)

- E. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining Company facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company opinion, injury or damage to Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
- F. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1D.; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G. not creating, or allowing to be placed, any liens or other encumbrances on Company equipment or facilities; and
- H. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.3 Responsibilities of the Customer (Cont'd.)

2.3.2 Liability of the Customer

- A. The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invitees, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- B. To the extent caused by any negligent or intentional act of the Customer as described in A., preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other rate sheet of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- C. The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this rate sheet including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this rate sheet is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels

2.4.1 General

A User may transmit or receive information or signals via the facilities of the Company. Company services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A User may transmit any form of signal that is compatible with Company equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.

2.4.2 Station Equipment

- A. Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
 - B. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to Company employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.3 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing communications services and the channels, facilities or equipment of others shall be provided at the Customer's expense.
- B. Communications services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of other communications carriers that are applicable to such connections.
- C. Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.
- D. Customers may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this tariff only to the extent that the user is an "End User" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.4 Inspections

- A. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2A. for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons. The security of the Customer's PIN is the responsibility of the Customer. All calls placed using a PIN shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of PINs arising after the Customer notifies the Company of the loss, theft, or other breach of security of such PINs.

- A. The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices.
- B. Certain telecommunications services, as defined in the Arkansas Revised Code, are subject to state sales tax at the prevailing tax rates.

2.5.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges incurred by the Customer or other Authorized Users for services and facilities furnished to the Customer by the Company.

- A. Nonrecurring charges are due and payable upon receipt of the Company's invoice by the Customer.
 - B. The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable upon receipt. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
 - C. Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.
 - D. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.2 Billing and Collection of Charges (Cont'd.)

- E. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

F. Late Payment Fee

If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, thirty (30) days following the invoice date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 2.0%.

A Finance Charge of 1.5% shall apply to the outstanding balance of charges, as at the end of the "Due Before Date", with effect from the second month after the charges are first applied, and every month thereafter.

(N)
(N)
(N)

G. Return Check Charge

The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor.

- H. If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.3 Disputed Bills

- A. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company shall require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- B. Unless disputed the invoice shall be deemed to be correct and payable in full by the Customer. If the Customer is unable to resolve any dispute with the Company, then the Customer may file a complaint with the Arkansas Public Service Commission. The address of the Commission is as follows:

Arkansas Public Service Commission
1000 Center Street
Little Rock AR 72203
1-800-482-1164
- C. If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest credits or penalties will apply.

2.5.4 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one (1) month's charges for the service or facility and additional (1) month advance payment for each subsequent month. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The initial advance payment will be credited to the Customer's initial bill. Subsequent advance payments will be credited on the appropriate monthly bill. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.5 Deposits

- A. The Company may, in order to safeguard its interests, require a Customer which has a proven history of late payments to the Company or other service providers, or does not have established credit fails to meet the Company's credit standards to make a deposit prior to or at any time after the provision of service to the Customer to be held by the Company as a guarantee of the payment of rates and charges. No such deposit will be required of a Customer that has established satisfactory credit and has no history of late payments to the Company.
- B. The amount of the deposit which may be required of a Customer for the purpose of establishing credit shall not exceed two times the average monthly bill for residential Customers whose bills are payable in advance. The amount of deposit may be adjusted at the request of the Customer at any time when the character, purpose, or degree of the Customer's use of the service has materially changed, or when it is indicated that it will change.
- C. The making of a deposit shall not relieve any Customer of the obligation to pay current bills when due. A deposit shall only be applied to the indebtedness of the Customer for jurisdictional telecommunications services of the provider.
- D. The Company will pay interest on deposits, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.5 Deposits (Cont'd.)

- E. The Company shall keep a record of each cash deposit until the deposit is returned. The record will show the name of each Customer making a deposit; the premises occupied by the Customer when making the deposit and each successive premises occupied while the deposit is retained by the Company; the amount and date of making the deposit; and a record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit. Concurrently with receiving a deposit, the Company will provide the Customer a receipt showing the deposit date, the name and billing address of the Customer and the deposit amount.
 - F. Upon discontinuance of service, or when a Customer has established credit by other means, the Company will promptly refund any deposit, plus accrued simple interest, or the balance, if any, in excess of the unpaid bills for the services furnished by the Company. A transfer of service from one location to another within the Company serving area shall not be deemed a discontinuance with the Company if the character of the service remains unchanged.
 - G. Deposits will be refunded after twelve months of timely payment, with interest as specified above.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.6 Cancellation of Application for Service

- A. Applications for service cannot be canceled without Company agreement. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced (all discounted to present value at six percent).
- C. Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D. Special charges described in 2.5.6 A. through 2.5.6 C. will be calculated and applied on a case-by-case basis.

2.5.7 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.6 Discontinuance of Service

- 2.6.1 Upon nonpayment of any amounts owing to the Company, the Company may, by giving five (5) days written notice to the Customer, discontinue or suspend service without incurring any liability.
 - 2.6.2 Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving five (5) days written notice to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
 - 2.6.3 Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
 - 2.6.4 Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
 - 2.6.5 Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.6 Discontinuance of Service (Cont'd.)

- 2.6.6 In the event of fraudulent use of the Company's network, the Company will discontinue service without notice and/or seek legal recourse to recover all costs involved in enforcement of this provision.
 - 2.6.7 Upon the Company's discontinuance of service to the Customer under Section 2.6.1. or 2.6.2, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).
 - 2.6.8 Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect the Company's service to others.
 - 2.6.9 Without notice in the event of tampering with the equipment or services furnished by the Company.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.7 Allowances for Interruptions in Service

Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.7.1 for the part of the service that the interruption affects.

2.7.1 General

- A. A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this rate sheet.
 - B. An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
 - C. If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
 - D. The Customer shall be responsible for the payment of service charges as set forth herein for visits by Company agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.7 Allowances for Interruptions in Service (Cont'd.)

2.7.2 Limitations of Allowances

No credit allowance will be made for any interruption in service:

- A. Due to the negligence of or noncompliance with the provisions of this rate sheet by any person or entity other than the Company, including but not limited to the Customer;
 - B. Due to the failure of power, equipment, systems, connections or services not provided by the Company;
 - C. Due to circumstances or causes beyond the reasonable control of the Company;
 - D. During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
 - E. A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
 - F. During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
 - G. That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
 - H. That was not reported to the Company within thirty (30) days of the date that service was affected.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.7 Allowances for Interruptions in Service (Cont'd.)

2.7.3 Use of Another Means of Communications

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

2.7.4 Cancellation For Service Interruption

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.8 Use of Customer's Service by Others

2.8.1 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.9 Cancellation of Service/Termination Liability

Customers may cancel service verbally or in writing. The company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Customers that cancel the primary local exchange line will have the entire Account disconnected, including any secondary line(s) and all associated features.

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.7.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

2.9.1 Termination Liability

The Customer's termination liability for cancellation of service shall be equal to:

- A. all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Customer; plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- C. all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation;

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.10 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

2.10.1 to any subsidiary, parent company or affiliate of the Company; or

2.10.2 pursuant to any sale or transfer of substantially all the assets of the Company; or

2.10.3 pursuant to any financing, merger or reorganization of the Company.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.11 Customer Liability for Unauthorized Use of the Network

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains Company services provided under this tariff.

2.11.1 Customer Liability for Fraud and Unauthorized Use of the Network

- A. The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.
- B. A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- C. The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.
- D. The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this rate sheet, unless unauthorized use due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.

The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company was affected.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.12 Notices and Communications

- 2.12.1 The Customer shall designate on the Service Order the address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which Company bills for service shall be mailed.
- 2.12.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.12.3 Except as otherwise stated in this tariff, all notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.12.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 2 – REGULATIONS (CONT'D.)

2.13 Miscellaneous Provisions

2.13.1 Telephone Number Changes

Whenever any Customer's telephone number is changed after a directory is published, the Company shall intercept all calls to the former number for a period not to exceed one hundred and twenty (120) days and give the calling party the new number provided existing central office equipment will permit, and the Customer so desires.

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

2.13.2 Maintenance and Operations Records

Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of Commission rules shall be kept on file in the office of the Company as required under Commission rules.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 3 - SERVICE AREAS

3.1 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs:

- 1) Southwestern Bell Telephone Company d/b/a AT&T Arkansas
- 2) CenturyLink of Central Arkansas, LLC d/b/a CenturyLink
- 3) CenturyTel of NW Arkansas d/b/a CenturyLink - Siloam Springs Russellville
- 4) CenturyTel of Arkansas, Inc. d/b/a CenturyLink
- 5) CenturyTel of Mountain Home, Inc. d/b/a CenturyLink
- 6) CenturyTel of Redfield, Inc. d/b/a CenturyLink
- 7) CenturyTel of South Arkansas, Inc. d/b/a CenturyLink

The Company concurs in the maps and legal descriptions of the above referenced Incumbent LECs on file with the Commission.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 4 – SERVICE CHARGES AND SURCHARGES

4.1 Service Order and Change Charges

Service Order Charges apply for changes in service and for additions to service. Service Order Charges are in addition to all other applicable nonrecurring charges identified in this tariff.

Charge	Price
Feature Add or Change	\$10.00 per Order
Basic Service Change	\$10.00 per Order
Establishing or Re-arranging Hunting	\$10.00 per Order
Directory Listing Change	\$10.00 per Order
Invoice Change	\$60.00 per Order
Transfer of Service	\$60.00 per Order
TN Change	\$25.00 per Order
Line Signaling Change	\$25.00 per Order
Vanity Number Search	\$25.00 per Order
Establishing Dual Service	\$60.00 per Order
Expedite Service Charge (LWC/UNE)	\$60.00 per Order
Expedite Service Charge (Facilities)	\$200.00 per Day per Line
Expedite Service Charge (T1 Circuits)	\$595.00 per Day per Circuit

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 4 – SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.2 Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Complex Wire Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities. The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

Duration of time, per technician

	Residential	Business
Premise Work Charge (1)	\$139.00	\$139.00
Initial Hour (time & materials)	\$165.00	\$165.00
Trouble Determination (per request)	\$110.00	\$110.00
Each Additional 30 minute increment	\$ 60.00	\$ 60.00
Initial Jack & Wiring (existing customer)	\$ 80.00	\$ 80.00
Each Additional Jack & Wiring (existing customer)	\$ 65.00	\$ 65.00

4.3 Restoration of Service

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	Residential	Business
Per occasion initial line	\$28.25	\$31.75
Per occasion additional line	\$28.25	\$31.75
Per occasion pay phone	\$0.00	\$25.00

(1) In the event a technician is sent to the location, and no trouble is found, this charge will apply.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 4 – SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.4 Carrier Presubscription

4.4.1 General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier that the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 4 – SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.4 Carrier Presubscription

4.4.2 Presubscription Options

Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A: Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
 - Option B: Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
 - Option C: Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
 - Option D: Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription
 - Option E: Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
 - Option F: Customer may select a carrier other than the Company or no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 4 – SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.4 Carrier Presubscription (Cont'd.)

4.4.3 Rules and Regulations

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 4.4.5 below:

4.4.4 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate an intraLATA or interLATA presubscription change at any time, subject to the charges specified in 4.3.5 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 4 – SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.4 Carrier Presubscription (Cont'd.)

4.4.5 Presubscription Charges

A. Application of Charges

After a Customer=s initial selection for a presubscribed toll carrier and as detailed in Paragraph 4.4.4 above, for any change thereafter, a Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

B. Nonrecurring Charges

Per business or residence line, trunk, or port	
Initial Line, or Trunk or Port	\$10.00
Additional Line, Trunk or Port	\$10.00

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 4 – SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.5 Public Telephone Surcharge

In order to recover Company expenses to comply with the FCC's pay telephone compensation plan Effective: February 18, 2009 October 4, 2006 on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the A#@ symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call: \$.60

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE

5.1 General

Local exchange service is offered to business and residential Customers on a presubscription basis from equal access originating end offices only. Service is provided on a term basis only. Unless other specified, the minimum term is one (1) year. Rates for service may vary by call type and/or term commitment. Usage rates, per call charges and monthly fees may apply. In addition, applicable Service Order and other non-recurring charges may apply. Call timing is defined in the description for each service. Service is available 24 hours a day, 7 days a week. Service is available where technically feasible and where facilities permit.

5.1.1 Application of Business and Residential Rates

- A. The determination as to whether telephone service should be classified as Business or Residential is based on the character of the use to be made of the service. Service is classified as Business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a personal or domestic nature at the person's dwelling, service is classified as Residential service.
- B. Business rates apply at the following locations, among others:
 - 1. In offices, stores and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals, and other business establishments.
 - 2. In residence locations where the place of residence is in the immediate proximity to a place of business and it is evident that the telephone in the residence is or will be used for business purposes, and in residence locations where an extension is located at a place where business rates would apply.
 - 3. In the residence of a practicing physician, dentist, veterinary, surgeon, or other medical practitioner who has no service at business rates at another location.
 - 4. In any residence location where there is substantial business use of the service and the Customer has no service at business rates.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 General, Cont'd.

5.1.1 Application of Business and Residential Rates (Cont'd.)

C. Residence rates apply at the following locations, among others:

1. In private residences; in the residential portion of hotels, apartment houses, boarding houses, churches, or institutions when the use of the service is confined to the domestic use of the Customer and listings of a business nature are not furnished.
2. In the residence of a practicing physician, dentist, veterinarian, surgeon, or other medical practitioner provided that such residence is not a part of an office building and provided the Customer has service charged for at business rates another location.

5.2 Charges Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 5.2.1 Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
 - 5.2.2 Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
 - 5.2.3 Timing terminates on all calls when the calling party hangs up or the Company network receives an off-hook signal from the terminating carrier.
 - 5.2.4 Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
 - 5.2.5 All times refer to local time.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service

5.3.1 General

Basic Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number on, the Company switching network that enables the Customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company Local Calling Services and other Services as set forth in this tariff;
- c) access interexchange calling services of the Company and of other carriers;
- d) access (at no additional charge) to Company operators and business office for service related assistance;
- e) access toll-free telecommunications services such as 800 NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
- f) access relay services for the hearing and/or speech impaired.

Basic Local Exchange Services cannot be used to originate calls to caller-paid information services (e.g., 900, 976) provided by other companies. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company switch. Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

Individual line Residence and Business Basic Local Exchange Service is comprised of exchange access lines defined as follows:

Exchange Access Line - The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.2 Nonrecurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 4.1 of this tariff. All such charges will appear on the next bill following installation of the service.

A separate nonrecurring per line charge will apply where the Customer currently has service from the Incumbent LEC and requests an "As-Is" changeover of all current service(s) and features from the Incumbent LEC to the Company without any changes in such service or features. This Change Over Charge applies in lieu of the nonrecurring charges listed in the table below.

Nonrecurring charges for installation of Business lines are:

Line Installation incl. jack/ wiring	\$165.00 ^{1st} hour
Line Installation incl. jack/wiring	\$60 ea. add'l ½ hour

⁽¹⁾ Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans

A. Basic Line

1. Basic Line is equipped with:

Basic Line
Unlimited Local, Intra-LATA Long Distance
Caller ID – Name and Number
Call Waiting
Hunting

2. Monthly Recurring Charges

A. AT&T Arkansas

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
All	\$59.95	\$57.95	\$55.95

2. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
All	\$57.95	\$57.95	\$57.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
AGSTARXA	\$114.95	\$111.95	\$111.95
ALMYARXA	\$114.95	\$111.95	\$111.95
BGRSARXA	\$114.95	\$111.95	\$111.95
BLGVARXA	\$114.95	\$111.95	\$111.95
BLVNARXA	\$114.95	\$111.95	\$111.95
BRFRARXA	\$114.95	\$111.95	\$111.95
CABTARXA	\$119.95	\$116.95	\$116.95
COY ARXA	\$114.95	\$111.95	\$111.95
CRLSARXA	\$114.95	\$111.95	\$111.95
CRNGARXA	\$114.95	\$111.95	\$111.95
CRVLARXA	\$114.95	\$111.95	\$111.95
CTNPARXA	\$114.95	\$111.95	\$111.95
DLPLARXA	\$114.95	\$111.95	\$111.95
DSARARXA	\$114.95	\$111.95	\$111.95
DVBLARXA	\$114.95	\$111.95	\$111.95
DWTTARXA	\$114.95	\$111.95	\$111.95
ENLDARXA	\$114.95	\$111.95	\$111.95
GFVLARXA	\$114.95	\$111.95	\$111.95
GLLTARXA	\$114.95	\$111.95	\$111.95
HAZNARXA	\$114.95	\$111.95	\$111.95
HCPLARXA	\$114.95	\$111.95	\$111.95
HMPHARXA	\$114.95	\$111.95	\$111.95
IMBDARXB	\$114.95	\$111.95	\$111.95
JCVLARXA	\$124.95	\$121.95	\$121.95
JCVLARXB	\$124.95	\$121.95	\$121.95
JDSNARXA	\$114.95	\$111.95	\$111.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink (Cont'd.)

1. Business Customers (Cont'd.)

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
JESPARXA	\$114.95	\$111.95	\$111.95
KNBLARXA	\$114.95	\$111.95	\$111.95
KNSTARXA	\$114.95	\$111.95	\$111.95
LNRDARXA	\$114.95	\$111.95	\$111.95
MCCRARXA	\$114.95	\$111.95	\$111.95
MCRAARXA	\$114.95	\$111.95	\$111.95
MMSPARXA	\$72.95	\$69.95	\$69.95
MRMDARXA	\$114.95	\$111.95	\$111.95
MRVLARXA	\$114.95	\$111.95	\$111.95
MYNRARXA	\$114.95	\$111.95	\$111.95
PCHNARXA	\$119.95	\$116.95	\$116.95
PGGTARXA	\$104.95	\$101.95	\$101.95
PLRDARXA	\$114.95	\$111.95	\$111.95
PRSCARXA	\$114.95	\$111.95	\$111.95
RCTRARXA	\$114.95	\$111.95	\$111.95
ROE ARXA	\$114.95	\$111.95	\$111.95
RSTNARXA	\$60.95	\$57.95	\$57.95
SCCSARXA	\$114.95	\$111.95	\$111.95
STCHARXA	\$114.95	\$111.95	\$111.95
STTGARXB	\$119.95	\$116.95	\$116.95
TAYLARXA	\$114.95	\$111.95	\$111.95
WALDARXA	\$114.95	\$111.95	\$111.95
WHTLARXA	\$114.95	\$111.95	\$111.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink (Cont'd.)

2. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
AGSTARXA	\$72.95	\$72.95	\$72.95
ALMYARXA	\$72.95	\$72.95	\$72.95
BGRSARXA	\$72.95	\$72.95	\$72.95
BLGVARXA	\$72.95	\$72.95	\$72.95
BLVNARXA	\$72.95	\$72.95	\$72.95
BRFRARXA	\$72.95	\$72.95	\$72.95
CABTARXA	\$75.95	\$75.95	\$75.95
COY ARXA	\$72.95	\$72.95	\$72.95
CRLSARXA	\$72.95	\$72.95	\$72.95
CRNGARXA	\$72.95	\$72.95	\$72.95
CRVLARXA	\$72.95	\$72.95	\$72.95
CTNPARXA	\$72.95	\$72.95	\$72.95
DLPLARXA	\$72.95	\$72.95	\$72.95
DSARARXA	\$72.95	\$72.95	\$72.95
DVBLARXA	\$72.95	\$72.95	\$72.95
DWTTARXA	\$72.95	\$72.95	\$72.95
ENLDARXA	\$72.95	\$72.95	\$72.95
GFVLARXA	\$72.95	\$72.95	\$72.95
GLLTARXA	\$72.95	\$72.95	\$72.95
HAZNARXA	\$72.95	\$72.95	\$72.95
HCPLARXA	\$72.95	\$72.95	\$72.95
HMPHARXA	\$72.95	\$72.95	\$72.95
IMBDARXB	\$72.95	\$72.95	\$72.95
JCVLARXA	\$78.95	\$78.95	\$78.95
JCVLARXB	\$78.95	\$78.95	\$78.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink (Cont'd.)

2. Residential Customers (Cont'd.)

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
JDSNARXA	\$72.95	\$72.95	\$72.95
JESPARXA	\$72.95	\$72.95	\$72.95
KNBLARXA	\$72.95	\$72.95	\$72.95
KNSTARXA	\$72.95	\$72.95	\$72.95
LNRDARXA	\$72.95	\$72.95	\$72.95
MCCRARXA	\$72.95	\$72.95	\$72.95
MCRAARXA	\$72.95	\$72.95	\$72.95
MMSPARXA	\$55.95	\$55.95	\$55.95
MRMDARXA	\$72.95	\$72.95	\$72.95
MRVLARXA	\$72.95	\$72.95	\$72.95
MYNRARXA	\$72.95	\$72.95	\$72.95
PCHNARXA	\$75.95	\$75.95	\$75.95
PGGTARXA	\$72.95	\$72.95	\$72.95
PLRDARXA	\$72.95	\$72.95	\$72.95
PRSCARXA	\$72.95	\$72.95	\$72.95
RCTRARXA	\$72.95	\$72.95	\$72.95
ROE ARXA	\$72.95	\$72.95	\$72.95
RSTNARXA	\$60.95	\$60.95	\$60.95
SCCSARXA	\$72.95	\$72.95	\$72.95
STCHARXA	\$72.95	\$72.95	\$72.95
STTGARXB	\$75.95	\$75.95	\$75.95
TAYLARXA	\$72.95	\$72.95	\$72.95
WALDARXA	\$72.95	\$72.95	\$72.95
WHTLARXA	\$72.95	\$72.95	\$72.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of NW Arkansas

1. d/b/a CenturyLink Siloam Springs

a. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
BAYYARXA	\$80.95	\$77.95	\$77.95
CLDNARXA	\$80.95	\$77.95	\$77.95
CRWYARXA	\$80.95	\$77.95	\$77.95
HLGVARXB	\$80.95	\$77.95	\$77.95
LCVLARXA	\$80.95	\$77.95	\$77.95
LKCYARXA	\$80.95	\$77.95	\$77.95
MANLARXA	\$80.95	\$77.95	\$77.95
MNTTARXA	\$80.95	\$77.95	\$77.95
SMSPARXA	\$80.95	\$77.95	\$77.95
TRMNARXA	\$80.95	\$77.95	\$77.95

b. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
BAYYARXA	\$57.95	\$57.95	\$57.95
CLDNARXA	\$57.95	\$57.95	\$57.95
CRWYARXA	\$57.95	\$57.95	\$57.95
HLGVARXB	\$57.95	\$57.95	\$57.95
LCVLARXA	\$57.95	\$57.95	\$57.95
LKCYARXA	\$57.95	\$57.95	\$57.95
MANLARXA	\$57.95	\$57.95	\$57.95
MNTTARXA	\$57.95	\$57.95	\$57.95
SMSPARXA	\$57.95	\$57.95	\$57.95
TRMNARXA	\$57.95	\$57.95	\$57.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of NW Arkansas (Cont'd.)

2. d/b/a Russellville

a. Business Customers			
<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ALMAARXA	\$80.95	\$77.95	\$77.95
ALTSARXA	\$81.95	\$78.95	\$78.95
ATKNARXA	\$83.95	\$80.95	\$80.95
BLKNARXA	\$80.95	\$77.95	\$77.95
BNVLARXA	\$80.95	\$77.95	\$77.95
BOLSARXA	\$81.95	\$78.95	\$78.95
CHTNARXA	\$80.95	\$77.95	\$77.95
CLVLARXA	\$81.95	\$78.95	\$78.95
CNTRARXA	\$80.95	\$77.95	\$77.95
CNVLARXA	\$81.95	\$78.95	\$78.95
DOVRARXA	\$83.95	\$80.95	\$80.95
DRDNARXA	\$80.95	\$77.95	\$77.95
DUMSARXA	\$80.95	\$77.95	\$77.95
EMSPARXA	\$83.95	\$80.95	\$80.95
GNTRARXB	\$80.95	\$77.95	\$77.95
GNWDARXA	\$80.95	\$77.95	\$77.95
GOLDARXA	\$80.95	\$77.95	\$77.95
GRFDARXA	\$80.95	\$77.95	\$77.95
GTWYARXA	\$80.95	\$77.95	\$77.95
HCKTARXA	\$81.95	\$78.95	\$78.95
HCTRARXA	\$83.95	\$80.95	\$80.95
HTMNARXA	\$81.95	\$78.95	\$78.95
LAMRARXA	\$81.95	\$78.95	\$78.95
LONDARXA	\$83.95	\$80.95	\$80.95
MDLDARXA	\$80.95	\$77.95	\$77.95
MNFDARXA	\$80.95	\$77.95	\$77.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of NW Arkansas (Cont'd.)

2. d/b/a Russellville (Cont'd.)

a. Business Customers (Cont'd.)

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
MTBGARXA	\$80.95	\$77.95	\$77.95
MYVLARXA	\$80.95	\$77.95	\$77.95
OZRKARXA	\$80.95	\$77.95	\$77.95
PARSARXA	\$80.95	\$77.95	\$77.95
PERGARXA	\$80.95	\$77.95	\$77.95
PLPLARXA	\$80.95	\$77.95	\$77.95
RLVLARXA	\$81.95	\$78.95	\$78.95
RTCLARXA	\$81.95	\$78.95	\$78.95
SALSARXA	\$81.95	\$78.95	\$78.95
SCTNARXA	\$81.95	\$78.95	\$78.95
SLSPARXA	\$80.95	\$77.95	\$77.95
STCYARXA	\$80.95	\$77.95	\$77.95
SUBCARXA	\$81.95	\$78.95	\$78.95
TLLRARXA	\$80.95	\$77.95	\$77.95
WDRNARXA	\$80.95	\$77.95	\$77.95
WNSLARXA	\$80.95	\$77.95	\$77.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of NW Arkansas (Cont'd.)

2. d/b/a Russellville (Cont'd.)

b. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ALMAARXA	\$57.95	\$57.95	\$57.95
ALTSARXA	\$58.95	\$58.95	\$58.95
ATKNARXA	\$60.95	\$60.95	\$60.95
BLKNARXA	\$57.95	\$57.95	\$57.95
BNVLARXA	\$57.95	\$57.95	\$57.95
BOLSARXA	\$58.95	\$58.95	\$58.95
CHTNARXA	\$57.95	\$57.95	\$57.95
CLVLARXA	\$58.95	\$58.95	\$58.95
CNTRARXA	\$57.95	\$57.95	\$57.95
CNVLARXA	\$58.95	\$58.95	\$58.95
DOVRARXA	\$60.95	\$60.95	\$60.95
DRDNARXA	\$57.95	\$57.95	\$57.95
DUMSARXA	\$57.95	\$57.95	\$57.95
EMSPARXA	\$60.95	\$60.95	\$60.95
GNTRARXB	\$57.95	\$57.95	\$57.95
GNWDARXA	\$57.95	\$57.95	\$57.95
GOLDARXA	\$57.95	\$57.95	\$57.95
GRFDARXA	\$57.95	\$57.95	\$57.95
GTWYARXA	\$57.95	\$57.95	\$57.95
HCKTARXA	\$58.95	\$58.95	\$58.95
HCTRARXA	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of NW Arkansas (Cont'd.)

2. d/b/a Russellville (Cont'd.)

b. Residential Customers (Cont'd.)

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
HTMNARXA	\$58.95	\$58.95	\$58.95
LAMRARXA	\$58.95	\$58.95	\$58.95
LONDARXA	\$60.95	\$60.95	\$60.95
MDLDARXA	\$57.95	\$57.95	\$57.95
MNFDARXA	\$57.95	\$57.95	\$57.95
MTBGARXA	\$57.95	\$57.95	\$57.95
MYVLARXA	\$57.95	\$57.95	\$57.95
OZRKARXA	\$57.95	\$57.95	\$57.95
PARSARXA	\$57.95	\$57.95	\$57.95
PERGARXA	\$57.95	\$57.95	\$57.95
PLPLARXA	\$57.95	\$57.95	\$57.95
RLVLARXA	\$58.95	\$58.95	\$58.95
RTCLARXA	\$58.95	\$58.95	\$58.95
SALSARXA	\$58.95	\$58.95	\$58.95
SCTNARXA	\$58.95	\$58.95	\$58.95
SLSPARXA	\$57.95	\$57.95	\$57.95
STCYARXA	\$57.95	\$57.95	\$57.95
SUBCARXA	\$58.95	\$58.95	\$58.95
TLLRARXA	\$57.95	\$57.95	\$57.95
WDRNARXA	\$57.95	\$57.95	\$57.95
WNSLARXA	\$57.95	\$57.95	\$57.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

D. CenturyTel of Arkansas, Inc. d/b/a CenturyLink

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ASFLARXA	\$60.95	\$57.95	\$57.95
CHVGARXA	\$60.95	\$57.95	\$57.95
CLRKARXA	\$60.95	\$57.95	\$57.95
EVSHARXA	\$60.95	\$57.95	\$57.95
FKLNARXA	\$60.95	\$57.95	\$57.95
HRBNARXA	\$60.95	\$57.95	\$57.95
HRDYARXA	\$60.95	\$57.95	\$57.95
MLBRARXA	\$60.95	\$57.95	\$57.95
MNPLARXA	\$60.95	\$57.95	\$57.95
OXFRARXA	\$60.95	\$57.95	\$57.95
OZACARXA	\$60.95	\$57.95	\$57.95
SLFTARXA	\$60.95	\$57.95	\$57.95
VIOLARXA	\$60.95	\$57.95	\$57.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

D. CenturyTel of Arkansas, Inc. d/b/a CenturyLink (Cont'd.)

2. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ASFLARXA	\$60.95	\$60.95	\$60.95
CHVGARXA	\$60.95	\$60.95	\$60.95
CLRKARXA	\$60.95	\$60.95	\$60.95
EVSHARXA	\$60.95	\$60.95	\$60.95
FKLNARXA	\$60.95	\$60.95	\$60.95
HRBNARXA	\$60.95	\$60.95	\$60.95
HRDYARXA	\$60.95	\$60.95	\$60.95
MLBRARXA	\$60.95	\$60.95	\$60.95
MNPLARXA	\$60.95	\$60.95	\$60.95
OXFRARXA	\$60.95	\$60.95	\$60.95
OZACARXA	\$60.95	\$60.95	\$60.95
SLFTARXA	\$60.95	\$60.95	\$60.95
VIOLARXA	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

E. CenturyTel of Mountain Home, Inc. d/b/a CenturyLink

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
GMLLARXA	\$60.95	\$57.95	\$57.95
HNSNARXA	\$60.95	\$57.95	\$57.95
LKVWARXA	\$60.95	\$57.95	\$57.95
MDWYARXA	\$60.95	\$57.95	\$57.95
MLPNARXA	\$60.95	\$57.95	\$57.95
MTHOARXA	\$60.95	\$57.95	\$57.95
NRFRARXA	\$60.95	\$57.95	\$57.95
TRFRARXA	\$60.95	\$57.95	\$57.95
WHVLARXA	\$60.95	\$57.95	\$57.95

2. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
GMLLARXA	\$60.95	\$60.95	\$60.95
HNSNARXA	\$60.95	\$60.95	\$60.95
LKVWARXA	\$60.95	\$60.95	\$60.95
MDWYARXA	\$60.95	\$60.95	\$60.95
MLPNARXA	\$60.95	\$60.95	\$60.95
MTHOARXA	\$60.95	\$60.95	\$60.95
NRFRARXA	\$60.95	\$60.95	\$60.95
TRFRARXA	\$60.95	\$60.95	\$60.95
WHVLARXA	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

F. CenturyTel of Redfield, Inc. d/b/a CenturyLink

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
RDFDARXB	\$60.95	\$57.95	\$57.95

2. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
RDFDARXB	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

G. CenturyTel of South Arkansas, Inc. d/b/a CenturyLink

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
DDCYARXA	\$60.95	\$57.95	\$57.95
JNCYARXA	\$60.95	\$57.95	\$57.95

2. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
DDCYARXA	\$60.95	\$60.95	\$60.95
JNCYARXA	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

3. Regulations

Toll Free service is available with this product. See “Toll Free Service” in a later section for rates. Basic Line is available to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Basic Line bundle, standard rates located in section 5.3.3 will apply.

The availability of certain features depends on ILEC feature availability. Some features are only available to residential customers. Some features are only available to business customers.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

3. Regulations (Cont'd.)

Caller ID with Name and Number-Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered.

Caller ID Customers must provide and connect their own compatible CPE.

Product may not be available in all CLLIs.

An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Basic Line. There is a maximum of 20 extensions per voicemail box.

4. Birch Long Distance Rates for Basic Line:

Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate. The applicable per minute usage rates are listed in Section 7.3 of this tariff.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

5. Basic Line - Feature List⁽¹⁾⁽²⁾

Additional features may be added to the Birch Basic Line. See Section 5.6 of this tariff for applicable rates.

- ⁽¹⁾ Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Basic Line.
- ⁽²⁾ Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

A. Basic Line (Cont'd.)

5. Optional Calling Features

Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

Three-Way Calling	Business \$1.99
Call Return	\$1.99
Repeat Dialing	\$1.25
Busy Connect (Per call, per use)	\$0.90
Calling Number Delivery Blocking, Per Call	No Charge

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials

1. Essentials is equipped with:

Basic Line
Unlimited Features
Hunting
Unlimited Local Intra-LATA Long Distance
200 Minutes of Domestic Inter-LATA Long Distance

2. Monthly Recurring Charges

A. AT&T Arkansas

1. Business Customers

	<u>36 Month</u>	<u>24 Month</u>	<u>12 Month</u>
Essentials	\$56.95	\$59.95	\$61.95
Home Essentials	N/A	N/A	\$58.95

2. Residential Customers

	<u>36 Month</u>	<u>24 Month</u>	<u>12 Month</u>
Essentials	\$54.95	\$54.95	\$54.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of NW Arkansas d/b/a CenturyLink

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
AGSTARXA	\$124.95	\$121.95	\$121.95
ALMYARXA	\$124.95	\$121.95	\$121.95
BGRSARXA	\$124.95	\$121.95	\$121.95
BLGVARXA	\$124.95	\$121.95	\$121.95
BLVNARXA	\$124.95	\$121.95	\$121.95
BRFRARXA	\$124.95	\$121.95	\$121.95
CABTARXA	\$124.95	\$121.95	\$121.95
COY ARXA	\$124.95	\$121.95	\$121.95
CRLSARXA	\$124.95	\$121.95	\$121.95
CRNGARXA	\$124.95	\$121.95	\$121.95
CRVLARXA	\$124.95	\$121.95	\$121.95
CTNPARXA	\$124.95	\$121.95	\$121.95
DLPLARXA	\$124.95	\$121.95	\$121.95
DSARARXA	\$124.95	\$121.95	\$121.95
DVBLARXA	\$124.95	\$121.95	\$121.95
DWTTARXA	\$124.95	\$121.95	\$121.95
ENLDARXA	\$124.95	\$121.95	\$121.95
GFVLARXA	\$124.95	\$121.95	\$121.95
GLLTARXA	\$124.95	\$121.95	\$121.95
HAZNARXA	\$124.95	\$121.95	\$121.95
HCPLARXA	\$124.95	\$121.95	\$121.95
HMPHARXA	\$124.95	\$121.95	\$121.95
IMBDARXB	\$124.95	\$121.95	\$121.95
JCVLARXA	\$127.95	\$124.95	\$124.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of NW Arkansas d/b/a CenturyLink (Cont'd.)

1. Business Customers (Cont'd.)

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
JCVLARXB	\$127.95	\$124.95	\$124.95
JDSNARXA	\$124.95	\$121.95	\$121.95
JESPARXA	\$124.95	\$121.95	\$121.95
KNBLARXA	\$124.95	\$121.95	\$121.95
KNSTARXA	\$124.95	\$121.95	\$121.95
LNRDARXA	\$124.95	\$121.95	\$121.95
MCCRARXA	\$124.95	\$121.95	\$121.95
MCRAARXA	\$124.95	\$121.95	\$121.95
MMSPARXA	\$85.95	\$82.95	\$82.95
MRMDARXA	\$124.95	\$121.95	\$121.95
MRVLARXA	\$124.95	\$121.95	\$121.95
MYNRARXA	\$124.95	\$121.95	\$121.95
PCHNARXA	\$124.95	\$121.95	\$121.95
PGGTARXA	\$124.95	\$121.95	\$121.95
PLRDARXA	\$124.95	\$121.95	\$121.95
PRSCARXA	\$124.95	\$121.95	\$121.95
RCTRARXA	\$124.95	\$121.95	\$121.95
ROE ARXA	\$124.95	\$121.95	\$121.95
RSTNARXA	\$61.95	\$59.95	\$54.95
SCCSARXA	\$124.95	\$121.95	\$121.95
STCHARXA	\$124.95	\$121.95	\$121.95
STTGARXB	\$124.95	\$121.95	\$121.95
TAYLARXA	\$124.95	\$121.95	\$121.95
WALDARXA	\$124.95	\$121.95	\$121.95
WHTLARXA	\$124.95	\$121.95	\$121.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of NW Arkansas d/b/a CenturyLink (Cont'd.)

2. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
AGSTARXA	\$124.95	\$124.95	\$124.95
ALMYARXA	\$124.95	\$124.95	\$124.95
BGRSARXA	\$124.95	\$124.95	\$124.95
BLGVARXA	\$124.95	\$124.95	\$124.95
BLVNARXA	\$124.95	\$124.95	\$124.95
BRFRARXA	\$124.95	\$124.95	\$124.95
CABTARXA	\$124.95	\$124.95	\$124.95
COY ARXA	\$124.95	\$124.95	\$124.95
CRLSARXA	\$124.95	\$124.95	\$124.95
CRNGARXA	\$124.95	\$124.95	\$124.95
CRVLARXA	\$124.95	\$124.95	\$124.95
CTNPARXA	\$124.95	\$124.95	\$124.95
DLPLARXA	\$124.95	\$124.95	\$124.95
DSARARXA	\$124.95	\$124.95	\$124.95
DVBLARXA	\$124.95	\$124.95	\$124.95
DWTTARXA	\$124.95	\$124.95	\$124.95
ENLDARXA	\$124.95	\$124.95	\$124.95
GFVLARXA	\$124.95	\$124.95	\$124.95
GLLTARXA	\$124.95	\$124.95	\$124.95
HAZNARXA	\$124.95	\$124.95	\$124.95
HCPLARXA	\$124.95	\$124.95	\$124.95
HMPHARXA	\$124.95	\$124.95	\$124.95
IMBDARXB	\$124.95	\$124.95	\$124.95
JCVLARXA	\$127.95	\$127.95	\$127.95
JCVLARXB	\$127.95	\$127.95	\$127.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of NW Arkansas d/b/a CenturyLink (Cont'd.)

2. Residential Customers (Cont'd.)

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
JDSNARXA	\$124.95	\$124.95	\$124.95
JESPARXA	\$124.95	\$124.95	\$124.95
KNBLARXA	\$124.95	\$124.95	\$124.95
KNSTARXA	\$124.95	\$124.95	\$124.95
LNRDARXA	\$124.95	\$124.95	\$124.95
MCCRARXA	\$124.95	\$124.95	\$124.95
MCRAARXA	\$124.95	\$124.95	\$124.95
MMSPARXA	\$85.95	\$85.95	\$85.95
MRMDARXA	\$124.95	\$124.95	\$124.95
MRVLARXA	\$124.95	\$124.95	\$124.95
MYNRARXA	\$124.95	\$124.95	\$124.95
PCHNARXA	\$124.95	\$124.95	\$124.95
PGGTARXA	\$124.95	\$124.95	\$124.95
PLRDARXA	\$124.95	\$124.95	\$124.95
PRSCARXA	\$124.95	\$124.95	\$124.95
RCTRARXA	\$124.95	\$124.95	\$124.95
ROE ARXA	\$124.95	\$124.95	\$124.95
RSTNARXA	\$54.95	\$54.95	\$54.95
SCCSARXA	\$124.95	\$124.95	\$124.95
STCHARXA	\$124.95	\$124.95	\$124.95
STTGARXB	\$124.95	\$124.95	\$124.95
TAYLARXA	\$124.95	\$124.95	\$124.95
WALDARXA	\$124.95	\$124.95	\$124.95
WHTLARXA	\$124.95	\$124.95	\$124.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of NW Arkansas

1. d/b/a CenturyLink - Siloam Springs

a. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
BAYYARXA	\$89.95	\$86.95	\$86.95
CLDNARXA	\$89.95	\$86.95	\$86.95
CRWYARXA	\$89.95	\$86.95	\$86.95
HLGVARXB	\$89.95	\$86.95	\$86.95
LCVLARXA	\$89.95	\$86.95	\$86.95
LKCYARXA	\$89.95	\$86.95	\$86.95
MANLARXA	\$89.95	\$86.95	\$86.95
MNTTARXA	\$89.95	\$86.95	\$86.95
SMSPARXA	\$89.95	\$86.95	\$86.95
TRMNARXA	\$89.95	\$86.95	\$86.95

b. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
BAYYARXA	\$89.95	\$89.95	\$89.95
CLDNARXA	\$89.95	\$89.95	\$89.95
CRWYARXA	\$89.95	\$89.95	\$89.95
HLGVARXB	\$89.95	\$89.95	\$89.95
LCVLARXA	\$89.95	\$89.95	\$89.95
LKCYARXA	\$89.95	\$89.95	\$89.95
MANLARXA	\$89.95	\$89.95	\$89.95
MNTTARXA	\$89.95	\$89.95	\$89.95
SMSPARXA	\$89.95	\$89.95	\$89.95
TRMNARXA	\$89.95	\$89.95	\$89.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of NW Arkansas (Cont'd.)

2. d/b/a CenturyLink - Russellville (Cont'd.)

a. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ALMAARXA	\$89.95	\$86.95	\$86.95
ALTSARXA	\$90.95	\$87.95	\$87.95
ATKNARXA	\$92.95	\$89.95	\$89.95
BLKNARXA	\$89.95	\$86.95	\$86.95
BNVLARXA	\$89.95	\$86.95	\$86.95
BOLSARXA	\$90.95	\$87.95	\$87.95
CHTNARXA	\$89.95	\$86.95	\$86.95
CLVLARXA	\$90.95	\$87.95	\$87.95
CNTRARXA	\$89.95	\$86.95	\$86.95
CNVLARXA	\$90.95	\$87.95	\$87.95
DOVRARXA	\$92.95	\$89.95	\$89.95
DRDNARXA	\$89.95	\$86.95	\$86.95
DUMSARXA	\$89.95	\$86.95	\$86.95
EMSPARXA	\$92.95	\$89.95	\$89.95
GNTRARXB	\$89.95	\$86.95	\$86.95
GNWDARXA	\$89.95	\$86.95	\$86.95
GOLDARXA	\$89.95	\$86.95	\$86.95
GRFDARXA	\$89.95	\$86.95	\$86.95
GTWYARXA	\$89.95	\$86.95	\$86.95
HCKTARXA	\$90.95	\$87.95	\$87.95
HCTRARXA	\$92.95	\$89.95	\$89.95
HTMNARXA	\$90.95	\$87.95	\$87.95
LAMRARXA	\$90.95	\$87.95	\$87.95
LONDARXA	\$92.95	\$89.95	\$89.95
MDLDARXA	\$89.95	\$86.95	\$86.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of NW Arkansas (Cont'd.)

2. d/b/a CenturyLink - Russellville (Cont'd.)

a. Business Customers (Cont'd.)

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
MNFDARXA	\$89.95	\$86.95	\$86.95
MTBGARXA	\$89.95	\$86.95	\$86.95
MYVLARXA	\$89.95	\$86.95	\$86.95
OZRKARXA	\$89.95	\$86.95	\$86.95
PARSARXA	\$89.95	\$86.95	\$86.95
PERGARXA	\$89.95	\$86.95	\$86.95
PLPLARXA	\$89.95	\$86.95	\$86.95
RLVLARXA	\$90.95	\$87.95	\$87.95
RTCLARXA	\$90.95	\$87.95	\$87.95
SALSARXA	\$90.95	\$87.95	\$87.95
SCTNARXA	\$90.95	\$87.95	\$87.95
SLSPARXA	\$89.95	\$86.95	\$86.95
STCYARXA	\$89.95	\$86.95	\$86.95
SUBCARXA	\$90.95	\$87.95	\$87.95
TLLRARXA	\$89.95	\$86.95	\$86.95
WDRNARXA	\$89.95	\$86.95	\$86.95
WNSLARXA	\$89.95	\$86.95	\$86.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of NW Arkansas (Cont'd.)

2. d/b/a CenturyLink - Russellville (Cont'd.)

b. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ALMAARXA	\$89.95	\$89.95	\$89.95
ALTSARXA	\$90.95	\$90.95	\$90.95
ATKNARXA	\$92.95	\$92.95	\$92.95
BLKNARXA	\$89.95	\$89.95	\$89.95
BNVLARXA	\$89.95	\$89.95	\$89.95
BOLSARXA	\$90.95	\$90.95	\$90.95
CHTNARXA	\$89.95	\$89.95	\$89.95
CLVLARXA	\$90.95	\$90.95	\$90.95
CNTRARXA	\$89.95	\$89.95	\$89.95
CNVLARXA	\$90.95	\$90.95	\$90.95
DOVRARXA	\$92.95	\$92.95	\$92.95
DRDNARXA	\$89.95	\$89.95	\$89.95
DUMSARXA	\$89.95	\$89.95	\$89.95
EMSPARXA	\$92.95	\$92.95	\$92.95
GNTRARXB	\$89.95	\$89.95	\$89.95
GNWDARXA	\$89.95	\$89.95	\$89.95
GOLDARXA	\$89.95	\$89.95	\$89.95
GRFDARXA	\$89.95	\$89.95	\$89.95
GTWYARXA	\$89.95	\$89.95	\$89.95
HCKTARXA	\$90.95	\$90.95	\$90.95
HCTRARXA	\$92.95	\$92.95	\$92.95
HTMNARXA	\$90.95	\$90.95	\$90.95
LAMRARXA	\$90.95	\$90.95	\$90.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of NW Arkansas (Cont'd.)

2. d/b/a CenturyLink - Russellville (Cont'd.)

b. Residential Customers (Cont'd.)

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
LONDARXA	\$92.95	\$92.95	\$92.95
MDLDARXA	\$89.95	\$89.95	\$89.95
MNFDARXA	\$89.95	\$89.95	\$89.95
MTBGARXA	\$89.95	\$89.95	\$89.95
MYVLARXA	\$89.95	\$89.95	\$89.95
OZRKARXA	\$89.95	\$89.95	\$89.95
PARSARXA	\$89.95	\$89.95	\$89.95
PERGARXA	\$89.95	\$89.95	\$89.95
PLPLARXA	\$89.95	\$89.95	\$89.95
RLVLARXA	\$90.95	\$90.95	\$90.95
RTCLARXA	\$90.95	\$90.95	\$90.95
SALSARXA	\$90.95	\$90.95	\$90.95
SCTNARXA	\$90.95	\$90.95	\$90.95
SLSPARXA	\$89.95	\$89.95	\$89.95
STCYARXA	\$89.95	\$89.95	\$89.95
SUBCARXA	\$90.95	\$90.95	\$90.95
TLLRARXA	\$89.95	\$89.95	\$89.95
WDRNARXA	\$89.95	\$89.95	\$89.95
WNSLARXA	\$89.95	\$89.95	\$89.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of Arkansas, Inc. d/b/a CenturyLink

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ASFLARXA	\$61.95	\$59.95	\$54.95
CHVGARXA	\$61.95	\$59.95	\$54.95
CLRKARXA	\$61.95	\$59.95	\$54.95
EVSHARXA	\$61.95	\$59.95	\$54.95
FKLNARXA	\$61.95	\$59.95	\$54.95
HRBNARXA	\$61.95	\$59.95	\$54.95
HRDYARXA	\$61.95	\$59.95	\$54.95
MLBRARXA	\$61.95	\$59.95	\$54.95
MNPLARXA	\$61.95	\$59.95	\$54.95
OXFRARXA	\$61.95	\$59.95	\$54.95
OZACARXA	\$61.95	\$59.95	\$54.95
SLFTARXA	\$61.95	\$59.95	\$54.95
VIOLARXA	\$61.95	\$59.95	\$54.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of Arkansas, Inc. d/b/a CenturyLink (Cont'd.)

1. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ASFLARXA	\$54.95	\$54.95	\$54.95
CHVGARXA	\$54.95	\$54.95	\$54.95
CLRKARXA	\$54.95	\$54.95	\$54.95
EVSHARXA	\$54.95	\$54.95	\$54.95
FKLNARXA	\$54.95	\$54.95	\$54.95
HRBNARXA	\$54.95	\$54.95	\$54.95
HRDYARXA	\$54.95	\$54.95	\$54.95
MLBRARXA	\$54.95	\$54.95	\$54.95
MNPLARXA	\$54.95	\$54.95	\$54.95
OXFRARXA	\$54.95	\$54.95	\$54.95
OZACARXA	\$54.95	\$54.95	\$54.95
SLFTARXA	\$54.95	\$54.95	\$54.95
VIOLARXA	\$54.95	\$54.95	\$54.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

D. CenturyTel of Mountain Home, Inc. d/b/a CenturyLink

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
GMLLARXA	\$61.95	\$59.95	\$54.95
HNSNARXA	\$61.95	\$59.95	\$54.95
LKVWARXA	\$61.95	\$59.95	\$54.95
MDWYARXA	\$61.95	\$59.95	\$54.95
MLPNARXA	\$61.95	\$59.95	\$54.95
MTHOARXA	\$61.95	\$59.95	\$54.95
NRFRARXA	\$61.95	\$59.95	\$54.95
TRFRARXA	\$61.95	\$59.95	\$54.95
WHVLARXA	\$61.95	\$59.95	\$54.95

2. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
GMLLARXA	\$54.95	\$54.95	\$54.95
HNSNARXA	\$54.95	\$54.95	\$54.95
LKVWARXA	\$54.95	\$54.95	\$54.95
MDWYARXA	\$54.95	\$54.95	\$54.95
MLPNARXA	\$54.95	\$54.95	\$54.95
MTHOARXA	\$54.95	\$54.95	\$54.95
NRFRARXA	\$54.95	\$54.95	\$54.95
TRFRARXA	\$54.95	\$54.95	\$54.95
WHVLARXA	\$54.95	\$54.95	\$54.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

E. CenturyTel of Redfield, Inc. d/b/a CenturyLink

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
RDFDARXB	\$61.95	\$59.95	\$54.95

2. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
RDFDARXB	\$54.95	\$54.95	\$54.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

F. CenturyTel of South Arkansas, Inc. d/b/a CenturyLink

1. Business Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
DDCYARXA	\$61.95	\$59.95	\$54.95
JNCYARXA	\$61.95	\$59.95	\$54.95

2. Residential Customers

<u>CLLI</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
DDCYARXA	\$54.95	\$54.95	\$54.95
JNCYARXA	\$54.95	\$54.95	\$54.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

3. Regulations

Toll Free service is available with this product, See “Toll Free Service” in a later section for rates. Essentials is available to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate.

The availability of certain features depends on ILEC feature availability. Some features are only available to residential customers. Some features are only available to business customers.

Customers may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

3. Regulations (Cont'd.)

Essentials will only be available to Birch Business Local Service Customer locations in which the customer subscribes to no greater than 10 lines for domestic local toll and interLATA toll outbound calls from the business location. Customers are required to convert all of their off-net business lines, (restrictions listed below), per location, to Essentials in order to qualify for this service. Multi-location customers may choose the service per location. Birch may cancel this service if all lines at location do not have this product.

An additional discounted charge will apply when adding Birch Unified Messaging or Birch Voicemail to Essentials. There is a maximum of 20 extensions per voicemail box.

2. 200 Minute Long Distance Calling Block for Essentials ⁽¹⁾:

<u>Block of Time per Month</u> ⁽¹⁾	<u>Overage Usage Rate per Minute</u>
---	--------------------------------------

200 Minutes of Inter-LATA Domestic Long Distance	Included in bundle
--	--------------------

Additional Minutes	The applicable per minute rates are listed in Section 7.3 of this Tariff.
--------------------	---

⁽¹⁾ Long distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use. Free long distance is only applicable to standard outbound domestic long distance only, originating from Fusion Cloud Services customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

B. Essentials (Cont'd.)

4. Essentials Inclusive Feature List⁽¹⁾:

Anonymous Call Rejection, per line
Call Block
Call Forwarding
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Return
Call Selector
Call Tracing
Call Waiting
Caller ID
Caller ID Deluxe
Calling number delivery blocking, per line
Distinctive Ringing Service
Enhanced Caller ID
Preferred Call Forwarding
Remote Access – Call Forwarding Variable
Repeat Dialing
Selective Class of Call Screening
Speed Calling
Three-Way Calling

⁽¹⁾The availability of certain features depends on ILEC feature availability. Some features are only available to business customers.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line

1. Value Line is equipped with:

Basic Line

2. Monthly Recurring Charges

A. AT&T Arkansas

1. Business Customers

	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
Value Line	\$58.95	\$53.95	\$53.95

2. Residential Customers

	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
Value Line	\$56.95	\$56.95	\$56.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink

1. Business Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
AGSTARXA	\$92.95	\$89.95	\$89.95
ALMYARXA	\$92.95	\$89.95	\$89.95
BGRSARXA	\$92.95	\$89.95	\$89.95
BLGVARXA	\$92.95	\$89.95	\$89.95
BLVNARXA	\$92.95	\$89.95	\$89.95
BRFRARXA	\$92.95	\$89.95	\$89.95
CABTARXA	\$97.95	\$94.95	\$94.95
COY ARXA	\$92.95	\$89.95	\$89.95
CRLSARXA	\$92.95	\$89.95	\$89.95
CRNGARXA	\$92.95	\$89.95	\$89.95
CRVLARXA	\$92.95	\$89.95	\$89.95
CTNPARXA	\$92.95	\$89.95	\$89.95
DLPLARXA	\$92.95	\$89.95	\$89.95
DSARARXA	\$92.95	\$89.95	\$89.95
DVBLARXA	\$92.95	\$89.95	\$89.95
DWTTARXA	\$92.95	\$89.95	\$89.95
ENLDARXA	\$92.95	\$89.95	\$89.95
GFVLARXA	\$92.95	\$89.95	\$89.95
GLLTARXA	\$92.95	\$89.95	\$89.95
HAZNARXA	\$92.95	\$89.95	\$89.95
HCPLARXA	\$92.95	\$89.95	\$89.95
HMPHARXA	\$92.95	\$89.95	\$89.95
IMBDARXB	\$92.95	\$89.95	\$89.95
JCVLARXA	\$102.95	\$99.95	\$99.95
JCVLARXB	\$102.95	\$99.95	\$99.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink (Cont'd.)

1. Business Customers (Cont'd.)

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
JDSNARXA	\$92.95	\$89.95	\$89.95
JESPARXA	\$92.95	\$89.95	\$89.95
KNBLARXA	\$92.95	\$89.95	\$89.95
KNSTARXA	\$92.95	\$89.95	\$89.95
LNRDARXA	\$92.95	\$89.95	\$89.95
MCCRARXA	\$92.95	\$89.95	\$89.95
MCRAARXA	\$92.95	\$89.95	\$89.95
MMSPARXA	\$50.95	\$47.95	\$47.95
MRMDARXA	\$92.95	\$89.95	\$89.95
MRVLARXA	\$92.95	\$89.95	\$89.95
MYNRARXA	\$92.95	\$89.95	\$89.95
PCHNARXA	\$97.95	\$94.95	\$94.95
PGGTARXA	\$92.95	\$89.95	\$89.95
PLRDARXA	\$92.95	\$89.95	\$89.95
PRSCARXA	\$92.95	\$89.95	\$89.95
RCTRARXA	\$92.95	\$89.95	\$89.95
ROE ARXA	\$92.95	\$89.95	\$89.95
RSTNARXA	\$56.95	\$51.95	\$51.95
SCCSARXA	\$92.95	\$89.95	\$89.95
STCHARXA	\$92.95	\$89.95	\$89.95
STTGARXB	\$92.95	\$89.95	\$89.95
TAYLARXA	\$92.95	\$89.95	\$89.95
WALDARXA	\$92.95	\$89.95	\$89.95
WHTLARXA	\$92.95	\$89.95	\$89.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink (Cont'd.)

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
AGSTARXA	\$72.95	\$72.95	\$72.95
ALMYARXA	\$72.95	\$72.95	\$72.95
BGRSARXA	\$72.95	\$72.95	\$72.95
BLGVARXA	\$72.95	\$72.95	\$72.95
BLVNARXA	\$72.95	\$72.95	\$72.95
BRFRARXA	\$72.95	\$72.95	\$72.95
CABTARXA	\$75.95	\$75.95	\$75.95
COY ARXA	\$72.95	\$72.95	\$72.95
CRLSARXA	\$72.95	\$72.95	\$72.95
CRNGARXA	\$72.95	\$72.95	\$72.95
CRVLARXA	\$72.95	\$72.95	\$72.95
CTNPARXA	\$72.95	\$72.95	\$72.95
DLPLARXA	\$72.95	\$72.95	\$72.95
DSARARXA	\$72.95	\$72.95	\$72.95
DVBLARXA	\$72.95	\$72.95	\$72.95
DWTTARXA	\$72.95	\$72.95	\$72.95
ENLDARXA	\$72.95	\$72.95	\$72.95
GFVLARXA	\$72.95	\$72.95	\$72.95
GLLTARXA	\$72.95	\$72.95	\$72.95
HAZNARXA	\$72.95	\$72.95	\$72.95
HCPLARXA	\$72.95	\$72.95	\$72.95
HMPHARXA	\$72.95	\$72.95	\$72.95
IMBDARXB	\$72.95	\$72.95	\$72.95
JCVLARXA	\$78.95	\$78.95	\$78.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

B. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink (Cont'd.)

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
JCVLARXB	\$78.95	\$78.95	\$78.95
JDSNARXA	\$72.95	\$72.95	\$72.95
JESPARXA	\$72.95	\$72.95	\$72.95
KNBLARXA	\$72.95	\$72.95	\$72.95
KNSTARXA	\$72.95	\$72.95	\$72.95
LNRDARXA	\$72.95	\$72.95	\$72.95
MCCRARXA	\$72.95	\$72.95	\$72.95
MCRAARXA	\$72.95	\$72.95	\$72.95
MMSPARXA	\$55.95	\$55.95	\$55.95
MRMDARXA	\$72.95	\$72.95	\$72.95
MRVLARXA	\$72.95	\$72.95	\$72.95
MYNRARXA	\$72.95	\$72.95	\$72.95
PCHNARXA	\$75.95	\$75.95	\$75.95
PGGTARXA	\$72.95	\$72.95	\$72.95
PLRDARXA	\$72.95	\$72.95	\$72.95
PRSCARXA	\$72.95	\$72.95	\$72.95
RCTRARXA	\$72.95	\$72.95	\$72.95
ROE ARXA	\$72.95	\$72.95	\$72.95
RSTNARXA	\$56.95	\$51.95	\$51.95
SCCSARXA	\$72.95	\$72.95	\$72.95
STCHARXA	\$72.95	\$72.95	\$72.95
STTGARXB	\$75.95	\$75.95	\$75.95
TAYLARXA	\$72.95	\$72.95	\$72.95
WALDARXA	\$72.95	\$72.95	\$72.95
WHTLARXA	\$72.95	\$72.95	\$72.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of NW Arkansas
d/b/a CenturyLink Siloam Springs

1. Business Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
BAYYARXA	\$54.95	\$51.95	\$51.95
CLDNARXA	\$54.95	\$51.95	\$51.95
CRWYARXA	\$54.95	\$51.95	\$51.95
HLGVARXB	\$54.95	\$51.95	\$51.95
LCVLARXA	\$54.95	\$51.95	\$51.95
LKCYARXA	\$54.95	\$51.95	\$51.95
MANLARXA	\$54.95	\$51.95	\$51.95
MNTTARXA	\$54.95	\$51.95	\$51.95
SMSPARXA	\$54.95	\$51.95	\$51.95
TRMNARXA	\$54.95	\$51.95	\$51.95

2. Residential Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
BAYYARXA	\$57.95	\$57.95	\$57.95
CLDNARXA	\$57.95	\$57.95	\$57.95
CRWYARXA	\$57.95	\$57.95	\$57.95
HLGVARXB	\$57.95	\$57.95	\$57.95
LCVLARXA	\$57.95	\$57.95	\$57.95
LKCYARXA	\$57.95	\$57.95	\$57.95
MANLARXA	\$57.95	\$57.95	\$57.95
MNTTARXA	\$57.95	\$57.95	\$57.95
SMSPARXA	\$57.95	\$57.95	\$57.95
TRMNARXA	\$57.95	\$57.95	\$57.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of NW Arkansas
d/b/a Russellville

1. Business Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ALMAARXA	\$54.95	\$51.95	\$51.95
ALTSARXA	\$55.95	\$52.95	\$52.95
ATKNARXA	\$57.95	\$54.95	\$54.95
BLKNARXA	\$54.95	\$51.95	\$51.95
BNVLARXA	\$54.95	\$51.95	\$51.95
BOLSARXA	\$55.95	\$52.95	\$52.95
CHTNARXA	\$54.95	\$51.95	\$51.95
CLVLARXA	\$55.95	\$52.95	\$52.95
CNTRARXA	\$54.95	\$51.95	\$51.95
CNVLARXA	\$55.95	\$52.95	\$52.95
DOVRARXA	\$57.95	\$54.95	\$54.95
DRDNARXA	\$54.95	\$51.95	\$51.95
DUMSARXA	\$54.95	\$51.95	\$51.95
EMSPARXA	\$57.95	\$54.95	\$54.95
GNTRARXB	\$54.95	\$51.95	\$51.95
GNWDARXA	\$54.95	\$51.95	\$51.95
GOLDARXA	\$54.95	\$51.95	\$51.95
GRFDARXA	\$54.95	\$51.95	\$51.95
GTWYARXA	\$54.95	\$51.95	\$51.95
HCKTARXA	\$55.95	\$52.95	\$52.95
HCTRARXA	\$57.95	\$54.95	\$54.95
HTMNARXA	\$55.95	\$52.95	\$52.95
LAMRARXA	\$55.95	\$52.95	\$52.95
LONDARXA	\$57.95	\$54.95	\$54.95
MDLDARXA	\$54.95	\$51.95	\$51.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of NW Arkansas
d/b/a Russellville (Cont'd.)

1. Business Customers (Cont'd.)

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
MNFDARXA	\$54.95	\$51.95	\$51.95
MTBGARXA	\$54.95	\$51.95	\$51.95
MYVLARXA	\$54.95	\$51.95	\$51.95
OZRKARXA	\$54.95	\$51.95	\$51.95
PARSARXA	\$54.95	\$51.95	\$51.95
PERGARXA	\$54.95	\$51.95	\$51.95
PLPLARXA	\$54.95	\$51.95	\$51.95
RLVLARXA	\$55.95	\$52.95	\$52.95
RTCLARXA	\$55.95	\$52.95	\$52.95
SALSARXA	\$55.95	\$52.95	\$52.95
SCTNARXA	\$55.95	\$52.95	\$52.95
SLSPARXA	\$54.95	\$51.95	\$51.95
STCYARXA	\$54.95	\$51.95	\$51.95
SUBCARXA	\$55.95	\$52.95	\$52.95
TLLRARXA	\$54.95	\$51.95	\$51.95
WDRNARXA	\$54.95	\$51.95	\$51.95
WNSLARXA	\$54.95	\$51.95	\$51.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of NW Arkansas
d/b/a Russellville (Cont'd.)

2. Residential Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ALMAARXA	\$57.95	\$57.95	\$57.95
ALTSARXA	\$58.95	\$58.95	\$58.95
ATKNARXA	\$60.95	\$60.95	\$60.95
BLKNARXA	\$57.95	\$57.95	\$57.95
BNVLARXA	\$57.95	\$57.95	\$57.95
BOLSARXA	\$58.95	\$58.95	\$58.95
CHTNARXA	\$57.95	\$57.95	\$57.95
CLVLARXA	\$58.95	\$58.95	\$58.95
CNTRARXA	\$57.95	\$57.95	\$57.95
CNVLARXA	\$58.95	\$58.95	\$58.95
DOVRARXA	\$60.95	\$60.95	\$60.95
DRDNARXA	\$57.95	\$57.95	\$57.95
DUMSARXA	\$57.95	\$57.95	\$57.95
EMSPARXA	\$60.95	\$57.95	\$57.95
GNTRARXB	\$57.95	\$57.95	\$57.95
GNWDARXA	\$57.95	\$57.95	\$57.95
GOLDARXA	\$57.95	\$57.95	\$57.95
GRFDARXA	\$57.95	\$57.95	\$57.95
GTWYARXA	\$57.95	\$57.95	\$57.95
HCKTARXA	\$58.95	\$58.95	\$58.95
HCTRARXA	\$58.95	\$58.95	\$58.95
HTMNARXA	\$58.95	\$58.95	\$58.95
LAMRARXA	\$58.95	\$58.95	\$58.95
LONDARXA	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

C. CenturyTel of NW Arkansas
d/b/a Russellville (Cont'd.)

2. Residential Customers (Cont'd.)

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
MDLDARXA	\$57.95	\$57.95	\$57.95
MNFDARXA	\$57.95	\$57.95	\$57.95
MTBGARXA	\$57.95	\$57.95	\$57.95
MYVLARXA	\$57.95	\$57.95	\$57.95
OZRKARXA	\$57.95	\$57.95	\$57.95
PARSARXA	\$57.95	\$57.95	\$57.95
PERGARXA	\$57.95	\$57.95	\$57.95
PLPLARXA	\$57.95	\$57.95	\$57.95
RLVLARXA	\$58.95	\$58.95	\$58.95
RTCLARXA	\$58.95	\$58.95	\$58.95
SALSARXA	\$58.95	\$58.95	\$58.95
SCTNARXA	\$58.95	\$58.95	\$58.95
SLSPARXA	\$57.95	\$57.95	\$57.95
STCYARXA	\$57.95	\$57.95	\$57.95
SUBCARXA	\$58.95	\$58.95	\$58.95
TLLRARXA	\$57.95	\$57.95	\$57.95
WDRNARXA	\$57.95	\$57.95	\$57.95
WNSLARXA	\$57.95	\$57.95	\$57.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

D. CenturyTel of Arkansas, Inc. d/b/a CenturyLink

1. Business Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ASFLARXA	\$56.95	\$61.95	\$61.95
CHVGARXA	\$56.95	\$61.95	\$61.95
CLRKARXA	\$56.95	\$61.95	\$61.95
EVSHARXA	\$56.95	\$61.95	\$61.95
FKLNARXA	\$56.95	\$61.95	\$61.95
HRBNARXA	\$56.95	\$61.95	\$61.95
HRDYARXA	\$56.95	\$61.95	\$61.95
MLBRARXA	\$56.95	\$61.95	\$61.95
MNPLARXA	\$56.95	\$61.95	\$61.95
OXFRARXA	\$56.95	\$61.95	\$61.95
OZACARXA	\$56.95	\$61.95	\$61.95
SLFTARXA	\$56.95	\$61.95	\$61.95
VIOLARXA	\$56.95	\$61.95	\$61.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

D. CenturyTel of Arkansas, Inc. d/b/a CenturyLink (Cont'd.)

2. Residential Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ASFLARXA	\$56.95	\$56.95	\$56.95
CHVGARXA	\$56.95	\$56.95	\$56.95
CLRKARXA	\$56.95	\$56.95	\$56.95
EVSHARXA	\$56.95	\$56.95	\$56.95
FKLNARXA	\$56.95	\$56.95	\$56.95
HRBNARXA	\$56.95	\$56.95	\$56.95
HRDYARXA	\$56.95	\$56.95	\$56.95
MLBRARXA	\$56.95	\$56.95	\$56.95
MNPLARXA	\$56.95	\$56.95	\$56.95
OXFRARXA	\$56.95	\$56.95	\$56.95
OZACARXA	\$56.95	\$56.95	\$56.95
SLFTARXA	\$56.95	\$56.95	\$56.95
VIOLARXA	\$56.95	\$56.95	\$56.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

E. CenturyTel of Mountain Home, Inc. d/b/a CenturyLink

1. Business Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
GMLLARXA	\$56.95	\$51.95	\$51.95
HNSNARXA	\$56.95	\$51.95	\$51.95
LKVWARXA	\$56.95	\$51.95	\$51.95
MDWYARXA	\$56.95	\$51.95	\$51.95
MLPNARXA	\$56.95	\$51.95	\$51.95
MTHOARXA	\$56.95	\$51.95	\$51.95
NRFRARXA	\$56.95	\$51.95	\$51.95
TRFRARXA	\$56.95	\$51.95	\$51.95
WHVLARXA	\$56.95	\$51.95	\$51.95

2. Residential Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
GMLLARXA	\$56.95	\$56.95	\$56.95
HNSNARXA	\$56.95	\$56.95	\$56.95
LKVWARXA	\$56.95	\$56.95	\$56.95
MDWYARXA	\$56.95	\$56.95	\$56.95
MLPNARXA	\$56.95	\$56.95	\$56.95
MTHOARXA	\$56.95	\$56.95	\$56.95
NRFRARXA	\$56.95	\$56.95	\$56.95
TRFRARXA	\$56.95	\$56.95	\$56.95
WHVLARXA	\$56.95	\$56.95	\$56.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

G. CenturyTel of Redfield, Inc. d/b/a CenturyLink

1. Business Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
RDFDARXB	\$56.95	\$51.95	\$51.95

2. Residential Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
RDFDARXB	\$56.95	\$56.95	\$56.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

H. CenturyTel of South Arkansas, Inc. d/b/a CenturyLink

1. Business Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
DDCYARXA	\$56.95	\$51.95	\$51.95
JNCYARXA	\$56.95	\$51.95	\$51.95

2. Residential Customers

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
DDCYARXA	\$56.95	\$56.95	\$56.95
JNCYARXA	\$56.95	\$56.95	\$56.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

3. Regulations

Toll Free service is available with this product see “Toll Free Service” in a later section for rates Value Line is available to business customers.

All customers will be required to sign a 12, 24 or 36 month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

The availability of certain features depends on ILEC feature availability. Some features are only available to residential customers. Some features are only available to business customers.

Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered.

Caller ID Customers must provide and connect their own compatible CPE.

Product may not be available in all CLLIs.

An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Value Line. There is a maximum of 20 extensions per voicemail box.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

4. Birch Long Distance Rates for Value Line:

Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate. The applicable per minute rates are listed in Section 7.3 of this Tariff.

5. Optional Calling Features

Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

	<u>Business</u>
Three-Way Calling	\$1.99
Call Return	\$1.99
Repeat Dialing	\$1.25
Busy Connect (Per call, per use)	\$0.90
Calling Number Delivery Blocking, Per Call	No charge

⁽¹⁾ Long distance is only applicable to standard outbound domestic long distance only, originating from Fusion Cloud Services customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

C. Value Line (Cont'd.)

6. Value Line - Feature List

Any of the following calling features may be added to the Birch Value Line. The following rates apply only when these calling features are added to the Birch Value Line.

Anonymous Call Rejection, per line
Call Block (Business Only)
Call Forwarding (Business Only)
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Return
Call Return Blocking (Residential Only)
Call Selector
Call Tracing
Call Waiting
Caller ID (Business Only)
Caller ID Blocking (Residential Only)
Caller ID Deluxe
Calling number delivery blocking, per line (Business Only)
Distinctive Ringing Service
Enhanced Caller ID (Business Only)
Call Waiting Deluxe (Residential Only)
Preferred Call Forwarding (Business Only)
Remote Access – Call Forwarding Variable
Repeat Dialing
Selective Class of Call Screening (Business Lines Only)
Speed Calling
Third Party Blocking (Residential Lines Only)
Three-Way Calling
900-976 Blocking (Residential Lines Only)

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus

1. Basic Plus is equipped with:

Dial tone Line
Unlimited Local and Intra-LATA Long Distance
Anonymous Call Rejection, per line
Call Block (Business Only)
Call Forwarding (Business Lines Only)
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Return
Call Return Blocking (Residential Lines Only)
Call Selector
Call Tracing
Call Waiting
Caller ID (Business Lines Only)
Caller ID Blocking (Residential Lines Only)
Caller ID Deluxe
Calling number delivery blocking, per line (Business Lines Only)
Collect Call Blocking (Residential Lines Only)
Distinctive Ringing Service
Enhanced Caller ID (Business Only)
Call Waiting Deluxe (Residential Only)
International Blocking (Residential Lines Only)
Hunting (Business Lines Only)
Preferred Call Forwarding (Business Lines Only)
Remote Access – Call Forwarding Variable
Repeat Dialing
Repeat Dialing Blocking (Residential Lines Only)
Selective Class of Call Screening (Business Lines Only)
Speed Calling
Third Party Blocking (Residential Lines Only)
Three-Way Calling
900/976 Blocking (Residential Lines Only)

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges

a. AT&T Kansas

1. Business

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
All	\$59.95	\$57.95	\$55.95

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
All	\$57.95	\$57.95	\$57.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

b. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink

1. Business

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
AGSTARXA	\$114.95	111.95	111.95
ALMYARXA	\$114.95	111.95	111.95
BGRSARXA	\$114.95	111.95	111.95
BLGVARXA	\$114.95	111.95	111.95
BLVNARXA	\$114.95	111.95	111.95
BRFRARXA	\$114.95	111.95	111.95
CABTARXA	\$119.95	116.95	116.95
COY ARXA	\$114.95	111.95	111.95
CRLSARXA	\$114.95	111.95	111.95
CRNGARXA	\$114.95	111.95	111.95
CRVLARXA	\$114.95	111.95	111.95
CTNPARXA	\$114.95	111.95	111.95
DLPLARXA	\$114.95	111.95	111.95
DSARARXA	\$114.95	111.95	111.95
DVBLARXA	\$114.95	111.95	111.95
DWTTARXA	\$114.95	111.95	111.95
ENLDARXA	\$114.95	111.95	111.95
GFVLARXA	\$114.95	111.95	111.95
GLLTARXA	\$114.95	111.95	111.95
HAZNARXA	\$114.95	111.95	111.95
HCPLARXA	\$114.95	111.95	111.95
HMPHARXA	\$114.95	111.95	111.95
IMBDARXB	\$114.95	111.95	111.95
JCVLARXA	\$124.95	121.95	121.95
JCVLARXB	\$124.95	121.95	121.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

b. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink
(Cont'd.)

1. Business

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
JDSNARXA	114.95	111.95	111.95
JESPARXA	114.95	111.95	111.95
KNBLARXA	114.95	111.95	111.95
KNSTARXA	114.95	111.95	111.95
LNRDARXA	114.95	111.95	111.95
MCCRARXA	114.95	111.95	111.95
MCRAARXA	114.95	111.95	111.95
MMSPARXA	72.95	69.95	69.95
MRMDARXA	114.95	111.95	111.95
MRVLARXA	114.95	111.95	111.95
MYNRARXA	114.95	111.95	111.95
PCHNARXA	119.95	116.95	116.95
PGGTARXA	114.95	111.95	111.95
PLRDARXA	114.95	111.95	111.95
PRSCARXA	114.95	111.95	111.95
RCTRARXA	114.95	111.95	111.95
ROE ARXA	114.95	111.95	111.95
RSTNARXA	60.95	57.95	57.95
SCCSARXA	114.95	111.95	111.95
STCHARXA	114.95	111.95	111.95
STTGARXB	119.95	116.95	116.95
TAYLARXA	114.95	111.95	111.95
WALDARXA	114.95	111.95	111.95
WHTLARXA	114.95	111.95	111.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

b. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink
(Cont'd.)

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
AGSTARXA	\$72.95	\$72.95	\$72.95
ALMYARXA	\$72.95	\$72.95	\$72.95
BGRSARXA	\$72.95	\$72.95	\$72.95
BLGVARXA	\$72.95	\$72.95	\$72.95
BLVNARXA	\$72.95	\$72.95	\$72.95
BRFRARXA	\$72.95	\$72.95	\$72.95
CABTARXA	\$75.95	\$75.95	\$75.95
COY ARXA	\$72.95	\$72.95	\$72.95
CRLSARXA	\$72.95	\$72.95	\$72.95
CRNGARXA	\$72.95	\$72.95	\$72.95
CRVLARXA	\$72.95	\$72.95	\$72.95
CTNPARXA	\$72.95	\$72.95	\$72.95
DLPLARXA	\$72.95	\$72.95	\$72.95
DSARARXA	\$72.95	\$72.95	\$72.95
DVBLARXA	\$72.95	\$72.95	\$72.95
DWTTARXA	\$72.95	\$72.95	\$72.95
ENLDARXA	\$72.95	\$72.95	\$72.95
GFVLARXA	\$72.95	\$72.95	\$72.95
GLLTARXA	\$72.95	\$72.95	\$72.95
HAZNARXA	\$72.95	\$72.95	\$72.95
HCPLARXA	\$72.95	\$72.95	\$72.95
HMPHARXA	\$72.95	\$72.95	\$72.95
IMBDARXB	\$72.95	\$72.95	\$72.95
JCVLARXA	\$78.95	\$78.95	\$78.95
JCVLARXB	\$78.95	\$78.95	\$78.95
JDSNARXA	\$72.95	\$72.95	\$72.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

b. CenturyTel of Central Arkansas, LLC d/b/a CenturyLink
(Cont'd.)

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
JESPARXA	\$72.95	\$72.95	\$72.95
KNBLARXA	\$72.95	\$72.95	\$72.95
KNSTARXA	\$72.95	\$72.95	\$72.95
LNRDARXA	\$72.95	\$72.95	\$72.95
MCCRARXA	\$72.95	\$72.95	\$72.95
MCRAARXA	\$72.95	\$72.95	\$72.95
MMSPARXA	\$55.95	\$55.95	\$55.95
MRMDARXA	\$72.95	\$72.95	\$72.95
MRVLARXA	\$72.95	\$72.95	\$72.95
MYNRARXA	\$72.95	\$72.95	\$72.95
PCHNARXA	\$75.95	\$75.95	\$75.95
PGGTARXA	\$72.95	\$72.95	\$72.95
PLRDARXA	\$72.95	\$72.95	\$72.95
PRSCARXA	\$72.95	\$72.95	\$72.95
RCTRARXA	\$72.95	\$72.95	\$72.95
ROE ARXA	\$72.95	\$72.95	\$72.95
RSTNARXA	\$60.95	\$60.95	\$60.95
SCCSARXA	\$72.95	\$72.95	\$72.95
STCHARXA	\$72.95	\$72.95	\$72.95
STTGARXB	\$75.95	\$75.95	\$75.95
TAYLARXA	\$72.95	\$72.95	\$72.95
WALDARXA	\$72.95	\$72.95	\$72.95
WHTLARXA	\$72.95	\$72.95	\$72.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

c. CenturyTel of Arkansas d/b/a Siloam Springs

1. Business

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
BAYYARXA	\$80.95	\$77.95	\$77.95
CLDNARXA	\$80.95	\$77.95	\$77.95
CRWYARXA	\$80.95	\$77.95	\$77.95
HLGVARXB	\$80.95	\$77.95	\$77.95
LCVLARXA	\$80.95	\$77.95	\$77.95
LKCYARXA	\$80.95	\$77.95	\$77.95
MANLARXA	\$80.95	\$77.95	\$77.95
MNTTARXA	\$80.95	\$77.95	\$77.95
SMSPARXA	\$80.95	\$77.95	\$77.95
TRMNARXA	\$80.95	\$77.95	\$77.95

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
BAYYARXA	\$57.95	\$57.95	\$57.95
CLDNARXA	\$57.95	\$57.95	\$57.95
CRWYARXA	\$57.95	\$57.95	\$57.95
HLGVARXB	\$57.95	\$57.95	\$57.95
LCVLARXA	\$57.95	\$57.95	\$57.95
LKCYARXA	\$57.95	\$57.95	\$57.95
MANLARXA	\$57.95	\$57.95	\$57.95
MNTTARXA	\$57.95	\$57.95	\$57.95
SMSPARXA	\$57.95	\$57.95	\$57.95
TRMNARXA	\$57.95	\$57.95	\$57.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

d. CenturyTel of Arkansas d/b/a Russellville

1. Business

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ALMAARXA	\$80.95	\$77.95	\$77.95
ALTSARXA	\$81.95	\$78.95	\$78.95
ATKNARXA	\$83.95	\$80.95	\$80.95
BLKNARXA	\$80.95	\$77.95	\$77.95
BNVLARXA	\$80.95	\$77.95	\$77.95
BOLSARXA	\$81.95	\$78.95	\$78.95
CHTNARXA	\$80.95	\$77.95	\$77.95
CLVLARXA	\$81.95	\$78.95	\$78.95
CNTRARXA	\$80.95	\$77.95	\$77.95
CNVLARXA	\$81.95	\$78.95	\$78.95
DOVRARXA	\$83.95	\$80.95	\$80.95
DRDNARXA	\$80.95	\$77.95	\$77.95
DUMSARXA	\$80.95	\$77.95	\$77.95
EMSPARXA	\$83.95	\$80.95	\$80.95
GNTRARXB	\$80.95	\$77.95	\$77.95
GNWDARXA	\$80.95	\$77.95	\$77.95
GOLDARXA	\$80.95	\$77.95	\$77.95
GRFDARXA	\$80.95	\$77.95	\$77.95
GTWYARXA	\$80.95	\$77.95	\$77.95
HCKTARXA	\$81.95	\$78.95	\$78.95
HCTRARXA	\$83.95	\$80.95	\$80.95
HTMNARXA	\$81.95	\$78.95	\$78.95
LAMRARXA	\$81.95	\$78.95	\$78.95
LONDARXA	\$83.95	\$80.95	\$80.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

d. CenturyTel of Arkansas d/b/a Russellville (Cont'd.)

1. Business

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
MDLDARXA	\$80.95	\$77.95	\$77.95
MNFDARXA	\$80.95	\$77.95	\$77.95
MTBGARXA	\$80.95	\$77.95	\$77.95
MYVLARXA	\$80.95	\$77.95	\$77.95
OZRKARXA	\$80.95	\$77.95	\$77.95
PARSARXA	\$80.95	\$77.95	\$77.95
PERGARXA	\$80.95	\$77.95	\$77.95
PLPLARXA	\$80.95	\$77.95	\$77.95
RLVLARXA	\$81.95	\$78.95	\$78.95
RTCLARXA	\$81.95	\$78.95	\$78.95
SALSARXA	\$81.95	\$78.95	\$78.95
SCTNARXA	\$81.95	\$78.95	\$78.95
SLSPARXA	\$80.95	\$77.95	\$77.95
STCYARXA	\$80.95	\$77.95	\$77.95
SUBCARXA	\$81.95	\$78.95	\$78.95
TLLRARXA	\$80.95	\$77.95	\$77.95
WDRNARXA	\$80.95	\$77.95	\$77.95
WNSLARXA	\$80.95	\$77.95	\$77.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

d. CenturyTel of Arkansas d/b/a Russellville (Cont'd.)

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ALMAARXA	\$57.95	\$57.95	\$57.95
ALTSARXA	\$58.95	\$58.95	\$58.95
ATKNARXA	\$60.95	\$60.95	\$60.95
BLKNARXA	\$57.95	\$57.95	\$57.95
BNVLARXA	\$57.95	\$57.95	\$57.95
BOLSARXA	\$58.95	\$58.95	\$58.95
CHTNARXA	\$57.95	\$57.95	\$57.95
CLVLARXA	\$58.95	\$58.95	\$58.95
CNTRARXA	\$57.95	\$57.95	\$57.95
CNVLARXA	\$58.95	\$58.95	\$58.95
DOVRARXA	\$58.95	\$58.95	\$58.95
DRDNARXA	\$57.95	\$57.95	\$57.95
DUMSARXA	\$57.95	\$57.95	\$57.95
EMSPARXA	\$60.95	\$60.95	\$60.95
GNTRARXB	\$57.95	\$57.95	\$57.95
GNWDARXA	\$57.95	\$57.95	\$57.95
GOLDARXA	\$57.95	\$57.95	\$57.95
GRFDARXA	\$57.95	\$57.95	\$57.95
GTWYARXA	\$57.95	\$57.95	\$57.95
HCKTARXA	\$58.95	\$58.95	\$58.95
HCTRARXA	\$60.95	\$60.95	\$60.95
HTMNARXA	\$58.95	\$58.95	\$58.95
LAMRARXA	\$58.95	\$58.95	\$58.95
LONDARXA	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

d. CenturyTel of Arkansas d/b/a Russellville (Cont'd.)

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
MDLDARXA	\$57.95	\$57.95	\$57.95
MNFDARXA	\$57.95	\$57.95	\$57.95
MTBGARXA	\$57.95	\$57.95	\$57.95
MYVLARXA	\$57.95	\$57.95	\$57.95
OZRKARXA	\$57.95	\$57.95	\$57.95
PARSARXA	\$57.95	\$57.95	\$57.95
PERGARXA	\$57.95	\$57.95	\$57.95
PLPLARXA	\$57.95	\$57.95	\$57.95
RLVLARXA	\$58.95	\$58.95	\$58.95
RTCLARXA	\$58.95	\$58.95	\$58.95
SALSARXA	\$58.95	\$58.95	\$58.95
SCTNARXA	\$58.95	\$58.95	\$58.95
SLSPARXA	\$57.95	\$57.95	\$57.95
STCYARXA	\$57.95	\$57.95	\$57.95
SUBCARXA	\$58.95	\$58.95	\$58.95
TLLRARXA	\$57.95	\$57.95	\$57.95
WDRNARXA	\$57.95	\$57.95	\$57.95
WNSLARXA	\$57.95	\$57.95	\$57.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

e. CenturyTel of Arkansas, Inc. d/b/a CenturyLink

1. Business

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ASFLARXA	\$60.95	\$57.95	\$57.95
CHVGARXA	\$60.95	\$57.95	\$57.95
CLRKARXA	\$60.95	\$57.95	\$57.95
EVSHARXA	\$60.95	\$57.95	\$57.95
FKLNARXA	\$60.95	\$57.95	\$57.95
HRBNARXA	\$60.95	\$57.95	\$57.95
HRDYARXA	\$60.95	\$57.95	\$57.95
MLBRARXA	\$60.95	\$57.95	\$57.95
MNPLARXA	\$60.95	\$57.95	\$57.95
OXFRARXA	\$60.95	\$57.95	\$57.95
OZACARXA	\$60.95	\$57.95	\$57.95
SLFTARXA	\$60.95	\$57.95	\$57.95
VIOLARXA	\$60.95	\$57.95	\$57.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

e. CenturyTel of Arkansas, Inc. d/b/a CenturyLink (Cont'd.)

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
ASFLARXA	\$60.95	\$60.95	\$60.95
CHVGARXA	\$60.95	\$60.95	\$60.95
CLRKARXA	\$60.95	\$60.95	\$60.95
EVSHARXA	\$60.95	\$60.95	\$60.95
FKLNARXA	\$60.95	\$60.95	\$60.95
HRBNARXA	\$60.95	\$60.95	\$60.95
HRDYARXA	\$60.95	\$60.95	\$60.95
MLBRARXA	\$60.95	\$60.95	\$60.95
MNPLARXA	\$60.95	\$60.95	\$60.95
OXFRARXA	\$60.95	\$60.95	\$60.95
OZACARXA	\$60.95	\$60.95	\$60.95
SLFTARXA	\$60.95	\$60.95	\$60.95
VIOLARXA	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

f. CenturyTel of Mountain Home, Inc. d/b/a CenturyLink

1. Business

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
GMLLARXA	\$60.95	\$57.95	\$57.95
HNSNARXA	\$60.95	\$57.95	\$57.95
LKVWARXA	\$60.95	\$57.95	\$57.95
MDWYARXA	\$60.95	\$57.95	\$57.95
MLPNARXA	\$60.95	\$57.95	\$57.95
MTHOARXA	\$60.95	\$57.95	\$57.95
NRFRARXA	\$60.95	\$57.95	\$57.95
TRFRARXA	\$60.95	\$57.95	\$57.95
WHVLARXA	\$60.95	\$57.95	\$57.95

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
GMLLARXA	\$60.95	\$60.95	\$60.95
HNSNARXA	\$60.95	\$60.95	\$60.95
LKVWARXA	\$60.95	\$60.95	\$60.95
MDWYARXA	\$60.95	\$60.95	\$60.95
MLPNARXA	\$60.95	\$60.95	\$60.95
MTHOARXA	\$60.95	\$60.95	\$60.95
NRFRARXA	\$60.95	\$60.95	\$60.95
TRFRARXA	\$60.95	\$60.95	\$60.95
WHVLARXA	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

g. CenturyTel of Redfield, Inc. d/b/a CenturyLink

1. Business

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
RDFDARXB	\$60.95	\$57.95	\$57.95

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
RDFDARXB	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

2. Monthly Recurring Charges (Cont'd.)

h. CenturyTel of South Arkansas, Inc. d/b/a CenturyLink

1. Business

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
DDCYARXA	\$60.95	\$57.95	\$57.95
JNCYARXA	\$60.95	\$57.95	\$57.95

2. Residential

CLLI	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
DDCYARXA	\$60.95	\$60.95	\$60.95
JNCYARXA	\$60.95	\$60.95	\$60.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

3. Birch Long Distance Rates for Basic Plus:

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from Fusion Cloud Services customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls. The per minute rates are listed in Section 7.3 of this Tariff.
 - b. Toll Free service is available with this product. See “Toll Free Service” in Section 7.1 of this tariff.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

4. Footnotes for Basic Plus:

- a. Basic Plus applies to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:
\$50 x Months Remaining (Per Location)

The early termination fee will apply per location on the original term agreement or any subsequent renewal of the term agreement.

- b. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Basic Plus bundle, standard rates located in Section 5.6 of this tariff will apply.

- c. The availability of certain features is dependent on ILEC feature availability.

- d. Some features are only available to residential customers.

- e. Some features are only available to business customers.

- f. Product may not be available in all CLLIs.

- g. Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

4. Footnotes for Basic Plus (Cont'd.)

- h. An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Basic Plus. There is a maximum of 3 extensions per voicemail box. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Basic Plus.
- i. Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/ volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.3 Basic Local Exchange Service (Cont'd.)

5.3.3 Service Plans (Cont'd.)

D. Basic Plus (Cont'd.)

4. Footnotes for Basic Plus (Cont'd.)

- j. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Basic Plus.
- k. All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- l. Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.4 Navigator Services (1) (4)

5.4.1 Business Price Packages

A. SmartTime Unlimited for Business (2)

This offering is available only to business customers (coin lines are not eligible) and provides for unlimited local and long distance calling. The customer may choose an unlimited number of features as shown in D below.

Regulations:

1. The customer must commit to at least a one-year term agreement to be eligible for the service.
2. Maximum of ten (10) lines per location. Charges below are shown on a per line basis.
3. Includes unlimited long distance calls for business customers, non-data, voice use only, within the 48 contiguous United States. Calls made to points outside of the contiguous 48 states, including all international calls, are not included in this offer, and will be billed at applicable rates. Navigator reserves the right to cancel subscriptions to any customer at any time due to fraud or misuse. Usage can be screened for use other than voice usage. Taxes, fees, and any EAS charges also apply.

Rates and Charges:

	<u>Monthly Rate</u>
Rate Group 1	\$58.99
Rate Groups 2 – 4	48.99

Available Features:

Caller ID	Call Blocker
Call Forwarding	Speed Call
Remote Access to Call Forwarding	Call Forward Busy Line/No Answer
Call Waiting	Personalized Ring
Three Way Calling	Call Waiting ID
Auto Redial	Call Waiting ID Options
Call Return	Call Transfer Disconnect
Priority Call	Anonymous Call Rejection
Selective Call Forwarding	

*Footnotes located on Page 18.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.4 Navigator Services (Cont'd.)

5.4.1 Business Price Packages (Cont'd.)

B. SmartTime for Business (2)

This offering is available only to business customers (coin lines are not eligible) and provides for unlimited local calling. Long distance calling is billed at \$.055 per minute. The customer may choose an unlimited number of features as shown in 5.4.1.A above.

Regulations:

1. The customer must commit to at least a one-year term agreement to be eligible for the service.
2. Long distance calls for business customers at \$.055 per minute is only for calls within the 48 contiguous United States. Calls made to points outside of the contiguous 48 states, including all international calls, are not included in this offer, and will be billed at applicable rates. Taxes, fees, and any EAS charges also apply.

Rates and Charges:

	<u>Monthly Rate</u>
Rate Group 1	\$33.99
Rate Groups 2 – 4	24.99

*Footnotes located on Page 18.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.4 Navigator Services (Cont'd.)

5.4.1 Business Price Packages (Cont'd.)

C. SmartATM (3)

The SmartATM Service is only available to business subscribers and provides the following services (includes Touch-Tone):

1. Business individual line for Automated Teller Machine only.
2. Unlimited calling to 800 toll-free numbers.

The rate specified herein is subject to a 12-month service term.

Regulations and Limitations of Service:

1. Calls made outside the perimeters of the service description shown above are subject to normal tariff violation treatments and/or tariff charges.
2. Charges for this service commence when the company's information records are posted and are payable monthly in advance.
3. Charges for service are automatically discontinued upon service termination.
4. If the service is terminated before the 12-month term, a charge of \$10 per month will be applied for each line currently or previously classified as a SmartATM line. This charge will be imposed based upon the remainder of the commitment period.
5. Existing SmartATM subscribers may not take advantage of special promotions or changing of prices prior to the end of the 12-month service terms. This is applicable to existing lines only. New lines would qualify for and special promotions or price changes.

Rate and Charges:

<u>Service Category</u>	<u>Rate Group</u>	<u>Rate</u>
SmartATM	1	\$14.50
	2	15.80
	3, 4	18.50

*Footnotes located on Page 18.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.4 Navigator Services (Cont'd.)

5.4.1 Business Price Packages (Cont'd.)

D. Footnotes

- (1) Some former Navigator customers may have Special Pricing Arrangements that deviate from the rates in this section.
 - (2) Former Navigator Customers using this product will now be billed under the product name Essentials.
 - (3) Former Navigator Customers using this product will now be billed under the product name Value Line.
 - (4) Former Navigator Customers will be billed a bundled flat local rate effective July 1, 2009. Any metered or measured usage, along with certain fees, will be combined into a single bundled flat line rate. The new bundled local rate has been calculated by adding together the main line rate, the last six months' average of local usage charges for any measured or metered use, any local or extended area calling plan charges, business or residential package charges, End User Common Line Charge, Pre-subscription Charge and Access Recovery Surcharge fees. In summary, your new bundled rate reflects your previous Navigator rates for the same services and fees.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (1)

5.5.1 Residential Price Packages

A. Home Essentials (2)

1. Home Essentials is equipped with:

Basic Residential Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance
2,500 Minutes of Domestic Inter-LATA Long Distance

2. Monthly Recurring Charges:

	<u>Current Rate</u>
Per Line	\$26.50

3. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Names</u>
Home Basics Residential

4. Non-Recurring Charges are located in Section 4 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 5.5.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.11/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 5.6 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Essentials. There's a maximum 3 extensions per voicemail box.

(1) Effective December 4, 2009, any former Cleartel product listed in the Monthly Recurring Charges sections throughout Section 5.5 of this tariff will now be billed as the corresponding product being defined in that section.

(2) Effective December 4, 2009 this product is Grandfathered and no longer available.

(3) Effective August 10, 2010, this product will be billed as Essentials.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.2 Business Price Packages

A. Basic Plus (1)

1. Basic Plus is equipped with:

Basic Business Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance
Free Hunting

2. Monthly Recurring Charges:

	<u>Current Rate</u>
Per Line	\$28.00

3. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Names</u> NII Business Line - Flat Line

4. Non-Recurring Charges are located in Section 4 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 5.5.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.11/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 5.6 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Basic Plus. There is a maximum of 20 extensions per voicemail box.

(1) Effective December 4, 2009 this product is Grandfathered and no longer available.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.2 Business Price Packages (Cont'd.)

B. Essentials (1)

1. Essentials is equipped with:

Basic Business Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance
1,500 Minutes of Domestic Inter-LATA Long Distance
Free Hunting

2. Monthly Recurring Charges:

	<u>Current Rate</u>
Per Line	\$36.95

3. This product was formerly known as the following Cleartel product name:

<u>Former Cleartel Product Name</u> Simple Business Basic Line

4. Non-Recurring Charges are located in Section 4 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 5.5.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.11/minute: After the initial 500 minutes of use.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.21.B of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Essentials. There is a maximum of 20 extensions per voicemail box.

(1) Effective December 4, 2009 this product is Grandfathered and no longer available.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.3 Customer Owned Pay Telephone (COPT) Service

1. Description (Cont'd.)

- The Company will provide directory assistance service under the provisions of this tariff. However, the Company is not required to provide such service to COPT lines accessible to inmates of confinement facilities. The customer shall be responsible for the installation, operation and maintenance of the COPT used in connection with this service.
 - (a) The customer shall be responsible for the payment of Maintenance of service Charges, as provided for in Section 4 of this tariff. The customer is responsible for visits by a Fusion Cloud Services dispatched technician to the customer's premises when a service difficulty or trouble report results from the use of customer-provided pay telephones and the maintenance/repair call is authorized by the owner or agent.
 - The COPT provider is responsible for the payment of charges for all local and toll messages.
 - The COPT provider must comply with all applicable federal, state and local laws and regulations.
 - COPT may be connected to, from, or through a customer-provided telecommunications switching system, provided that the pay telephone service provider meets all requirements. The pay telephone service provider must ensure that access to E-911, 911, and/or 0- is not blocked and must comply with all legislative and rule requirements regarding the operation of E-911 and 911. This access configuration is not allowed if it prevents usage measurement, by Fusion Cloud Services, of the COPT access line.
 - Pay telephone must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind an FCC registered coupler.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.3 Customer Owned Pay Telephone (COPT) Service (Cont'd.)

2. Call Screening and Services

A. Billed Number Screening (BNS)

1. BNS is provided at the customer's option at no charge. It is a process by which the Carrier (LEC, IXC, OSP, etc.) validates customer acceptance of incoming Billed to Third Party or Collect calls by means of a data base query.
2. Customers who elect not to subscribe to Billed Number Screening, as described in paragraph A.1. preceding, will be fully responsible for all collect calls and third number billed calls which are billed to customer's exchange access line. Fusion Cloud Services shall have no responsibility to adjust any such charges and/or release customer from paying such charges. Customer will hold Fusion Cloud Services harmless from and against any liability or loss resulting from all such collect calls and third number billed calls.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.3 Customer Owned Pay Telephone (COPT) Service (Cont'd.)

2. Call Screening and Services (Cont'd.)

B. Selective Class of Call Screening (SCOCS)

1. SCOCS is an optional service feature which may be provided where such facilities are available. It enables a customer, by means of a Company provided line screening code to restrict outgoing operator handled calls from a designated access line to only those calls which are charged to the called number (Collect), a third number or a Calling Card account.

- SCOCS is only effective where (1) the Company carries the call, or (2) when the carrier (LEC, IXC, OSP) or other entities which carries the call recognizes the originating line screening which identifies the line as one that subscribes to SCOCS and only permits calls in conformity therewith.
- However, if the customer subscribes to SCOCS, the customer will not be responsible for message charges incurred for calls placed in violation of the call screening restrictions. If a carrier for which the Telephone Company is the billing agent carries a call from a line subscribed to SCOCS, the Telephone Company will adjust such message when the customer brings the situation to the Telephone Company's attention. Such message charges will be charged back as uncollectible to the carrier.

2. Originating line screening for a designated COPT access line can be arranged by providing one of the three following types of SCOCS.

- (a) Type 1: Basic SCOCS - An outgoing call will not be permitted unless the end user makes arrangements to have the call billed to a called telephone number (Collect Call), a third telephone number, or a Calling Card account.
- (b) Type 2: Collect Only-Inmate calls: Under this arrangement only an outgoing call billed to a called telephone number (Collect Call) is permitted.
- (c) Type 3: Coinless Only SCOCS - An outgoing call will not be permitted unless the end user makes arrangements to have the call billed to a called telephone number (Collect Call), a third telephone number, or a Calling Card account.

3. No variation, alteration or refashion of the screening codes, billing restrictions, applicable access or other general provision of SCOCS will be permitted.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.3 Customer Owned Pay Telephone (COPT) Service (Cont'd.)

2. Call Screening and Services (Cont'd.)

B. Selective Class of Call Screening (SCOCS) (Cont'd.)

4. In those serving central offices where call screening is not available, the Company will not bill any call, including, but not limited to, third number billed, collect, "0" or "0+" calls to a number which has been clearly identified as a pay telephone to the Company-provided operator at the time of the call attempt. However, the Company will not be responsible for refunds of adjustment of charges for calls placed through other than Company-provided operators.
5. All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance Services and to public emergency numbers, such as 911, will be permitted from the COPT access line. However, these requirements may be waived when pay telephones are accessible to inmates in confinement facilities.
6. All Customers who elect not to subscribe to Selective Class of Call Screening, as described in this Section, will be fully responsible for all calls billed to customer's exchange access line. The Company shall have no responsibility to adjust any such charges and/or release customer from paying any such charges. Customer will hold the Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access line.

C. Central Office Call Blocking

1. Local and "1+" call blocking provides central office blocking of all local calls (7 digit) and direct dialed toll calls from coinless telephones. However, a uniform access code 950-DECEMBER 6, 2017 assigned to a carrier for its international communications is not blocked but is routed to that carrier. The calls blocked include, but are not limited to 111+11, 1110XXX+111, "IOXXX+011", "IOIXYXX+I" and "IOIDECEMBER 6, 2017+011" type calls. This service is offered in serving offices where facilities exist.
 2. International Direct Dialed (IDD) call blocking is an optional service arrangement which provides central office blocking of direct dialed international calls ("011", "IOXXX+0 II" and 10 1 DECEMBER 6, 2017+O II") from coin operated telephones to telephone numbers outside the North American Dialing Plan. This service is offered in serving offices where facilities exist. Customers who elect not to subscribe to IDD call blocking shall be responsible for the payment of all charges associated with IDD calls and shall indemnify and hold Fusion Cloud Services harmless from any and all loss and expense occasioned by fraudulent international calls which may be placed from the COPT access line.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.3 Customer Owned Pay Telephone (COPT) Service (Cont'd.)

2. Call Screening and Services (Cont'd.)

D. Answer Supervision - Line Side: provides "off-hook" supervisory signals to customer premises equipment. These signals originate from the "called" party's serving (terminating) central office to a line interface at the "calling" party's serving (originating) central office. This feature provides the signal that allows billing to begin. This feature is not compatible with the Call Waiting, Speed Calling and Three-Way Calling features when provided Selective Class of Call Screening.

3. Violation of Regulations

A. If a COPT subscriber is in violation of a tariff provision, the Company will notify the COPT subscriber of the violation in writing. Such notice must refer to the specific tariff provisions being violated. The notice must state that the COPT subscriber is subject to disconnection by the Company for violation of the tariff unless the violation is corrected and the Company is notified, in writing, within 20 days of receipt of such notice that the violation has been corrected. The Company may disconnect service for violation of the tariff on or after the 20th day after receipt of the notice by the COPT subscriber, if the COPT subscriber did not notify the Company in writing within 20 days of receipt of the notice that the violation was corrected. However, if the COPT subscriber has filed a complaint with the commission regarding the disconnection and has provided the Company with a copy of the complaint that indicates that the complaint has been filed with the Commission's complaint office, within 20 days of receipt of the notice of violation the Company will not disconnect service pending resolution of the complaint by the Commission.

B. Where a pay telephone is discovered to be connected to the network and is being billed under any tariff other than the COPT tariff, the Telephone Company will back-bill the difference between the COPT rate for 6 months, and the rate the customer actually paid, unless the customer can show that the pay telephone instrument was connected at a later date, in which case the back-billing shall run from the date of connection.

C. If a customer fails to pay the amount back-billed, the Telephone Company shall suspend service on the COPT access line and on any other business service provided by the Telephone Company to the COPT customer, until such time as the back-billed amount is paid in full.

4. Monthly Recurring Charge = \$39.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.4 Miscellaneous Service Charges

A. Facilities Charges

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

<u>Charge (per line)</u>	<u>Current Rate</u>
Facilities Charge	\$6.50

<u>Charge (per line with Birch LD)</u>	<u>Current Rate</u>
Supplementary Facilities Charge	\$1.00

B. Carrier Access Recovery Charge

The Carrier Access Recovery Charge funds a contribution towards higher costs of interconnection with other carriers. This charge is applied to each line.

<u>Charge (per line)</u>	<u>Current Rate</u>
Carrier Access Recovery Charge	\$1.35

C. Regulatory Compliance Fee

The Regulatory Compliance Fee covers costs associated with ongoing regulatory and compliance obligations, participation in regulatory proceedings, handling customer complaints with regulatory agencies, and negotiations with other regulated carriers. This charge is applied to each line.

<u>Charge (per line)</u>	<u>Current Rate</u>
Regulatory Compliance Fee	\$0.75

D. Excessive Usage Charge

If the Company determines that Customer's usage exceeds 2500 minutes on a Residential long distance plan or 2000 minutes on a Business long distance plan (except T-1 Plans) then the Customer shall forfeit eligibility for rates under this plan and (1) Customer will be charged an additional \$40.00 per month per line for as long as the excess usage or violation continues, (2) Customer will be moved to another Birch long distance plan unless an alternative plan is selected by the Customer, and/or (3) long distance service may be blocked without notice.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.5 Prepaid Services

A. Tempo Value Line

1. Tempo Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges:

	<u>Current Rate</u>
Per Line	\$37.95

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 5.5.4 of this tariff.
 - Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
 - Features can be purchased at “a la carte” rates – see Section 5.6 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
 - The availability of certain features depends on ILEC feature availability.
 - Caller ID Customers must provide and connect their own compatible CPE.
 - Product may not be available in all CLLIs.
 - An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Tempo Value Line. There is a maximum of 3 extensions per voicemail box.
 - Inside Wire Maintenance can be added with this product, but only at time of install.
 - There is no pro-ration or de-ration with prepay product, features and services.
 - Once payment is made, it will not be refunded if disconnected before the end of the month paid.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.5 Prepaid Services (Cont'd.)

B. Tempo Basic

1. Tempo Basic is equipped with:

Basic Residential Line
Caller ID Deluxe
Call Waiting

2. Monthly Recurring Charges:

	<u>Current Rate</u>
Per Line	\$42.95

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 5.5.4 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service. (1)
- Declining free features does not reduce the package rate.
- Additional features can be purchased at “a la carte” rates – see Section 5.6 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Tempo Basic. There is a maximum of 3 extensions per voicemail box.
- IW Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.

4. 300 Prepaid LD Minutes - Available only to prepaid residential customers with the Tempo Basic service, this package provides 300 total minutes of Intra-Lata, Intra-State and Inter-State long distance for an additional \$8.00 per month. The LD will not exceed 300 minutes per month, and will be reset upon payment by the customer.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.5 Cleartel Services (Cont'd.)

5.5.5 Prepaid Services (Cont'd.)

C. Tempo Essentials

1. Tempo Essentials is equipped with:

Basic Residential Line
Unlimited Features
2,000 Free Minutes of Inter-LATA Long Distance

2. Monthly Recurring Charges:

	<u>Current Rate</u>
Per Line	\$74.95

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 5.5.4 of this tariff.
 - Customer will be given 2,000 free minutes of Long Distance with this service. The free minutes include Intra-LATA, Intra-State and Inter-State toll. Customer cannot exceed the 2,000 minutes. Long Distance will be unavailable after the allotted 2,000 minute block, until the service is renewed the following month.
 - Declining free features does not reduce the package rate.
 - Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
 - The availability of certain features depends on ILEC feature availability.
 - Caller ID Customers must provide and connect their own compatible CPE.
 - Product may not be available in all CLLIs.
 - An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Tempo Essentials. There is a maximum of 3 extensions per voicemail box.
 - Inside Wire Maintenance can be added with this product, but only at time of install.
 - There is no pro-ration or de-ration with prepay product, features and services.
 - Once payment is made, it will not be refunded if disconnected before the end of the month paid.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.6 Features and Blocks

Any of the following calling features may be added, subject to ILEC availability. The following rates apply only when these calling features are added to a line that does not include the feature in the package. To add calling features to any other service, please refer to Section 4 for applicable rates.

<u>Feature Description</u>	<u>Business</u>	<u>Residential</u>
3 Way Calling	\$7.99	\$6.89
3 Way Calling w/Transfer	\$7.99	\$6.89
Call Block	\$7.48	\$6.89
Call Forward Busy	\$4.49	\$1.95
Call Forward Variable	\$10.00	\$6.89
Call Fwd Don't Answer w/RC	\$3.45	\$1.15
Call Return	\$8.21	\$6.84
Call Tracing	\$6.00	\$10.35
Call Waiting	\$6.90	\$6.90
Call Waiting w/CID Opt	\$2.88	\$1.44
Caller ID	\$10.93	\$6.00
Caller ID Block	\$5.75	\$5.75
Caller ID Deluxe	\$11.90	\$8.63
Distinctive Ring	\$3.00	\$4.25
Enhanced Caller ID	\$9.50	\$8.04
Hunting	\$6.95	\$6.00
Preferred Call Forwarding	\$8.21	\$6.83
Remote Access to Call Fwd	\$3.45	\$1.15
Repeat Dialing	\$8.21	\$6.83
Restrict International	\$5.95	\$5.95
Restrict Toll	\$10.00	\$16.00
Simultaneous Call Forwarding	\$8.05	\$6.89
Speed Call 30	\$8.05	\$8.05
Speed Call 8	\$7.48	\$6.89

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.7 Basic Local Exchange Residential Service

5.7.1 Home Connection

A. Service Description

Home Connection includes a Residential Line with Caller ID Deluxe and Call Waiting features at no extra cost.

Calls within the standard flat rate local calling area are unlimited. Calls made outside of the local calling area will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, and Canada do not qualify under this plan and are provided and billed pursuant to other Company tariffs or their terms of service.

A one-year term plan is required. Customers cancelling or otherwise disconnecting service prior to completion of any successive term will be assessed an early termination charge of \$100.00 multiplied by the number of months remaining in the term plan.

All taxes, surcharges and regulatory fees are billed separately, including, but not limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

Effective August 10, 2010 this product is no longer available for new services and grandfathered product will be billed as Basic Line.

B. Features List

Customers can purchase additional features at “a la carte” rates, or on a usage sensitive basis. For a list of these features and rates, please reference section 5.6.

C. Service Rates – See Section 4 for a list of Non-Recurring Service Charges.

	<u>12-Month Rate:</u>
Per Line:	\$45.95

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.7 Basic Local Exchange Residential Service

5.7.2 Home Essentials (1)

A. Service Description

Home Essentials includes a Residential Line and an unlimited choice of available features. Please refer to Section 5.6 for the list of features.

Calls within the standard flat rate local calling area are unlimited. Unlimited intraLATA long distance calling is included in the monthly recurring charge. 1,500 minutes of interLATA long distance calling to locations within the contiguous United States is included in the monthly recurring charge. Additional interLATA usage will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, other US Territories and Canada do not qualify under the free usage provisions of this plan. Calling card service is available and all domestic usage is billed at \$0.19 per minute. No data usage is permitted under the Home Essentials long distance plans.

A one-year term plan is required and term plan customers cancelling or otherwise disconnecting service prior to completion of the term will be assessed an early termination charge of \$100.00 multiplied by the number of months remaining in the term plan.

All taxes surcharges, and regulatory fees are billed separately, including, but not be limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

Effective August 10, 2010, this product will be billed as Essentials.

B. Service Rates – See Section 4 for a list of Non-Recurring Service Charges.

	<u>12-Month Rate:</u>
Per Line:	\$53.95

- (1) All customers sold prior to November 16, 2009 will receive 2,500 free minutes of LD, but the offer will be grandfathered on this date and no longer offered on new lines and/or new customers. The new offering will be 1,500 free minutes of outbound long distance, and the product will be called Home Essentials 1,500.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.8 Payphone Service Provider (PSP) Services

5.8.1 Rules and Regulations

1. Service for Payphone Service Provider ("PSP") Telephones is an exchange line service provided at the request of the subscriber for telecommunications use.
 2. Service is provided for use with PSP telephones
 3. The carriage and completion of all local dialed calls including operator service functions are provided by the Company.
 4. Service is provided subject to the condition that telephone messages (local and long distance) placed from stations that are accessible to the public are completed over PSP lines (or other Public or Semipublic lines). Where service is furnished, any type or grade of residence or business service offered regularly at that location may be furnished in addition, provided such residence or business service is confined to locations solely for use by the particular establishment.
 5. Service may not be attached to other types of access lines. A subscriber must order a separate PSP Access line for each PSP telephone installed and will be billed the tariff rate for each line.
 6. Service may only be provided as Two-Way service, except lines placed in correctional institutions, schools, hospitals and other locations for which a specific exemption has been granted by the Public Service Commission. There will be no charge imposed for incoming calls.
 7. For customers subscribing to Caller ID - Deluxe, if the incoming call originates from a customer provided public telephone, the name information transmitted will always be "Pay Phone".
 8. The PSP shall be responsible for the installation, operation and maintenance of any PSP instruments used in connection with this service.
 9. The PSP shall be responsible for payment of a nonrecurring charge as specified in this tariff for each visit by the Company or its agent to the customer's premises solely to determine that the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.8 Payphone Service Provider (PSP) Services (Cont'd.)

5.8.1 Rules and Regulations (Cont'd.)

10. PSP telephones must be connected to the telephone network in compliance with Part 68 of the FCC Rules and Regulations as well as regulatory requirements of the New York Public Service Commission. The telephones must have the following operational characteristics:
 - (a). Must be lighted during the hours of darkness when light from other sources is not adequate to read instructions and use the payphone.
 - (b). Must be able to access 911 Emergency Service, where available, at no charge to the calling party. Where 911 is not available, must be able to access the "Operator", at no charge to the calling party. The appropriate emergency number (Operator, 911) must be clearly posted at each PSP location.
 - (c). Must be equipped to return the coins to the caller in the case of an incomplete call, except messages to a Feature Group A access number.
 - (d). Must provide free access to dial-tone and toll free numbers (e.g., 800, 877, and 888).
 - (e). Must complete calls to local and long distance directory assistance.
 - (f). Must provide free access to the responsible party for repairs or refunds. The Company is not responsible for refunds of coins deposited in customer-provided coin-operated public telephones.
 - (g). Must be equipped with a legible sign, card, or plate of reasonable permanence that shall identify the following:
 1. The telephone number and location address of the payphone station, name and certificate number of the certificate holder, the party responsible for repairs and refunds, address of responsible party, free phone number of responsible party, clear dialing instructions (including notice of the lack of availability of local or toll services) and the local coin rate.
 2. For those payphone stations that will terminate conversation after a minimum elapse of time, notice shall be included on the sign card as well as an audible announcement 30 seconds prior to termination of the phone call.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.8 Payphone Service Provider (PSP) Services (Cont'd.)

5.8.1 Rules and Regulations (Cont'd.)

- (h). Each payphone station that provides access to any interexchange company must provide coin free access to all locally available interexchange companies (except for Feature Group A access). The payphone station shall provide such access through the forms of access purchased by locally available long distance carriers such as 10XXX+0, 10DECEMBER 6, 2017+0, 101DECEMBER 6, 2017+0, toll free (e.g., 800, 877, and 888) access.
- (i). May have a maximum of one non-dialable extension per station access line. This extension must be within the same premises as the main station and may be a maximum of 35 feet from the main station or have a privacy feature to disable the extension when the main station is in use.
- (j). No sales solicitation shall be allowed during the interval between the last digit dialed by the end user and connection with the interexchange carrier.
- (k). All 0- calls shall be routed to a telecommunications company that is authorized by the Commission to handle 0- calls. All other calls, including operator service calls, may be routed to the PSP's carrier of choice, unless the end user dials the appropriate access code for their carrier of choice, i.e., 950, 10XXX, 10DECEMBER 6, 2017, 101DECEMBER 6, 2017, and toll free access (e.g., 800, 877, and 888).

11. Each payphone station:

- (a). Must allow incoming calls to be received at all times, with the exception of those locations at hospitals, schools and locations specifically exempted by the Commission. There shall be no charge for receiving incoming calls.
 - (b). A PSP may petition the Commission for an exception from the incoming call requirement for a period that shall not exceed two years from the effective date of the Order granting the exemption. Where incoming calls are not received, central office based intercept shall be provided at no charge to the end user and a written notice shall be prominently displayed on the payphone directly above or below the telephone which states: "Incoming calls blocked at request of law enforcement."
 - (c). Must be connected to an individual access line.
 - (d). Must permit outgoing calls to be placed at all times. Each pay telephone service company shall make all reasonable efforts to minimize the extent and duration of interruptions of service. Service repair programs should have as their objective the restoration of service on the same day that the interruption is reported to the company (Sundays and holidays excluded).
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.8 Payphone Service Provider (PSP) Services (Cont'd.)

5.8.1 Rules and Regulations (Cont'd.)

12. Telephone Directories (current white page directory for the local calling area and a reasonably current yellow page directory that is appropriate for the calling area of the payphone station) shall be maintained at each payphone station.
 - (a). Where there is a single payphone station, a directory shall be maintained at each station.
 - (b). Where there are two or more payphone stations located in a group, a directory for the entire local calling area shall be maintained at every other station. However, where telephone pay stations are fully enclosed, a directory shall be maintained at each payphone station.
 - (c). Payphone stations that provide local directory assistance at no charge are exempt from the provision of this rule. A notice must appear on the placard if local directory assistance at no charge is being provided.
13. Normal maintenance and coin collection activity shall include a review of the cleanliness of each payphone station.
14. Each payphone station must comply with rules of the American National Standards Institute, Inc, relative to physical handicap accessibility.
15. Each pay telephone station shall permit end users to input unlimited digits for the duration of the call.
16. Toll Fraud Liability
 - (a). A company providing interexchange telecommunications services or local exchange telecommunications services shall not collect from a PSP for:
 - I. Charges billed to a line for calls which originates from that line through the use of access codes such as 10XXX, 10DECEMBER 6, 2017, 101DECEMBER 6, 2017, 950, and toll free (e.g. 800, 877, 888) access codes, or when the call originating from that line otherwise reached an operator position, if the originating line is subscribed to outgoing call screening and the call was placed after the effective date (the date after the call screening order was placed and associated charges apply) of the outgoing screening order;

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.8 Payphone Service Provider (PSP) Services (Cont'd.)

5.8.1 Rules and Regulations (Cont'd.)

16. Toll Fraud Liability (Cont'd.)

(a). (Cont'd.)

- II. Charges for collect or third number billed calls, if the line to which the call was billed was subscribed to incoming call screening and the call was placed after the effective date of the incoming call screening order. Any call billed through the provider of local exchange telecommunications services or directly by an interexchange company, or through a billing agent, which have been identified as not collectible as described above, must be removed from any PSP's bill after the PSP gives notice of the fraudulent charges to the billing party. Pay telephone providers shall give such notice to the provider of local exchange telecommunications services and the interexchange company in writing no later than the due date of the bill.
 - III. The provider of local exchange telecommunications services is responsible for charges described in a. above that are associated with the failure of the provider of local exchange telecommunications services' screening services.
 - IV. The interexchange company is responsible for charges described in P.1.a. above that are associated with the failure to properly validate calls via the appropriate provider of local exchange telecommunications services' database.
 - V. Any charges accrued to a line when the subscriber has subscribed to the provider of local exchange telecommunications services to screen calls described in P.1.a. above shall not be the basis for discontinuance of local and intrastate service.
17. Providers serving confinement facilities shall provide for completion of all inmate calls allowed by the confinement facility.
18. Pay telephones stations located in confinement facilities shall be exempt from the preceding requirements except that outgoing local and long distance calls may not be terminated until after a minimum elapsed time of ten minutes. Audible and written disconnect notifications shall apply, and one access line shall not be connected to more than three pay telephone stations.
19. Proof of all necessary certifications must be furnished to the Company by the subscriber prior to service being furnished.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.8 Payphone Service Provider (PSP) Services (Cont'd.)

5.8.1 Rules and Regulations (Cont'd.)

20. The subscriber is responsible for meeting all federal, state and local statutes with respect to provision of PSP telephones in accordance with all hearing impaired and handicapped person requirements.

21. Violations of Regulations

(a). Where any PSP telephone is used and/or connected in violation of this tariff, the Company will promptly notify the customer of the violation.

(b). Violations of the tariff, Commission rules pertaining to public telephone service or certification requirements will subject subscribers of service to suspension and/or termination of service consistent with this tariff.

22. Service Features

Zone Sensitive Rate for PSP

Central Office Blocking with Operator Screening for Flat Rate Service. Subscribers to this service are required to take one of the following options where facilities are available to provide such service.

(a). Two-Way Service:

I. Provides central office blocking of 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.

II. Provides central office blocking of 7 digit local, 1+DDD, 1+ 900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.

III. Provides central office blocking of 1+DDD, 1+900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.8 Payphone Service Provider (PSP) Services (Cont'd.)

5.8.2 Payphone services are equipped with :

1. Free 900/976 Block
- 2, Free Directory Listing

5.8.3 Payphone Services Additional Features:

Features	Rates
Non-Published Listing	\$8.25
Non-Listed Number	\$5.56
Extended Area Calling Service	\$22.24
Call Screening	\$4.44
Answer Supervision	\$8.13
Call Blocking	\$5.97
Fraud Protection	\$0.16

5.6.4 The monthly recurring charge for this service is \$155.01.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.9 Ernest Communications

The following former products of Ernest were grandfathered. In addition, beginning with the first Birch invoice the name will be changed to a current Birch product as outlined below.

A. Basic Plus

APG-BI-2a-27.21	John Deere-Flat-28.00
Argos-ZU-SAR-w/3%Dsct-39.72	Lennox-BI-2a-25.30
ARTS-EZPI-Z2-AR-31.00	Limited-BI-2d-29.12
Bus-Spc	Lincare-Flat Rate-30.75
Carmike-EZPI-AR-37.95	MattressFirm-Flat-34.30
Carquest-Flat-30.91	McJunkin-EZPI-OnNet-31.50
Chicos (2012)-Flat-30.32	MotionInd-Flat-34.99
ChmChar-Z0-SAR-w/3%Dsct-39.72	Odyssey-Flat-30.50
Cintas-Flat-31.80	Pavestone-BI-2b-29.67
CT-2011-ZU-P-BAR-30.95	RAC-Flat-29.54
EMF-BI-2b-33.90	RAC-RCF-29.54
EZPI-Z0-SAR-40.95	Red Rbn-BI-2b-SAR-30.73
Ferrell Gas-BI-2b-34.29	SecurCare-BI-2b-28.19
FleetPride-Flat-30.20	Securus-EZ-SAR-30.30
Fox&Hnd-BI-2d-25.91	Sm Bus-Z0-SAR-40.95
FurnRow-BI-2b-24.71	SteinMart-Flat-25.45
Gordmans-Flat-28.41	TX Rdhse-BI-2b-25.99
Hooters-EZPI-Z3-AR-39.00	USON-EZPI-SAR-36.95
IBT-BI-2b-35.99	Velocity-Flat-32.99
ITT-BI-2d-23.78	Zales-EZPI-ZU-AR-29.21

B. Remote Call Forward (RCF)

Remote Call Forward-SAR-18.05
Remote Call Forward-Spc

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 6 – SUPPLEMENTAL SERVICES

6.1 Directory Assistance Services

6.1.1 Local Directory Assistance

A. General

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing to the Company with a list of names and addresses for which telephone numbers are desired.

B. Regulations

There are no call allowances for Directory Assistance Services. A Directory Assistance Charge applies for each call to Directory Assistance for telephone number(s), area code(s), and/or general information requested from the Directory Assistance operator except as follows:

- a) Calls from coin telephones, including COCOTS (Customer Owned Coin Operated Telephone Sets).
 - b) Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
 - c) Customer experiences poor transmission or is cut-off during the call.
 - d) Customers will be provided with a maximum of two (2) telephone numbers for each call to Directory Assistance.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 6 – SUPPLEMENTAL SERVICES (CONT'D.)

6.1 Directory Assistance Services (Cont'd.)

6.1.1 Local Directory Assistance (Cont'd.)

C. Rates

Per Call to Directory Assistance: \$3.19

6.1.2 Local Call Completion

The charges as shown below apply for each request made to the Directory Assistance Operator in which the operator completes the call to the desired number. Call Completion is only available where facilities permit.

Local, Per Call: \$3.19

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 6 – SUPPLEMENTAL SERVICES (CONT'D.)

6.2 Local Operator Service

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call:

6.2.1 Usage Rates

Usage charges will be billed at the rate in effect for the presubscribed service plan purchased by the Customer. See Section 5 of this tariff.

6.2.2 Per Call Service Charges

Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$2.50
Operator Assisted	
Collect	\$2.50
3rd Party Billed	\$2.50
Person-to-Person	\$4.50

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 6 – SUPPLEMENTAL SERVICES (CONT'D.)

6.3 Busy Line Verification and Emergency Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

6.3.1 Rates

Busy Line Verification, per request:	\$6.00
Busy Line Interrupt, per request:	\$7.00

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 6 – SUPPLEMENTAL SERVICES (CONT'D.)

6.4 Directory Listing Service

6.4.1 Directory Listing Definitions

Primary Listing - One listing, termed the primary listing, is included with each Customer's service with the primary line of a line hunting group and with each Joint User service.

Non-Listed Number (Private Directory Service) - A Non-Listed Number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party.

Non-Published Number (Semi-Private Directory Service) - A Non-Published Number will be furnished at the Customer's request. A Non-Published Number is not listed in the telephone Company's directories, or on directory assistance records. Listing information (name, address and number) on a Non-Published Number is not available to the general public.

Additional Listings - At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The monthly rate for additional listings apply when the listings appear in Directory Assistance records in accordance with the date requested by the Customer.

Stylist Listing - Applies to listings where the Customers requests a unique typesetting other than the standard type setting for listings.

6.4.2 Monthly Rates

	Monthly Rate	
	Business	Residential
Additional Listings	\$6.50 (I)	\$3.50 (I)
Nonlisted Service	\$3.50	\$3.50
Nonpublished Service	\$6.00 (I)	\$6.00 (I)
Foreign Listing	\$6.50	N/A
Stylist Listing	\$10.50	N/A

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 7 – TOLL SERVICES

7.1 Toll Free Service

8XX toll-free service is available. A recurring monthly fee of \$5.00 per toll free number will be applied. 8XX usage will be billed separately.

	<u>Per Minute</u>	<u>Minimum Increment</u>	<u>Billing Increment</u>
With Local Service	\$0.069	30 seconds	6 seconds
Without Local Service	\$0.089	30 seconds	6 seconds

7.2 Toll Service

Provides facilities to complete interLATA, intrastate or intraLATA, interexchange calls between two points. Customer makes call by dialing directly or with operator assistance. Direct Dialing includes 1 + Area Code (where necessary) + telephone number, or, in some cases for IntraLATA, users must access the Company's network by dialing 1010678 then 1 + Area Code + Number. For operator assistance a customer dials O only, O + telephone number or O + NPA + telephone number for IntraLATA calls.

No monthly recurring charges or minimum monthly billing requirements for outbound long distance calls will apply for those customers using Fusion Cloud Services for both local and long distance service. A minimum monthly billing requirement of \$4.95/account per month will apply for customers using Fusion Cloud Services for long distance service only.

Monthly Recurring Charge for Long Distance Only Customers: \$4.95

	<u>Per Minute</u>	<u>Minimum Increment</u>	<u>Billing Increment</u>
With Local Service	<Based on Product>	30 seconds	6 seconds
Without Local Service	\$0.099	30 seconds	6 seconds

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 7 – TOLL SERVICES (CONT'D.)

7.3 Birch Long Distance

<u>Products</u>	<u>Rates Per Minute</u>		
	<u>Intra-Lata</u>	<u>Intra-State</u>	<u>Inter-State</u>
Value Line	\$0.069	\$0.069	\$0.069
Basic Line	Unlimited	\$0.049	\$0.049
Essentials	Unlimited	\$0.049	\$0.049
Basic Plus	Unlimited	\$0.049	\$0.049
Home Connection	\$0.060	\$0.060	\$0.060
Home Essentials	Unlimited	\$0.060	\$0.060
Out of Contract Residential	\$0.075	\$0.075	\$0.075
Out of Contract Business	\$0.075	\$0.075	\$0.075

Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. While there are plans that offer free long distance, the customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

Long distance is only applicable to standard outbound domestic long distance only, originating from Fusion Cloud Services customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 8 – SPECIAL ARRANGEMENTS

8.1 Special Construction

8.1.1 Basis for Charges

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

- A. nonrecurring charges;
- B. recurring charges;
- C. termination liabilities; or
- D. combinations of (A), (B), and (C).

8.1.2 Basis for Cost Computation

The costs referred to in 8.1.1 preceding may include one or more of the following items to the extent they are applicable:

- A. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - 1. equipment and materials provided or used;
 - 2. engineering, labor, and supervision;
 - 3. transportation; and
 - 4. rights of way and/or any required easements.
 - B. Cost of maintenance.
 - C. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
 - D. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
 - E. License preparation, processing, and related fees.
 - F. Tariff preparation, processing and related fees.
 - G. Any other identifiable costs related to the facilities provided; or
 - H. An amount for return and contingencies.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 8 – SPECIAL ARRANGEMENTS (CONT'D.)

8.1 Special Construction (Cont'd.)

8.1.3 Termination Liability

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

- A. The period on which the termination liability is based is the estimated service life of the facilities provided.
 - B. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
 - .1 Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - (a.) equipment and materials provided or used;
 - (b.) engineering, labor, and supervision;
 - (c.) transportation; and
 - (d.) rights of way and/or any required easements;
 - .2 license preparation, processing, and related fees;
 - .3 tariff preparation, processing and related fees;
 - .4 cost of removal and restoration, where appropriate; and
 - .5 any other identifiable costs related to the specially constructed or rearranged facilities.
 - C. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 8.1.3.B preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 8.1.3.B preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.
-

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 8 – SPECIAL ARRANGEMENTS (CONT'D.)

8.2 Non-Routine Installation and/or Maintenance

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

8.3 Individual Case Basis (ICB) Arrangements

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in the Rate Attachment. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Tariff within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- a. LATA and type of switch
- b. The V&H distance from the central office to the customer's premises
- c. Service description
- d. Rates and charges
- e. Quantity of circuits
- f. Length of the agreement.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 9 – PROMOTIONAL OFFERINGS

9.1 General

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some or all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration. Such promotions shall be made available to all similarly situated Customers in the target market area. The Company shall file promotions with the Commission for tariff approval prior to offering service at promotional rates

9.2 Demonstration of Service

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 10 – MISCELLANEOUS SERVICES

10.1 [Reserved for Future Use]

10.2 Facilities Charge

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

<u>Charge</u>	<u>MRC Fusion Cloud Services</u>
Facilities Charge	\$6.38 on each Business line \$6.38 on each Residential line
Supplementary Facilities Charge	\$1.00 on each line

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES

11.1 Description of Primus Telecommunications Services and Rates

All Services listed in this section are grandfathered to existing Customers at their existing locations. If the Customer of records changes, or if the Service is moved or disconnected, the Service will no longer be available and Customer must subscribe to an alternate Service.

This section sets forth the rates and charges applicable to Carrier's service offerings.

11.1.1 Message Telecommunications Services

Message Telecommunications Services consist of the furnishing of message telephone service between telephone stations located within the state.

Per Minute Rate: \$0.260

11.1.2 Primus Prime Link

Primus Prime Link is a basic long distance offering of dial 1+, toll free, and calling card services to residential customers. The rates vary based on time-of-day and charges for both domestic and international calling. Billing is in initial thirty (30) second and additional six (6) second increments with a minimum calling duration of thirty (30) seconds.

Intrastate Rate: \$0.15

11.1.3 Primus Business Link

Primus Business Link is a basic long distance offering to dial 1+, toll free, and calling card services to non-residential customers. Customers on this plan are subject to the following rates and charges for both domestic and international calling. Billing is in initial (30) thirty second and additional six (6) second increments with a minimum calling duration of thirty (30) seconds.

Intrastate Rate: \$0.15

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.1 Description of Primus Telecommunications Services and Rates (Cont'd.)

11.1.4 Planet Talk

Planet Talk is offered to new on-net customers that have non-residential business lines. Customers must originate all outbound calls from the following LATAs: 132, 236, 458, 460, 730 and 952. Customers on this plan are subject to the following rates. These rates are only available to locations that are on-net. Billing is in initial six (6) second and additional six (6) second increments.

Switched
\$0.260

Dedicated
\$0.209

11.1.5 Primus Advantage

Primus Advantage is a long distance offering of dial 1+ (MTS), toll free (800), and calling card services to residential customers. Billing is in initial thirty (30) second and additional six (6) second increments with a minimum call duration of thirty (30) seconds.

Intrastate Per Minute Rate: \$0.15
Monthly Recurring Charge: \$3.00

11.1.6 Postpaid Travel Card Service

Postpaid travel card service is available to Customers of Carrier's long distance services. Customers will reach Carrier's network via a toll free number. A Customer who elects to use this service will pay the tariffed rates for calls charged to the card. Charges for such calls appear on the Customer's regular monthly bill.

Per Minute Rate: \$0.25

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.1 Description of Primus Telecommunications Services and Rates (Cont'd.)

11.1.7 Primus Prepaid Calling Card

Primus Prepaid Card Service provides an outbound voice grade communications service for calls charged to the Primus Prepaid Calling Card. Primus Prepaid Calling Card is accessed using a toll free number printed on the card (as well as terms and conditions, features and functions). Calls must be charged against a Primus Prepaid Calling Card that has a sufficient balance.

Primus pricing and charges are based on a rate per minute charge and a per call surcharge. This rate per minute is exclusive of taxes. Cards are billed in full minute increments. Primus Prepaid Service is available twenty-four hours a day, seven days a week. PPCCs are not rechargeable.

Rate Per Minute:	\$0.25
Surcharge, Per Call	\$0.35

11.1.8 Corporate Promotional Prepaid Calling Card

The Corporate Promotional Prepaid Calling Card is a promotional calling card for use by companies. The Corporate Promotional Prepaid Calling Card's pricing and charges are based on a rate per minute option. This rate per minute is exclusive of taxes. Additionally, cards are billed in full minute increments. Service is available twenty-four (24) hours a day, seven days a week. These cards are not re-chargeable.

Rate Per Minute:	\$1.00
Surcharge, Per Call	\$0.35

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.1 Description of Primus Telecommunications Services and Rates (Cont'd.)

11.1.9 Darrel Green Youth Life Foundation (DGYLF) Prepaid Calling Card

The DGYLF Prepaid Calling Card is a promotional card to be used by Primus and the DGYLF for fundraising and promotional give-aways. The DGYLF Prepaid Calling Card's pricing and charges are based on a rate per minute option. This rate per minute is exclusive of taxes. Additionally, cards are billed in full minute increments. Service is available twenty-four (24) hours a day, seven days a week. These cards are not re-chargeable.

Rate Per Minute:	\$0.30
Surcharge, Per Call	\$0.35

11.1.10 Globe-Talk Prepaid Calling Card

Globe-Talk Prepaid Calling Card Service provides an outbound voice grade communications service for calls charged to the Globe-Talk Prepaid Calling Card. The Globe-Talk Prepaid Calling Card is accessed using a toll free number. Calls must be charged against a Globe-Talk Prepaid Calling Card that has a sufficient balance to originate a call.

Pricing and charges are based on a rate per call charge and a per call surcharge. This rate per minute is exclusive of taxes. Additionally, cards are billed in one minute increments. Primus Prepaid Service is available twenty-four (24) hours a day, seven days a week. These cards are not re-chargeable.

<u>Volume</u>	<u>Rate Per Minute</u>
\$5.00	\$0.64
\$25.00	\$0.25

11.1.11 Long Distance Directory Assistance

Long Distance directory assistance is available at \$0.75 per inquiry.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates

The following services apply to services offered under the Telegroup trade name and are available to Primus subscribers who were subscribers of Telegroup, Inc. on the date of July 1, 1999. "Telegroup" means Primus Telecommunications, Inc. d/b/a Telegroup.

11.2.1 Telegroup Spectra Basis

Spectra Basic is a switched outbound calling plan targeting business Customers with an estimated minimum monthly usage of at least \$100.00. Calls are billed in six (6) second increments following a minimum billing period of six (6) seconds. There are no minimum monthly usage requirements, however, Customers spending less than \$50.00 will be billed a monthly charge of \$5.00. Intrastate service is offered in conjunction with Interstate service.

Discounted pricing is available to Customers based on estimated usage as follows:

Per Minute Rate: \$0.1590

Estimated/Actual Usage	Discount
\$0 - \$499.99	0%
\$500 - \$999.99	2.5%
\$1,000 - \$1,499.99	5%
\$1,500 - over	7.5%

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates (Cont'd.)

11.2.2 Telegroup Spectra Premium

Telegroup Spectra Premium is a combined switched outbound and inbound calling plan targeting business Customers with an estimated minimum monthly usage of at least \$100.00. Calls are billed in six (6) second increments following a minimum billing period of six (6) seconds. There are no subscription fees, however, Customers with total billing of less than \$50.00 will be billed a monthly low-usage charge of \$5.00. Intrastate service is offered in conjunction with Interstate service.

Discount pricing is available to Customers based on estimated usage and follows (the Company reserves the right to adjust pricing to the proper level after three months of actual usage):

Per Minute Rate: \$0.1590

Estimated/Actual Usage	Discount
\$0 - \$499.99	0%
\$500 - \$999.99	2.5%
\$1,000 - \$1,499.99	5%
\$1,500 - over	7.5%

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates (Cont'd.)

11.2.3 Telegroup Spectra Business

Spectra Basic is a combined switched outbound and inbound calling plan targeting business customers with an estimated minimum monthly usage of at least \$100.00. Calls are billed in six (6) second increments following a minimum billing period of six (6) seconds. There are no subscription fees, however, Customers spending less than \$50.00 will be billed a monthly charge of \$5.00. Intrastate service is offered in conjunction with Interstate service.

Discounted pricing is available to Customers based on estimated usage as follows (the Company reserves the right to adjust pricing to the proper level after three months of actual usage):

	<u>Outbound</u>	<u>Inbound</u>
Per Minute Rate:	\$0.1790	\$0.1840

Estimated/Actual Usage	Discount
\$0 - \$499.99	0%
\$500 - \$999.99	2.5%
\$1,000 - \$1,499.99	5%
\$1,500 - over	7.5%

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates (Cont'd.)

11.2.4 Telegroup Spectra Dedicated

Spectra Dedicated is a combined dedicated T1 access outbound and inbound calling plan targeting business Customers with an estimated minimum monthly usage of at least \$1,000.00. Calls are billed in six (6) second increments following a minimum billing period of six (6) seconds. There are no subscription fees, however, Customers with total billing of less than \$50.00 will be billed a monthly low-usage charge of \$5.00. In addition, there is a minimum monthly usage charge of \$5.00 per 800/888 number. Intrastate service is offered in conjunction with Interstate service. Options 1 and 2 are distinguished by underlying carrier.

Discounted pricing is available to Customers based on estimated usage as follows (the Company reserves the right to adjust pricing to the proper level after three months of actual usage):

	<u>Outbound</u>	<u>Inbound</u>
Option 1:	\$0.0890	\$0.1500
Option 2:	\$0.0850	\$0.0850

Estimated/Actual Usage	Discount
\$0 - \$499.99	0%
\$500 - \$999.99	2.5%
\$1,000 - \$1,499.99	5%
\$1,500 - over	7.5%

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates (Cont'd.)

11.2.5 Telegroup Global Access USA

Global Access USA is an outbound calling plan that is accessed via a Company designated toll-free access number. Calls are billed in six (6) second increments following a minimum billing period of thirty (3) seconds. There are no subscription fees, however, Customers spending less than \$50.00 will be billed a monthly charge for \$5.00. The plan does not require that the Customer be presubscribed to Telegroup, nor does it require an authorization code. The plan only requires that the calling number be recognized as belonging to a Global Access USA subscriber. Calls from non-equal access areas, cellular phone, or any other form of call origination that fails to deliver automatic number identification (ANI) to Telegroup, will be blocked. Intrastate service is offered in conjunction with Interstate service.

Discounted pricing is available to Customers based on estimated usage as follows (the Company reserves the right to adjust pricing to the proper level after three months of actual usage):

Usage Rates:

Per Minute Rate:	\$0.1500
Per Call Surcharge:	\$0.0000

Estimated/Actual Usage	Discount
\$0 - \$499.99	0%
\$500 - \$999.99	2.5%
\$1,000 - \$1,499.99	5%
\$1,500 - \$1,999.99	7.5%
\$2,000 - \$2,499.99	10%
\$2,500 - \$2,999.99	12.5%
\$3,000 - over	15%

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates (Cont'd.)

11.2.6 Telegroup Global Access Direct

Global Access Direct is an outbound calling plan that is accessed via a Company-designated toll-free access number. Calls are billed in six (6) second increments following a minimum billing period of thirty (30) seconds. There are no minimum monthly usage requirements, however, Customers spending less than \$50.00 will be billed a monthly charge of \$5.00. The plan does not require that the Customer be presubscribed to Telegroup, nor does it require an authorization code. The plan only requires that the calling number be recognized as belonging to Global Access Direct subscriber. Calls from non-equal access areas, cellular phones, or any other form of call origination that fails to deliver automatic number identification (ANI) to Telegroup, will be blocked. Intrastate service is offered in conjunction with Interstate service.

Global Access Direct is available to Customers whose estimated monthly usage exceeds \$100. The Company reserves the right to periodically review its usage records to ensure that Customers are subscribed to the plans that best align with their demonstrated calling volumes. Discounted pricing is available to Customers based on estimated usage as follows (the Company reserves the right to adjust pricing to the proper level after three months of actual usage):

Usage Rates:

Per Minute Rate:	\$0.1490
Per Call Surcharge:	\$0.0000

Estimated/Actual Usage	Discount
\$0 - \$499.99	0%
\$500 - \$999.99	2.5%
\$1,000 - \$1,499.99	5%
\$1,500 - over	7.5%

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates (Cont'd.)

11.2.7 Telegroup Global Access Telecard Service

Global Access Telecard Service is available in conjunction with other Telegroup services, or as a stand-alone offering. The service is typically used for originating telephone calls while away from home or office. Service is accessed by dialing the Company-designated toll-free access number, a valid authorization code, and the destination number. Calls are billed in six (6) second increments following a minimum billing period of thirty (30) seconds. Intrastate service is offered in conjunction with Interstate service.

Enhanced calling features are available with Global Access Telecard Service. These services may involve additional charges.

Discounted pricing is available to Customers based on estimated usage as follows (the Company reserves the right to adjust pricing to the proper level after three months of actual usage):

Usage Rates:

Per Minute Rate:	\$0.1890
Per Call Surcharge:	\$0.0000

Estimated/Actual Usage	Discount
\$0 - \$499.99	0%
\$500 - \$999.99	2.5%
\$1,000 - \$1,499.99	5%
\$1,500 - over	7.5%

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates (Cont'd.)

11.2.8 Telegroup Pre-Paid Calling Card

Telegroup's Pre-Paid Card allows customers to pay a fixed dollar amount in advance for long distance calling. Customers must dial an access code from a touch tone phone to use the service. Card accounts are decremented for each minute of use; fractional call minutes are rounded up to the nearest full minute. As calls are placed, charges for the call are deducted on a real-time basis until the full amount of the card is exhausted. Customers will be notified in advance of the exhaustion of the card. An expiration date, if applicable, is printed on the card. Calls are limited to direct dial calls. Air to ground services, as well as calls to 500, 700 or 900 numbers are blocked.

The Telegroup Pre-Paid Calling Card is available for use twenty-four hours a day, seven days a week. Long Distance taxes are included in the purchase price of the card.

A Pre-Paid Calling Card account is established upon receipt of payment by the Company. The Company reserves the right to determine acceptable types of payment.

Twelve months after activation of the Pre-Paid Calling Card account, a monthly service fee of \$5.00 will be automatically deducted from the remaining account balance. This fee will be charged each month until the account balance reaches zero.

Enhanced calling features, such as Voice Mail, Fax Store and Forward, Fax Broadcast, Conference Calling and Voice Recognition are available with Telegroup's Pre-Paid Calling Card Service. These services may involve additional charges.

Three Card types are available: Standard, Sponsor and Collectible.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates (Cont'd.)

11.2.8 Telegroup Pre-Paid Calling Card (Cont'd.)

A. Standard Cards

Standard cards are sold to customers for normal use of the services.

Card Denominations	Rate Per Minute
Cards < or = \$25.00	\$0.2100
Card > \$25.00	\$0.1750

B. Sponsor Cards

The Pre-Paid Calling Card Sponsor Program is offered to organizations or commercial entities for distribution to their members, patrons or customers. The marketing vehicle and expiration period is selected by the sponsor upon joint agreement between the Company and the sponsor. The sponsor is responsible for obtaining all necessary permissions for the use of any trade mark, trade name, service mark or other image on the card. The sponsor may distribute the Carrier's debit card accounts at reduced rates or free of charge to end users. At the option of the Sponsor, these cards may not be replenishable. The Company reserves the right to approve or reject any image and to specify the customer information language and use of the Carrier's trade mark, trade name, service mark or other image on the card.

Card Denominations	Rate Per Minute
All	\$0.40

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates (Cont'd.)

11.2.8 Telegroup Pre-Paid Calling Card (Cont'd.)

C. Collectible Cards

The Company may provide Pre-Paid Calling Card Service where the card itself has a value (for example, the picture or logo of a licensed property on the face of the card or because of the materials used in the manufacture of the card) that is distinct from the value of the telecommunications service. The available usage balance will be depleted in accordance with the rates listed below. The retail price will include both the telecommunications value and the card value. Collectible cards may be offered directly by Telegroup, or in connection with its Sponsor program.

The Pre-Paid Collectible Card Sponsor Program is offered to organizations or commercial entities for distribution to their members, patrons or customers. The marketing vehicle and expiration period is selected by the Sponsor upon joint agreement between the Company and the Sponsor. The Sponsor may distribute the Carrier's debit card accounts at reduced rates or free of charge to end users. At the option of the Sponsor, these cards may not be replenishable. The Company reserves the right to approve or reject any image and to specify the customer information language and use of the Carrier's trade mark, trade name, service mark or other image on the card.

Card Denominations	Rate Per Minute
All	\$0.50

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.2 Description of Telegroup Services and Rates (Cont'd.)

11.2.9 Directory Assistance

A Directory Assistance charge applies per intrastate directory assistance call. The customer may make two (2) requests for a telephone number per call. The Directory Assistance charge applies regardless of whether the operator is able to supply the requested number.

Per Call to Directory Assistance: \$0.60

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates

All services in this section are offered in conjunction with interstate services.

11.3.1 Switched Outbound Service I

Switched Outbound Service I is designed for business and residential use. Calls are billed in six (6) second increments. The minimum call duration for billing purposes is thirty (30) seconds. No minimum commitment is required. Calls originate from Customer-provided standard business or residential switched access lines. Specific Switched Outbound Service I are as follows:

TOTAL WATS - Business Customers spending over \$300 per month

BUSINESS WATS - Business Customers spending between \$150 and \$300 per month
LASER WATS - Residential and Business Customers spending less than \$150 per month

A. Total WATS

	Initial 30 Seconds or Fraction			Each Add'l 6 Seconds or Fraction		
Mileage	Day	Evening	Night	Day	Evening	Night
All	\$0.0695	\$0.0575	\$0.0575	\$0.0139	\$0.0115	\$0.0115

B. Business WATS

	Initial 30 Seconds or Fraction			Each Add'l 6 Seconds or Fraction		
Mileage	Day	Evening	Night	Day	Evening	Night
All	\$0.0745	\$0.0635	\$0.0600	\$0.0149	\$0.0127	\$0.0120

C. Laser WATS

	Initial 30 Seconds or Fraction			Each Add'l 6 Seconds or Fraction		
Mileage	Day	Evening	Night	Day	Evening	Night
All	\$0.0795	\$0.0675	\$0.0650	\$0.0159	\$0.0135	\$0.0130

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.2 Dedicated Outbound Service I

Dedicated Outbound Service I is available to business Subscribers for outbound calling. Service is provided for both interstate and intrastate calling. Calls are billed in six (6) second increments. The minimum call duration for billing purposes is thirty (30) seconds. No minimum commitment is required. Calls originate from Customer-provided dedicated access lines. Specific Dedicated Outbound Service I are as follows:

PLAN A - Business Customers spending over \$5,000 per month
PLAN B - Business Customers spending over \$4,000 per month
PLAN C - Business Customers spending up to \$4,000 per month

A. Rate Schedules - All Plans

	Initial 30 Seconds or Fraction		Each Add'l 6 Seconds or Fraction	
Mileage	Day	Evening/Night	Day	Evening/Night
All - Plan A	\$0.0450	\$0.0450	\$0.0090	\$0.0090
All - Plan B	\$0.0475	\$0.0475	\$0.0095	\$0.0095
All - Plan C	\$0.0500	\$0.0500	\$0.0100	\$0.0100

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.3 Switched 800 Service I

Switched 800 Service I is available to business Subscribers for incoming calls. Calls originate from any interstate or intrastate location over an 800 number and terminate to a Customer-provided business switched access line. Call charges are billed to the Subscriber rather than to the originating caller. Calls are billed in six (6) second increments. The minimum call duration for billing purposes is thirty (30) seconds. Specific Switched 800 Service I are as follows:

PLAN A - Business Customers spending over \$300 per month
PLAN B - Business Customers spending between \$150 and \$300 per month
PLAN C - Residential and Business Customers spending less than \$150 per month

A. Rate Schedules - All Plans

Mileage	Initial 30 Seconds or Fraction		Each Add'l 6 Seconds or Fraction	
	Day	Evening/Night	Day	Evening/Night
All - Plan A	\$0.0845	\$0.0845	\$0.0169	\$0.0169
All - Plan B	\$0.0895	\$0.0895	\$0.0179	\$0.0179
All - Plan C	\$0.0925	\$0.0925	\$0.0185	\$0.0185

B. Service Fees

Plan A -	\$20.00 per month
Plan B -	\$15.00 per month
Plan C -	\$15.00 per month

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.4 Dedicated 800 Service

Dedicated 800 Service is available to business Subscribers for incoming calls. Calls originate from any interstate or intrastate location over an 800 number and terminate to a Customer-provided dedicated access line. Call charges are billed to the Subscriber rather than to the originating caller. Calls are billed in six (6) second increments. The minimum call duration for billing purposes is thirty (30) seconds.

PLAN A - Business Customers spending over \$5,000 per month
PLAN B - Business Customers spending over \$4,000 per month
PLAN C - Business Customers spending up to \$4,000 per month

A. Rate Schedules - All Plans

1.

Mileage	Initial 30 Seconds or Fraction		Each Add'l 6 Seconds or Fraction	
	Day	Evening/Night	Day	Evening/Night
All - Plan A	\$0.0550	\$0.0550	\$0.0110	\$0.0110
All - Plan B	\$0.0600	\$0.0600	\$0.0120	\$0.0120
All - Plan C	\$0.0650	\$0.0600	\$0.0130	\$0.0120

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.5 Travel Card Service

Travel Card Service is available to residential and business Subscribers for placing calls while away from home or office. Calls are originated by dialing a 1-800 access number, followed by an account identification number and personal identification number. Calls may originate from standard residential, business or pay telephone access lines and may terminate to any interstate or intrastate location. A per call charge and usage charges apply. Calls are billed in one minute increments. The minimum call duration for billing purposes is one minute.

The following rates apply to calls made via Travel Card Service

<u>Customer Type</u>	<u>Per Minute Rate</u>	<u>Per Call Surcharge</u>	
		<u>Presubscribed Customer</u>	<u>Casual Calling Customer</u>
Business	\$0.235	None	\$0.25
Residential	\$0.350	\$0.25	\$0.50

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.6 TeraFon Long Distance Prepaid Calling Card Service - I

TeraFon Long Distance PrePaid Calling Card Service - I is available to residential and business Customer for placing calls while away from home or office. Calls are originated by dialing the 800 access number printed on the card, followed by a personal identification number and destination number. Debit card accounts maintain a balance which is depleted on a real-time basis as calls are placed.

Customers are notified of their remaining account balance at the beginning of each call. Calls may originate from standard residential, business or pay telephone access lines and may terminate to any interstate or intrastate location. Calls are billed in one (1) minute increments. The minimum call duration for billing purposes is one (1) minute. TeraFon Long Distance PrePaid Calling Card Service - I is available 24 hours a day, seven days per week. The number of available cards is subject to technical limitations. Cards will be offered to customers on a first come, first served basis.

Each time the card is used, the end user will hear a message describing the number of minutes remaining. At sixty (60) seconds prior to the final balance running out, the user will hear a warning announcement. With thirty (30) seconds remaining, a reminder tone will be sound and the call will be disconnected automatically with zero (0) seconds remaining.

The following call types cannot be completed utilizing the TeraFon Long Distance PrePaid Calling Card Service - I: 500, 700, 800, and 900 numbers, calls requiring the quotation of time and charges, and air to ground and high seas service.

All calls must be charged against a TeraFon Long Distance Prepaid Calling Card that has sufficient available balance. Payment for the TeraFon Long Distance Prepaid Calling Card and any Available Usage in a Customer's Debit Account is non-refundable. TresCom shall not be liable or responsible for theft, loss or unauthorized use of the TeraFon Long Distance Prepaid Calling Card.

The following rates apply to calls made via TeraFon Long Distance Prepaid Calling Card Service - I.

Per Minute Rate: \$0.40

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.7 TresCom Long Distance PrePaid Calling Card - Sponsor Program

The Debit Card Sponsor Program is offered to organizations or commercial entities for distribution to their members or patrons. The marketing vehicle and expiration period is selected by the Sponsor upon joint agreement between the Company and the Sponsor. The Sponsor is responsible for obtaining all necessary permissions for the use of any trade mark, trade name, service mark or other image on the card. The Sponsor may distribute the Carrier's debit card accounts at reduced rates or free of charge to end users for promotional purposes. At the option of the sponsor, these cards may not be replenishable. The Company reserves the right to approve or reject any image and to specify the customer information language and use of the Carrier's trade mark, trade name, service mark or other image on the card.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.8 TeraFon Service

TeraFon is a fully-integrated business service designed to meet the communication needs of businesses with outbound and/or inbound service requirements. TeraFon provides both switched and dedicated access capabilities. All services, switched and dedicated, inbound and outbound, are billed in six (6) second increments with a six (6) second minimum billing period.

TeraFon encompasses several pricing options with varying Minimum Monthly Revenue Commitments (MMRC) that reflect common spending patterns of the business customer. International, interstate, intrastate and calling card calls contribute to the calculation of gross monthly usage associated with the corresponding MMRC. Directory assistance and operator service charges do not apply to the calculation of gross monthly usage.

The MMRC is applied to a single access type (switched or dedicated). The MMRC may be applicable to a single service type (outbound, inbound or travel) or to a combination of the three service types (outbound, inbound and travel). An account with inbound, outbound and travel service, utilizing the same access type, will only have one MMRC.

Each TeraFon account will benefit from a 90-day ramp-up period in which to accrue sufficient usage to meet the corresponding MMRCs. Once the ramp-up period has expired, customers billing less than the product MMRC will automatically be assessed a fee equivalent to the difference between actual gross usage and the pre-determined MMRC amount.

Several TeraFon service options contain term plan agreements. Customers terminating service prior to the expiration date of their term plan agreement will be assessed the MMRC for the months remaining in the term plan agreement. The termination liability will be billed in one lump sum and payment is required within thirty (30) days of cancellation.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.8 TeraFon Service (Cont'd.)

TeraFon Basic Switched Service

TeraFon Basic Service affords both outbound capabilities over switched access lines. Inbound calling capabilities terminate to customer-provided business switched access lines.

TeraFon 250 Switched Service

This service is available to customers willing to commit to an MMRC of \$250 per month and a twelve (12) month term plan. TeraFon 250 service affords both outbound and inbound calling capabilities over switched facilities. Inbound calls terminate over customer-provided business switched access lines.

TeraFon 1000 Switched Service

This service is available to customers willing to commit to an MMRC of \$1000 per month and a twelve (12) month term plan. TeraFon 1000 service affords both outbound and inbound calling capabilities over switched access facilities. TeraFon 1000 inbound calls terminate to a customer-provided business switched access line

TeraFon 2500 Dedicated Service

This service is available to customers willing to commit to an MMRC of \$2500 per month and a twelve (12) month term plan. TeraFon Dedicated Service affords both outbound and inbound calling capabilities over customer-provided dedicated access lines.

TeraFon 5000 Dedicated Service

This service is available to customers willing to commit to an MMRC of \$5000 per month and a twelve (12) month term plan. TeraFon Dedicated Service affords both outbound and inbound calling capabilities over customer-provided dedicated access lines.

TeraFon 10,000 Dedicated Service

This service is available to customers willing to commit to an MMRC of \$10,000 per month and a twelve (12) month term plan. TeraFon Dedicated Service affords both outbound and inbound calling capabilities over customer-provided dedicated access lines.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.8 TeraFon Service (Cont'd.)

A. Rate Schedules

TeraFon Basic Switched Service

Per Minute Rate

Switched Outbound Service	\$0.2650
Switched Inbound Service	\$0.1700

TeraFon 250 Switched Service

Per Minute Rate

Switched Outbound Service	\$0.2500
Switched Inbound Service	\$0.1500

TeraFon 1000 Switched Service

Per Minute Rate

Switched Outbound Service	\$0.2350
Switched Inbound Service	\$0.1450

TeraFon 2500 Dedicated Service

Per Minute Rate

Dedicated Outbound Service	\$0.0950
Dedicated Inbound Service	\$0.1000

TeraFon 5000 Dedicated Service

Per Minute Rate

Dedicated Outbound Service	\$0.0900
Dedicated Inbound Service	\$0.0925

TeraFon 10000 Dedicated Service

Per Minute Rate

Dedicated Outbound Service	\$0.0850
Dedicated Inbound Service	\$0.0900

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.9 TeraFon Basic Service for Home

TeraFon Basic Service for Home is a direct dial service available to residential customers. All calls originate over switched access line. Calls are billed in one (1) minute increments with an initial call duration for billing purposes of one (1) minute.

All calls are billed in one (1) minute initial and additional increments.

	<u>Peak</u>	<u>Off-Peak</u>
Per Minute Rate:	\$0.16	\$0.13

11.3.10 Directory Assistance

Directory Assistance is available to Customers of Switched Outbound Service, TeraFon Service and Travel Card Services. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

Per Minute Rate:	\$0.75
------------------	--------

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.11 TresCom Operator Assisted Services

The Company provides the Customer operator assisted services on a per call service charge basis. In addition to the per call service charge, mileage-sensitive usage rates apply. The company's operator services are accessible on a twenty-four (24) hour per day seven (7) days per week basis.

The use of the Company's operator services allows the Customer to select from the special call handling or billing arrangements specified within. Call rates and applicable service charges will be assessed to the call originator, the called party's telephone number based on the call type (i.e. operator dialed, collect, third party billed, credit card billed or customer dialed credit card billed without the use of an operator's assistance) initiated by the call originator and the appropriate acknowledgement of other parties, where applicable.

A. Per Minute Usage Rate Schedule

	DAY		EVENING		NIGHT/WEEKEND	
Mileage	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
0-16	\$0.1615	\$0.1240	\$0.1370	\$0.1055	\$0.0810	\$0.0620
17-31	\$0.2235	\$0.2110	\$0.1985	\$0.1795	\$0.1240	\$0.1055
32-56	\$0.2980	\$0.2605	\$0.2320	\$0.2015	\$0.1800	\$0.1430
57-87	\$0.3350	\$0.2730	\$0.2495	\$0.2190	\$0.2050	\$0.1925
88-127	\$0.3720	\$0.3225	\$0.2715	\$0.2350	\$0.2480	\$0.2235
128-200	\$0.4095	\$0.3600	\$0.3100	\$0.2670	\$0.2670	\$0.2295
201+	\$0.4340	\$0.3970	\$0.3365	\$0.2960	\$0.2915	\$0.2360

B. Per Call Charges

	<u>Per Call Surcharge</u>
Customer Dialed Calling Card:	\$0.80
Operatory Dialed Calling Card:	\$2.15
Collect:	\$2.15
Third Party Billed:	\$2.25
Person-to-Person	\$4.50

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.12 USDN Product Line *

A. Switched 1 + Long Distance Service *

Switched 1 + Long Distance Service allows Customers to make 1 + direct dialed long distance calls. Customers access the service via local exchange company-provided Feature Group D switched access circuits. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds. For billing purposes, call timing is rounded up to the nearest six (6) second increment after the initial minimum period of six (6) seconds.

	DAY	EVENING	NIGHT/ WEEKEND
Rate Per Minute:	\$0.1960	\$0.1960	\$0.1960

B. Switched 800 Service *

Switched In-Bound 800 Service is a "toll-free calling" service. The USDN Customer is billed for each 800 call, rather than the call originator. Calls terminate to the Customer over local exchange Company provided switched access circuits. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds. For billing purposes, call timing is rounded up to the nearest six (6) second increment after the initial minimum period of six (6) seconds.

	DAY	EVENING	NIGHT/ WEEKEND
Rate Per Minute:	\$0.1960	\$0.1960	\$0.1960

* - Grandfathered to existing customers at existing locations.

Issued: June 26, 2019

Effective: July 11, 2019

LOCAL AND INTEREXCHANGE TELECOMMUNICATION SERVICES

SECTION 11 – PRIMUS TELECOMMUNICATIONS SERVICES AND RATES (CONT'D.)

11.3 Description of Trescom Services and Rates (Cont'd.)

11.3.12 USDN Product Line * (Cont'd.)

C. Dedicated 1 + Long Distance Service *

Dedicated 1 + Long Distance Service allows Customers to make direct dialed calls. Customers access the service via dedicated or special access lines. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds. For billing purposes, call timing is rounded up to the nearest six (6) second increment after the initial minimum period of six (6) seconds. The Customer is responsible for all charges associated with the dedicated access lines.

	DAY	EVENING	NIGHT/ WEEKEND
Rate Per Minute:	\$0.1250	\$0.1250	\$0.1250

D. Dedicated 800 Service *

Dedicated In-Bound 800 Service provides an in-bound 800 calling service to USDN Customers. The USDN Customer is billed for each 800 call, rather than the call originator. Calls terminate to the USDN 800 Customer via dedicated access lines. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds. For billing purposes, call timing is rounded up to the nearest six (6) second increment after the initial minimum period of six (6) seconds. The Customer is responsible for all charges associated with the dedicated access lines.

	DAY	EVENING	NIGHT/ WEEKEND
Rate Per Minute:	\$0.1250	\$0.1250	\$0.1250

* - Grandfathered to existing customers at existing locations.
