

**NOS COMMUNICATIONS, INC.**

**4380 Boulder Highway  
Las Vegas, Nevada 89121**

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF**

This tariff contains the description, regulations and rates for the furnishing of services and facilities for resold and facilities-based local exchange telecommunications services provided by NOS Communications, Inc. with principal offices at 4380 Boulder Highway, Las Vegas, Nevada 89121. This tariff applies for intrastate local exchange service furnished within the State of New Mexico. This tariff is on file with the New Mexico Public Regulation Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business in Las Vegas, Nevada.

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Issued: July 30, 2003  
Effective: August 12, 2003  
Case No.

**Issued By:**

**Joseph T. Kopyy  
President  
4380 Boulder Highway  
Las Vegas, Nevada 89121**

**CHECK PAGE**

The Pages listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective Page(s). Original and revised Pages as named below comprise all changes from the original tariff and are currently in effect as of the date indicated below.

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**SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- (C) Change in Regulations
- (D) Discontinued Rates or Regulations
- (E) Correction of an Error
- (I) Rate Increase
- (N) New Rate or Regulation
- (R) Rate Reduction
- (T) Change in Text Only

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**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 existing pages with whole numbers, a decimal is added. For example, a new page added between pages 34 and 35 would be page 34.1.
- B. Page Revision Numbering** - Revision numbers also appear in the upper right corner of the page. These numbers are used to determine the most current page version on file with the Commission. For example, 4th Revised Page 34 cancels the 3rd Revised Page 34. Consult the check Page 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 Page** - When a tariff is filed with the Commission, an updated check Page accompanies the tariff filing. The check Page lists the tariff pages, with a cross reference to the current revision number. When new Pages are added, the check Page 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. The tariff user should refer to the latest check Page to find out if a particular page is the most current on file with the Commission.

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**APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates and terms and conditions of service applicable to the furnishing of local exchange telecommunications services by NOS Communications, Inc. (“NOS” or “Company”) to Customers within the State of New Mexico.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**1.1 Definitions**

**Authorized User** – A person, firm or corporation which is authorized by the Customer or joint user to be connected to the Service of the Customer or joint user, respectively.

**Automatic Numbering Identification** – A type of signaling provided by a local exchange telephone company, which automatically identifies the local exchange line from which a call originates.

**Business Day** – The period of time from 10:00 a.m. to 4:00 p.m., Monday through Friday, as measured by local time at the location from which the Call is originated.

**Busy Hour** – The two consecutive half hours during which the greatest volume of traffic is handled in the central office.

**Call** – A completed connection between the Calling and Called parties.

**Calling Station** – The telephone number from which a Call originates.

**Called Station** – The telephone number called.

**Carrier** – An entity, other than the Company, that provides telecommunications service.

**Commission** – New Mexico Public Regulation Commission.

**Company** – NOS Communications, Inc., unless specifically stated otherwise.

**Customer** – A person, association, firm, corporation, partnership, governmental agency or other entity, including affiliates or divisions of the Customer, in whose name the telephone number of the Calling Station is registered with the underlying local exchange company. The Customer is responsible for payment of charges to the Company and compliance with all terms and conditions of this tariff.

**Disconnect** – To render inoperable or to disable circuitry thereby preventing outgoing and incoming telecommunications service.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS** (Cont'd)

**1.1 Definitions** (Cont'd)

**Exchange** – The geographical area that has been established to administer and furnish communications in that area.

**Exchange Service** – Service that involves furnishing central office facilities to provide users with the ability to make calls within the local service calling area on a measured or unlimited use bases.

**Foreign Exchange Service** – Service that involves furnishing central office line facilities to provide users with the ability to make calls within the local calling area on a measured or unlimited use bases.

**Incomplete** – Any Call where voice transmission between the Calling and Called station is not established.

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

**Holiday** – For the purposes of this tariff recognized holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

**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. 82-01102; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

**Measured Charge** – A charge assessed on a per-minute basis in calculating a portion of the charges due for a completed interexchange or local call.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS** (Cont'd)

**1.1 Definitions** (Cont'd)

**Message** – A completed telephone call by a Customer or User.

**Message Toll Service** – A service involving facilities for telecommunications between local calling service areas.

**Non-Business Day** – The period of time from 4:01 p.m. to 8:510 a.m., Monday through Friday, and all Saturday and Sunday, as measured by local time at the location from which the Call is originated.

**Normal Business Hours** – The hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

**Premises** – The space occupied by an individual Customer in a building, in adjoining buildings occupied entirely by that Customer, or on contiguous property occupied by the Customer separated only by a public thoroughfare, a railroad right of way, or a natural barrier.

**Rate** – Money, charge, fee or other recurring assessment billed to Customers for services or equipment.

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

**Service** – The Company's intrastate regulated telecommunications service.

**Service Commencement Date** – The first day following the date on which the Company notifies the Customer that the requested services 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 the tariffs of the Company, in which case the Service Commencement date is the date of the Customer's acceptance. The Company and Customer may actually agree on a substitute Service Commencement Date.

**Service Order** – The written request for network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth herein and pursuant to the tariffs of the Company, but the duration of the service is calculated from the Service Commencement Date.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS** (Cont'd)

**1.1 Definitions** (Cont'd)

**Shared** – A facility of equipment system that can be used simultaneously by several customers.

**State** – State of New Mexico, unless otherwise noted.

**Telecommunications** – The transmission of voice communications or subject to the transmission capabilities of the Service, the transmission of data, signaling, metering, or other similar communications.

**Terminal Equipment** – Telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically, or inductively to the telecommunication system.

**User or End User** – Customer or any authorized person or entity that utilizes the Company's services.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)**

**1.2 Abbreviations**

**BLV** – Busy Line Verification

**CPE** – Customer Premises Device

**FCC** – Federal Communications Commission

**ILEC** – Incumbent Local Exchange Carrier

**IXC** – Interexchange Carrier

**PBX** – Private Branch Exchange

**PIC** – Primary Interexchange Carrier

**PICC** – Primary Interexchange Carrier Charge

**POP** – Point of Presence

**PSAP** – Public Safety Answering Point

**V&H** – Vertical and Horizontal Coordinates

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**SECTION 2 - RULES AND REGULATIONS**

**2.1 Undertaking of the Company**

- 2.1.1 The Company provides facilities-based and resold local exchange telecommunications service to Customers for the direct transmission of voice, data and other types of telecommunications.
- 2.1.2 The Company is responsible for the services provided under this tariff and for unregulated services provided pursuant to contract, and it assumes no responsibility for any service (whether regulated or not) provided by any other Carrier to the End User or to any carrier that purchases access to the Company network.
- 2.1.3 The Company installs, operates and maintains the communications services provided herein in accordance with the terms and conditions set forth in this tariff. When authorized by the Customer, the Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangements.
- 2.1.4 The Company's services are provided on a monthly basis, unless otherwise stated in this tariff. Services are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.5 The Company's customer service representatives for billing and service inquiries may be reached, toll-free, at 800-772-4667. Customers wishing to communicate with the Company in writing may send correspondence to: 4380 Boulder Highway, Las Vegas, Nevada 89121.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.2 Limitations of Service**

- 2.2.1 Service is offered subject to the availability of facilities and provisions of this tariff.
- 2.2.2 Service is furnished to the User for any lawful purpose. Service shall not be used for any unlawful purpose, nor used in such a manner as to interfere unreasonably with the use of service by any other Users.
- 2.2.3 The use of the Company's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 The Company's services may be denied for nonpayment of charges. Additionally, the Company's services may be denied for noncompliance with any of the Commission's regulations, or for other violations of the terms and conditions set forth in this tariff.
- 2.2.5 The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another is prohibited.
- 2.2.6 Service temporarily may be refused or limited because of system capacity limitations.
- 2.2.7 Service is subject to transmission limitations caused by natural (including atmospheric, geographic or topographic) or artificial conditions adversely affecting transmission.
- 2.2.8 Service to any or all Customers may be temporarily interrupted or curtailed due to equipment modifications, upgrades, relocations, repairs and similar activities necessary for proper or improved operations.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.3 Limitations of Liability**

- 2.3.1 Because the Company has no control of communications content transmitted over its system, and because of the possibility of errors incident to the provision and use of its service, service furnished by the Company is subject to the terms, conditions and limitations herein specified.
- 2.3.2 The Company is not liable to Users for interruptions in service except as set forth in Section 2.5 of this tariff.
- 2.3.3 The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited, unless otherwise ordered by the Commission, 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.
- 2.3.4 The Company shall not be liable for and the User shall indemnify and hold the Company harmless against any claims for loss or damages involving:
- 2.3.4.A Any act or omission of: (i) the User; or (ii) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company;
  - 2.3.4.B Interruptions or delays in transmission, or errors or defects in transmission, or failure to transmit when caused by or as a result of acts of God, fire, flood or other catastrophes, war, riots, national emergencies, government or military authorities, strikes, lock-outs, work stoppages or other labor difficulties, or causes beyond the Company's control;
  - 2.3.4.C Any unlawful or unauthorized use of the Company's facilities and services;
  - 2.3.4.D Libel, slander or infringement of copyright or trademark arising directly or indirectly from content transmitted over facilities provided by the Company;
  - 2.3.4.E Infringement of patents arising from combining apparatus and systems of the User with facilities provided by the Company;

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.3 Limitations of Liability (Cont'd)**

2.3.4 (Cont'd)

- 2.3.4.F Claims arising out of any act or omission of the User in connection with service provided by the Company;
- 2.3.4.G Breach in the privacy or security of communications transmitted over the Company's facilities;
- 2.3.4.H Changes in any of the facilities, operations or procedures of the Company that: (1) render any equipment, facilities or services provided or utilized by the User obsolete; (2) require modification or alteration of such equipment, facilities or services; or (3) otherwise affect use or performance of such equipment, facilities or services except where reasonable notice is required by the Company and is not provided to the Customer;
- 2.3.4.I Defacement of or damage to the Customer's Premises or personal property resulting from the furnishing of services or equipment on such Premises or the installation or removal thereof;
- 2.3.4.J Any wrongful act of a Company employee where such act is not authorized by the Company and is not within the scope of the employee's responsibilities for the Company;
- 2.3.4.K Any non-completed calls due to network busy conditions; and
- 2.3.4.L Any calls not actually attempted to be completed during any period that service is unavailable.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.3 Limitations of Liability (Cont'd)**

- 2.3.5 The User shall reimburse the Company for all costs, expenses and fees, including reasonable attorney's fees, incurred by the Company in its defense against claims set forth in Section 2.3.4.
- 2.3.6 The Company assumes no responsibility for the availability or performance of any facilities under the control of other entities that are used to provide service to the User, even if the Company has acted as the User's agent in arranging for such facilities or services.
- 2.3.7 With the exception of billing disputes, any claim against the Company shall be deemed waived unless presented to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.
- 2.3.8 With respect to the services provided pursuant to this tariff, the Company makes no representations or warranties, express or implied, either in fact or by operation of law, statutory or otherwise, including, but not limited to, warranties of title or implied warranties of merchantability or fitness for a particular purpose, except those expressly set forth in this tariff. The Company does not authorize anyone to make a warranty or representation of any kind on its behalf and the User should not rely on any such statement.
- 2.3.9 Any liability of the Company for loss or damages arising out of mistakes, omissions, interruptions, delays, errors or defects in the service, the transmission of the service, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service, in no event shall exceed an amount equivalent to the proportionate fixed monthly charge assessed on the Customer for the time period in which the service giving rise to the claim occurred.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.4 Responsibilities of the Customer**

- 2.4.1 Customers may be required to enter into a written service order 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 the tariffs of the Company. Customer also may be required to execute any other documents or provide information pertaining to past accounts for similar services as may be reasonably requested by the Company.
- 2.4.2 The Customer is responsible for placing any necessary orders, complying with tariff regulations and assuring that Users comply with tariff regulations. The Customer shall ensure compliance with any applicable laws, regulations, orders or other requirements of any governmental entity relating to services provided by the Company to the Customer or made available by the Customer to another User. The Customer also is responsible for the payment of charges for all Calls originated at the Customer's numbers which are not collect, third party, calling card, or credit card calls.
- 2.4.3 At the expiration of the initial term specified in each Service Order, or any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the service order and the tariffs of the Company prior to termination. The rights and obligations which by their nature extend beyond the termination of the service shall survive such termination.
- 2.4.4 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.
- 2.4.5 If required for the provisioning of the Company's services, the Customer must provide the Company, free of charge, with any necessary equipment space, supporting structure, conduit and electrical power.
- 2.4.6 The Customer is responsible for arranging access to its Premises at times mutually agreeable to the Company and the Customer when required for Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.4 Responsibilities of the Customer (Cont'd)**

- 2.4.7 The Customer must pay the Company for replacement or repair of damage to the Company's equipment or facilities caused by negligent or improper use on the part of the Customer, Users, or others.
- 2.4.8 The Customer must indemnify the Company for the theft of any Company equipment or facilities installed at the Customer's Premises.
- 2.4.9 The Customer agrees to release, indemnify and hold harmless the Company against any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss of or damage to any property, whether owned by the Customer or others. The Customer shall reimburse the Company for all costs, expenses and fees, including reasonable attorneys' fees, incurred by the Company in its defense against such actions.

**2.5 Allowances for Interruptions in Service**

2.5.1 General

- 2.5.1.A A service is interrupted when it becomes unusable to the User, e.g., the User is unable to transmit or receive communications due to the failure of a component furnished by the Company under this tariff.
- 2.5.1.B An interruption period begins when the User reports a service, facility or circuit to be inoperative and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- 2.5.1.C If the User reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, 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.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.5 Allowances for Interruptions in Service (Cont'd)**

2.5.1 General (Cont'd)

2.5.1.D The Company will normally clear all trouble of an emergency nature at all hours, consistent with the needs of Customers and the personal safety of Company personnel.

2.5.1.E The Company normally will clear all other trouble calls not requiring unusual repair, such as cable failures, within 24 hours of the report received by the utility, excluding Sundays and holidays unless the Customer agrees to another arrangement.

2.5.2 Application of Credits for Interrupted Services

2.5.2.A At the Customer's request, a credit allowance will be given for a continuous interruption of service for a period of twenty-four (24) hours or more after being found or reported.

2.5.2.B Any such interruption will be measured from the time it is reported to or detected by the Company, whichever occurs first.

2.5.2.C In the event the User is affected by such interruption for a period of less than twenty-four (24) hours, no adjustment will be made. No adjustments will be earned by accumulating non-continuous periods of interruption.

2.5.3 Limitations on Allowances

2.5.2.A No credit allowance will be made for any interruption of service:

2.5.3.A.1 due to the negligence of, or noncompliance with the provisions of this tariff by, any person or entity other than the Company, including but not limited to the Customer or other entities or carriers connected to the service of the Company;

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**SECTION 2 - RULES AND REGULATIONS** (Cont'd)

**2.5 Allowances for Interruptions in Service** (Cont'd)

2.5.3 Limitations on Allowances (Cont'd)

2.5.3.A No credit allowance will be made for any interruption of service: (Cont'd)

2.5.3.A.2 due to the failure of power, equipment, systems or services not provided by the Company;

2.5.3.A.3 due to circumstances or causes beyond the control of the Company;

2.5.3.A.4 during any period in which the Company is not given full and free access to the Customer's or Company's facilities and equipment for the purpose of investigating and correcting the interruption;

2.5.3.A.5 during any period in which the User continues to use the service on an impaired basis;

2.5.3.A.6 during any period in which the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;

2.5.3.A.7 that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and

2.5.3.A.8 that was not reported to the Company within thirty (30) days of the date that service was affected.

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**SECTION 2 - RULES AND REGULATIONS** (Cont'd)

**2.6 Termination of Service**

- 2.6.1 A Customer may terminate service, with or without cause, by giving the Company written notice, except where cause must be provided pursuant to the Customer's contract or Service Order. If a Customer orders services requiring special equipment and/or facilities dedicated to the Customer's use and then cancels the order before the service begins, a charge will be made to the Customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the Customer by the Company.
- 2.6.2 Upon five (5) business days written notice to the Customer, the Company may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:
- 2.6.2.A Failure of the Customer to pay a non-disputed delinquent account;
  - 2.6.2.B Failure of the Customer to make satisfactory arrangements to pay arrearages or meet the requirements of a payment agreement;
  - 2.6.2.C Failure of the Customer to permit the Company to have reasonable access to its equipment, facilities, service connections or other property;
  - 2.6.2.D Failure of the Customer to provide the Company with adequate assurances that an unauthorized use or practice will cease;
  - 2.6.2.E Customer violation of any regulation governing the service under this tariff, or a violation of any law, rule, or regulation of any government authority having jurisdiction over the service;
  - 2.6.2.F Company is prohibited from furnishing services by order of a court or other government authority having jurisdiction;
  - 2.6.2.G Customer fraud or material misrepresentation of identity for purpose of obtaining telephone service; or
  - 2.6.2.H Failure of the Customer to adhere to contractual obligations with the Company.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.6 Termination of Service (Cont'd)**

- 2.6.3 The Company may terminate service without notice to the Customer for any of the following occurrences:
- 2.6.3.A Customer's maintenance or operation of its equipment in such a manner as to adversely affect the Company's equipment or service to others;
  - 2.6.3.B Customer non-compliance with any provision of this tariff which results in threatening the safety of a person or the integrity of the service delivery system of the Company;
  - 2.6.3.C The existence of a condition on the Customer's premises determined by the Company to be hazardous;
  - 2.6.3.D Customer tampering with the Company's equipment or service;
  - 2.6.3.E Customer's unauthorized or illegal use of the Company's service or equipment.
- 2.6.4 The Customer is responsible for all charges incurred to the Calling Station regardless of which party terminates the service. The Customer shall reimburse the Company for all costs, expenses and fees (including reasonable attorneys' fees) incurred by the Company in collecting such charges.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.7 Payment of Charges**

- 2.7.1 The Customer is responsible for payment of all charges for service furnished by the Company to the Customer and Users, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.
- 2.7.2 Recurring monthly charges may be invoiced one month in advance. Invoicing cycles are approximately thirty (30) days in length, and payment is due upon receipt. Payment will be considered timely if paid within twenty (20) days of the billing date. After twenty (20) days, payment will be considered late.
- 2.7.3 The Company reserves the right to assess late payment charges for Customers whose account(s) carries principal owing from the prior billing period. Any charges not paid in full by the due date indicated on the billing statement may be subject to a late fee of 1.5% per month.
- 2.7.4 Customers must notify the Company either verbally or in writing of any disputed charges within thirty (30) days of the billing date, otherwise all charges on the invoice will be deemed accepted. All charges remain due and payable at the due date, although a Customer is not required to pay any disputed charges during the time period in which the Company conducts its investigation into the matter.
- 2.7.5 In the event of a dispute concerning a bill, Customers must pay a sum equal to the amount of the undisputed portion of the bill and proceed with the complaint procedures set forth in this tariff.

**2.8 Deposits**

The Company will not require deposits from Customers.

**2.9 Advance Payments**

The Company will not require advance payments from Customers.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.10 Contested Charges**

All bills are presumed accurate, and shall be binding on the Customer unless objection is received by the Company within thirty (30) days of the billing date, either verbally or in writing. In the event that a billing dispute between the Customer and the Company for service furnished to the Customer cannot be settled with mutual satisfaction, the Customer may take the following course of action:

- 2.10.1 First, the Customer may request, and the Company will provide, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.)
- 2.10.2 Second, if there is still a disagreement about the disputed amount after investigation and review by the Company, the Customer may file an appropriate complaint with the New Mexico Public Regulation Commission. The address of the Commission is:

New Mexico Public Regulation Commission  
224 East Palace Ave.  
Santa Fe, New Mexico 87501

**2.11 Taxes**

The Customer is responsible for the payment of Federal excise taxes, state and local sales and use taxes, fees and other exactions imposed on the Company or its services by governmental jurisdictions, other than taxes imposed generally on corporation. All such taxes, fees and charges shall be billed separately as separate items and are not included in the quoted rates for local exchange service.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.12 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 (a) to any subsidiary, parent company or affiliate of the Company, (b) pursuant to any sale or transfer of substantially all the assets of the Company, or (c) pursuant to any financing, merger or reorganization of the Company.

**2.13 Temporary Promotional Programs**

The Company may establish temporary promotional programs under which it may waive or reduce non-recurring or recurring charges, to introduce present or potential Customers to a Service not previously received by the Customers. The specific terms of each promotional program shall be filed with the Commission within 30 days of its effective date.

**2.14 Application of Rates**

2.14.1 Introduction

The regulations set forth in this Section govern the application of rates for services contained in Section 4 of the tariffs of the Company.

2.14.2 Rates 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:

2.14.2.A Unless otherwise specified, calls are timed in one minute increments. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.

2.14.2.B 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).

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.14 Application of Rates (Cont'd)**

2.14.2 Rates Based on Duration of Use (Cont'd)

2.14.1.C Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier.

2.14.3 Rates Based Upon Distance

Where charges for a service are specified based upon distance, the following rules apply:

2.14.3A Distance between two points is measured as airline distance between the Rate Centers of the originating and terminating telephone lines. The Rate Center is a set of geographic coordinates, as referenced in National Exchange Carrier Association, Inc. Tariff FCC No. 4, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated access line), the Company will apply the Rate Center of the Customer's main billing telephone number.

2.14.3.B The airline distance between any two Rate Centers is determined as follows:

2.14.3.A.1 Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced NECA tariff.

2.14.3.A.2 Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.

2.14.3.A.3 Square each difference obtained in step (2) above.

2.14.3.A.4 Add the square of the "V" difference and the square of the difference obtained in step (3) above.

2.14.3.A.5 Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.

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**SECTION 2 - RULES AND REGULATIONS** (Cont'd)

**2.14 Application of Rates** (Cont'd)

2.14.4 Flexible Pricing

2.14.4.A General

Flexible Pricing sets minimum and maximum rates that can be charged for telephone service. The Company may change a specific rate within the range of the established minimum and maximum rates on one day's notice to customers and the Public Service Commission.

2.14.4.B Conditions

2.14.4.B.1 The Company reserves the right to change prices at any time subject to regulatory requirements by filing a revised Rate Attachment with the Commission.

2.14.4.B.2 Individual written notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved.

2.14.4.B.3 A rate shall not be changed unless it has been in effect for at least thirty (30) days.

2.14.4.B.4 A Customer can request that the Company disconnect service that is provided under the Flexible Pricing due to a price increase. The Customer will be credited for the difference for the new price and the old price retroactive to the effective date of the price increase if the Customer notifies the Company of its desire to disconnect service within 20 days of receiving notification of the price increase.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.15 Timing of Calls**

- 2.15.1 The Customer's monthly usage charges for the Company service are based upon the total number of minutes the Customer uses and the service options to which the Customer subscribes. Chargeable time begins at the time the called party answers (i.e. when two-way communications is possible), and ends when either party hangs up.
- 2.15.2 No charges apply if a Call is not completed.
- 2.15.3 For billing purposes, all Calls are rounded up to the nearest minute and billed in increments of one minute. The minimum Call duration is one (1) minute for a connected Call.
- 2.15.4 Where applicable, charges will be rounded up to the nearest penny.
- 2.15.5 Usage begins when the called party picks up the receiver (i.e. when two-way communication is possible). A Call is terminated when the calling or called party hangs up. The Company utilizes software answer supervision, which permits up to sixty (60) seconds of ringing before the Call becomes billed usage. Where answer supervision is not available, any Call for which the duration exceeds sixty (60) seconds shall be presumed to have been answered and becomes billed usage.
- 2.15.6 The Company will not knowingly charge for Incomplete or unanswered Calls. Upon the Customer's request and proper verification, the Company shall promptly adjust or credit the Customer's account for charges or payments for any Incomplete or unanswered Call inadvertently billed due to the unavailability of Feature Group D or due to another carrier's failure to provide answer supervision. Upon the Customer's request and proper verification, the Company also shall promptly adjust or credit the Customer's account for charges or payments for Calls placed to a wrong number.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

**2.16 Start of Billing**

For billing purposes, the start of service is the day following acceptance by the Customer of the Company's service or equipment, or another date mutually agreed-upon by the Customer and the Company. The end of service date is the last day of the minimum notification of cancellation or any portion of the last day, after receipt by the Company of notification of cancellation, or another date mutually agreed-upon by the Customer and the Company.

**2.17 Minimum Call Completion Rate**

The Customer may expect a Call completion rate of at least ninety-percent (90%) of dialed, local interoffice calls attempted during peak use periods or the busy hour.

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**SECTION 3 - DESCRIPTION OF SERVICE**

**3.1 General Service Information**

The Company offers local exchange telecommunications services to Customers throughout the State of New Mexico. The following Company Services for business and residential Customer and for carriers certificated by the Commission are covered in this Section:

Local Exchange Services	Busy Line Verification and Interrupt Service
--Standard Access Line	Call Blocking Features
--Local Residential Line	Calling Card Services
--Local Business Line	Touch Dial Calling
--Extended and Expanded Area Calling Services	Directory Assistance/Directory Assistance Call Completion
--Private Branch Exchange	Directory Listings
--Direct Inward Dialing Service	Local Number Portability
--Centrex Services	Personalized Telephone Number
--Hunting Service	Custom Calling Features
--Foreign Exchange Service	Maintenance and Installation Charges
Local Calling Plans	Maintenance Visit
Channel Services	Installation/Non-Routine Installation
Operator Services	Order Change
Message Telecommunications Services/Toll Services	Reconnection
911 Emergency Services	Promotional Service Offerings
Miscellaneous Local Features	Local Exchange Service Offerings

**3.1.1 Customer Calling Plans**

3.1.1A NOS Local Customers in service after November 30, 2002 shall receive services pursuant to Rate Plan A as set forth in Section 4, infra.

3.1.1B NOS Local Customers in service on or before November 30, 2002, whose services are not part of an unexpired term plan or usage rate guarantee shall receive services pursuant to Rate Plan B in Section 4, infra.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)**3.2 Local Exchange Services****3.2.1 Standard Access Line**

The Standard Residential or Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. A multi-line subscriber is a Business customer with more than one Line provided by Company. Standard Access Lines enable the customer to:

- (a) place or receive calls to any station in the local calling area, as defined herein;
- (b) access enhanced 911 Emergency Service where available;
- (c) access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- (d) access Operator Services;
- (e) access Directory Assistance;
- (f) place or receive calls to 800 numbers;
- (g) access Telecommunications Relay Service.

The Company's service will automatically block originating calls to other telephone companies' caller-paid information services (e.g., 900, 976) at no charge. Calls to those numbers and other numbers used for caller-paid information services will be unblocked on a per directory number basis only. Subsequent blocking of 900-type numbers will incur a charge listed in Section 4.

**3.2.1.A Off Premise Extension**

Extension service is an extension of lines at locations in addition to the location of the main line. Extension service is connected to an individual, auxiliary two party or four party line for the same subscriber and with the same telephone number.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.2 Local Exchange Services** (Cont'd)

3.2.2 Local Calling Services

3.2.2.A Local Residential Line Service

Local Residential Line Service provides Residential Customers with the ability to originate calls from a Company-provided access line to all other stations on the public switched telephone network bearing the designation of any central office exchanges, areas, and zones included in the Customer's local calling area. Service is provided on a flat or measured use basis and may be provided in conjunction with other services and products included in this Section.

3.2.2.B Local Business Line Service

Local Business Line Service provides a Business Customer with the ability to originate calls from Company-provided access lines to all other stations on the public switched telephone network bearing the designation of any central office exchanges, areas, and zones included in the Customer's local calling area. Service is provided on a flat or measured use basis and may be provided in conjunction with other services and products included in this Section.

3.2.2.C Extended and Expanded Area Calling Services

Extended and Expanded Area Calling Service allows the Customer to make calls to specific NXX codes within designated exchanges outside the Customer's Local Calling area without paying intraLATA toll rates. The Customer is billed per call according to the duration of the call. Company will mirror all existing extended and expanded calling areas the ILEC currently has in place for facilities-based or resold services.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)**3.2 Local Exchange Services** (Cont'd)3.2.2 Local Calling Services (Cont'd)3.2.2.D Stand-by Line Service

Stand-by Line is a basic exchange service offering that allows Customers to expand and contract their telephone service according to call volumes, and make outgoing calls on an as-needed basis. Customers are charged the same non-recurring charges as for a flat business line. However, recurring charges will be approximately half of what the regular line is plus per minute usage charges for both incoming and outgoing usage. This service may not be sold as the primary business service.

3.2.2.E Private Branch Exchange (PBX)

The Company's PBX Service uses PBX trunks to connect a customer PBX system or other similar equipment to the Company Central Office. Company treats these trunks similar to individual exchange lines and supports multi-line hunting over a group of trunks.

3.2.2.F Direct Inward Dialing Service

Direct Inward Dialing ("DID") Service is an optional feature provided in conjunction with Company-provided PBX Trunks. DID Service permits incoming calls from the exchange network to reach a specific station line without the assistance of an attendant through the use of a seven digit number. DID service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. DID is furnished upon the condition that the customer contract for adequate facilities, e.g., dial tone lines, circuit packs or equivalent, etc, to permit the use of the service without injurious effect on general telephone service. Certain conditions, such as transmission limitations, may require the provision of additional switching equipment on the customer's premises in order to furnish DID service. The Company offers DID services to Customers in minimum blocks of twenty (20) telephone numbers.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.2 Local Exchange Services** (Cont'd)

3.2.2 Local Calling Services (Cont'd)

3.2.2.G Centrex Services

Centrex Service provides the Customer with multiple individual voice-grade telephone communications channels, each of which can be used to place or receive one call at a time. Centrex Station Lines are provided for connection of Centrex-compatible Customer-provided station sets to the public switched telecommunications network. Each Centrex Station Line may be provided in combination with other Company-provided services including PBX and ISDN.

3.2.2.G.1 Centrex Family

Centrex Family services is obsolete for business customers and residence customers. Existing Centrex Family Service residence and business customers may continue their service on the same premises for the same customer. New installations, changes or moves will be converted to Customized Call Management Services/Centrex I Service. Service and Equipment and Nonrecurring Charges will be waived for conversions of existing services.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.2 Local Exchange Services** (Cont'd)

3.2.2 Local Calling Services (Cont'd)

3.2.2.G.2 Centrex 21 Service

Centrex 21 Service is a flat rate, non-blocked business service for customers with 2 – 50 station lines. Centrex 21 Service is furnished only from a Stored Program Controlled central office offered subject to the availability of facilities and applicable generic feature programs and will not be available in a 2BESS Central Office. Centrx 21 consists of standard features which are available to all station lines in the shared customer group. A Centrex 21 customer has a choice of having the features delivered via analog lines and/or 2B+S ISDN lines. Optional features are also available.

3.2.2.H Hunting Service

Hunting Services are optional arrangement available to Customers with two or more line services at the same location, same system. Where facilities permit, lines are arranged so that incoming calls to a busy line overflow to another line in the hunting arrangement. The Company may also offer a hunting service that is activated by the end user.

3.2.2.I Foreign Exchange Service

Foreign Exchange (FX) Service provides for the connection of a Customer's location to a central office serving an exchange area, within the Customer's LATA, other than the exchange area in which the Customer is located.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.2 Local Exchange Services** (Cont'd)

3.2.2 Local Calling Services (Cont'd)

3.2.2.J Select Call Routing Service

Select Call Routing will provide call redirection to any telephone number selected by customer. Basic call redirection can be enhanced through the use of selections from the Enhancement Menu. The customer may choose to redirect their calls using up to three options. The options may be basic call redirection, any of the three items from the Enhancement Menu, or a combination thereof. In order to receive calls at their number, one of the options must redirect calls to that number. Only one option can be activated at any point in time. The customer may change the active option by calling a Company Call Center.

- Enhancement Menu
- Time-of-Day/Day-of-Week Routing
- Percentage routing
- Caller Recognition Routing

3.2.3 Local Calling Plans

3.2.3.A Customized Toll and Message Option Plan

An optional calling plan with extended calling on a per call basis.

3.2.3.B Line and Feature Package

The Line and Feature Package is customized Package Plan including unlimited local use plus directory listing.

3.2.3.C Class 4 Package

Provides single line access to the telephone network with unlimited local calls including a yellow page listing.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.2 Local Exchange Services** (Cont'd)

3.2.3. Local Calling Plans (Cont'd)

3.2.3.D Select Package

Select Package is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call rejection
- Call Waiting
- Continuous Redial
- Last Call return
- Three-Way Calling

In addition to the standard features, a customer may select one or more of the following optional features:

- Call Forwarding-Variable
- Do Not disturb
- Non-listed Service Listing
- Priority Call
- Talking Call Waiting

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.2 Local Exchange Services** (Cont'd)

3.2.3 Local Calling Plans (Cont'd)

3.2.3.E Custom Choice Package

Custom Choice is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of certain services/features.

3.2.3.F Two-Line Custom Choice Package

Two-line Custom Choice is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of certain services/features.

3.2.3.G Business Custom Choice

Business Custom choice is a package of features available to business customers in conjunction with an additional or individual flat rate access line. Business customers subscribing to the package are entitled to unlimited use of certain services/features.

3.2.3.H Two-Line Right Choice

Two-Line Right Choice is a package with two residential lines with or without voice messaging service that includes Customer choice of qualified features.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)**3.2 Local Exchange Services** (Cont'd)**3.2.3 Local Calling Plans** (Cont'd)**3.2.3.I Loyalty Rewards Program I**

The Loyalty Rewards Program I provides Customers with basic local service and custom calling features for a flat fee. Loyalty Rewards Program I Customers receive unlimited local calling and all local vertical features such as Caller ID, Call Waiting and Call Forwarding. The Program or accompanying fee does not include or apply to local usage, intraLATA toll charges, Remote Call Forwarding, Off Premises Extensions, WIRE-PRO, PBX, ISDN, Foreign Exchange Number and federal and local fees, taxes or surcharges, including local number portability.

**3.2.3.J Loyalty Rewards Program II**

The Loyalty Rewards Program II provides Customers with basic local service and custom calling features for a flat fee. Loyalty Rewards Program II Customers receive metered local calling and all local vertical features such as Caller ID, Call Waiting and Call Forwarding. The Program and accompanying fee do not include or apply to local usage, intraLATA charges, Remote Call Forwarding, Off Premises Extensions, WIRE-PRO, PBX, ISDN, Foreign Exchange Number and federal and local fees, taxes or surcharges, including local number portability. Customers must have at least \$200.00 in long distance services from the most recent invoice to qualify for the Loyalty Rewards Program II service offering.

**3.2.3.K Loyalty Rewards Program III**

The Loyalty Rewards Program III provides Customers with basic local service and custom calling features for a flat fee. Loyalty Rewards Program III Customers receive metered local calling and all local vertical features such as Caller ID, Call Waiting and Call Forwarding. The Program and accompanying fee does not include or apply to local usage, intraLATA charges, Remote Call Forwarding, Off Premises Extensions, WIRE-PRO, PBX, ISDN, Foreign Exchange Number and federal and local fees, taxes or surcharges, including local number portability.

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**SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)**

**3.3 Operator Services**

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.

Provides for live or automated operator treatment when Customer dials "0". Services include, but are not limited to, bill to originating telephone number, calling card, collect or to a third party:

3.3.1 Collect Calls

Calls where the called person agrees to pay for the call. Company offers two types of collect calls.

3.3.2 Person-to-Person

Calls completed with the assistance of a Company operator to a particular person, station, department or PBX extension specified by the calling party.

3.3.3 Station-to-Station

Operator assisted calls other than Person-to-Person billed to either the Business Customer's phone number, or the end user's calling card. Calls may be dialed with or without assistance of a Company operator.

3.3.4 Third Party Billed Cards

Calls where the customer requests that the phone call be charged to a third party's phone number. If the originating caller is calling from a payphone, the third party number is called. The third party has to answer the phone and accept the charges before the operator completes the call.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.4 Message Telecommunications Service/Toll Services**

Message Telecommunications Service or Toll Service is a communications service which is available for use by Customers twenty-four (24) hours a day. MTS enables a User of an exchange access line to place calls to any station on the public switched telephone network bearing an NPS-NXX designation associated with points outside the Customer's Local Calling Area, but within the boundaries of home LATA.

3.4.1 Select Call Service

This service provides customers with an interstate toll option plan.

3.4.2 Restriction – Operator Screening

A service that provides for the operator to deny the toll call whenever 0 is dialed by the end user.

3.4.3 Toll Free Service

A call to a station outside the subscriber's local calling area for which the called party pays instead of the calling party.

**3.5 911 Emergency Services**

Emergency Telephone Services allow Customers to reach appropriate emergency services, including: police, fire, and hospital medical services. Enhanced 911 Service has the ability to selectively route an emergency Call to the primary 911 provider so that it reaches the correct emergency service located closest to the Caller. In addition, Enhanced 911 Service enables the Customer's address and telephone information to be displayed to the person handling the 911 call.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.6 Miscellaneous Local Features**

3.6.1 Busy Line Verification and Interrupt Service

Busy Line Verification and Interrupt Service, furnished to the extent facilities permit, provides the customer with the following options:

3.6.1.A Busy Line Verification

Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.

3.6.1.B Busy Line Verification and Interrupt

The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

3.6.2 Call Blocking Features/Restricted Calling Features

A calling party may block their telephone number, associated main listed name and voiceback of calling identification information to users or subscribers to customer calling features utilizing SS7 technology. Blocking will also prevent call completion through the use of Return Call service. Customers have three blocking options: (1) Per Call Blocking, (2) Per Line Blocking, or (3) Class Call Blocking. These features allow the end-user to automatically block incoming calls from up to six Customer pre-selected telephone numbers (including numbers from which a Customer has just received a call. The list of numbers can be changed at any time. Callers whose numbers have been blocked will hear a recorded message and no usage charges will apply. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.6 Miscellaneous Local Features** (Cont'd)

3.6.2 Call Blocking Features/Restricted Calling Features (Cont'd)

3.6.2.A No Solicitation:

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. NO SOLICITATION automatically screens calls between the hours of 8:00 am until 9:00 P.M. daily and it may be disabled by the customer at any time, if desired. A caller may press one, or stay on the line to complete the call connection, with no solicitation

3.6.2.B Call Rejection

Call Rejection enables a customer to reject call attempts from a limited number of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing call.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.6 Miscellaneous Local Features** (Cont'd)

3.6.3 Custom Ringing Service

Custom Ringing is a central office based service which provides up to three additional distinctive ringing codes on incoming calls, using one individual exchange access line. The distinctive ringing codes are achieved by assigning up to three additional telephone numbers to the access line.

3.6.4 Customized Call Management

Customized Call Management is a service that routes incoming calls encountering a busy signal or no answer to a predetermined Alternate Line. This Service is not Customer Programmable.

3.6.5 Customized Call Management Service Connections

Customized Call Management Service combines Lines into a single communications system, including consult, transfer and conference features.

3.6.6 Market Expansion Line Service

Market Expansion Line is furnished in central offices where facilities and operating conditions permit. It is an arrangement to automatically forward all incoming calls placed to the remote call forwarding number, to another telephone number.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.6 Miscellaneous Local Features** (Cont'd)

3.6.7 Touch Dial Calling Service

Touch dial calling service provides for the origination of telephone calls through the use of pushbuttons transmitting alternating currents in lieu of rotary dial or push buttons transmitting direct current. The service is furnished for use with individual and two-party central office lines, and with residential exchange service lines. It may be furnished to either one or both subscribers on a two party line. Touch dial calling service requires special central office equipment and will be provided only from central offices where facilities are available.

3.6.8 Directory Assistance

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance.

3.6.9 Directory Assistance Call Completion

Directory Assistance Call Completion Service provides the Customer with the ability to use a directory assistance operator to provide listing information and to automatically dial the number requested.

3.6.10 Airport Service

Individual or auxiliary lines and PBX trunks arranged for unlimited calling to stations connected to the central office facilities serving airports.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.6 Miscellaneous Local Features** (Cont'd)

3.6.11 Directory Listings

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. Directory listings are provided in connection with each Customer service as specified herein. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. When more than one line is required to properly list the Customer, no additional charge is made. The following types of listings will be made available: (1) primary; (2) additional; (3) non-published; (4) non-listed; (5) alternate call; and (6) reference.

3.6.12 Local Number Portability

Local Number Portability is a service that enable the End User to retain use of the existing local exchange Carrier's number after choosing the Company as its local exchange carrier, provided that the Customer's location remains within the existing rate center after the switch. Where applicable, the Company will assess on End User Customers a monthly fee or fees to recover the Company's costs of porting the Customer's number/s from its existing Carrier to the Company.

3.6.13 Personalized Telephone Number

Personalized Telephone Number is an optional feature by which a new Customer may request a specific or unique telephone number and fax number for use with the Company provided Exchange Services. This service provides for the assignment of a Customer requested telephone number other than the next available number from the assignment control list. Personalized Telephone Number is furnished subject to the availability of facilities and the requirements of Exchange Service as defined by the Company. The Company reserves all rights to the Personalized Telephone Numbers assigned to Customer's and may, therefore, change them if required.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.6 Miscellaneous Local Features** (Cont'd)

3.6.14 Select Call Routing

Select Call Routing will provide call redirection to any telephone number selected by the customer. Basic call redirection is considered to be redirection from one number to another without enhancement. Basic call redirection can be enhanced through the use of selections from the Enhancement Menu. The customer may choose to redirect their calls using up to three options. The options may be basic call redirection, any of the three items from the Enhancement Menu, or a combination thereof. In order to receive calls at their number, one of the options must redirect calls to that number. Only one option can be activated at any point in time. The customer may change the active option by calling a Company Call Center or Intelligent Peripheral.

3.6.15 Computer Port Access

The following rates and charges will apply to lines connected to customer-provided computer and/or computer systems equipment capable of information processing and/or storage. Rates and charges include touch-tone.

3.6.16 Measured Information System

Provides a second or additional line to computer equipment with usage on local calling.

3.6.17 Network Access Interface

This service provides a local distribution channel to connect Customer premise with serving wire center or central office.

3.6.18 Portables

Charge Assessment for the ability to call between two or more areas within and between exchanges without toll charges.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.7 Custom Calling Features**

3.7.1 Automatic Busy Redial:

Permits the Customer to redial automatically the last number dialed. If the called line is busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle.

3.7.2 Automatic Call Return/\*69:

Enables a Customer to automatically return the last incoming Call. To return the call, the Customer dials a feature Code and the number is dialed automatically. If the called line is busy, a 30-minute queuing process begins. The Customer is then given an indication that the network will attempt to set up the Call when the called line is idle.

3.7.3 Call Forwarding:

Permits the Customer to forward calls to any telephone number or station in the Customer Group that their station is allowed to call, including voicemail and attendant. This feature may also include the ability to activate from a remote location.

3.7.4 Call Forwarding II:

Permits the forwarding of incoming calls when the End User's line is busy. The forwarded number is fixed by the end-user's service order.

3.7.5 Call Forwarding No Answer:

Permits the forwarding of incoming calls when the End-User's line remains unanswered after end user designated number of rings. The number of rings and the forwarded number are fixed by the Customer service order.

3.7.6 Call Forwarding/Waiting/Three Way:

This package allows end users to combine the following three features – call forwarding, call waiting and three way calling.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.7 Custom Calling Features** (Cont'd)

3.7.7 Caller ID:

Allows the number of the calling party to be passed from the telephone company to your telephone between the first and second ring signaling an incoming telephone call.

3.7.8 Call Transfer:

Allows the User to transfer a Call to another station within the Customer Group or to an outside telephone number.

3.7.9 Call Waiting:

Permits the end-user engaged in a call to receive a tone signal indicating a second call is waiting; and, by operation of the switch hook, to place the first call on hold and answer the waiting call. The Customer may alternate between the two calls by operation of the switch hook, but a three-way conference call cannot be established. Feature may be used in conjunction with Caller ID (Caller ID Intercept).

3.7.10 Class Caller ID/Unidentified Caller Block:

A service that block calls from callers who have prevented their name and telephone number from being displayed on a Caller ID display device. A recording instructs callers how to unblock their call.

3.7.11 Continuous Redial

Continuous Redial automatically redials the last number a customer dials. If the called party's number is busy, a special tone will alert the customer when the called number becomes idle.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.7 Custom Calling Features** (Cont'd)

3.7.12 Custom Calling Feature Packages

3.7.12.A Three Pack Customer Calling Package

This package consists of three custom calling features: Call Forwarding, Three-Way Calling and Speed Calling One Digit Dialing.

3.7.12.B Discounted Custom Calling

This package is available to business customers and offers: Call Waiting, Caller ID Name and Number, and Call forward Variable.

3.7.12.C 1-Call Forwarding Package

A multiline variety package which includes the features: Call Forwarding and Centra Net 1-Call Forwarding.

3.7.13 Distinctive Ringing:

This feature allows a Customer to have up to three separate telephone numbers which consist of the main telephone number and two additional telephone numbers, associated with one exchange access line. Each telephone number will have a distinctive ring on incoming calls to allow the Customer to identify the incoming call line. If the Customer also subscribes to Call Waiting, a Call Waiting tone is provided for each additional telephone number. All telephone lines must be served by the same Central Office.

3.7.14 Extension Mailbox:

Provides the option of three reduced function mailboxes and increases the number of messages available in their mailbox by 10, for a total of 45. Access is through digit selection on a tone signaling phone. Each mailbox can have a personal greeting which is played after the caller makes a selection. Messages left in an extension mailbox can be retrieved using its' unique security code.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.7 Custom Calling Features** (Cont'd)

3.7.15 Last Number Redial/\*69:

Allows the Customer to return a call to the last incoming call whether the Customer answered the call or not.

3.7.16 Make Busy:

Enables an end user to make busy one or more incoming lines through the operation of a button at the end user's location.

3.7.17 Memory Call Answering Service

This service allows a caller to leave a voice message when the called number is busy or unanswered.

3.7.18 Message Local Remote Call Forwarding

This service provides a local phone number which forwards to a local or long distance number without a physical location or line necessary.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.7 Custom Calling Features** (Cont'd)

3.7.19 Priority Call:

This service provides one distinctive audible signal to the called customer when a call from one of up to six pre-specified telephone numbers. The calling list can only be created from and for telephone numbers located in appropriately equipped offices.

3.7.20 Remote Access Forwarding:

Call routing that may be activated, deactivated, or changed from Customer's Premises or remote location.

3.7.21 Scheduled Greeting:

Scheduled Greeting offers the customer the ability to have two separate 90 second greetings that would play at different times during the workday. These "open" and "closed" greeting times would be controlled by the customer. The customer can also designate that either of these greetings be played at different times during the weekend. An extended absence greeting would override the "open" and "closed" greeting.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.7 Custom Calling Features** (Cont'd)

3.7.22 Security Screen:

Provides the customer with the ability to screen private and unidentified calls that are placed to their number. A customer who subscribes to SECURITY SCREEN must also subscribe to Caller Identification – Name and Number.

3.7.23 Speed Calling (8 or 30):

Permits the Customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than complete telephone numbers. The feature is available as an eight code list or a thirty code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the Customer dials an activating code, receives a second dial tone and dials either a one- or two-digit code (for the eight code and thirty code lists, respectively) plus the telephone number.

3.7.24 Three Way Calling:

Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

3.7.25 Voice Mail:

Provides an audio mailbox to record, store, retrieve, review, save and handle audio messages for Customers. The service will greet incoming customers with a personal or standard greeting, and provide audio prompts and personal security codes for Customers and Users of Service. Additional message capacity for the voice mail box may be purchased.

3.7.26 Voice Mail Service and Guest:

This service provides customers with Call Forwarding, a message indicator, and voice mail box(s).

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.7 Custom Calling Features** (Cont'd)

3.7.27 Voice Messaging/Visual Indicator

Voice Mailbox with Call Forwarding, Busy Line, Don't Answer, Message Waiting Audible and Visual Indicator.

3.7.28 Voice Messaging/Called Party Not Available

Provides a mailbox to answer calls when the called party is not available or is already on a call. The service greets incoming callers with a personal standard greeting and stores messages for retrieval from any tone signaling telephone. The greeting can be up to three minutes in length, as can the stored message.

3.7.29 Voice Messaging/Stutter Dial Tone

When messages are waiting, a special stutter dial tone will alert the customer as this service includes Message Waiting indication and Call Forwarding Busy Line/Don't Answer features. Messages may be retrieved from any push button phone by entering a security code. Up to 35 messages may be saved for up to 100 days.

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**SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)**

**3.8 Maintenance and Installation Charges**

3.8.1 Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for resolving troubles reported by the Customer and the trouble is found to be caused by the Customer's 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 vary by time per Customer request.

3.8.2 Telephone Maintenance Plan

Provides the Customer with protection and full coverage at no additional charge in the event of damage to the Customer's inside wiring or customer premises equipment.

3.8.3 Service/Installation Ordering Charge

This charge applies to receiving, recording and processing Customer requests for work to be done in connection with the same service at the same time at one or more locations of that service. It has three possible application: (1) connection new or additional exchange access lines; (2) move or change existing service and equipment or add new or additional service and equipment other than exchange access; (3) record type only change.

3.8.4 Inline Repair and Replacement Charge

Provides repair and replacement of inside wire/jacks for business customers.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.8 Maintenance and Installation Charges** (Cont'd)

3.8.5 Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in unusual 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.

3.8.6 Central Office Exchange Access Line Charge

This covers work associated with the line extending from the serving central office up to and including the Rate demarcation Point on the customer's premises. Major work functions are central office cross-connect work, work done with distribution facilities outside of the central office, and connection of drop wire to the protector at the Customer's premises.

3.8.7 Element Service Charges

Element Service Charges for work activities performed in connection with Channel Service are charged fro at business rates except for orders for residence foreign central office district and foreign exchange services.

3.8.8 Star-One Maintenance Plan

A customer premises wire and maintenance plan for business customers.

**SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)**

**3.9 Miscellaneous Services Charges**

3.9.1 Reconnection

Reconnection charges occur where service to an existing Customer has been disconnected for proper cause, and the Customer desires to resume service with the Company. If service has been discontinued for proper cause and where a Customer desires reconnection, the Customer will be charged a fee to defray the cost of providing service.

3.9.2 Missed Appointment Charge

When the Company and the Customer have agreed to an installation date and time, and the Customer is not available at the premises to allow for installation of service at the appointed time, a Missed Appointment Charge will apply. Customers may not cancel or change installation dates or times on less than 48 hours notice to the Company unless otherwise agreed to by the Company.

3.9.3 IntraLATA Toll Presubscription

IntraLATA Toll Presubscription is a procedure whereby a Customer designates to the Company the Carrier that the Customer wishes to use as its primary interexchange carrier ("PIC") for intraLATA toll calls. Such calls are automatically designated to the intraLATA PIC, without the need to use carrier access codes or additional dialing to direct the Call to the designated Carrier. IntraLATA Toll Presubscription does not prevent a Customer who has presubscribed to an IntraLATA toll Carrier from using carrier access codes or additional dialing to direct Calls to an alternative intraLATA toll Carrier on a per Call basis. All new Customer' initial requests for intraLATA toll service presubscription will be provided free of charge.

3.9.4 Presubscription Recovery

Presubscription Recovery is a charge assessed if a customer does not choose an interLATA carrier.

3.9.5 Enterprise – Automatic Reversal of Toll Device Charges.

An Enterprise or Zenith listing contains the appropriate listed name, followed by the word Enterprise or Zenith and a unique number. Callers to this listing may specify the Enterprise or Zenith number to an operator and the call is automatically connected collect. There is no wait for a reversal of charge request.

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**SECTION 3 - DESCRIPTION OF SERVICES** (Cont'd)

**3.9 Miscellaneous Services Charges** (Cont'd)

3.9.6 Bad Check Charge

If payment for Service is made by a check, draft, or similar instrument (collectively "Check") that is returned to the Company unpaid by a bank or other financial institution for any reason, the Company may bill the Customer a returned check charge. In addition, the Customer may be required to replace the returned Check with a payment in cash or equivalent to cash, such as cashier's check, certified check or money order.

3.9.7 Late Payment Fee

A late payment fee of 1.5% will be applied to service charges not paid by the due date of the bill. The late payment fee will not be applied to previous late payment charges that have been assessed but remain unpaid, but will apply to the accumulated amount for which the Customer is in arrears.

**3.10 Equipment**

The Company may make available various types of physical equipment for lease and/or purchase by its customers in the course of conducting its business and providing local exchange telecommunications services to its customers.

**3.11 Promotional Service Offerings**

From time to time, the Company may offer services or waive or vary service rates for promotional, market research or other similar business purposes.

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**SECTION 1 - RATES AND CHARGES**

**4.1 Local Exchange Service Offerings**

4.1.1 Standard Access Line

	<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
Initial Service Order, per line:	\$15.80	\$19.75	(I)
Monthly recurring charge, per line:	\$11.18	\$13.97	
Off-Premise Extension	\$22.28	\$27.84	(I)

4.1.2 Local Residential Service

<i>Flat Rate Service</i> , per line, per month	\$15.16	\$18.95	(I)
Additional Line, per month	\$15.16	\$18.95	(I)
<i>Measured</i> per line, per month:			
Low Usage without Allowance			
Applies to a 1 <sup>st</sup> minute/fraction lines	\$6.08	\$7.60	(I)

4.1.3 Local Business Line Service

<i>Flat Rate Service</i> , per line, per month	\$46.57	\$58.28	(I)
Additional Line, per month	\$46.57	\$58.28	
<i>Measured Rate Service:</i>			
Monthly recurring charge, per line:	\$19.50	\$24.39	
Additional Line, per month	\$19.50	\$24.39	(I)

4.1.4 Stand-by Line Service

Per arrangement	\$25.71	\$32.13	(I)
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**SECTION 4 – RATES AND CHARGES** (Cont'd)

<b>4.1</b>	<b><u>Local Exchange Service Offerings</u></b> (Cont'd)	<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
4.1.5	<u>Private Branch Exchange (PBX)</u>			
	Trunk	\$11.64	\$14.55	(I)
	Trunk-out only	\$48.74	\$60.92	(I)
4.1.6	<u>Direct Inward Dial Service</u>			
	DID Trunk Circuit Termination:	\$49.45	\$61.81	(I)
4.1.7	<u>Centrex Services</u>			
	Centrex 21 Service	\$58.04	\$72.55	(I)
	Centrex Family	\$7.43	\$9.28	(I)

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**SECTION 4 – RATES AND CHARGES** (Cont'd)

<b>4.1</b>	<b><u>Local Exchange Service Offerings</u></b> (Cont'd)	<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
4.1.8	<u>Hunting Service</u>			
	Per Line/Trunk	\$9.89	\$12.38	(I)
4.1.9	<u>Foreign Exchange Service</u>			
	Per monthly charge	\$65.42	\$81.77	(I)
4.1.10	<u>Select Call Routing Service</u>			
	Per monthly charge	\$17.56	\$21.95	(I)
4.1.11	<u>Local Calling Plans</u>			
4.1.11.A	<u>Select Call Package</u>	\$26.97	\$33.72	(I)
4.1.11.B	<u>Custom Choice Package</u>	\$40.73	\$46.29	
	Additional Line	\$30.00	\$37.50	
	Discount Rate	\$37.03	\$46.29	
4.1.11.C	<u>Two Line Custom Choice Package</u>	\$50.39	\$55.09	
4.1.11.D	<u>Business custom Choice Package</u>	\$73.50	\$91.88	
4.1.11.E	<u>Two-Line Right Choice</u>	\$53.11	\$66.35	
4.1.11.F	<u>Loyalty Rewards Program I</u>	\$12.65	\$25.30	
4.1.11.G	<u>Loyalty Rewards Program II</u>	\$12.65	\$25.30	
4.1.11.H	<u>Loyalty Rewards Program III</u>	\$37.95	\$50.60	(I)

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**SECTION 4 – RATES AND CHARGES** (Cont'd)

**4.2 Message Telecommunications Service/Toll Services**

	<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
Toll Free Service	\$6.18	\$7.73	(I)
Operator Toll Restriction	\$1.24	\$1.55	(I)

**4.3 911 Emergency Services**

Customers may be assessed a recurring monthly line item fee to compensate the County 911 Public Safety Board for the provision of 911 services. This fee may vary, depending on the vicinity in which the Customer is located. Where applicable, the Company will remit this fee to the appropriate 911 authority.

**4.4 Miscellaneous Local Feature Charges**

4.4.1 Call Blocking Features

No Solicitation	\$6.96	\$8.70	(I)
Selective Call Rejection	\$5.70	\$7.12	(I)

4.4.2 Message Waiting Indication (Stutter Dial Tone)

Per month	\$0.31	\$0.39	(I)
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4.4.3 Custom Ringing Service

Per Month	\$7.47	\$9.34	(I)
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4.4.4 Market Expansion Line Service

Per Month	\$22.35	\$27.95	(I)
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4.4.5 Directory Assistance

Per each additional Call (2 listings)	\$1.27	\$1.58	(I)
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**SECTION 4 – RATES AND CHARGES (Cont'd)**

**4.4 Miscellaneous Local Feature Charges (Cont'd)**

	<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
4.4.6 <u>Directory Assistance Call Completion</u>			
Per Call Completion:	\$0.64	\$0.95	(I)
4.4.7 <u>Directory Listings</u>			
Directory Listing, per month	\$2.39	\$2.98	(I)
Per Additional Listing, per month	\$3.40	\$4.25	
Per Additional Business Listing, per month	\$6.81	\$8.51	
Non-listed, per month	\$4.37	\$5.46	
Non-Published, per month	\$4.37	\$5.46	
Per Additional Listing in another Directory	\$3.40	\$4.25	(I)
4.4.8 <u>Message Notification</u>	\$2.93	\$3.65	(I)
4.4.9 <u>Local Number Portability</u>			
Service Charge, per month, per line:	\$1.09	\$1.36	(I)
4.4.10 <u>Select Call Routing</u>	\$14.49	\$18.11	(I)
4.4.11 <u>Computer Port Access</u>	\$48.73	\$60.91	(I)
4.4.12 <u>Switching Equipment Access</u>			
Access to Qwest Switching Equipment:			
Customers with one line	\$6.33	\$7.91	(I)
Customers with more than one line	\$11.64	\$14.55	(I)
4.4.13 <u>Measured Information System</u>	\$19.50	\$24.39	(I)
4.4.14 <u>Network Access Interface</u>	\$27.20	\$34.00	(I)
4.4.15 <u>Portables</u>	\$1.67	\$2.09	(I)
4.4.16 <u>Discounted Calling Features</u>			
Discounted Additional Listing	\$0.94	\$1.18	(I)
Discounted Call Forwarding	\$2.51	\$3.14	
Discounted 3 Way Calling	\$1.76	\$2.20	
Discounted Speed Calling – 8	\$1.00	\$1.25	(I)

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**SECTION 4 – RATES AND CHARGES** (Cont'd)

**4.5 Custom Calling Features**

	<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
4.5.1 <u>Nonrecurring Charge</u>	\$10.76	\$13.45	(I)
4.5.2 <u>Recurring Charges:</u>			
Automatic Call Return/*69	\$3.71	\$4.63	(I)
Caller ID	\$9.83	\$12.29	
Call Forwarding	\$6.18	\$7.73	
Busy Line (Expanded)	\$6.18	\$7.73	
Busy Line (External)	\$3.00	\$3.74	
Busy Line (External) Don't Answer	\$6.74	\$8.49	
Busy Line (Overflow)	\$4.10	\$6.26	
Busy Line Don't Answer	\$6.18	\$7.73	
Call Forwarding Don't Answer	\$5.01	\$6.26	
Call Forwarding Don't Answer (Expanded)	\$4.95	\$6.18	
Call Forwarding Busy	\$3.71	\$4.62	
Call Forwarding/Don't Answer intraoffice	\$5.01	\$6.26	
Call Forwarding Service	\$5.01	\$6.26	
Call Transfer	\$7.43	\$9.28	
Call Waiting	\$9.65	\$12.07	
Call Waiting and Call Forwarding	\$13.97	\$17.46	
Call Waiting ID	\$5.91	\$7.39	(I)

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**SECTION 4 – RATES AND CHARGES** (Cont'd)

<b>4.5</b>	<b><u>Custom Calling Features</u></b> (Cont'd)	<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
4.5.2	<u>Recurring Charges</u> (Cont'd):			
	Custom Calling Feature Packages:			
	Three Pack Custom Calling Package	\$12.60	\$15.75	(I)
	Discounted Custom Calling Package	\$5.92	\$18.47	
	1-Call Forwarding Package	\$4.46	\$5.57	
	Line and Feature Package	\$71.02	\$88.78	
	Additional Line	\$53.11	\$66.39	
	Class 4 Package	\$42.49	\$53.12	
	Custom Ringing	\$6.18	\$7.73	
	Customized Call Management	\$3.71	\$4.63	
	Customized Call Management services			
	Call Forward	\$3.71	\$4.63	
	Customized Call Management services			
	Call Waiting	\$3.71	\$4.63	
	Customized Call Management service			
	Connection	\$7.43	\$9.28	
	Distinctive Ringing	\$2.51	\$3.14	
	Extension Mailbox	\$1.45	\$1.83	
	Memory Call Answering Service	\$18.19	\$22.75	
	Message Local Remote Call Forwarding	\$22.35	\$27.94	
	Priority Call	\$4.43	\$5.54	
	Remote Call Forwarding	\$27.15	\$33.95	
	Remote Access Call Forwarding	\$9.83	\$12.29	
	Security Screen	\$3.65	\$4.57	
	Scheduled Greeting	\$7.19	\$9.00	
	Speed Calling (8)	\$3.03	\$3.78	
	Speed Calling (30)	\$3.03	\$3.78	
	Three Way Calling	\$4.95	\$6.18	
	Voice Mail:			
	Voice Mail	\$1.20	\$1.51	
	Voice Mailbox	\$7.19	\$9.00	
	50 Additional Voice Messages	\$7.19	\$9.00	
	Voice Messaging & Visual Indicator	\$8.79	\$10.99	
	Voice Messaging System	\$8.79	\$10.99	(I)

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**SECTION 4 – RATES AND CHARGES** (Cont'd)

**4.6 Maintenance and Installation Charges**

	<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
4.6.1	<b><u>Maintenance Visit Charge</u></b>		
	Recurring charge, per hour	\$24.27	\$30.34 (I)
4.6.2	<b><u>Telephone Maintenance Plan</u></b>		
	Basic, monthly per line	\$3.45	\$4.31 (I)
4.6.3	<b><u>Inside Wire Insurance</u></b>		
	Customer Access Point Wire	\$0.45	\$0.57 (I)
4.6.4	<b><u>Inside Wire Maintenance</u></b>		
	Plan, monthly per line	\$8.73	\$10.91 (I)
4.6.5	<b><u>Installation</u></b>		
	Connect new or addl' exchange access lines	\$35.74	\$74.07 (I)
	Move, change or add service/equipment	\$20.24	\$25.54
	Record type change only	\$13.29	\$20.43 (I)
4.6.6	<b><u>Non-routine Installation</u></b>		
	Per installation	ICB	
4.6.7	<b><u>Central Office Exchange Access Line Charge</u></b>		
	Connect new/ addl' lines	\$17.84	\$27.47 (I)
	Change existing line	\$6.33	\$7.67 (I)
4.6.8	<b><u>Star-One Maintenance Plan</u></b>		
		\$8.37	\$10.47 (I)

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**SECTION 4 – RATES AND CHARGES** (Cont'd)

**4.6 Maintenance and Installation Charges** (Cont'd)

		<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
4.6.9	Hunting Group Add/Change Order	\$18.98 per group	\$18.98 per group	(I)
4.6.10	Suspend for Non-payment Restoral Order:	\$12.65 per line	\$12.65 per line	
4.6.11	Feature Add/Change Order:	\$12.65 per order	\$12.65 per order	
4.6.12	Remote Call Forwarding Add/Change Order:	\$12.65 per path	\$12.65 per path	
4.6.13	Listed/Unlisted Designation Add/Change Order:	\$6.33 per order	\$6.33 per order	(I)
4.6.14	Inside Wire or other Installation Orders:	ICB	ICB	

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**SECTION 4 – RATES AND CHARGES** (Cont'd)**4.7 Miscellaneous Service Charges**

		<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
4.7.1	<u>Reconnection</u>			
	Non-recurring charge, per line	\$10.86	\$13.56	(I)
4.7.2	<u>IntraLATA Toll Presubscription</u>			
	Per change: (after initial selection)	\$6.33	\$6.33	(I)
4.7.3	<u>Telephone Number Change</u>			
	Per change:	\$25.54	\$31.87	(I)
4.7.4	<u>Bad Check Charge</u>			
	Per returned check:	\$31.63	\$31.63	(I)
4.7.5	<u>Missed Appointment Charge</u>			
	Per line:	\$126.50	\$158.13	(I)
4.7.6	<u>FCC Service Provides Number Change</u>			
	Per line	\$4.90	\$6.13	(I)
4.7.7	<u>Presubscription Recovery</u>			
	Per line	\$1.67	\$2.09	(I)
4.7.8	<u>Enterprise Automatic Reversal of Toll Charge Service</u>			
	Per line	\$7.77	\$9.71	(I)

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**SECTION 4 – RATES AND CHARGES** (Cont'd)

<b>4.7</b>	<b><u>Miscellaneous Service Charges</u></b> (Cont'd)	<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
4.7.9	<u>FCC Subscriber Line Charge</u>			
	Monthly fee	\$8.86	\$11.07	(I)
4.7.10	<u>Universal Service Fee</u>			
	Monthly fee	\$0.26	\$0.33	(I)
4.7.11	<u>End User Port Cost Recovery</u>			
	Monthly fee	\$3.54	\$4.43	(I)
4.7.12	<u>Exchange Network Services</u>	\$0.77	\$0.96	(I)
4.7.13	<u>Voice Circuit - Basic 2 Wire</u>	\$8.61	\$10.77	(I)
<b>4.8</b>	<b><u>Equipment</u></b>			
4.8.1	<u>Jack/s</u>	\$7.59	\$9.49	(I)
4.8.2	<u>Jack – 2 Wire Modular Baser</u>	\$7.59	\$9.49	(I)
4.8.3	<u>Common Equipment</u>	\$24.11	\$30.15	(I)
4.8.4	<u>Continuous Property Loop Chg – 2 Wire</u>	\$5.65	\$7.07	(I)
4.8.5	<u>Pair House and Riser Cable</u>	\$3.87	\$4.84	(I)
4.8.6	<u>Volume Control Handset</u>	\$1.11	\$1.40	(I)

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## LOCAL CALLING AREAS

### 5.1 Service Areas and Rate Groups

The Company's exchange areas and local calling areas are identical to those defined in the tariffs of the incumbent local exchange company serving each exchange area. To that end, the Company provides service in the exchange areas served by the following local exchange companies and concurs in their filed exchange areas, exchange rate classification criteria and exchange maps:

Verizon

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**SECTION 2 - - PROMOTIONAL, SPECIAL SERVICES AND TELECOMPETITIVE SERVICE OFFERINGS**

**6.1 General Description**

From time to time, Company shall tariff rates or select tariffed rates, the purpose of and/or design for which is to retain Company's competitive position by offering rates which are necessitated by competing offers received by or available to existing or potential customers, which, if not matched or bettered, would result in the loss of an existing or potential customer and/or in the reduction of traffic volume of the customer. Company either shall require customer confirmation of the competitive offer in writing or shall confirm the availability of a more favorable competitive rate from published tariffs, marketing materials, or other public sources to establish a customer's right to obtain a Promotional, Special Service and/or Telecompetitive Service offering.

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**SECTION 6 PROMOTIONAL, SPECIAL SERVICES AND TELECOMPETITIVE SERVICE OFFERINGS (CONT'D)**

**6.2 Customer Loyalty Plan**

Customers who qualify as either a "save" or a "winback" and who meet the eligibility requirements set forth herein will receive a credit on either their 4<sup>th</sup>, 6<sup>th</sup> or 9<sup>th</sup> invoice as selected by Customer upon service initiation and as provided following.

6.2.1 For each three, five or eight invoices (for credit months 4, 6 and 9, respectively) of consecutive uninterrupted service, a credit shall be calculated equal to the lower of either (i) the average of the Customer's monthly charges excluding fees, taxes, surcharges, assessments, and similar charges ("eligible charges"), for the preceding consecutive eight-month period; or (ii) a credit which equals the eligible charges on the invoice in which the credit is applied.

6.2.2 To be eligible for the 4<sup>th</sup>, 6<sup>th</sup> or 9<sup>th</sup> invoice free bonus, each Customer must:

6.2.2.A have initiated service;

6.2.2.B have no record of nonpayment in any of the preceding consecutive twelve-month period of service;

6.2.2.C have received eight consecutive and uninterrupted invoices over the preceding eight-month period;

6.2.2.D have selected the 9<sup>th</sup> invoice free bonus incentive prior to the first day in the period of service covered by Customer's ninth invoice; and

6.2.2.E pay all charges rendered in Customer's ninth invoice in excess of the amount of the applicable credit as calculated preceding.

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