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This Price List contains the description, regulations and rates for the furnishing of facilities-based and resold local exchange telecommunications services provided by NOS Communications, Inc. throughout the State of Washington. The Company's principal offices are located at: 4380 Boulder Highway, Las Vegas, Nevada 89121. This Price List is on file with the Washington Utilities and Transportation Commission ("WUTC"), and copies may be inspected, during normal business hours, at the Company's principal place of business in Las Vegas, Nevada.

The Definitions (Section 1) and Rules and Regulations (Section 3) are identical to the Definitions and Rules and Regulations provided by the Commission except as follows:

Definitions (Section 1): Additional definitions have been added: Advance Payment, Business Day, Busy Hour, Call, Calling Station, Called Station, Carrier, Company, Disconnect, Holiday, Incomplete, Message, Network, Non-Business Day, Normal Business Hours, Premises, Rate, State, Terminal Equipment, User or End User.

Rules and Regulations (Section 3): The following sections have been added: 2.2 (Timing of Calls), 2.3 (Start of Billing); the WUTC provisions under 3.5 (Payment and Billing) have been replaced with new provisions; 3.6 (Limitations of Service); 3.7 (Limitations of Liability); 3.8 (Responsibilities of the Customer).

This Price List No. 9 cancels and replaces in its entirety the NOS Communications, Inc. Price List No. 5, which contained an issued date of August 3, 2001, and an effective date of August 13, 2001, approved by the Commission along with NOS's petition for an amendment to its registration to include local exchange services in Docket UT-911282.

### EXPLANATION OF SYMBOLS

(C) - To signify changed conditions or regulation.

(D) - To signify discontinued rate, regulation or condition.

(I) - To signify increase.

(K) - To signify that material has been transferred to another sheet or place in the Price List.

(M) - To signify that material has been transferred from another sheet or place in the Price List.

(N) - To signify new rate, regulation, condition or sheet.

(O) - To signify no change.\*

(R) - To signify reduction.

(T) - To signify a change in text for clarification.

\*The use of the symbol "O" shall be discretionary unless its use in the interest of clarity is evident or specifically requested by the Commission.

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**SECTION 1. DEFINITIONS**

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

**Authorized User:** An end user authorized by the Customer to use the service.

**Business Day:** The period of time from 9:00 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.

**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 services.

**Collect Call:** A billing arrangement where a call is billed to the called station.

**Commission:** The Washington Utilities and Transportation Commission ("WUTC").

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

**Customer:** The person, firm, corporation or other entity which orders or uses service and, has agreed by signature or otherwise to honor the terms of the service herein, and is responsible for the payment of rates and charges for service to call Customer locations and for compliance with Price List regulations.

**Disconnect:** To render inoperable or to disable circuitry thus preventing outgoing and incoming toll communications service.

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

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

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**SECTION 1. DEFINITIONS (Cont'd)**

**Measured Service:** The provision of intrastate long distance measured time communications telephone service to customers who access the carrier's service at its switching and call processing equipment by means of access facilities obtained from a local exchange common carrier. Carrier is responsible for arranging for the access lines.

**Message:** A completed telephone Call by a Customer or User.

**Network:** Any Carrier's Network, unless otherwise specified; the equipment that carries the Call.

**Non-Business Day:** The period of time from 4:01 p.m. to 8:59 a.m., Monday through Friday, and all day Saturday and Sunday, as measured by local time at the location from which the Call is originated.

**Normal Business Hours:** The hours of 9:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

**Operator Station:** A call that is completed with the assistance of an operator and billed to the calling party.

**Person-to-Person:** A call for which the person originating the call specifies to the operator a particular person, department or extension that is to be reached. Person-to-Person charges only apply when the call is completed to the requested party or when the calling party agreed to talk to another person.

**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.

**State:** Washington.

**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 telecommunications system.

**Third Party Billing:** Service option that allows a call to be billed to an account different from that of the calling or called party.

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

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES**
**2.1 GENERAL SERVICE INFORMATION**

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

Local Exchange Services	Transfer Arrangement
--Standard Access Line	Directory Assistance/Directory Assistance Call Completion
--Local Residential Line	Directory Listings
--Local Business Line	Local Number Portability
--Extended and Expanded Area Calling Services	Personalized Telephone Number
--Private Branch Exchange	Alarm Signal Transport Service
--Direct Inward Dialing Service	Custom Calling Features
--Centrex Services	Centrex Flex System Single Line
--Hunting Service	CNS/Digital (ISDN)CNS Services
--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	Promotional Service Offerings
911 Emergency Services	Local Exchange Service Offerings
Miscellaneous Local Features	
Busy Line Verification and Interrupt Service	
Call Blocking Features/Restricted Calling Features	
Calling Card Services	
Touch Dial Calling	

**(a) Customer Calling Plans**

- (i) NOS Local Customers in service after November 30, 2002 shall receive services pursuant to Rate Plan A as set forth in Sections 2.18 and 2.19, infra.
- (ii) 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 Sections 2.18 and 2.19, infra.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.2 LOCAL EXCHANGE SERVICES****(a) 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:

- 1) place or receive calls to any station in the local calling area, as defined herein;
- 2) access enhanced 911 Emergency Service where available;
- 3) access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- 4) access Operator Services;
- 5) access Directory Assistance;
- 6) place or receive calls to 800 numbers;
- 7) 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.

**(i) 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 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.2 LOCAL EXCHANGE SERVICES (Cont'd)****(b) Local Calling Services****(i) 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.

**(ii) 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.

**(iii) 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 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.2 LOCAL EXCHANGE SERVICES (Cont'd)****(b) Local Calling Services (Cont'd)****(iv) 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.

**(v) 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 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.2 LOCAL EXCHANGE SERVICES (Cont'd)****(b) Local Calling Services (Cont'd)****(vi) 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.

**1) Centrex 21 Analog Station Line**

An Analog Station Line is a 2 wire analog line connected from an end users location to the Centrex common block in the Qwest wire center.

**2) 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 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.2 LOCAL EXCHANGE SERVICES (Cont'd)****(b) Local Calling Services (Cont'd)****3) CNS/DIGITAL (ISDN) CNS SERVICE**

- a. CNS Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. The service may be analog or digital. Digital (ISDN) CNS is based on Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and features. A CNS system may not be provided for stand-alone service only; access to the Company's exchange network must be provided.
- b. CNS Service is offered from this tariff in increments intended to meet end user capacity. Rates listed in the Prices and Charges Section of this tariff are applicable for CNS Service based on the individual end user customer's configuration.

**4) CNS CUSTOM PACKAGE**

CNS Custom Package is a non-engineered CNS -based service, which upon prepositioning of the switch, does not require operations to provision at the time of the customer order and does not require the customer to use the "dial 9" access code to place calls. CNS Custom Package is classified as a business service, and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately. CNS Custom Package is a customized package for small business with a minimum of 2 lines, and may not exceed a maximum of 30 lines.<sup>1</sup> CNS Custom Package provides an enhanced dial tone from the Central office to the customer's premises along with an attractive menu of basic services.

CNS Custom Package is available only under the Premium Calling Service option.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.2 LOCAL EXCHANGE SERVICES (Cont'd)****(b) Local Calling Services (Cont'd)**

CNS Custom Package is furnished from compatible digital type switching equipment located on the Company premises and includes the facilities necessary for intercommunication between CNS lines within the customer's system.

CNS Custom Package Service includes local exchange service (no dial "9" required), direct inward-dialing to CNS lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Company, touch-tone calling service, and intercept to the main listed number.

No other CNS features or classes of service can be mixed with CNS Custom Package Service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meet the communications needs of the business as well as choosing features from within the offered CNS Custom Package package for each line or hunt group.

CNS Custom Package is available only where technically feasible.

**5) CENTREX System Single Line**

CENTREX System Single Line (CS-SL) service provides optional Custom Calling Services features to residence exchange access lines in the category of residence flat and basic measured.

The CS-SL offering will provide a package of features on a single central office line. The billing record of toll calls on lines using CS-SL service will not be affected by the application of the features of this service.

**6) Discontinued Centrex Family Feature Package**

Allows a customer to combine touchtone lines into a single communications system. Includes Call Hold, Transfer, Intercom and 3-Way Calling.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.2 LOCAL EXCHANGE SERVICES (Cont'd)****(b) Local Calling Services (Cont'd)****(vii) 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.

**1) Line Hunt**

Line Hunt is used by a customer with more than one line in order to route an incoming call to an available (non-busy) line. If a line is busy this service will hunt for an idle line in order to complete the call. Line Hunt must be on each line arranged in a hunting group.

**2) Series completion Hunting**

Series Hunting is a form of line hunting where a call is routed to an idle telephone number in a prearranged group when the called telephone number is busy.

**3) Stop Hunting Arrangement**

Central office arrangements allowing hunt groups to busy out and/or stop hunting. One half of a low speed data circuit is also required.

**(viii) 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.

**(ix) Outside of Local Calling Area Line Charge**

Charge for a line provided to Customer in an exchange area with a telephone from a different exchange area.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.2 LOCAL EXCHANGE SERVICES (Cont'd)****(b) Local Calling Services (Cont'd)****(x) Stand-By-Line Service**

Stand-By-Line Service is an additional business line service which allows business customers to expand access to their business and expand the capacity to make outgoing calls on an as needed basis. This service is designed for customers that experience periodic peaks and valleys in calling volumes to and from their business.

**(c) Local Calling Plans****(i) Local Package – Standard Plan**

The Local Package – Standard Option provides the flexibility and freedom of unlimited local calling, unlimited local directory assistance, and a choice of up to three calling features.

**(ii) Single Line Measured with Basic Calling Plan**

Basic Calling Service consists of basic access to the network coupled with measured usage rates for outgoing local calls (home exchange and interexchange non-toll) An excise tax of \$13 per month is applied in addition to the rates for all network access lines to fund the Washington Telephone Assistance Program.

**(iii) Customized Toll and Message Option Plan**

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

**(iv) Lifeline Flat Rate**

Service restricted to low income residential customers that provides a full waiver of the monthly federal subscriber line charge plus a reduction of \$1.75 in the monthly Service Line rate (which is offset by a Federal intrastate contribution) for flat rate Lifeline customers.

**(v) Single Line Usage Plan – Community Calling Plan**

Provides seven-digit measured one-way calling into the designated area on a usage charge basis with flat-rate charges applying for two-way Local Exchange and applicable EAS services.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.2 LOCAL EXCHANGE SERVICES (Cont'd)****(c) Local Calling Plans (Cont'd)****(vi) 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.

**(vii) 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

**(viii) 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 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.3 CHANNEL SERVICES****(a) General Description**

Channel Service consists of two-point or multi-point communications service offerings usually dedicated solely to the use of a particular Customer. Channels are electrical path utilized for transmitting signals, voice, or data communications. Channels are derived in such a manner as the Company may elect and are suitable for the purposes for which they are furnished. While it is contemplated that the Customer may provide the terminal apparatus and wiring (exclusive of the equipment necessary to derive and terminate the channel which is provided by the Company), at the request of the Customer and provided that request is reasonable, termination equipment will be provided by the Company subject to the rates and regulations set forth herein.

Facilities, consisting of channels, termination and arrangements are classified by Series and further classified within each Series by Type. The various Series and Types are described in terms of characteristics and use.

**(b) Channel Performance**

Uses with all services other than PBX for loop type (closed end) signaling. Defines the technical characteristics required to provide the desired level of transmission performance. Signaling denotes the process of passing information, supervising, and controlling a call connection.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.4 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:

- (a) Collect Calls - Calls where the called person agrees to pay for the call. Company offers two types of collect calls.
- (b) 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.
- (c) 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.
- (d) 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 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.5 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.

**(a) Select Call Service**

This service provides customers with an interstate toll option plan.

**(b) Restriction – Operator Screening**

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

**(c) Toll Free Service**

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

**2.6 911 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 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.7 MISCELLANEOUS LOCAL FEATURES****(a) 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.

**(i) Selective Class of Call Screening Service (SCCS):**

SCCS service provides toll access screening options which allow a customer to restrict the classes of chargeable calls originating over some or all of their lines.

SCCS service enables a customer, by means of Company operator identification, to provide toll access but restrict (0/0+) outgoing toll calls to only those calls which are charged to the called telephone (collect), a third number and/or calling card.

**(ii) 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.

**(iii) Selective Call Rejection:**

Selective 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. All 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 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.7 MISCELLANEOUS LOCAL FEATURES (Cont'd)****(b) 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.

**(c) 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.

**(d) Transfer Arrangement**

This Arrangement consists of a relay located in a central office which is activated via a separately provided intraoffice channel and premises-located key. This arrangement permits the customer to temporarily disconnect a circuit at one location and transfer service to that circuit to a secondary location.

**(e) 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.

**(f) 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.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.7 MISCELLANEOUS LOCAL FEATURES (Cont'd)****(g) 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.

**(h) Alarm Signal Transport Service**

The Alarm Signal Transport Services (ASTS) provides a service that allows for the monitoring of a change in the status of an alarm or other type of warning sensors provided by a participating alarm company and located on the premises of an exchange access line customer. The exchange access line customers to which alarm companies sell the ASTS are referred to as patrons of the alarm companies.

The Company will provide a scanning device in the central office which checks for the presence of tone on the exchange access line. When an absence of tone is detected, the scanning device will interrogate reporting equipment on the premises of the alarm company patron for the status of the patron's alarm sensors. The reporting equipment will generate an identification number and status report which will be routed to the alarm company.

**(i) Select Call Routing Services**

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

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.8 CUSTOM CALLING FEATURES****(a) 6 Way Conferencing:**

Allows a customer to establish a conference call with up to six conferees, including the originator. Conferees may be inside or outside the system.

**(b) Anonymous Call Rejection:**

Allows a called party to block the display of their number and name on outgoing Calls on a per-Call basis for a fee.

**(c) 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.

**(d) 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.

**(e) 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.

**(f) Call Forwarding – Speed:**

This is a two feature package that includes Call Forwarding and Speed Dial.

**(g) Call Forwarding – Three:**

This is a three feature package that includes Call Forwarding, Call Waiting and Speed Dial.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.8 CUSTOM CALLING FEATURES (Cont'd)****(h) Call Forwarding Variable:**

Permits the end-user to automatically forward (transfer) all incoming calls to an end-user designated telephone number, and permits the end-user to restore incoming calls to non Call Forwarding operation. The Customer is charged for the call between the original terminating number and the number to which it is remotely call forwarded. The Customer must subscribe to adequate facilities to permit the use of the service without impairment, disruption or deterioration of the quality of other telephone services.

**(i) Call Forwarding/Waiting/Three Way:**

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

**(j) 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.

**(k) Caller ID with Name:**

This feature provides the originating telephone number and also the name associated with the line. The information is displayed on a Customer provided display device attached to the Customer's telephone line.

**(l) Call Return:**

Enables a Customer to automatically return the last incoming Call.

**(m) Call Trace:**

Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage base only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company. The customer using Call Trace is required to contact the Company for further action and will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.8 CUSTOM CALLING FEATURES (Cont'd)****(n) 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).

**(o) Cancel Call Waiting:**

Allows the User, on a per-Call basis, to cancel the Call Waiting function by dialing \*70 before making a call.

**(p) 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.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.8 CUSTOM CALLING FEATURES (Cont'd)****(q) Custom Calling Features Packages:****(i) Custom Choice Package**

This package allows customers to select as many features as they want from a broad range of custom calling features. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.

**(ii) Popular Choice Package**

This package is available for 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 custom calling features.

**(iii) Business Plus Package**

This package is available for business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to the following standard features:

- Call Forwarding-Variable
- Call Transfer/Three-Way Calling

**(r) 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.

**(s) Enhanced Call Forwarding:**

This feature allows the customer to be able to forward their calls from any touch call phone via a toll-free number. They will be able to forward to any dialable pager, mobile phone, work phone, or home phone.



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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.8 CUSTOM CALLING FEATURES (Cont'd)****(t) 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.

**(u) Message Waiting Indication Audible/Visual**

Message Waiting Indication – Audible/Visual is a feature whereby a subscriber will hear an audible interrupted tone when lifting the telephone receiver and see a visual alerting signal giving an indication of a message waiting. The signal will be initiated by the subscriber's Message Delivery Service provider, or other provider source capable of initiating the signal., over the subscriber's telephone line. The subscriber may call the provider for their message or ignore the signal and place a call. The tone and visual signal will continue until the message has been retrieved. The provider or subscriber must provide the visual device.

**(v) 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.

**(w) Remote Call Forwarding/Remote Line Service:**

An automatic reverse charge exchange service which provides for a Customer to arrange that Customers in the same or a different exchange may call him/her without paying the toll charge between a specified exchange and the Customer's location or asking the operator to assist with or complete the call.

**(x) Remote Call Forwarding – Additional Lines:**

An end user who chooses to have a remote call forwarded line may choose to have additional paths, enabling the end user to receive multiple calls simultaneously to the same remote call forwarding number.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.8 CUSTOM CALLING FEATURES (Cont'd)****(y) 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.

**(z) Selective Call Forwarding:**

Allows a customer to specify a special list of a maximum of fifteen telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

**(aa) 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.

Callers placing a call from a private or blocked telephone number to a SECURITY SCREEN customer will hear a series of prompts asking them to unblock their line or enter a telephone number for delivery to the called party. Callers placing a call from an unidentified number will be asked to enter a telephone number for identification purposes. The SECURITY SCREEN customer will hear a distinctive ring if the calling party input the data passed unless they subscribe to Custom Ringing Service.

**(bb) 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.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.8 CUSTOM CALLING FEATURES (Cont'd)****(cc) 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.

**(dd) 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.

**(ee) Voice Mail Service (Residential):**

Voice Mail Service is available 24 hours, seven days a week. Unlike answering machines, it answers the phone while the end user is away or on the phone, and even during power outages. Message Review – Allows an end user to act on a message once it has been reviewed. End Users are provided with simple system prompts to assist them with message retrieval and processing. The message may be saved for future reference or erased. Time/Date Stamp – Each message is stamped with a time and date of the message's arrival. To retrieve messages, users may call the Voice Mail Access number from any touchtone telephone at any time. If the end user retrieves messages away from their home phone number, the system will ask them to key in their telephone number as well as their password.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.9 MAINTENANCE AND INSTALLATION CHARGES****(a) 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.

**(b) 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.

**(c) 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.

**(d) 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.

**(e) 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.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.9 MAINTENANCE AND INSTALLATION CHARGES (Cont'd)****(f) 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.

**(g) Line Extension Charges****(i) Line Extension to premises/locations where the company has not previously extended facilities.**

Line extension charges will apply to premises/locations outside the BRA in connection with all classes, types and grades of service when established by means of an extension to the Company's plant facilities consisting of buried wire or pole construction and including extensions by means of poles to be owned by the Company jointly with others, and by means of contacts or contact space on poles of others. Measurement of the line extension shall be made from the end of the Company's facilities along the proposed route to the premises to be served. All line extensions are owned and maintained by the Company.

**(ii) Line extension charges to premises/locations where the company has previously extended facilities.**

When an applicant or subscriber requests additional service and the existing facilities or service wires from the property line to the premises/location to be served are at capacity, the applicant or subscriber is required to provide any additional support structure for placement of the new facilities when necessary or pay the company line extension charges from the designated point on the property line to the premises/location to be served.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.10 MISCELLANEOUS SERVICES CHARGES****(a) 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.

**(b) 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.

**(c) 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.

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.10 MISCELLANEOUS SERVICES CHARGES (Cont'd)****(d) 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.

**(e) 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.

**2.11 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.

**2.12 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 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.13 DESCRIPTION OF SERVICE**

- (a) The Company provides resold and facilities-based local exchange telecommunications services to Customers for the direct transmission of voice, data and other types of telecommunications.

**2.14 TIMING OF CALLS**

- (a) The Customer's monthly usage charges for service are based upon the total number of minutes the Customer uses and the service options to which the Customer subscribes. Chargeable time begins from the time the Customer connects to the Network.
- (b) No charges apply if a Call is not completed.
- (c) 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.
- (d) Where applicable, charges will be rounded up to the nearest penny.
- (e) Usage begins from the time the Customer connects to the Network. A Call is terminated when the calling or called party hangs up. The Company utilizes software answer supervision, which permits up to 60 seconds of ringing before the Call becomes billed usage. Where answer supervision is not available, any Call for which the duration exceeds 60 seconds shall be presumed to have been answered and becomes billed usage.
- (f) The Company will not knowingly charge for Incomplete 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 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.



**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.15 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 Company.

2.16 LOCATION OF SERVICE

The Company provides local exchange services throughout the State of Washington, in the local calling areas served by Qwest and Verizon Northwest

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.17 PRICES AND CHARGES – VERIZON TERRITORY

Description	Rate		
<b><u>Local Exchange Service Offerings</u></b>			
	<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
(a) <u>Standard Access Line</u>			
Off-Premise Extension	\$7.56	\$9.44	(I)
(b) <u>Local Residential Service</u>			
<i>Flat Rate Service</i> , per line, per month	\$37.19	\$46.49	(I)
Additional Line, per month	\$37.19	\$46.49	
<i>Measured Rate Service</i> per line, per month:	\$8.97	\$11.21	
Additional Line, per month	\$8.97	\$11.21	(I)
(c) <u>Local Business Line Service</u>			
<i>Flat Rate Service</i> , per line, per month	\$37.19	\$46.49	(I)
<i>Measured Rate Service:</i>			
Monthly recurring charge, per line:	\$44.72	\$54.32	(I)
(d) <u>Private Branch Exchange (PBX)</u>			
Trunk	\$44.72	\$54.32	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.17 PRICES AND CHARGES – VERIZON TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Local Exchange Service Offerings (Cont'd)</u></b>			
(e) <u>Centrex Services</u>			
Centrex Flex System			
Single Line	\$6.25	\$7.82	(I)
CNS/Digital (150N)			
Network Access Register, Each			
2-4 lines	\$37.55	\$46.95	
Network Access Register, Each			
5+ lines	\$21.30	\$26.62	
Digital (ISDN) CNS Service Line	\$17.04	\$21.31	
CNS Caller ID	\$8.77	\$10.96	
CNS Unlimited Common Block Feature	\$2.51	\$3.14	
CNS Custom Package			
Custom Package Interstate Access	\$11.53	\$14.41	
Centrex Custom Package Basic Service	\$47.58	\$59.47	
Custom Package Caller ID – Name and Number	\$8.77	\$10.96	
Custom Package Line – 2 year term	\$54.79	\$43.84	(I)
(f) <u>Hunting Service</u>			
<u>Line Hunt, per line arranged</u>	\$1.88	\$2.35	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**2.17 PRICES AND CHARGES – VERIZON TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Local Exchange Service Offerings</u></b> (Cont'd)			
(g) <u>Foreign Exchange Service</u>			
One Party Connection	\$7.98	\$9.97	(I)
Intra Company Service	\$16.10	\$20.13	
One Party per ½ Mile	\$7.26	\$9.09	
Multiline	\$43.45	\$54.32	
Single Line	\$16.12	\$20.15	
Single Line Flat Intracompany	\$37.19	\$46.49	(I)
(h) <u>Local Calling Plans</u>			
(i) <u>Local Package – Standard Option</u>			
Per monthly charge	\$30.93	\$38.65	(I)
(ii) <u>Single Line Measured</u>			
with Basic Calling Plan	\$22.17	\$27.71	
(iii) <u>Customized Toll and Message</u>			
Per monthly charge	\$37.19	\$46.49	
(iv) <u>Single Line Usage Plan</u>			
Community Calling Plan	\$23.41	\$29.26	
(v) <u>Loyalty Reward Program I</u>			
	\$12.65	\$25.30	
(vi) <u>Loyalty Rewards Program II</u>			
	\$12.65	\$25.30	
(vii) <u>Loyalty Rewards Program III</u>			
	\$37.95	\$50.60	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.17 PRICES AND CHARGES – VERIZON TERRITORY (Cont'd)

(i) **Residential Unlimited Calling Program**

This service is for use by residential customers who select 011 Communications or International Plus service. Customers who subscribe to this voice service must select and designate NOS Communications, Inc. as its Local Exchange Carrier (LEC), and NOS Communications, Inc. d.b.a. 011 Communications or International Plus as its Interexchange Carrier (IXC) for interstate, International and intrastate calling, and as its intraLATA toll provider for intraLATA toll calling. Concurrent with enrollment in this plan, customers must also enroll in any companion unlimited traffic plans for all domestic traffic.

A monthly recurring charge will apply to this service as outlined below. This charge is identical to and shall not be in addition to the monthly recurring charge as outlined in any tariffs or service guides as applicable to companion Federal Service or to companion State Residential Unlimited Calling Program Services.

	<u>Plan A</u>	<u>Plan B</u>	
Monthly charge:	\$63.24	\$63.24	(I)

The following is included in the monthly recurring charge: Unlimited domestic state-to-state (Interstate) long distance, unlimited instate (Intrastate) long distance, and unlimited local toll calls, directly dialed from home; Basic line charges and features, and voicemail.

The following are not included in the monthly recurring charge: toll-free calling, international calling, calling card calls, cellular telephone platform calls, remote call forwarding, off premise extensions, WIRE-PRO, PBX, ISDN, Foreign Exchange Numbers, Local Number Portability, non-recurring charges, operator assistance, directory assistance, directory listing options, taxes, surcharges, per use charges and custom calling features. Customers will be charged at the rates contained within the Mobile Progressive Calling plan for international calls, or at the appropriate basic rate for all services not included within the monthly recurring charge.

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.17 PRICES AND CHARGES – VERIZON TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Miscellaneous Local Services</u></b>			
(a) <u>Operator Services</u>			
Per Call	\$2.53	\$3.17	(I)
(b) <u>Message Telecommunications Service/Toll Services</u>			
Toll Free Service			
Operator Toll Restriction	\$4.21	\$5.26	(I)
(c) <u>911 Emergency Services</u>			
<p>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.</p>			
(d) <u>Directory Listings</u>			
Directory Listing, per month	\$0.68	\$0.86	(I)
Per Additional Listing, per month	\$0.69	\$0.87	
Per Additional Business Listing, per month			
Main Listing	\$0.68	\$0.86	
Non-listed, per month	\$0.68	\$0.86	
Non-Published, per month			
Line of Information, per month			
Foreign Directory Listing	\$7.98	\$9.97	(I)
(e) <u>Local Number Portability</u>			
Service Charge, per month, per line: Per PBX trunk:	\$45.01	\$56.27	(I)
(f) <u>Call Blocking Features/Restricted Calling Features</u>			
Call Restriction	\$7.73	\$6.18	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.17 PRICES AND CHARGES – VERIZON TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Custom Calling Features</u></b>			
(a) <u>Recurring Charges:</u>			
Anonymous Call Rejection	\$0.18	\$0.23	(I)
Call Forwarding/Waiting/3-Way	\$9.85	\$12.31	
Call Forwarding Busy No Answer	\$5.41	\$4.32	
Call Forwarding No Answer	\$4.14	\$5.17	
Call Forwarding – Speed	\$4.14	\$5.17	
Call Forwarding – Three	\$4.14	\$5.17	
Call Forwarding Variable	\$4.14	\$5.17	
Call Return	\$7.50	\$9.37	
Call Trace	\$4.14	\$5.17	
Call Waiting ID	\$0.50	\$0.62	
Cancel Call Waiting	\$4.03	\$5.04	
Class Call Block (Business)	\$2.22	\$2.78	
Class Call Block (Residential)	\$2.22	\$2.78	
Distinctive Ringing	\$7.43	\$9.28	
Enhanced Call forwarding	\$15.66	\$19.58	
Priority Call	\$2.22	\$2.78	
Remote Call Forwarding – Addl. Line	\$20.04	\$25.05	
Speed Calling(8)	\$2.89	\$3.62	
Speed Calling (30)	\$2.89	\$3.62	
Three Way Calling	\$5.32	\$6.66	
Voice Mail (Residential)	\$6.90	\$8.61	
Voice Mail Service – Level 1	\$19.43	\$24.29	
Voice Mail Service – Level 2	\$9.68	\$12.09	
Voice Messaging – Basic Service	\$15.26	\$19.07	
Voice Messaging – Customer Controlled	\$15.26	\$19.07	
Voice Messaging – Enhanced (50 message capacity)	\$15.26	\$19.07	
Voice Messaging – No Extension Mailbox	\$15.26	\$19.07	
Voice Messaging – Pager notification	\$15.26	\$19.07	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**2.17 PRICES AND CHARGES – VERIZON TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Maintenance and Installation Charges</u></b>			
(a) <u>Maintenance Visit Charge</u>			
Recurring charge, per hour	\$24.27	\$30.34	(I)
(b) <u>Telephone Maintenance Plan</u>			
Basic, monthly per line	\$3.45	\$4.31	(I)
(c) <u>Inside Wire Insurance</u>			
Customer Access Point Wire	\$0.45	\$0.57	(I)
(d) <u>Inside Wire Maintenance</u>			
Each	\$8.32	\$10.38	(I)
Plan, monthly per line	\$6.99	\$8.73	(I)
(e) <u>Installation</u>			
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)
(f) <u>Non-routine Installation</u>			
Per installation	ICB		
(g) <u>Central Office Exchange Access Line Charge</u>			
Connect new/addl' lines	\$17.84	\$27.47	(I)
Change existing line	\$6.33	\$7.67	(I)
(h) <u>Reconnection</u>			
Non-recurring charge, per line	\$10.86	\$13.56	(I)
(i) <u>IntraLATA Toll Presubscription</u>			
Per change: <i>(after initial selection)</i>	\$6.33	\$6.33	(I)



**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**2.17 PRICES AND CHARGES – VERIZON TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Maintenance and Installation Charges</u></b> (Cont'd)			
(j) <u>Telephone Number Change</u>			
Per change:	\$25.54	\$31.87	(I)
(k) <u>Account Transfer Charge</u>			
Per change:	\$61.34	\$76.70	(I)
(l) <u>Bad Check Charge</u>			
Per returned check:	\$31.63	\$31.63	(I)
(m) <u>Missed Appointment Charge</u>			
Per line:	\$126.50	\$158.13	(I)
(n) <u>FCC Subscriber Line Charge</u>			
Monthly fee	\$13.97	\$17.46	(I)
(o) <u>Universal Service Fee</u>			
Monthly fee	\$0.26	\$0.33	(I)
(p) <u>End User Port Cost Recovery</u>			
Monthly fee	\$3.54	\$4.43	(I)
(q) <u>Exchange Network Services</u>			
Monthly fee	\$0.77	\$0.96	(I)
(r) <u>Voice Circuit - Basic 2 Wire</u>			
Monthly fee	\$8.61	\$10.77	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.17 PRICES AND CHARGES – VERIZON TERRITORY (Cont'd)

		<u>Plan A</u>	<u>Plan B</u>	
<b><u>Maintenance and Installation Charges (Cont'd)</u></b>				
(s)	<u>Interstate Access Charges</u>			
	Interaccess Charge ISDN BRI			
	Monthly fee	\$9.76	\$12.20	(I)
	Interaccess Charge Line Port			
	Monthly fee	\$1.75	\$2.19	
	Interaccess Charge PBX			
	Monthly fee	\$11.64	\$14.55	
	Interaccess Charge Multiline			
	Monthly fee	\$12.82	\$16.02	(I)
(t)	Hunting Group Add/Change Order	\$18.98 per group	\$18.98 per group	(I)
(u)	Suspend for Non-payment Restoral Order:	\$12.65 per line	\$12.65 per line	(I)
(v)	Feature Add/Change Order:	\$12.65 per order	\$12.65 per order	(I)
(w)	Remote Call Forwarding Add/Change Order:	\$12.65 per path	\$12.65 per path	(I)
(x)	Listed/Unlisted Designation Add/Change Order:	\$6.33 per order	\$6.33 per order	(I)
(y)	Inside Wire or other Installation Orders:	ICB	ICB	

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.17 PRICES AND CHARGES – VERIZON TERRITORY (Cont'd)**

<b><u>Equipment</u></b>		<b><u>Plan A</u></b>	<b><u>Plan B</u></b>	
(a)	<u>Jack/s</u>	\$7.59	\$9.49	(I)
(b)	<u>Jack – 2 Wire Modular Baser</u>	\$7.59	\$9.49	(I)
(c)	<u>Common Equipment</u>	\$24.11	\$30.15	(I)
(d)	<u>Continuous Property Loop Chg – 2 Wire</u>	\$5.65	\$7.07	(I)
(e)	<u>Pair House and Riser Cable</u>	\$3.87	\$4.84	(I)
(f)	<u>Volume Control Handset</u>	\$1.11	\$1.40	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.18 PRICES AND CHARGES – QWEST TERRITORY

Description	Rate		
	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Local Exchange Service Offerings</u></b>			
(a) <u>Local Residential Service</u>			
<i>Flat Rate Service</i> , per line, per month	\$15.65	\$19.56	(I)
Additional Line, per month	\$15.65	\$19.56	
<i>Measured Rate Service</i> per line, per month:			
Additional Line, per month	\$11.20	\$13.99	(I)
Personal Unlimited (Grandfathered) Additional Line - Unlimited			
(b) <u>Local Business Line Service</u>			
<i>Flat Rate Service</i> , per line, per month	\$33.65	\$42.06	(I)
<i>Measured Rate Service:</i>			
Monthly recurring charge, per line:	\$23.28	\$29.10	(I)
(c) <u>Private Branch Exchange (PBX)</u>			
Two Way Trunk	\$33.65	\$42.06	(I)
Addl Two Way Trunk			

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Local Exchange Service Offerings (Cont'd)</u></b>			
(d) <u>Direct Inward Dial Service</u>			
DID Station:			
Direct Inward Dialing Ana	\$33.72	\$42.14	(I)
Direct Inward Dialing Num	\$0.19	\$0.24	
Direct inward Dialing Trunk Ter	\$41.29	\$51.61	(I)
(e) <u>Centrex Services</u>			
Centrex 21 Analog Station Line	\$58.74	\$73.43	(I)
Centrex Family	\$10.01	\$12.51	(I)
(f) <u>Hunting Service</u>			
End User Activated/			
Break Co. Line Hunt Arr-Cntl Ky	\$0.07	\$0.08	(I)
(i) <u>Series Completion Hunting</u>	\$0.07	\$0.08	
(ii) <u>Stop Hunting Agreement</u>	\$2.76	\$3.45	(I)
(g) <u>Foreign Exchange Service</u>			
Per monthly charge	\$33.65	\$42.06	(I)
Channel Termination	\$12.83	\$16.04	
Mileage	\$5.01	\$6.26	
Service Function	\$2.51	\$3.14	(I)
(h) <u>Outside of Local Calling area Line Charge</u>	\$10.27	\$12.84	(I)
(i) <u>Stand-By-Line Service</u>	\$17.52	\$21.90	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Local Exchange Service Offerings (Cont'd)</u></b>			
(j) <u>Local Calling Plans</u>			
(i) <u>LifeLine – Flat Rate Service</u>			
Per monthly charge	\$49.98	\$62.48	(I)
(ii) <u>Loyalty Rewards Program I</u>	\$12.65	\$25.30	
(iii) <u>Loyalty Rewards Program II</u>	\$12.65	\$25.30	
(iv) <u>Loyalty Rewards Program III</u>	\$37.95	\$50.60	(I)
<b><u>Channel Services</u></b>			
Interoffice Channel Mileage			
Channel Performance	\$13.40	\$16.75	(I)
<b><u>Operator Services</u></b>			
Per Call	\$2.53	\$3.17	(I)
<b><u>Message Telecommunications Service/Toll Services</u></b>			
Toll Free Service	\$6.25	\$7.82	(I)
Operator Toll Restriction	\$4.77	\$5.96	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)

(k) Residential Unlimited Calling Program

This service is for use by residential customers who select 011 Communications or International Plus service. Customers who subscribe to this voice service must select and designate NOS Communications, Inc. as its Local Exchange Carrier (LEC), and NOS Communications, Inc. d.b.a. 011 Communications or International Plus as its Interexchange Carrier (IXC) for interstate, International and intrastate calling, and as its intraLATA toll provider for intraLATA toll calling. Concurrent with enrollment in this plan, customers must also enroll in any companion unlimited traffic plans for all domestic traffic.

A monthly recurring charge will apply to this service as outlined below. This charge is identical to and shall not be in addition to the monthly recurring charge as outlined in any tariffs or service guides as applicable to companion Federal Service or to companion State Residential Unlimited Calling Program Services.

	<u>Plan A</u>	<u>Plan B</u>	
Monthly charge:	\$63.24	\$63.24	(I)

The following is included in the monthly recurring charge: Unlimited domestic state-to-state (Interstate) long distance, unlimited instate (Intrastate) long distance, and unlimited local toll calls, directly dialed from home; Basic line charges and features, and voicemail.

The following are not included in the monthly recurring charge: toll-free calling, international calling, calling card calls, cellular telephone platform calls, remote call forwarding, off premise extensions, WIRE-PRO, PBX, ISDN, Foreign Exchange Numbers, Local Number Portability, non-recurring charges, operator assistance, directory assistance, directory listing options, taxes, surcharges, per use charges and custom calling features. Customers will be charged at the rates contained within the Mobile Progressive Calling plan for international calls, or at the appropriate basic rate for all services not included within the monthly recurring charge.





**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Miscellaneous Local Feature Charges</u></b> (Cont'd)			
(e) <u>Business Market Expansion Line</u>			
Per month	\$20.01	\$25.03	(I)
(f) <u>Intrastate Market Expansion Line</u>			
Per month	\$20.01	\$25.03	(I)
(g) <u>Transfer Arrangement</u>			
Per month, per line	\$1.57	\$1.96	(I)
(h) <u>Directory Listings</u>			
Directory Listing, per month	\$1.46	\$1.84	(I)
Per Additional Listing, per month	\$1.46	\$1.84	
Foreign Directory Listing, per month			
Per Additional Listing, per month	\$2.72	\$3.40	
Main Listing			
Non-listed, per month	\$0.74	\$0.92	
Non-Published, per month	\$1.10	\$1.38	
Line of Information, per month	\$0.74	\$0.92	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Miscellaneous Local Feature Charges</u> (Cont'd)</b>			
(i) <u>Message Notification</u>			
Per month, per line	\$7.33	\$9.09	(I)
(j) <u>Local Number Portability</u>			
Service Charge, per month, per line:	\$4.90	\$6.13	(I)
(k) <u>Alarm Signal Transport Service</u>			
Per month, per line	\$9.37	\$11.72	(I)
(l) <u>Select Call Routing Service</u>			
Per month, per line	\$15.09	\$18.26	(I)
(m) <u>Discounted Calling Features</u>			
Discounted Additional Listing	\$0.64	\$0.80	(I)
Discounted Remote Access Call Forwarding	\$3.12	\$3.91	
Discounted Centrex Family Feature Package	\$8.77	\$10.96	
Discounted Continuous Redial	\$2.19	\$2.73	
Discounted Call Forwarding	\$1.87	\$2.34	
Discounted Foreign Listing	\$0.64	\$0.79	
Discounted 3 Way Calling	\$2.19	\$2.73	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Custom Calling Features</u></b>			
(a) <u>Recurring Charges:</u>			
6 Way Conferencing	\$6.25	\$7.82	(I)
Caller ID w/Name and Number	\$9.94	\$12.44	
Call Forwarding	\$3.12	\$3.91	
Call Forwarding Busy	\$3.12	\$3.91	
Call Forwarding No Answer	\$3.12	\$3.91	
Call Forwarding Variable	\$3.12	\$3.91	
Call Return	\$3.76	\$4.70	
Call Waiting	\$3.76	\$4.70	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Custom Calling Features</u></b> (Cont'd)			
(b) <u>Custom Calling Feature Packages</u>			
(i) <u>Custom Choice Package</u>			
Per monthly charge	\$41.22	\$51.52	(I)
(ii) <u>Popular Choice Package</u>			
Per monthly charge	\$43.74	\$54.66	
(iii) <u>Business Plus Package</u>			
Per monthly charge	\$38.69	\$48.37	
Extension Mailbox	\$10.20	\$12.75	
Message Waiting Indication Audible/Visual	\$0.31	\$0.39	
Priority Call	\$4.38	\$5.48	
Real Deal Call Waiting ID	\$18.71	\$23.39	
Remote Call Forwarding Addl. Line	\$7.44	\$9.30	
Remote Call Forwarding/Remote Line Service	\$7.44	\$9.30	
Selective Call Forwarding	\$4.38	\$5.48	
Scheduled Greeting	\$7.26	\$9.09	
Security Screen	\$3.70	\$4.62	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Custom Calling Features</u></b> (Cont'd)			
Speed Calling(8)	\$2.51	\$3.14	(I)
Speed Calling (30)	\$6.04	\$8.68	
Talking Call Waiting	\$3.70	\$4.62	
Three Way Call Transfer	\$7.51	\$9.39	
Three Way Calling	\$3.70	\$4.62	
Voice Mail:			
Voice Mail (Business)	\$22.01	\$27.51	
Voice Mail Service	\$18.71	\$23.39	
50 Additional Messages	\$7.26	\$9.09	(I)
 <b><u>Maintenance and Installation Charges</u></b>			
(a) <u>Maintenance Visit Charge</u>			
Recurring charge, per hour	\$24.27	\$30.34	(I)
(b) <u>Telephone Maintenance Plan</u>			
Basic, monthly per line	\$3.45	\$4.31	(I)
(c) <u>Inside Wire Insurance</u>			
Customer Access Point Wire	\$0.45	\$0.57	(I)
(d) <u>Inside Wire Maintenance</u>			
Each	\$8.32	\$10.38	(I)
Plan, monthly per line	\$8.32	\$10.55	(I)
(e) <u>Line-Backer</u>			
Per monthly charge	\$6.97	\$8.71	(I)
(f) <u>Installation</u>			
Connect new or addl' exchange access lines	\$36.08	\$74.07	(I)
Move, change or add service/equipment	\$20.24	\$25.54	
Record type change only	\$13.29	\$20.43	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**

2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)

		<u>Plan A</u>	<u>Plan B</u>	
<b><u>Maintenance and Installation Charges</u></b> (Cont'd)				
(g)	<u>Non-routine Installation</u>			
	Per installation	ICB		
(h)	<u>Central Office Exchange Access Line Charge</u>			
	Connect new/addl' lines	\$17.84	\$27.47	(I)
	Change existing line	\$6.33	\$7.67	(I)
(i)	<u>Line Extension Charge</u>			
	Per Extension	\$6.25	\$7.82	(I)
(j)	<u>Reconnection</u>			
	Non-recurring charge, per line	\$10.66	\$13.33	(I)
(k)	Hunting Group Add/Change Order	\$18.98 per group	\$18.98 per group	(I)
(l)	Suspend for Non-payment Restoral Order:	\$12.65 per line	\$12.65 per line	(I)
(m)	Feature Add/Change Order:	\$12.65 per order	\$12.65 per order	(I)
(n)	Remote Call Forwarding Add/Change Order:	\$12.65 per path	\$12.65 per path	(I)
(o)	Listed/Unlisted Designation Add/Change Order:	\$6.33 per order	\$6.33 per order	(I)
(p)	Inside Wire or other Installation Orders:	ICB	ICB	

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**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)****2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)**

	<u><b>Plan A</b></u>	<u><b>Plan B</b></u>	
<b><u>Miscellaneous Charges</u></b>			
(a) <u>IntraLATA Toll Presubscription</u>			
Per change:	\$6.33	\$6.33	(I)
<i>(after initial selection)</i>			
(b) <u>Telephone Number Change</u>			
Per change:	\$25.54	\$31.87	(I)
(c) <u>Bad Check Charge</u>			
Per returned check:	\$31.63	\$31.63	(I)
(d) <u>Missed Appointment Charge</u>			
Per line:	\$126.50	\$158.13	(I)
(e) <u>FCC Subscriber Line Charge</u>			
Monthly fee	\$9.59	\$11.99	(I)
(f) <u>Universal Service Fee</u>			
Monthly fee	\$0.26	\$0.33	(I)

**SECTION 2. SERVICES, LOCATION, PRICES AND CHARGES (Cont'd)**2.18 PRICES AND CHARGES – QWEST TERRITORY (Cont'd)

	<u>Plan A</u>	<u>Plan B</u>	
<b><u>Miscellaneous Charges</u></b> (Cont'd)			
(g) <u>End User Port Cost Recovery</u>			
Monthly fee	\$3.54	\$4.43	(I)
(h) <u>Exchange Network Services</u>			
Monthly fee	\$0.77	\$0.96	(I)
(i) <u>Voice Circuit - Basic 2 Wire</u>			
Monthly fee	\$8.61	\$10.77	(I)
<b><u>Equipment</u></b>			
(a) <u>Jack/s</u>	\$7.59	\$9.49	(I)
(b) <u>Jack – 2 Wire Modular Baser</u>	\$7.59	\$9.49	(I)
(c) <u>Common Equipment</u>	\$24.11	\$30.15	(I)
(d) <u>Continuous Property Loop Chg – 2 Wire</u>	\$5.65	\$7.07	(I)
(e) <u>Pair House and Riser Cable</u>	\$3.87	\$4.84	(I)
(f) <u>Volume Control Handset</u>	\$1.11	\$1.40	(I)



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**SECTION 3. RULES AND REGULATIONS****3.1 ADOPTION OF RULES OR REGULATORY AUTHORITIES**

The rules regulating Competitive Classified Companies presubscribed by the Commission are adopted and by this reference are made a part of this Price List unless otherwise waived by order of the Commission.

**3.2 INTERCONNECTION**

Interconnection with the facilities or service of other Carriers shall be under applicable terms and conditions of the other Carrier's tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided Terminal Equipment or communications systems with Carrier's facilities. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. Any special interface equipment of facilities necessary to achieve compatibility between the facilities of the Carrier and other participating Carriers shall be provided at the Customer's expense.

**3.3 APPLICATION FOR SERVICE**

Application for service may be made verbally or in writing. The name(s) of the Customer(s) desiring to use the service must be set forth in the application for service.

**3.4 DEPOSITS**

Deposits and/or Advance Payments are not required.

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**SECTION 3. RULES AND REGULATIONS (Cont'd)****3.5 PAYMENT AND BILLING**

- (a) The Customer is responsible for payment of all charges for service furnished to the User.
- (b) 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.
- (c) 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.
- (d) 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 disputed charges while the Company conducts its investigation into the matter.
- (e) 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 Price List.

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**SECTION 3. RULES AND REGULATIONS (Cont'd)****3.6 LIMITATIONS OF SERVICE**

- (a) Service is offered subject to the availability of facilities and provisions of this Price List.
- (b) 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.
- (c) The use of the Company's service 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.
- (d) 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 Price List.
- (e) The use of the Company's services to make Calls which might reasonably be expected to frighten, abuse, torment, or harass another is prohibited.
- (f) Service temporarily may be refused or limited because of system capacity limitations.
- (g) Service is subject to transmission limitations caused by natural (including atmospheric, geographic or topographic) or artificial conditions adversely affecting transmission.
- (h) 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 and improved operations.

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**SECTION 3. RULES AND REGULATIONS (Cont'd)****3.7 LIMITATIONS OF LIABILITY**

- (a) 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.
- (b) The Company is not liable to Users for interruptions in service except as set forth in Section 3.11 of this Price List.
- (c) 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.
- (d) 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:
  - (i) Any act or omission of (1) the User or (2) any other entity furnishing service, equipment, or facilities for use in conjunction with services or facilities provided by the Company;
  - (ii) 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;

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**SECTION 3. RULES AND REGULATIONS (Cont'd)****3.7 LIMITATIONS OF LIABILITY (Cont'd)**

- (iii) Any unlawful or unauthorized use of the Company's facilities and services;
- (iv) Libel, slander or infringement of copyright or trademark arising directly or indirectly from content transmitted over facilities provided by the Company;
- (v) Infringement of patents arising from combining apparatus and systems of the User with facilities provided by the Company;
- (vi) Claims arising out of any act or omission of the User in connection with service provided by the Company;
- (vii) Breach in the privacy or security of communications transmitted over the Company's facilities;
- (viii) 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;
- (ix) 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;
- (x) 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;
- (xi) Any noncompleted Calls due to network busy conditions; and
- (xii) Any Calls not actually attempted to be completed during any period that service is unavailable.

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**SECTION 3. RULES AND REGULATIONS (Cont'd)****3.7 LIMITATIONS OF LIABILITY (Cont'd)**

- (e) 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 3.7(d).
- (f) 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.
- (g) 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.
- (h) With respect to the service provided pursuant to this Price List, 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 Price List. 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.
- (i) 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 3. RULES AND REGULATIONS (Cont'd)****3.8 RESPONSIBILITIES OF THE CUSTOMER**

- (a) The Customer is responsible for placing any necessary orders, complying with Price List regulations and assuring that Users comply with Price List 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.
- (b) 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.
- (c) 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.
- (d) 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.
- (e) 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.

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**SECTION 3. RULES AND REGULATIONS (Cont'd)****3.9 CANCELLATION BY CUSTOMER**

- (a) Cancellation of service by the Customer can be made either verbally or in writing and is applied pursuant to WAC 480-120-081(1) as follows:
- (i) Where an application for service is canceled by the Customer prior to the start of any design work or installation of facilities, no charge applies.
  - (ii) When an application which requires special design work is canceled after the design work has begun, the Company may collect charges equal to the cost incurred for the associated design work to date.
  - (iii) If cancellation is requested after completion of an installation, it will be treated as a discontinuance of service. Any minimum contract requirements of prescribed service will be applicable.

**3.10 DISCONNECTION OF SERVICE BY COMPANY**

- (a) The Company may discontinue for any of the following reasons:
- (i) Nonpayment of bills;
  - (ii) Tampering with the company's property;
  - (iii) Vacation of the premises by subscriber;
  - (iv) Violation of rules, service agreements, or filed price list;
  - (v) Use of subscriber equipment which adversely affects the company's service to its other subscribers;
  - (vi) Fraudulent obtaining or use of service;
  - (vii) Unlawful use of service or use of service for unlawful purposes.
- (b) Except in case of danger to life or property, fraudulent use, impairment of service, or violation of law, the Company will, prior to disconnection, mail written notice of the pending disconnection to the subscriber. The Company will not disconnect service prior to the eighth business day following mailing of the notice. In the alternative, the Company may provide delivered notice and disconnect not prior to 5:00 p.m. of the next business day, in accordance with WAC 480-120-081(5).



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**SECTION 3. RULES AND REGULATIONS (Cont'd)****3.10 DISCONNECTION OF SERVICE BY COMPANY (Cont'd)**

- (c) Before service is disconnected, the Company will make a good faith effort, by two attempts during reasonable hours, to reach the subscriber by telephone to advise the subscriber of the pending disconnection and the reasons therefore. The Company will maintain a log or record of the attempts, showing the telephone number called and the time of call. In the alternative, the Company may provide personal notice in accordance with WAC 480-120-081(5). Telephone or personal contact need not be attempted when the Company has attempted such contact in any two billing periods during a consecutive twelve-month period and the Company has notified the subscriber in writing that telephone or personal contact will not be attempted in the future before disconnecting service.
- (d) All notices of delinquency or pending disconnection will include details pertinent to the situation and describe how the subscriber can make contact with the Company to resolve any differences. All notices must accurately state amounts owing for service(s) which are subject to disconnection. A new notice will be required in cases where information is incorrect.
- (e) Except in case of danger to life or property, no disconnection shall be made on Saturdays, Sundays, legal holidays, or on any other day on which the Company cannot reestablish service on the same or following day.
- (f) When the Company has reason to believe service is to other than the subscriber of record, the Company shall undertake reasonable efforts to inform occupants of the service address of the impending disconnection. In this case, at the request of the service users, a minimum period of five (5) business days will be allowed to permit the service users to arrange for continued service.
- (g) Where service is provided to a hospital, medical clinic with resident patients, or nursing home, notice of pending disconnection shall be provided to the secretary, Washington State Department of Social and Health Services, as well as to the subscriber. Upon request from the secretary or his designee, a delay in disconnection of no less than five (5) business days from the date of notice will be allowed so that the department may take whatever steps are necessary in its view to protect the interests of the resident patients.

**SECTION 3. RULES AND REGULATIONS (Cont'd)**

**3.10 DISCONNECTION OF SERVICE BY COMPANY (Cont'd)**

- (h) The Company may not immediately disconnect service if the Customer has met the requirements of WAC 480-120-081(3) regarding a medical emergency.
- (i) Service will not be totally disconnected while a subscriber is pursuing any remedy or appeal provided for by Commission rules, provided any amounts not in dispute are paid when due.
- (j) Service will be restored when the causes of discontinuance have been removed and when payment or satisfactory arrangements for payment of all proper charges due from the Customer has been made as provided for in the Price List of the Company.

**SECTION 3. RULES AND REGULATIONS (Cont'd)**

**3.11 INTERRUPTION OF SERVICE**

- (a) The company will follow the Commission's rules (WAC 480-120-520) in the case of major outage and/or service interruption.
- (b) It is the obligation of the Customer to notify the Company of any interruptions in service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, not within the Customer's control, or is not in wiring or equipment connected to the terminal of the Company.
- (c) All reported interruptions of service will be restored within two (2) working days, excluding Sundays and holidays, except those caused by emergency situations, unavoidable catastrophes and force majeure.

**3.12 RESTORATION OF SERVICE**

The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities and in compliance with WAC 480-120-520.

**3.13 TAX ADJUSTMENT**

The Company concurs in the Municipal Utility Occupation tax schedules of each Local Exchange Company tariff in the state of Washington to the extent those local taxes are both current and applicable to the services the Company provides. This amount will be separately stated on each bill to the Customer.

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