TARIFF NO. 2

PRICE-REGULATED SERVICES

APPLYING TO

CITIZENS TELECOMMUNICATIONS COMPANY OF MINNESOTALLC*

DBA
FRONTIER CITIZENS COMMUNICATIONS OF MINNESOTA

Within The

State of Minnesota

Applying to All Exchanges

*All references in this tariff to Citizens Telecommunications Company of Minnesota, Inc. should be understood as references to Citizens Telecommunications Company of Minnesota LLC.

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Explanation of Symbols

The following Symbols are applicable to all sections of this Tariff schedule:

(C) - Signifies a changed regulation
(D) - Signifies a discontinued rate, treatment, or regulation.
(I) - Signifies an increased rate or new treatment resulting in an increased rate.
(M) - Signifies a move of text from one area of the tariff to another, but no change in rate, treatment or regulation
(N) - Signifies a new rate, treatment, or regulation.
(R) - Signifies a reduced rate or new treatment resulting in a reduced rate.
(T) - Signifies a change in text but no change in rate, treatment, or regulation.
(Z) - Signifies a correction

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GENERAL REGULATIONS

A. GENERAL

The regulations contained in this Section are applicable to intrastate, unless otherwise stated or unless modified by specific regulations contained elsewhere in this Tariff, to telecommunications services offered in this Tariff by Citizens Telecommunications Company of Minnesota d/b/a Citizens Communications, hereinafter referred to as the Company.

B. UNDERTAKING OF THE COMPANY

The Company undertakes to provide the services offered in this Tariff on the terms and conditions and at the rates and charges specified. This undertaking is dependent upon the availability of facilities. The facilities used to provide a particular service shall be chosen by the Company and are not represented to be suitable for any one service. The Company does not undertake to transmit messages.

C. LIABILITY OF THE COMPANY

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities, and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission occurs. The maximum refund or charge will not exceed an estimated amount equal to such charge or refund for a three (3) year period. No other liability shall in any case attach to the Company. Customers residing in South Dakota will be governed by South Dakota Statute 49-13-1.1.1.

2. The Company shall be indemnified and saved harmless (including costs and reasonable attorneys' fees) by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus, systems and their associated wiring of the customer; and against all other claims arising out of any act or omission of a customer in connection with the facilities provided by the Company.

3. The Company is not liable for any defacement of or damage to the premises or property of a customer resulting from the existence of facilities furnished by the Company on the premises, or the installation or removal of such facilities, unless such defacement or damage is the result of the negligence of the Company.

4. When lines of another telephone company are used in establishing connections to points not reached by the lines of the Company, the Company is not liable for any act or omission of that other company.

GENERAL REGULATIONS

D. USE OF SERVICE

1. General

a. Customer telephone service, as distinguished from public and coin line service, is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use the service may be extended to persons temporarily subleasing a customer's residential premises. The Company has the right to refuse to install customer transmission service or to permit such service to remain on premises of a public or coin line character when the instrument is so located that the public in general or patrons of the customer may make use of the service. At such locations, however, transmission service may be installed, provided the instrument is so located that it is not accessible for public use.

b. Applications for party line service are accepted by the Company with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by the other customers on the same line. When the duration or number of local messages sent or received by a party line customer is so great as to prevent an equitable proportionate use of the line by other customers on the line, the Company shall have the right to require the customer to contract for a higher grade of service or to discontinue the service of the customer in question. The Company reserves the right to limit the continuous use of a party line for a local message to five (5) minutes.

c. Minimum Performance Commitment

1) The telephone company network will provide a minimum modem speed of 14.4 kbps in most cases if the following conditions are met:

- The end-user has a V.34 modem and the access line is free of other devices such as fax machines, cordless phones, answering machines, etc.

- The customer premises are located within 12 Kft of the central office.

2) If the above conditions are in place and the customer is still unable to obtain 14.4 kbps performance, the Company will do the following in order to bring the service to the 14.4 kbps level:

- Test the line to ensure that it is within established transmission design parameters for voice grade service.

- Restore the line to established transmission design parameters for voice-grade service if testing indicates that a loss is greater than expected.

GENERAL REGULATIONS

D. USE OF SERVICE (Continued)

1. General (Continued)

c. Minimum Performance Commitment (Continued)

In those instances where the customer is located farther than 12 Kft from the central office, the Company will, at the customer's request, engineer and provision the loop facilities to achieve 14.4 kbps. Charges for this special treatment will be developed on an Individual Case Basis (ICB). (Please refer to the Emerging Competitive Price List for Special Assemblies of Equipment.)

2. Unlawful Use of Service

Service shall not be used for any unlawful purpose. The Company may refuse to furnish service to an applicant or may disconnect the service of a customer when:

a. A government law enforcement agency, acting within its jurisdiction, advises the Company that such service is being used or will be used unlawfully or for an unlawful purpose or

b. The Company has other information, which reasonably causes it to believe that such service is being used or will be used unlawfully or for an unlawful purpose.

3. Obscenity

Service shall not be used to make any oral or written comment, request, suggestion or proposal, or to transmit any nonverbal material, which is obscene, lewd, lascivious, filthy or indecent.

4. Impersonation

Service shall not be used to impersonate another person with fraudulent or malicious intent.

5. Harassment

Service shall not be used to call another person so frequently or at such times of day or in any other manner so as to annoy, abuse, threaten or harass such other person.

GENERAL REGULATIONS

D. USE OF SERVICE (Continued)

6. Fraudulent Use

a. Service shall not be used to transmit a message, to locate a person, or to otherwise give or obtain information without payment of the charges applicable to such use.

b. No device shall be used by a customer with the service or facilities of the Company for the purpose of avoiding payment of the applicable charge.

7. Interference With or Impairment of Service

Service shall not be used in any manner, which interferes with another person in the use of his service, prevents another person from using his service, or otherwise impairs the quality of service to other customers.

8. Subscribing to Adequate Service

If a customer's use of service interferes unreasonably with the service of other customers, he will be required to take service in sufficient quantity or of a different class or grade.

9. Resale of Service

The resale of service is not permitted unless the customer is in compliance and certified under Section 214 of the Communications Act, and as may be excepted in this Tariff.

10. Location of Service

Service, except Coin Telephone Service, shall not be so located in such a manner as to enable other than authorized users to use the service.

11. Termination or Re-origination of Calls Received Over a Data Service

The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the Company's state and federal access tariffs.

E. APPLICATIONS FOR SERVICE (1)

An application for service, whether made orally or in writing, establishes the contract between the Company and the customer on the terms and conditions set forth in this Tariff. Neither the contract nor any rights acquired thereunder may be assigned or in any manner transferred.

(1) For applications including Customer-Provided Equipment, refer to Section 7.

GENERAL REGULATIONS

F. MINIMUM CONTRACT PERIODS

1. Except as otherwise provided, the minimum contract period is one month for all services furnished.

2. Where monthly construction charges are involved, such charges are payable as set forth in Section 5, GENERAL SERVICES.

3. The length of minimum contract period for directory listings, and for Joint User Service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.

4. The Company may require a minimum contract period longer than one month at the same location in connection with special (nonstandard) types or arrangements of equipment or for unusual construction, necessary to meet special demands and involving extra costs.

G. CANCELLATION OF APPLICATION FOR SERVICE PRIOR TO ESTABLISHMENT OF SERVICE (1)

1. Where the applicant cancels an order for service prior to the start of installation or special construction of facilities, no charge applies.

2. Where installation of facilities, other than those provided by special construction, has been started prior to the cancellation, the lower of the following charges applies:

   a. The total costs (including overheads) in connection with providing and removing such facilities.

   b. The monthly charges for the entire initial contract period of the service ordered by the customer as provided in this Tariff plus the full amount of any installation and termination charges applicable.

3. Where special construction of facilities has been started prior to cancellation, and there is another requirement for the specially constructed facilities in place, no charge applies.

4. Where special construction of facilities has been started prior to the cancellation, and there is no other requirement for the specially constructed facilities, a charge equal to the costs incurred in the special construction (including overhead) applies. Where one or more, but not all, of the services involved in the special construction are cancelled, a charge equal to the cost (including overheads) incurred for the discontinued service applies.

(1) Refer to Customer-Premises Inside Wire, this section.

GENERAL REGULATIONS

G. CANCELLATION OF APPLICATION FOR SERVICE PRIOR TO ESTABLISHMENT OF SERVICE (Continued)

5. Installation or special construction of facilities for a customer starts when the Company incurs any expense in connection therewith which would not otherwise have been incurred and the customer has advised the Company to proceed with the installation or special construction.

H. ESTABLISHING CREDIT

1. The Company, in order to assure the payment of its charges for service, will require applicants and customers to establish and maintain credit.

2. The establishment or re-establishment of credit as provided in this Section shall not relieve the applicant or customer from compliance with other provisions of this Tariff as to advance payments and the payment of bills, and shall in no way modify the provisions regarding disconnection and termination of service for failure to pay bills due for service furnished.

a. Applicants for Service

The Company may refuse to furnish service to an applicant that has not established credit or has not paid charges for service of the same classification (residence or business) previously furnished by the Company at the same or another location, until arrangements suitable to the Company have been made to pay such charges.

1) Residence service applicants may establish credit in one of the following ways:

a) Demonstrating to the satisfaction of the Company that his credit is acceptable by providing information, which is pertinent to the applicant's prior telephone service.

b) Payment of a cash deposit to the Company in accordance with I. following.

c) Providing a sufficient written guarantee of payment for service by a guarantor satisfactory to the Company.

GENERAL REGULATIONS

H. ESTABLISHING CREDIT (Continued)

2. a. Applicants for Service (Continued)

2) Business service applicants may establish credit by meeting the requirements of 1) or 1) b) preceding.

3) Prior to the establishment of an applicant's credit the Company may, at its option, permit service to be installed upon the advance payment by the applicant of an amount equal to applicable service charges and initial nonrecurring charges applicable for service installation plus the estimated amount of the applicant's monthly bill for service. The recurring portion of such advance payment will be credited to the applicant's service account but does not relieve the applicant of his responsibility to subsequently establish credit in accordance with 1) or 2) preceding.

If credit is not so established, the Company may disconnect the service not sooner than five (5) days after mailing or delivery of written notice of intention to disconnect.

When a customer's service has been disconnected in accordance with the above, service will not be reconnected until the customer has established credit.

b. Customers

1) A customer may be required to re-establish credit by the payment or increase of a cash deposit in accordance with I. following when any of the following conditions occur:

a) The customer's service has been disconnected by the Company for failure to pay a delinquent bill, in accordance with L. following.

b) The customer's service has been delinquent in the payment of any two (2) consecutive bills.

c) The customer has been delinquent in the payment of any three (3) bills during the preceding twelve (12) months.

d) The Company has reason to question the customer as a credit risk.

GENERAL REGULATIONS

H. ESTABLISHING CREDIT (Continued)

2. b. Customers (Continued)

2) Payment by the customer of delinquent bills will not of itself relieve the customer from the obligation of establishing his credit with respect to the account involved or with respect to any other account in connection with the same or any other class of service which the Company may be providing such customer.

3) A residence customer may be required to re-establish credit in accordance with 2.a.1. preceding when the amount of service furnished or the basis on which credit was formerly established has significantly changed.

4) If a customer fails to re-establish his credit as required by the Company his service may be disconnected not sooner than five (5) days after mailing or delivery of written notice of intention to disconnect.

I. CASH DEPOSITS

1. Amount of Deposits

a. A customer may be required to pay as a deposit an amount equal to two normal billing periods. The determination of a customer's (as distinguished from an applicant's) estimated monthly bill shall be based upon his prior or current use of the class of service involved monthly charges and message charges).

b. The amount of a deposit may be adjusted on the basis of a. preceding, at the option of the customer or the Company, at any time when the character or degree of the customer's use of the service has materially changed, or when it develops that the character or degree of such use will materially change, and such change is not temporary.

GENERAL REGULATIONS

I. CASH DEPOSITS (Continued)

2. Interest to be Paid on Deposits

Interest shall be paid on deposits in excess of $20 at the rate set by the Commissioner of the Department of Commerce as required by Minnesota Statutes Section 325E.02. The interest rate may be found on the Department of Commerce Web site at www.commerce.state.mn.us Interest on deposits shall be payable from the date of deposit to the date of refund or disconnection. The Company may, at its option, pay interest at intervals it chooses but at least annually as specified below.

a. By credit to the customer's account annually, or

b. By payment, no more than once in any twelve (12) months' period, when requested by the customer, or

c. By adding the accrued interest to the amount of the deposit at the time such deposit is refunded or applied to an unpaid bill of the customer in accordance with 3. following.

3. Refund or Application of Deposits

a. The company will automatically refund deposits, including accrued interest, when one of the following conditions occurs:

1) The customer establishes credit by other means in accordance with H. preceding, or

2) The service is terminated and the bills are paid in full, or

3) The applicant cancels his application for service and any charges incurred are paid in full.

b. When the service is terminated or the application is canceled and there are charges due the Company, the deposit plus interest will be applied to the charges and the balance, if any, returned to the customer or applicant within 45 days. The customer receipt given at the time deposit is made will specify the conditions under which deductions will diminish the deposit.

GENERAL REGULATIONS

J. CUSTOMER BILLING

1. Regular bills will be issued once each month.

2. Special bills for long distance telecommunications service may be issued at any time when charges are unusually high and the Company is uncertain as to the customer's ability to pay such charges.

3. Services, which are charged for at monthly rates, are billed in advance for one month's service.

4. Services, which are charged, for at other than monthly rates are billed in arrears, except when payment for messages is made by cash deposit in the coin telephone.

5. Detail call information, such as the time at which made, duration and destination, may be provided for long distance telecommunications message service.

K. PAYMENT FOR SERVICE

1. The customer is responsible for the payment of rates and charges for all services furnished including, but not limited to, calls originated or accepted at a customer's service location. The customer is held responsible for all charges, both exchange and toll, including charges for toll messages on which charges have been reversed.

In the event of a dispute between a customer and the Company concerning any bill, the Company may require the customer to pay the undisputed portion of the bill to avoid disconnection of service for nonpayment. The Company will make an appropriate investigation and will report the results of the investigation to the customer and to the commission, if involved. South Dakota customers have 180 days to dispute a bill.

2. Bills are due when rendered and may be paid at any of the Company's authorized payment locations.

3. Charges for a message originated or accepted at a coin telephone shall be paid by cash deposit in the coin telephone unless arrangements for billing have been made.

L. FAILURE TO PAY FOR SERVICE

1. Regular Monthly Bills

a. A customer is considered to be delinquent in the payment of a regular monthly bill when the sum due is not received on or before the tenth (10th) calendar day following the day the bill is either mailed or delivered by other means.

b. When a customer is delinquent in the payment of a regular monthly bill, the Company may disconnect the service not sooner than five (5) days after mailing or delivery of written notice of intention to disconnect.

GENERAL REGULATIONS

L. FAILURE TO PAY FOR SERVICE (Continued)

2. Special Bills

a. A customer is delinquent in the payment of a special bill, as described in J.2. preceding, when the sum due is not paid upon presentation.

b. When a customer is delinquent in the payment of a special bill, the Company may disconnect the service not sooner than five (5) days after mailing or delivery of written notice of intention to disconnect.

M. RESTORAL OF SERVICE

1. If a customer's service is restored after having been disconnected in accordance with this Tariff and a Company service order to terminate such service has not been completed when such service is restored, the customer will be required to pay Service Charges specified in Section 6 of this Tariff. Monthly service rates will not apply for the period between the disconnection and reconnection.

2. When a customer's service has been disconnected in accordance with this Tariff and the service has been terminated through the completion of a Company service order, service will be re-established only upon the basis of an application for new service.

3. The restoration of services during and after emergencies shall be subject to the regulations set forth in Citizens Telecommunications Company of Minnesota, LLC. (Lakes and South) Intrastate Access Tariffs concerning the Telecommunications Service Priority (TSP) System. (T)

N. TELEPHONE NUMBERS

The customer has no proprietary right in a telephone number; and the Company may change the telephone number of a customer whenever, in the conduct of its business, it deems it desirable to do so.

O. DIRECTORIES

1. The Company will furnish to its customers, without charge, its directory as necessary for the efficient use of the service. Copies of other directories may be provided at a nominal charge.

2. Directories regularly furnished to customers remain the property of the Company. No binder, holder or auxiliary cover, except as provided or authorized by the Company, shall be used in conjunction with any directory furnished by the Company.

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

GENERAL REGULATIONS

P. OWNERSHIP OF FACILITIES

Facilities furnished by the Company remain the property of the Company until transferred or abandoned. Coin-operated pay telephone equipment and wiring and facilities to provide transmission service up to the demarcation point furnished by the Company on the premises of a customer are the property of the Company.

Q. ACCESS TO FACILITIES

1. The customer shall provide employees and agents of the Company access to Company facilities, at all reasonable times. The agents and employees of the Company shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining, or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment, instruments, and lines. Such equipment, instruments, and lines are not to be used for performing any part of the work of transmitting, delivering, or collecting any message where any toll or consideration has been or is to be paid any party other than the Company, without the written consent of the Company.

2. If the installation and maintenance of transmission service is requested at locations which are or may be hazardous or dangerous to the Company's employees or to the public or to property, the Company may refuse to install and maintain such service, and, if such service is furnished, may require the customer to install and maintain such service and may also require the customer to indemnify and hold the Company harmless from any claims, loss, or damage by reason of the installation and maintenance of such service.

R. REARRANGEMENT, REPAIR, MAINTENANCE, DISCONNECTION AND REMOVAL OF FACILITIES

1. Customers may not rearrange, disconnect, remove or otherwise tamper with, or permit others to rearrange, disconnect, remove or tamper with any facilities owned by the Company, except with the Company's written consent, or as specified elsewhere in this tariff.

2. The Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities located on his premises.

S. DAMAGE, LOSS OR DESTRUCTION OF COMPANY FACILITIES

All ordinary expense of maintenance and repair of Company facilities, unless otherwise specified in this Tariff, is borne by the Company. If any of the Company's facilities are damaged, lost or destroyed and not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the lost or destroyed facilities or restoring the damaged facilities to their original condition, except when caused by the negligence of the Company.

GENERAL REGULATIONS

T. USE OF CUSTOMER-PROVIDED FACILITIES

Customer-provided terminal equipment and/or customer-provided communications systems with their associated wiring may be used with facilities provided by the Company as specified elsewhere in this Tariff.

U. POWER SUPPLY

The customer is responsible for providing a suitable supply of commercial electrical power, including outlets, when and where required by the Company for the operation of any Company-provided telecommunications equipment on the customer's premises.

V. INTERRUPTIONS TO SERVICE

1. In the event of an interruption to the service, which is not due to the negligence or a willful act of the customer, an allowance will be made if the interruption continues for more than 24 hours from the time it is reported to or detected by the Company.

2. The allowance will be limited to the prorated portion of the monthly rate for the service or portion thereof made inoperative. No other liability shall in any case attach to the Company in consideration of such interruptions.

W. IDENTIFICATION OF PARTIES TO COMMUNICATIONS

The calling party shall establish his identity as often as may be necessary in the course of any communication.

The calling party shall be solely responsible for establishing the identity of the party with whom connection is made at the called station or stations.

X. LIMITING OF COMMUNICATIONS

The Company may limit communications over its facilities during emergencies, which result in a shortage of facilities.

GENERAL REGULATIONS

Y. TERMINATION OF SERVICE

1. Service may be terminated prior to the expiration of the minimum contract period upon notice being given to the Company in advance and upon payment of the termination charges given below in addition to all charges due for service which has been furnished.

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

   b. In case of additional directory listings, where the listing has appeared in the directory, the termination charges are the charges due to the end of the directory period.

   c. In the case of special equipment for which the minimum contract period is in excess of one month at the same location, such proportion of the sum of the cost of the equipment and of its installation, plus the cost of removal, less the salvage value of the equipment removed, as the unexpired portion of the minimum contract period bears to the full minimum contract period.

2. Service may be terminated after the expiration of the minimum contract period, upon the Company being notified in advance and upon payment of all charges dues to the date of termination of the service.

Z. DISCONNECTION OF SERVICE FOR CAUSE

The Company may disconnect the service of a customer upon the violation of, or noncompliance with, any of the regulations or other conditions contained in this Tariff governing the furnishing of service.

Such disconnection for cause may include non-payment of undisputed exchange service charges including any FCC-approved end user charge. Disconnection for cause may not include, however, failure to pay for intraLATA or interLATA long distance message telecommunications service charges billed by the Company or equipment or service not approved by the Commission as an integral part of the utility service. Alternate Operator Services has been found not to be an integral part of the Company and customers subscribing to these services therefore cannot be disconnected by the Company for failure to pay these services.

Disconnection shall take place only after notification to the customer by the Company of its intent to disconnect service; provided, however, despite this requirement of notice by other provisions of this Tariff; the service may be disconnected without notification to the customer in the event of:

GENERAL REGULATIONS

Z. DISCONNECTION OF SERVICE FOR CAUSE (Continued)

1. Customer use of facilities in such a manner as to adversely affect the Company's equipment or the Company's service to others.

2. Tampering with the equipment furnished and owned by the Company.

3. Circumstances which will endanger the safety of Company employees or others.

When service is disconnected for cause, a Minnesota customer has the right to complain to the Minnesota Public Service Commission and a South Dakota customer has the right to complain to the South Dakota Public Service Commission. If the Commission shall, upon hearing such complaint, determine that service has not and will not be used in violation of any of the regulations or other conditions contained in this Tariff, the service will be promptly restored.

AA. REFUSAL OF SERVICE

The Company may refuse to furnish service if it has reasonable cause to believe that the service will be used in violation of, or noncompliance with, any of the regulations or other conditions continued in this Tariff governing the furnishing of such service. If the Company so refuses to furnish service it will inform the applicant of his right to complain to the Minnesota Public Service Commission. If the Commission shall, upon hearing such complaint, determine that the service will not be used in violation of any of the regulations or other conditions contained in this Tariff, the service will be promptly furnished.

BB. APPLICATION OF RATES AND CHARGES

1. General

a. The determination as to whether telephone service should be classified as business or residence is based on the character of the use to be made of the service. Service is classified as business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Rates for residence service apply where the use is of a social and domestic nature and other use, if any, is merely incidental.

While the location at which service is furnished is, in most cases, a dependable index of the character of use and rates for business and residence service are generally applied on this basis, the character of use is controlling in all instances regardless of the location.

GENERAL REGULATIONS

BB. APPLICATION OF RATES AND CHARGES (Continued)

2. Business Rates apply:

a. In offices, stores, factories and all other places of a strictly business nature.

b. In boarding houses (except as noted under 3.b.), offices of hotels, halls and offices of apartment buildings, schools, hospitals, libraries, college fraternity houses and other similar institutions (but excluding dormitory rooms).

c. To quarters which are specifically occupied by individual clubs or lodges for the sole purpose of conducting club/lodge organizational affairs or activities.

d. To churches where the service is used for the administration of other churches or in the conduct of the affairs of a parochial school or other schools affiliated with or located at a church. To churches where the church is staffed/manned on a full-time basis to administer the affairs and activities of that church.

e. At residence locations when the customer has no regular business telephone and the use of the service can be considered as more of a business than of a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, hand bills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephones, for example when business places are closed in compliance with the law or established custom.

f. Where the place of business and residence of a customer are on the same premises and no telephone service is installed in the place of business the business rate shall be charged for the telephone service installed in the residence.

g. At residence locations, when a line termination is located in a shop, office or other place of business.

h. At any location where the listing of service at the location indicates a business, trade or profession, except as specified below.

GENERAL REGULATIONS

BB. APPLICATION OF RATES AND CHARGES (Continued)

3. Residence Rates apply:

a. In private residences where business alphabetical or classified telephone directory listings are not provided.

b. In private apartments of hotels, rooming houses or boarding houses where service is confined to the customer's use, and elsewhere in rooming houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business telephone directory listings are not furnished.

c. In the residence of a clergyman, physician, dentist, veterinarian, surgeon of other medical practitioner, provided the customer does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons, provided the office is located in the customer's residence and is not part of an office building. In any of such cases the listing may indicate the customer's profession, but only in connection with an individual name. If listings of firms or partner- ships, etc., or additional listings of persons not residing in the same household are desired, business rate apply.

GENERAL REGULATIONS

CC. ADJUSTMENTS FOR MUNICIPALITY PAYMENTS

If at any future time a municipality acquires the legal right to impose an occupation tax, license tax, permit fee, franchise fee or other similar charge upon the Company and imposes the same by ordinance or otherwise, such taxes, fees or charges shall be billed to the customers receiving service within the territorial limits of such municipality. Such billing shall allocate the tax, fee or charge among customers uniformly on the basis of each customer's monthly charges for the types of service made subject to such tax, fee or charge.

DD. RETURNED CHECKS

1. Checks presented in payment for services and subsequently returned to the Company by the customer's bank as nonpayable, per customer per check, in addition to any charges levied by the bank will be charged a nonrecurring charge. (Refer to Section 6, Service Charges.)

2. A customer will be placed on a "cash only" basis upon receipt of two (2) returned checks within a twelve (12) month period of time. "Cash Only" is herein defined as a cashier's check, U.S. currency, or money order.

EE. CUSTOMER-PREMISES INSIDE WIRE

1. General

a. Premises inside wire and jacks associated with residence and business one-party multi- party exchange telephone services will be provided by the customer.

b. Premises inside wire provided by the customer is connected to exchange telephone service at the point of demarcation.

c. The demarcation point is provided as part of exchange telephone service at no additional monthly rate and will be installed on the customer's premises near the pint where the Company's facilities enter the building or property. The demarcation point will be at a location, which is mutually agreeable to both the Company and the customer and at point, which is accessible to the customer.

d. Maintenance of the inside-wire and jacks will be performed by the customer.

e. In the event that the customer, or someone on the customer's behalf, provides, maintains or attempts to provide or maintain inside wire, the customer shall indemnify and hold the Company harmless from any and all liability for damage to property or death of or injury to any person or persons directly or indirectly arising out of or caused in whole or in party, by the customer's acts or those of anyone acting on the customer's behalf.

GENERAL REGULATIONS

EE. CUSTOMER-PREMISES INSIDE WIRE (Continued)

2. Responsibility of the Customer

a. Where the customer elects to provide inside wire and jacks, the installation must be in accordance with technical standards available at the Company Business Office.

b. In the event that the customer provides, maintains or attempts to provide or maintain inside wire, the customer assumes the risk of loss of service, damage to property or death to or injury of the customer or anyone acting on behalf of the customer.

3. Violation of Regulations

a. Where any customer premises inside wire and jacks have been installed or any inside wire and jacks have been maintained by the customer in violation of the technical standards, the Company will promptly notify the customer of the violation and will take such immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network and Company employees.

b. The customer shall discontinue use of the customer premises inside wire and jacks or correct the violation and notify the Company in writing within ten days after receipt of such notice that the violation has been corrected.

c. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of the Tariff.

FF. EDUCATIONAL INSTITUTION DISCOUNTS

Schools and libraries may be eligible to receive discounted rates and services offered in this Tariff. The discounts are available to the extent that they are funded by the Federal Universal Service Fund subject to the terms and conditions set forth in 47 CFR 54.500 - 54.517. Discounts on intrastate telecommunication services for eligible schools and libraries mirror the interstate discount as stated in the Report and Order, FCC Docket No. 96-45 and 97-157, as adopted by the Minnesota Public Service Commission in Docket No. P999/M-97-832.

GENERAL REGULATIONS

GG. SPECIAL CONSTRUCTION (1)

1. Private Property

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

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

   c. The customer will provide the Company without charge written permission for the placing of the Company's facilities on the property.

2. Underground

   a. When feasible, conduit will be furnished by the Company at cost, or conduit may be provided by the applicant subject to the Company's specifications. Conduit used for Company facilities may not be used for any other purpose without the consent of the Company. The distance between the conduit and any electric light or power conduit or conductor shall be in accordance with the Company's specifications. The customer shall be required to pay the entire cost of maintenance of conduit including subsequent excavations and replacements necessary because of damage resulting from negligence on the part of the customer or his representatives or from freezing or improper drainage.

   b. The cost of relocating underground entrance facilities at the customer's request will be borne by him.

(1) Refer to Customer-Premises Inside Wire, this section.

GENERAL REGULATIONS

GG. SPECIAL CONSTRUCTION (Continued)

3. Interim Excess Construction Charges for Advance Rural Regraded Service

   a. Regarding of a customer's service on an individual basis in advance of the scheduled regrade for an exchange may be accomplished as set forth herein.

   b. Charges for advance rural regraded service are intended to cover a portion of the costs for providing upgraded service and are in addition to the monthly rates for the class and grade of service provided.

   c. All construction will be of a type, determined by the Company, as would normally be provided in the area where additional facilities are requested.

   d. Customers who may be provided service on the same upgraded facility may be grouped for the application of these charges insofar as the apportionment does not increase the charges applicable to provide service to a single customer alone.

      1) Charges for a group are those in excess of the individual allowance in which is applicable in each instance of advance regraded service. The total amount in excess of the total allowance for a group will be apportioned to each upgraded customer in equal amounts.

4. Charges *

   a. All charges (estimated costs) in excess of $500.00 per customer, per advance upgraded line.

* Other charges may apply, refer to Cancellation of Application for Service prior to Establishment of Service, this section.

GENERAL REGULATIONS

HH. INSTALLMENT BILLING FOR RESIDENCE CUSTOMERS

Residence customers may have nonrecurring charges billed in equal consecutive monthly installments over either three- or six-month periods, subject to the following conditions:

1. Installment billing is offered only to customers who are not known credit risks to the Company.

2. More than one installment billing plan may be in effect for the same customer at the same time. After an installment billing plan begins, the period of that plan may not be changed.

3. Installment billing shall be applied to the entire amount of the nonrecurring charges associated with a service order. A customer may not make partial payment of such charges and then receive installment billing for the remainder of such charges.

4. If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service.

5. Installment billing will be continued even when service is temporarily suspended.

6. Installment billing is not available for nonrecurring charges billed back to the customer as a result of the customer's termination of a service before the end of a service commitment period that is established in conjunction with a promotion.

7. No interest or finance charges apply.

GENERAL REGULATIONS

II. Late Payment Charge

1. If the Company does not receive the entire amount billed prior to the next billing date, a late payment charge of 1.5% or $9.00 for residential customers and 1.5% or $12.50 for (11/25/2022) commercial customers (11/25/2022) whichever is higher will be assessed on the unpaid balance, except as noted below.

2. State and federal government accounts are exempt from late payment charges.

3. Late payment charges do not apply to the disputed portion of unpaid balances, if resolved in favor of the Customer. The disputed portion of the unpaid balance, if resolved in favor of the Company, may be subject to the late payment charge as of the original due date noted on the Customer's bill. Undisputed amounts on the same bill shall be subject to the late payment charge if they remain unpaid by the due date noted on the customer's bill.

JJ Bill Payment

1. General

   Frontier customers have the option of receiving their bills via mail or online through Frontier's online payment portal.

   Frontier enables customers to view their bills, including 13 months of prior bills, check payment history, and make payments of their telephone bills online through Frontier.com or the MyFrontier Mobile app.

2. Regulations

   i. Online bill payment is a discretionary service.
   ii. An email reminder will be sent to the customer when their bill is available.

GENERAL REGULATIONS

KK. Residence Customer Incentive Program

1. Description

The Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers. The Customer Incentive Program applies to services offered under Tariff Nos. 1, 2 and 3.

2. Terms and Conditions

1. This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.

4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

5. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 3.a., following.

GENERAL REGULATIONS

KK. Residence Customer Incentive Program

2. Terms and Conditions (Continued)

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in 3.7, following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

(a) The sales channel through which the products are sold.
(b) A specific geographic area.
(c) Existing customers who request to have one or more products disconnected.
(d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under 3a., following.
(e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

8. The Company reserves the right to discontinue this offer.

3. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

(a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
(b) A waiver of up to three months of the recurring rate(s) or charge(s), or
(c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
(d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3) above, shall be used.

GENERAL REGULATIONS

KK. Residence Customer Incentive Program

3. Rates and Charges (Continued)

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

LL. Business Customer Incentive Program

1. Description

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers. The Customer Incentive Program applies to services offered under Tariff Nos. 2, 3 and 4.

2. Terms and Conditions

1. This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.

2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature

3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.

GENERAL REGULATIONS

LL. Business Customer Incentive Program (Continued)

2. Terms and Conditions (Continued)

4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

5. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 3.a., following.

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in B.7., following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

(a) The sales channel through which the products are sold.
(b) A specific geographic area.
(c) Existing customers who request to have one or more products disconnected.
(d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under 3a., following.
(e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

8. The Company reserves the right to discontinue this offer.

GENERAL REGULATIONS

LL. Business Customer Incentive Program (Continued)

3. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

   (a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
   (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
   (c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
   (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

DEFINITIONS

ACCESS LINE - A line which connects a customer to the central (switching point) office of an exchange through which calls can be made without additional charge.

ACOUSTICAL CONNECTION - A connecting arrangement without electrical connections that permits transmission of sound between a telephone instrument and customer-provided equipment.

ADDITIONAL LISTING - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that which he is entitled in connection with his regular service.

APPLICATION - A request made orally or in writing for telephone service.

AUTHORIZED USER - A person, firm or corporation (other than the customer) on whose premises a telephone, PBX or private-line service or channel is located and who may communicate over such channels in accordance with the terms of the Tariff.

BUSINESS SERVICE - Telephone service furnished to customers where the actual or obvious use is of a business, professional or occupational nature.

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

CENTRAL OFFICE LINE - A circuit directly connecting an individual or party line main station, PBX switchboard, or an intercommunicating system with a central office.

CHANNEL - A path for communication between two or more stations or central offices furnished in such a manner as the Company may elect, whether by wire radio or a combination thereof and whether or not by a single physical facility or route.

CIRCUIT - A channel used for the transmission of electrical energy in the furnishing of telephone and other communication services.

CLASS OF SERVICE - The various categories of service generally available to the customer such as business, residence, or coin line service.

DEFINITIONS

COIN TELEPHONE SERVICE - Refer to "Public Telephone."

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or company stations.

COMPANY - A corporation, association, partnership or individual engaged in the business of furnishing telephone and other communications services to the public.

CONNECTING ARRANGEMENT - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company or of facilities of the Company with other facilities of the Company.

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

CONNECTOR - Refer to "Switch."

CONNECTION CHARGE - Refer to "Service Charge."

CONSTRUCTION CHARGE - A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the Exchange Tariffs.

CONTINUOUS PROPERTY - The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others.

CONTRACT - The agreement between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the tariffs.

COST - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

CUSTOMER - The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the general regulations of the Company.

CUSTOMER OWNED PAY TELEPHONE SERVICE - Customer provided, customer owned coin or non-coin operated telephones at locations accessible to the public, e.g., store, business places, including boarding or rooming houses, employee lounges and school or college buildings, where desired by the owner.

CUSTOMER-PROVIDED EQUIPMENT - Devices, apparatus, and/or associated wiring provided by a customer.

DEFINITIONS

DATA ACCESS ARRANGEMENT - A protective connecting arrangement for use with the network control signaling unit; or in lieu of the connecting arrangement, and arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

DEMARCATION POINT - Refer to "Point of Demarcation."

DIAL SWITCHING EQUIPMENT - A unit of electromechanical or electronic switching used in a central office or in connection with a PBX system.

DIRECT CONNECTION - Connection of terminal equipment to the telephone network by means other than acoustic or inductive coupling.

DIRECTORY LISTING - A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

DISCONNECT NOTICE - The written notice sent to a customer following billing notifying him that his service will be discontinued if charges are not satisfied by the date specified on the notice.

DROP WIRE - That portion of a circuit between the pole line or cable distributing box and building in which the station or switchboard is located.

DUE NOTICE - Refer to "Disconnect Notice."

ENHANCED LIFELINE SERVICE/TRIBAL LANDS - Additional Federal Lifeline and Tribal Linkup assistance for qualifying low-income individuals living on federally recognized tribal lands (American Indian and Alaska Native) to reduce the cost of basic telephone service and offset initial connection charges and line extension costs associated with the initiation of service for those individuals. (T)

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

EXCHANGE - A geographical area established for the administration of telephone service in a specified area, called the "exchange area," which usually embraces a city, town or village and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communication service within that area.

EXCHANGE AREA - The territory served by an exchange.

EXCHANGE LINE - Any circuit connecting an exchange station at the point of demarcation with a central office.

EXCHANGE SERVICE - The furnishing of facilities for the telephone communication within an exchange area in accordance with the regulations and charges specified in the Local or General Exchange Tariffs. Exchange facilities are used to establish and maintain connection between an exchange station and the other telephone plant and facilities in connection with long-distance calls or Extended Area Service calls.

DEFINITIONS

EXCHANGE STATION - A station connected with a central office of the Company over its own lines.

EXTENDED AREA SERVICE - Interexchange telephone service furnished at a flat rate between two or more exchange areas.

EXTRA LISTING - Refer to “Additional Listing."

FLAT-RATE SERVICE - Service furnished at a fixed monthly rate including Extended Area Service where applicable.

FOREIGN ATTACHMENT - Equipment or facilities not owned or furnished by the Company, which are attached or connected to, and used, with, exchange telephone service.

FOREIGN CENTRAL OFFICE - Any central office other than that which serves the area in which the customer is located.

FOREIGN EQUIPMENT - Refer to "Foreign Attachment."

FOREIGN EXCHANGE LINE MILEAGE - The measurement applying to that portion of a central office line connecting a customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly rate is made in addition to the base rate for exchange service.

FOREIGN EXCHANGE SERVICE - Telephone exchange service furnished to a customer through a central office of an exchange other than the exchange regularly serving the area in which the customer is located.

GRADE OF SERVICE - The term used in describing exchange service with respect to the number of parties served on a telephone line.

GRANDFATHERED EQUIPMENT - Equipment so designated by the FCC, which may be connected to services of the Company.

HARM - Harm consists of hazards to personnel, damage to Company equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDIVIDUAL LINE - An exchange line coupled with the inside wire necessary for the connection of a telephone set.

INDUCTIVE CONNECTION - Electromagnetic coupling between customer-provided equipment and Company equipment by means of mutual inductance between an inductor in the Company equipment and a customer-provided inductor external to the Company equipment.

DEFINITIONS

INITIAL SERVICE PERIOD - The minimum length of time for which a customer is obligated to pay for service, whether or not retained by the customer for such minimum length of time.

INTERCOMMUNICATING SYSTEM - An arrangement involving two or more stations which enables a user to signal and connect with other stations in the system.

INTERCONNECTION - The method by which telecommunications facilities of the Company are arranged to transmit to, or receive information from, customer-provided equipment.

LIMITED SERVICE - Service which is limited to customers at existing locations.

LINE EXTENSION - A circuit extending from a main terminal to an auxiliary terminal such as a line from a PBX switchboard to a telephone set or to a key.

LINE EXTENSION MILEAGE - The charges made for off-premises circuit extending from the main terminal.

LINE FINDER. - Refer to "Switch."

LOCAL CHANNEL - That portion of a channel which connects a station to an inter-exchanging channel or channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE - Telephone communications within a local service area in accordance with the provisions of the Company's tariffs.

LOCAL MESSAGE - A completed communication between customers' stations located within the same exchange are or local service area.

LOCAL SERVICE AREA - The area within which telephone service is furnished under a specific schedule of rates without the application of specific charges for each message.

LONG-DISTANCE MESSAGE - Refer to "Toll Message."

LONG-DISTANCE SERVICE - That part of the total telephone service provided by the Company, which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

DEFINITIONS

MAIN TERMINAL - The termination of a central office line on a customer's premises, usually at a protector.

MAINTENANCE OF SERVICE CHARGE - A charge applied when the use of customer-provided equipment or facilities causes impairment or harm to the Company's service or facilities.

MESSAGE - A completed customer call.

MILEAGE - A measurement upon which charges are computed. Refer to "Line Extension Mileage".

MINIMUM CONTRACT PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment whether or not retained by the customer for such minimum length of time.

MOBILE TELEPHONE SERVICE - A communication service provided by means of radio frequencies through a land radiotelephone base station. Connections may be established between a wire station and a mobile or fixed unit or between two mobile or fixed units.

MODULAR CONNECTING DEVICE - A type of jack and plug arrangement as defined by the FCC.

NETWORK ACCESS POINT - A connector, outlet, or wiring termination on a customer's premises which affords connection to the services of the Company.

NETWORK CONTROL SIGNALING UNIT - The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

NONRECURRING CHARGE - A one-time charge associated with a specific item of equipment. This charge applies to installation and to subsequent modification.

NOTICE - Refer to "Disconnect Notice." NRC - Refer to "Nonrecurring Charge."

DEFINITIONS

PARTY LINE - An Exchange line designed for the connection of more than one primary terminal with the central office.

POINT OF DEMARCATION - The point of connection provided and maintained by the Company to which the customer-premise inside station wiring becomes dedicated to an individual customer's use.

PREMISES - The buildings, portion or portions of a building on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises in so far as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PRIVATE BRANCH EXCHANGE - A "Private Branch Exchange", or "Private Branch Exchange System", is an arrangement of equipment consisting of a switchboard or switching equipment situated on a customer's premises, stations connected with the switchboard or switching equipment, and connected by trunks with a central office, all of which provide for selective signaling and interconnection of such stations with each other, and for communication with the general exchange system of the Company and for toll service.

PRIVATE LINE - A circuit provided to furnish communication between two or more terminals directly connected to it. Such terminals do not have access to the general exchange and interexchange networks.

PUBLIC TELEPHONE - An exchange station, attended or equipped with a coin-collecting device, designed and placed for use by the public in general at locations chosen or accepted by the Company.

REGISTERED TERMINAL EQUIPMENT - Terminal equipment registered in accordance with FCC regulations which may be connected to access services of the Company.

RESIDENCE SERVICE - Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

SELECTOR - Refer to "Switch."

SERVICE CHARGES - The charges a customer is required to pay for establishing telephone service or subsequent modification of that service.

STATION - Specific identifying number associated with a location on a communications system.

DEFINITIONS

SUBSCRIBER - Refer to "Customer."

SWITCH - A unit of dial switching equipment, which provides interconnection between station lines or trunks.

TARIFF - The rates, charges, and general regulations filed by the Company with the Minnesota Public Service Commission and the South Dakota Public Utilities Commission.

TELEPHONE COMPANY - Refer to "Company."

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM - The Telecommunications Service Priority (TSP) System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP telecommunications services are defined by the Federal Communications Commission (FCC) as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. The TSP System applies only to NSEP services and provides the Company with a guide to the sequence in which services are to be provisioned and/or restored.

TERMINATION CHARGE - A charge applied under certain conditions when a contract for service is terminated by the customer before the expiration of the minimum contract period.

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

TIE LINE - A circuit connecting two PBX systems for the purpose of interconnection between the stations connected with such systems.

TIE LINE MILEAGE - The measurement on which the rates for tie lines connecting customers' switchboards are based.

DEFINITIONS

TOLL CENTER - A telephone switching center at which the operations function (message timing, switching, and recording) takes place in connection with the provision of toll message service.

TOLL LINE - A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

TOLL MESSAGE - A message between stations in difference exchange areas and furnished under the provisions of the applicable Toll Tariff.

1. Person-to-Person Toll Message: A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified location.

2. Station-to-Station Toll Message: A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.

3. Collect Message: A toll message in which the charge may be reversed provided the charge is accepted at the called station. A collect call may be billed to a Credit Card or third party number. In case of a public or semi-public coin telephone the charges must be billed to a Credit Card of third-party number, or the call may be reoriginated from the called station.

4. Third Number Message: A toll message in which associated charges are billed neither to the calling station nor to the called station but rather to a station not involved in the message.

5. Calling Card Message: A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

TOLL RATE - The initial period charge prescribed for a toll message usually based upon the minimum initial period and distance between charges.

TOLL SERVICE - Toll service (long-distance service) is that part of the total telephone service rendered by the Company which is furnished between customers and different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

TRUNK LINE - A circuit over which customers' messages are sent between two central offices or between a central office and a PBX system.

TWO-PARTY LINE - Refer to "Party Line."

UNDERGROUND SERVICE CONNECTION - A customer's "drop" wire, which is run underground from a pole line or an underground distributing cable.

WATS (WIDE AREA TELECOMMUNICATIONS SERVICE) - The furnishing of inward or outward switched telephone communications service between a wide area service line and specified service areas or bands.

LOCAL EXCHANGE SERVICE

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LOCAL EXCHANGE SERVICE

A. GENERAL

The rates for Local Exchange Service are subject to the conditions set forth herein and the General Regulations governing provision of service. The General Regulations are set forth in Section 2 of this Tariff.

1. Local Exchange Service

a. The Local Exchange Service Rates in this section are for service only and do not include any terminal equipment beyond the point of demarcation. Local Exchange Service Rates are composed of an Access Line Rate component in every case and an Extended Area Service component if applicable.

b. The local exchange rate component is determined by the classes and grades of service provided in the rate schedule. The availability of a class or grade of service within an exchange is governed by the local exchange service-offering sheet.

c. The minimum classes and grades of services offered within each rate schedule are:

1) Schedule - Rate Group 1

a) The minimum grade of service offered in Rate Group 1 exchanges will be business individual line and residence individual line flat rate service throughout the exchange area.

2) Schedule - Rate Group 2

a) The minimum grade of service offered in Rate Group 2 exchanges will be business individual line and residence individual line service.

LOCAL EXCHANGE SERVICE

A. GENERAL (Continued)

1. Local Exchange Service (Continued)

d. Extended Area Service (EAS)

1) Establishment and discontinuance of EAS will be contingent upon commission authorization.

2) Extended Area Service Rate Component.

a) EAS is a premium type service offering made by the Company to certain exchanges, under specific conditions.

b) The Extended Area Service rate component, where applicable, for each exchange is in addition to any LOCAL EXCHANGE SERVICE Access Line Rates.

c) The EAS rate components have been developed by applying a combination of the number of main stations in the "home" exchange and the total EAS circuits.

e. Taxes

1) Applicable taxes levied by federal, state, county and local taxing authorities are in addition to the rates set forth in this tariff. (Refer to General Regulations, Section 2).

LOCAL EXCHANGE SERVICE

B. RATES

1. RATE GROUP 1 Exchange Listing

EAS Components

Exchange Name	Bus.	Res.	EAS Points	
Adams	$7.50	$3.75	Austin	
Alborn	7.50	3.75	Duluth, Meadowlands	
Alden	7.50	3.75	Albert Lea, Conger	
Almelund (1)	26.95	13.48	Metro Area, Taylors Falls	(T)
Alvarado	-	-	None	
Arco	2.80	1.40	Tyler	
Argyle	3.03	1.52	Warren	
Askov	7.50	3.75	Sandstone	
Atwater	7.50	3.75	Kandiyohi, Wilmar	
Aurora	7.10	3.60	Hoyt Lakes, Virginia, Palo, Biwabik	
Babbitt	-	-	None	
Bear River	7.50	3.75	Chisolm, Hibbing, Buhl	
Belgrade	.70	.35	Elrosa	
Bigelow	7.50	3.75	Worthington	
Big Falls	-	-	None	
Blooming Prairie	-	-	None	
Boyd	6.31	3.16	Cerro Gordo, Dawson	
Brimson	7.50	3.75	Duluth	
Brookston	7.50	3.75	Cloquet, Duluth	
Brownsdale	7.50	3.75	Austin, Hayfield	

(1) Effective November 12, 2008 for Message Telecommunications Service (MTS) rating purposes,these exchanges are now consolidated under the Twin Cities rate center. Local exchange access line and general service rates and charges are not to be affected by this consolidation. (N)

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

1. RATE GROUP 1 Exchange Listing (Continued)

EAS Components

Exchange Name	Bus.	Res.	EAS Points
Butterfield	$ 5.80	$ 2.90	Comfrey, Delft, Mountain Lake, Odin- Ormsby
Byron	7.20	3.60	Rochester, Kasson/Mantorville
Cannon Falls	.90	.45	White Rock
Cherry Grove	1.70	.85	Lime Springs, IA
Claremont	6.08	3.04	Dodge Center, West Concord
Clarkfield	.70	.35	Hazel Run
Clarks Grove	5.70	2.85	Albert Lea
Clear Lake	5.40	2.70	Clearwater, St. Cloud
Clearwater	5.40	2.70	Clear Lake, St. Cloud
Comfrey	1.90	.95	Butterfield, Delft, Mountain Lake, Odin- Ormsby
Cosmos	2.80	1.40	Hector, Lake Lillian
Cottonwood	7.50	3.75	Hanley Falls, Marshall
Crane Lake	.76	.37	Orr
Cromwell	16.82	8.41	Wright, Duluth-Cloquet-Carlton Local Calling Area
Delft	7.50	3.75	Butterfield, Comfrey, Mountain Lake, Windom
Denham	7.50	3.75	Moose Lake, Sturgeon Lake
Dexter	7.50	3.75	Austin

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

1. RATE GROUP 1 Exchange Listing (Continued)

EAS Components

Exchange Name	Bus.	Res.	EAS Points
Dodge Center	$11.86	$5.93	Claremont, West Concord, Kasson, Mantorville
Ellendale	-	-	None
Elrosa	11.66	5.84	Belgrade, Sauk Centre, Greenwald-Melrose Local Calling Area
Ely	-	-	None
Embarrass	4.80	2.40	Virginia
Ericsburg	7.85	3.92	International Falls, Kabetogama, Ranier
Finlayson	1.85	.93	Sandstone
Floodwood	8.37	4.19	Alborn, Duluth, Meadowlands
Fountain	4.60	2.30	Preston
Garrison	-	-	None
Gateway	1.10	.55	McGregor
Ghent	7.50	3.75	Marshall, Minneota
Greaney	7.50	3.75	Cook, Orr
Hallock	1.90	.95	Humboldt
Hanley Falls	2.90	1.45	Cottonwood
Hardwick	7.10	3.55	Jasper, Luverne
Hayfield	.60	.30	Brownsdale
Hazel Run	5.10	2.55	Clarkfield
Hector	1.60	.80	Buffalo Lake, Cosmos
Herman	-	-	None

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

1. RATE GROUP 1 Exchange Listing (Continued)

EAS Components

Exchange Name	Bus.	Res.	EAS Points
Hollandale	$4.70	$2.35	Albert Lea
Hoyt Lakes	7.50	3.75	Aurora, Biwabik, Palo, Virginia
International Falls	1.75	.87	Ericsburg, Ranier, Kabetogama
Isabella	-	-	None
Isle	3.90	1.95	Malmo, Onamia, Wahkon
Jacobson	7.50	3.75	Grand Rapids, Warba
Jasper	3.20	1.60	Hardwick, Pipestone
Kabetogama	8.03	4.01	Ericsburg, International Falls, Ranier
Kandiyohi	7.50	3.75	Atwater, Svea, Wilmar
Kennedy	-	-	None
Kenyon	3.88	1.94	Wanamingo
Kettle River	3.80	1.90	Moose Lake
Kiester	-	-	None
Kimberly	7.50	3.75	Aitkin, McGregor
Lake Lillian	7.50	3.75	Cosmos, Svea, Wilmar
Leroy	-	-	None
Little Fork	-	-	None
Lyle	7.50	3.75	Austin
Lynd	6.10	3.05	Marshall

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

1. RATE GROUP 1 Exchange Listing (Continued)

EAS Components

Exchange Name	Bus.	Res.	EAS Points
Malmo	$ 1.50	$.75	Isle
McGrath	-	-	None
McGregor	2.20	1.10	Gateway, Kimberly
Meadowlands	7.50	3.75	Alborn, Duluth, Floodwood, Hibbing
Milaca	2.10	1.05	Bock, Foreston, Pease
Mountain Lake	1.70	.85	Butterfield, Comfrey, Delft, Odin- Ormsby
Nickerson	2.04	1.02	Moose Lake
Odin-Ormsby	7.50	3.75	Butterfield, Comfrey, Mountain Lake, St. James, Trimont
Onamia	2.00	1.00	Isle, Wahkon
Oslo	-	-	None
Palisade	2.20	1.10	Aitkin
Palo	7.50	3.75	Aurora, Biwabik, Hoyt Lakes, Virginia
Pease	7.30	3.65	Bock, Foreston, Milaca
Prinsburg	1.30	.65	Raymond, Svea
Ranier	6.65	3.32	Ericsburg, International Falls, Kabetogama

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

1. RATE GROUP 1 Exchange Listing (Continued)

EAS Components

Exchange Name	Bus.	Res.	EAS Points
Raymond	$3.72	$1.86	Prinsburg, Wilmar
Stephen	-	-	None
Sturgeon Lake	6.60	3.30	Denham, Moose Lake
Svea	7.50	3.75	Kandiyohi, Lake Lillian, Prinsburg, Wilmar
Taylors Falls	27.69	13.85	Metro Area, St. Croix Falls, WI
Tower	3.19	1.59	Virginia
Two Harbors	7.62	3.81	Duluth, Cloquet
Tyler	.90	.45	Arco, Ruthton
Wahkon	7.40	3.70	Isle, Onamia
Wanamingo	3.88	1.94	Kenyon
Warba	4.50	2.25	Grand Rapids, Jacobson
Warren	0.92	0.46	Argyle
West Concord	6.08	3.04	Claremont, Dodge Center
Wheaton	-	-	None
Wright	2.80	1.40	Cromwell
West Jasper, SD	3.20	1.60	Hardwick, Pipestone
West Oslo, ND	-	-	None

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

2. RATE GROUP 2 Exchange Listing

	EAS Flat Rate Service (3)			
	Component 1	Component 2		
Exchange Name			EAS Points	
Delano (4)	(1)	(2)	Metro Area	
Lindstrom	(1)	(2)	Osceola, WI, Metro Area	
Maple Plain (4)	(1)	(2)	Metro Area	
Mayer (4)	(1)	(2)	Metro Area	
Mound (4)	(1)	(2)	Metro Area	
New Germany (4)	(1)	(2)	Metro Area	
St. Bonifacius (4)	(1)	(2)	Metro Area	
Scandia-Marine	(1)	(2)	Osceola, WI, Metro Area	
Watertown (4)	(1)	(2)	Metro Area	
Wyoming (4)	(1)	(2)	Metro Area	(T)

(1) The EAS Flat Rate Component 1 is for Metro EAS in service on November 13, 2002. See B.3. of this Section.

(2) The EAS Flat Rate Component 2 is for EAS added after November 13, 2002. See B.6. of this Section.

(3) The total of Components 1 and 2 are included in the Rate Group 2 "Access Line Rate Schedule" in B.5. of this Section.

(4) Effective November 12, 2008 for Message Telecommunications Service (MTS) rating purposes, these exchanges are now consolidated under the Twin Cities rate center. Local exchange access line and general service rates and charges are not to be affected by this consolidation. (N) (T)

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

3. Rate Group 2 EAS Flat Rate Component 1

Class of Service and Implicit EAS Rate

EXCHANGE	BUS. 1-PTY	BUS. TRUNK	KEY LINE	RES. 1-PTY	SCHOOL LINE/TRUNK	COPTS FLAT	COPTS METERED	COIN LINE
Delano	$15.00	$15.00	$15.00	$7.50	$15.00	$15.00	$15.00	$15.00
Lindstrom	15.00	15.00	15.00	7.50	15.00	15.00	15.00	15.00
Maple Plain	15.00	15.00	15.00	7.50	15.00	15.00	15.00	15.00
Mayer	15.00	15.00	15.00	7.50	15.00	15.00	15.00	15.00
Mound	15.00	15.00	15.00	7.50	15.00	15.00	15.00	15.00
New Germany	15.00	15.00	15.00	7.50	15.00	15.00	15.00	15.00
St. Bonifacius	15.00	15.00	15.00	7.50	15.00	15.00	15.00	15.00
Scandia-Marine	15.00	15.00	15.00	7.50	15.00	15.00	15.00	15.00
Watertown	15.00	15.00	15.00	7.50	15.00	15.00	15.00	15.00
Wyoming	15.00	15.00	15.00	7.50	15.00	15.00	15.00	15.00

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

4. RATE GROUP 1 Access Line Rate Component Schedule (1)

CLASS AND GRADE OF SERVICE WITHIN THE EXCHANGE AREA	Billing Code	Monthly Rate
BUSINESS SERVICE		
Individual Line/Centrex	B1	$39.00 (03/01/2024)
Business Trunk/Centrex	PTK	41.00 (04/01/2024)
Key Business Line/Centrex		39.00 (03/01/2024)
RESIDENCE SERVICE		
Individual Line/Centrex	R1	16.25
SCHOOL SERVICE		
Individual Line/Centrex/Key Line	SCHL	23.44 (4)
Business Trunk	PBXV	23.44 (4)
CUSTOMER OWNED PAY TELEPHONE SERVICE		
Flat Rate		39.00 (2) (03/01/2024)
Metered, Plus $ .10 per call	PALM	20.79 (3)
Coin Line		35.05 (2)

(1) Includes implicit touch calling service.
(2) In accordance with Docket P-407/M-85-601 dated November 19, 1985 this rate applies in exchanges serving 9 or less coin telephone access lines.
(3) In exchanges serving 10 or more coin telephone access lines the Company shall provide a metered rate.
(4) Used for additional lines of service to schools from Kindergarten through 12th grade as required by law. The appropriate business EAS component also applies.

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

5. Rate Group 2 Access Line Rate Schedule (1)

CLASS AND GRADE OF SERVICE WITHIN THE EXCHANGE AREA	Billing Code	Monthly Rate
BUSINESS SERVICE		
Individual Line/Centrex	B1	$53.03 (03/01/2024)
Business Trunk/Centrex	PTK	53.03 (03/01/2024)
Key Business Line/Centrex		53.03 (03/01/2024)
RESIDENCE SERVICE		
Individual Line/Centrex	R1	24.01
SCHOOL SERVICE		
Individual Line/Centrex/Key Line	BSCHL	37.47 (4)
Business Trunk	PBXV	37.47 (4)
CUSTOMER OWNED PAY TELEPHONE SERVICE		
Flat Rate		53.03 (2) (03/01/2024)
Metered, Plus $.10 per call	PALM	34.82 (3)
Coin Line		49.58 (2)

(1) All rates for the following classes and grades of service include Touch Calling service and include the EAS rate components listed in B.2. of this Section.
(2) In accordance with Docket P-407\M-85-601 dated November 19, 1985 this rate applies in exchanges serving 9 or less coin telephone access lines.
(3) In exchanges serving 10 or more coin telephone access lines the Company shall provide a metered rate.
(4) Used for additional lines of service to schools from Kindergarten through 12th grade as required by law.

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

6. Separation of EAS Components

Exchange Name	Bus.	Res.	EAS Points
Boyd			
Facilities Cost	$2.31	$1.16	
Lost Access Revenue Recovery	4.00	2.00	
Total	$6.31	$3.16	Cerro Gordo, Dawson
Almelund			
Subtotal 1	$7.40	$3.70	Lindstrom, North Branch, Taylors Falls
Facilities Cost	$1.14	$0.57	
Lost Access Revenue Recovery	18.19	9.09	
Subtotal 2	$19.33	$9.66	Metro Area as of November 13, 2002, excluding Lindstrom & North Branch
Facilities Cost	$0.01	$0.01	
Lost Access Revenue Recovery	0.01	0.00	
Subtotal 3	$0.02	$0.01	Lonsdale (Metro Area)
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.00	0.00	
Subtotal 4	$0.00	$0.00	Henderson (Metro Area)
Facilities Cost	$0.01	$0.00	
Lost Access Revenue Recovery	0.02	0.01	
Subtotal 5	$0.03	$0.01	Howard Lake (Metro Area)
Facilities Cost	$0.02	$0.01	
Lost Access Revenue Recovery	0.06	0.03	
Subtotal 6	$0.08	$0.04	Maple Lake (Metro Area)
Facilities Cost	$0.02	$0.01	
Lost Access Revenue Recovery	0.03	0.02	
Subtotal 7	$0.05	$0.03	Princeton (Metro Area)
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.00	0.00	
Subtotal 8	$0.00	$0.00	Le Center (Metro Area)
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.02	0.01	
Subtotal 9	$0.02	$0.01	Northfield (Metro Area)

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

6. Separation of EAS Components

Exchange Name	Bus.	Res.	EAS Points
Almelund			
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.02	0.02	
Subtotal 10	$0.02	$0.02	Cokato (Metro Area)
Total	$26.95	$13.48	

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

6. Separation of EAS Components

Exchange Name	Bus.	Res.	EAS Points
Rate Group 2 Exchanges			
Facilities Cost	$0.07	$0.03	
Lost Access Revenue Recovery	0.06	0.03	
Subtotal 1	$0.13	$0.06	Almelund
Facilities Cost	$0.04	$0.02	
Lost Access Revenue Recovery	0.05	0.02	
Subtotal 2	$0.09	$0.04	Taylors Falls
Facilities Cost	$0.01	$0.01	
Lost Access Revenue Recovery	0.01	0.00	
Subtotal 3	$0.02	$0.01	Lonsdale (Metro Area)
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.00	0.00	
Subtotal 4	$0.00	$0.00	Henderson (Metro Area)
Facilities Cost	$0.01	$0.00	
Lost Access Revenue Recovery	0.02	0.01	
Subtotal 5	$0.03	$0.01	Howard Lake (Metro Area)
Facilities Cost	$0.02	$0.01	
Lost Access Revenue Recovery	0.06	0.03	
Subtotal 6	$0.08	$0.04	Maple Lake (Metro Area)
Facilities Cost	$0.02	$0.01	
Lost Access Revenue Recovery	0.03	0.02	
Subtotal 7	$0.05	$0.03	Princeton (Metro Area)
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.00	0.00	
Subtotal 8	$0.00	$0.00	Le Center (Metro Area)
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.02	0.01	
Subtotal 9	$0.02	$0.01	Northfield (Metro Area)
Facilities Cost	$0.01	$0.00	
Lost Access Revenue Recovery	0.08	0.04	
Subtotal 10	$0.09	$0.04	Winsted (Metro Area)

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

6. Separation of EAS Components (Continued)

Exchange Name	Bus.	Res.	EAS Points
Rate Group 2 Exchanges			
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.02	0.02	
Subtotal 11	$0.02	$0.02	Cokato (Metro Area)
Total	$0.53	$0.26	

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

6. Separation of EAS Components (Continued)

Exchange Name	Bus.	Res.	EAS Points
Kabetogama			
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	8.03	u	
Total	$8.03	$4.01	Ericsburg, International Falls, Ranier
International Falls			
Subtotal 1	$1.40	$0.70	Ericsburg, Ranier
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.35	u	
Subtotal 2	$0.35	$0.17	Kabetogama
Total	$1.75	$0.87	
Dodge Center			
Subtotal 1	$6.08	$3.04	Claremont, West Concord
Facilities Cost	$0.80	$0.40	
Lost Access Revenue Recovery	4.98	2.49	
Subtotal 2	$5.78	$2.89	Kasson, Mantorville
Total	$11.86	$5.93	

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

6. Separation of EAS Components (Continued)

Taylors Falls			
Subtotal 2	$7.50	$3.75	Almelund, Lindstrom, St Croix Falls, WI
Facilities Cost	$0.89	$0.44	
Lost Access Revenue Recovery	19.08	9.54	
Total	$19.97	$9.98	Metro Area as of November 13, 2002
			excluding Lindstrom
Facilities Cost	$0.01	$0.01	
Lost Access Revenue Recovery	0.01	u	
Subtotal 3	$0.02	$0.01	Lonsdale (Metro Area)
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.00	0.00	
Subtotal 3	$0.00	$0.00	Henderson (Metro Area)
Facilities Cost	$0.01	$0.00	
Lost Access Revenue Recovery	0.02	0.01	
Subtotal 3	$0.03	$0.01	Howard Lake (Metro Area)
Facilities Cost	$0.02	$0.01	
Lost Access Revenue Recovery	0.06	0.03	
Subtotal 3	$0.08	$0.04	Maple Lake (Metro Area)

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

6. Separation of EAS Components (Continued)

Exchange Name	Bus.	Res.	EAS Points
Taylors Falls (Continued)			
Facilities Cost	$0.02	$0.01	
Lost Access Revenue Recovery	0.03	0.02	
Subtotal 7	$0.05	$0.03	Princeton (Metro Area)
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.00	0.00	
Subtotal 8	$0.00	$0.00	Le Center (Metro Area)
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.02	0.01	
Subtotal 9	$0.02	$0.01	Northfield (Metro Area)
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.02	0.02	
Subtotal 10	$0.02	$0.02	Cokato (Metro Area)
Total	$27.69	$13.85	
Ericsburg			
Subtotal 1	$7.50	$3.75	International Falls, Rainer
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.35	0.17	
Subtotal 2	$0.35	$0.17	Kabetogama
Total	$7.85	$3.92	
Rainer			
Subtotal 1	$6.30	$3.15	Ericsburg, International Falls
Facilities Cost	$0.00	$0.00	
Lost Access Revenue Recovery	0.35	0.17	
Subtotal 2	$0.35	$0.17	Kabetogama
Total	$6.65	$3.32	
Crane Lake			
Facilities Cost	$0.30	$0.15	
Lost Access Revenue Recovery	0.46	0.22	
Total	$0.76	$0.37	Orr

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

6. Separation of EAS Components (Continued)

Exchange Name	Bus.	Res.	EAS Points
Argyle			
Facilities Cost	$0.56	$0.28	
Lost Access Revenue Recovery	2.47	1.24	
Total	$3.03	$1.52	Warren
Warren			
Facilities Cost	$0.17	$0.09	
Lost Access Revenue Recovery	0.75	0.37	
Total	$0.92	$0.46	Argyle
Elrosa			
Facilities Cost	$1.43	$0.71	
Lost Access Revenue Recovery	2.06	1.04	
Subtotal 1	$3.49	$1.75	Sauk Centre
Facilities Cost	$1.43	$0.71	
Lost Access Revenue Recovery	3.44	1.73	
Subtotal 2	$4.87	$2.44	Greenwald - Melrose Local Calling Area
Total	$8.36	$4.19	
Cromwell			
Facilities Cost	$0.50	$0.25	
Lost Access Revenue Recovery	15.02	7.51	
Total 1	$15.52	$7.76	Duluth-Cloquet-Carlton Local Calling Area

LOCAL EXCHANGE SERVICE

C. LOCAL EXCHANGE SERVICE OFFERINGS

1. RATE GROUP 1 Exchanges

EXCHANGE	BUS. 1-PTY	BUS. TRUNK	KEY LINE	RES. 1-PTY	SCHOOL LINE	SCHOOL TRUNK	COIN LINE
	EXCHANGE RATE AREA						
	IN	IN	IN	IN	IN	IN	IN
ADAMS	X	X	X	X	X	X	X
ALBORN	X	X	X	X	X	X	X
ALDEN	X	X	X	X	X	X	X
ALMELUND	X	X	X	X	X	X	X
ALVARADO	X	X	X	X	X	X	X
ARCO	X	X	X	X	X	X	X
ARGYLE	X	X	X	X	X	X	X
ASKOV	X	X	X	X	X	X	X
ATWATER	X	X	X	X	X	X	X
AURORA	X	X	X	X	X	X	X
BABBITT	X	X	X	X	X	X	X
BEAR RIVER	X	X	X	X	X	X	X
BELGRADE	X	X	X	X	X	X	X
BIGELOW	X	X	X	X	X	X	X
BIG FALLS	X	X	X	X	X	X	X

LOCAL EXCHANGE SERVICE

C. LOCAL EXCHANGE SERVICE OFFERINGS

1. RATE GROUP 1 Exchanges

EXCHANGE	BUS. 1-PTY	BUS. TRUNK	KEY LINE	RES. 1-PTY	SCHOOL LINE	SCHOOL TRUNK	COIN LINE
	EXCHANGE RATE AREA						
	IN	IN	IN	IN	IN	IN	IN
BLOOMING PRAIRIE	X	X	X	X	X	X	X
BOYD	X	X	X	X	X	X	X
BRIMSON	X	X	X	X	X	X	X
BROOKSTON	X	X	X	X	X	X	X
BROWNSDALE	X	X	X	X	X	X	X
BUTTERFIELD	X	X	X	X	X	X	X
BYRON	X	X	X	X	X	X	X
CANNON FALLS	X	X	X	X	X	X	X
CHERRY GROVE	X	X	X	X	X	X	X
CLAREMONT	X	X	X	X	X	X	X
CLARKFIELD	X	X	X	X	X	X	X
CLARKS GROVE	X	X	X	X	X	X	X
CLEAR LAKE	X	X	X	X	X	X	X

LOCAL EXCHANGE SERVICE

C. LOCAL EXCHANGE SERVICE OFFERINGS

1. RATE GROUP 1 Exchanges

EXCHANGE	BUS. 1-PTY	BUS. TRUNK	KEY LINE	RES. 1-PTY	SCHOOL LINE	SCHOOL TRUNK	COIN LINE
	EXCHANGE RATE AREA						
	IN	IN	IN	IN	IN	IN	IN
CLEARWATER	X	X	X	X	X	X	X
COMFREY	X	X	X	X	X	X	X
COSMOS	X	X	X	X	X	X	X
COTTONWOOD	X	X	X	X	X	X	X
CRANE LAKE	X	X	X	X	X	X	X
CROMWELL	X	X	X	X	X	X	X
DELFT	X	X	X	X	X	X	X
DENHAM	X	X	X	X	X	X	X
DEXTER	X	X	X	X	X	X	X
DODGE CENTER	X	X	X	X	X	X	X
ELLENDALE	X	X	X	X	X	X	X
ELROSA	X	X	X	X	X	X	X
ELY	X	X	X	X	X	X	X
EMBARRASS	X	X	X	X	X	X	X
ERICSBURG	X	X	X	X	X	X	X
FINLAYSON	X	X	X	X	X	X	X
FLOODWOOD	X	X	X	X	X	X	X
FOUNTAIN	X	X	X	X	X	X	X

LOCAL EXCHANGE SERVICE

C. LOCAL EXCHANGE SERVICE OFFERINGS

1. RATE GROUP 1 Exchanges

EXCHANGE	BUS. 1-PTY	BUS. TRUNK	KEY LINE	RES. 1-PTY	SCHOOL LINE	SCHOOL TRUNK	COIN LINE
	EXCHANGE RATE AREA						
	IN	IN	IN	IN	IN	IN	IN
GARRISON	X	X	X	X	X	X	X
GATEWAY	X	X	X	X	X	X	X
GHENT	X	X	X	X	X	X	X
GREANEY	X	X	X	X	X	X	X
HALLOCK	X	X	X	X	X	X	X
HANLEY FALLS	X	X	X	X	X	X	X
HARDWICK	X	X	X	X	X	X	X
HAYFIELD	X	X	X	X	X	X	X
HAZEL RUN	X	X	X	X	X	X	X
HECTOR	X	X	X	X	X	X	X
HERMAN	X	X	X	X	X	X	X
HOLLANDALE	X	X	X	X	X	X	X
HOYT LAKES	X	X	X	X	X	X	X
INTERNATIONAL FALLS	X	X	X	X	X	X	X
ISABELLA	X	X	X	X	X	X	X
ISLE	X	X	X	X	X	X	X
JACOBSON	X	X	X	X	X	X	X
JASPER	X	X	X	X	X	X	X

LOCAL EXCHANGE SERVICE

C. LOCAL EXCHANGE SERVICE OFFERINGS

1. RATE GROUP 1 Exchanges

EXCHANGE	BUS. 1-PTY	BUS. TRUNK	KEY LINE	RES. 1-PTY	SCHOOL LINE	SCHOOL TRUNK	COIN LINE
	EXCHANGE RATE AREA						
	IN	IN	IN	IN	IN	IN	IN
KABETOGAMA	X	X	X	X	X	X	X
KANDIYOHI	X	X	X	X	X	X	X
KENNEDY	X	X	X	X	X	X	X
KENYON	X	X	X	X	X	X	X
KETTLE RIVER	X	X	X	X	X	X	X
KIESTER	X	X	X	X	X	X	X
KIMBERLY	X	X	X	X	X	X	X
LAKE LILLIAN	X	X	X	X	X	X	X
LEROY	X	X	X	X	X	X	X
LITTLE FORK	X	X	X	X	X	X	X
LYLE	X	X	X	X	X	X	X
LYND	X	X	X	X	X	X	X
MALMO	X	X	X	X	X	X	X
MCGRATH	X	X	X	X	X	X	X
MCGREGOR	X	X	X	X	X	X	X
MEADOWLANDS	X	X	X	X	X	X	X
MILACA	X	X	X	X	X	X	X
MOUNTAIN LAKE	X	X	X	X	X	X	X

LOCAL EXCHANGE SERVICE

C. LOCAL EXCHANGE SERVICE OFFERINGS

1. RATE GROUP 1 Exchanges

EXCHANGE	BUS. 1-PTY	BUS. TRUNK	KEY LINE	RES. 1-PTY	SCHOOL LINE	SCHOOL TRUNK	COIN LINE
	EXCHANGE RATE AREA						
	IN	IN	IN	IN	IN	IN	IN
NICKERSON	X	X	X	X	X	X	X
ODIN-ORMSBY	X	X	X	X	X	X	X
ONAMIA	X	X	X	X	X	X	X
OSLO	X	X	X	X	X	X	X
PALISADE	X	X	X	X	X	X	X
PALO	X	X	X	X	X	X	X
PEASE	X	X	X	X	X	X	X
PRINSBURG	X	X	X	X	X	X	X
RANIER	X	X	X	X	X	X	X
RAYMOND	X	X	X	X	X	X	X
STEPHEN	X	X	X	X	X	X	X
STURGEON LAKE	X	X	X	X	X	X	X
SVEA	X	X	X	X	X	X	X

LOCAL EXCHANGE SERVICE

C. LOCAL EXCHANGE SERVICE OFFERINGS

1. RATE GROUP 1 Exchanges

EXCHANGE	BUS. 1-PTY	BUS. TRUNK	KEY LINE	RES. 1-PTY	SCHOOL LINE	SCHOOL TRUNK	COIN LINE
	EXCHANGE RATE AREA						
	IN	IN	IN	IN	IN	IN	IN
TAYLORS FALLS	X	X	X	X	X	X	X
TOWER	X	X	X	X	X	X	X
TWO HARBORS	X	X	X	X	X	X	X
TYLER	X	X	X	X	X	X	X
WAHKON	X	X	X	X	X	X	X
WANAMINGO	X	X	X	X	X	X	X
WARBA	X	X	X	X	X	X	X
WARREN	X	X	X	X	X	X	X
WEST CONCORD	X	X	X	X	X	X	X
WHEATON	X	X	X	X	X	X	X
WRIGHT	X	X	X	X	X	X	X
WEST JASPER, SD	X	X	X	X	X	X	X
WEST OSLO, ND	X	X	X	X	X	X	X

LOCAL EXCHANGE SERVICE

C. LOCAL EXCHANGE SERVICE OFFERINGS

2. RATE GROUP 2 Exchanges (Continued)

EXCHANGE	BUS. 1-PTY	BUS. TRUNK	KEY LINE	RES. 1-PTY	SCHOOL LINE	SCHOOL TRUNK
	EXCHANGE RATE AREA					
	IN	IN	IN	IN	IN	IN
DELANO	X	X	X	X	X	X
LINDSTROM	X	X	X	X	X	X
MAPLE PLAIN	X	X	X	X	X	X
MAYER	X	X	X	X	X	X
MOUND	X	X	X	X	X	X
NEW GERMANY	X	X	X	X	X	X
ST. BONIFACIUS	X	X	X	X	X	X
SCANDIA-MARINE	X	X	X	X	X	X
WATERTOWN	X	X	X	X	X	X
WYOMING	X	X	X	X	X	X

LOCAL EXCHANGE SERVICE

D. COMMUNITY PLUS PLAN

1. General

Customers within specified exchanges have the option of subscribing to the Community Plus Plan. The Community Plus Plan is offered to customers in the following exchanges:

Almelund
Delano
Lindstrom
Mayer
New Germany
Taylors Falls
Watertown

The Plan includes a monthly recurring charge and measures calling to the Metro Calling Plan Area exchanges only. The regulations and rates to which the exchange areas identified herein are as specified within this section of the tariff and are in addition to the applicable regulations and rates specified in other tariffs of the Company.

2. Regulations

a. Existing customers in the specified Community Plus Plan exchanges may have the option to subscribe to the EAS Flat Rate service or select the Community Plus Plan service.

b. All new customers moving into the specified Community Plus Plan exchanges may subscribe to the EAS Flat Rate service or select the Community Plus Plan service.

c. The Plan is furnished only from central offices which have been arranged to provide this service, and is available to individual business and residence, access line customers.

d. Customers may change from the EAS Flat Rate service to the Community Plus Plan or vice versa once within six months (180 days) of the date the Plan was initially offered or service has been established without paying a service charge. Appropriate service charges will apply to each change thereafter as specified in Section 6 of this tariff.

LOCAL EXCHANGE SERVICE

D. COMMUNITY PLUS PLAN (Continued)

2. Regulations (Continued)

e. The customer, on or off the same premises, may subscribe to EAS Flat Rate service and the Community Plus Plan if each service is provisioned on separate individual billing accounts. The intention of this regulation is to prohibit the provision of EAS Flat Rate service and the supplemental use of the Community Plus Plan on the same billing account (i.e., mixing both services on one account).

f. Measured rate service, where applicable, provides for calling to specified areas with each call measured on a time-of-day and length-of-message basis.

g. "0+" calls made to exchanges that were local or flat rate EAS prior to Community Plus Plan implementation will be billed at the local operator surcharge for the type of call being made. (Refer to Local Operator Services, Section 5.)

h. Community Plus Plan service will not be offered in connection with WATS, or Foreign Exchange services.

i. Seasonal and Vacation Service is available to customers subscribing to the Community Plus Plan. The Community Plus Plan monthly flat rate will be adjusted to adhere to the specifications of each service.

j. For the purpose of determining charges, the following applies:

1) A monthly rate for the provision of incoming calls and access to the local network.

2) A charge per minute for the duration of a call. Monthly billing is based on cumulative minutes of usage.

3) Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange, and ends when the calling line "hangs-up" thereby releasing the network connection. If the called line "hangs-up", but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

LOCAL EXCHANGE SERVICE

D. COMMUNITY PLUS PLAN (Continued)

3. Rates

a. Subscribers opting for the Community Plus Plan will be charged a monthly recurring rate as specified below.

CLASS AND GRADE OF SERVICE WITHIN THE EXCHANGE AREA	Community Plus Plan Monthly Rate (1) (3)					
BUSINESS SERVICE	Rate Group 2 Exchanges		Almelund		Taylors Falls	
Individual Line/Centrex	$34.50	(I)	$40.90		$41.00	
Business Trunk/Centrex	34.50	(I)	40.90		41.00	
Key Business Line/Centrex	34.50	(I)	40.90		41.00	
RESIDENCE SERVICE						
Individual Line/Centrex	$18.25	(I)	$21.95	(I)	$22.00	(I)
SCHOOL SERVICE						
Individual Line/Centrex	$27.44 (2)	(I)	$34.34 (2)	(I)	$34.44 (2)	(I)
Business Trunk/Centrex	27.44 (2)	(I)	34.34 (2)	(I)	$34.44 (2)	(I)

(1) Monthly rate includes implicit Touch Calling Service.
(2) Used for additional lines of service to schools from Kindergarten through 12th grade as required by law.
(3) Monthly rate is in addition to usage charges as set forth in D.3.b. of this Section.

LOCAL EXCHANGE SERVICE

D. COMMUNITY PLUS PLAN (Continued)

3. Rates (Continued)

b. Usage Charges to Measured Calling Locations are set at $.07 per minute.

c. Application of Usage Charges to Measured Locations:

Community Plus Plan Exchange	Measured Calling Locations
Almelund	All Metro Area exchanges excluding the already existing Metro exchange EAS point locations of Lindstrom and North Branch.
Delano	All Metro Area exchanges excluding the already existing Metro exchange EAS point locations of Mayer, Maple Plain, Mound, St. Bonifacius and Watertown
Lindstrom	All Metro Area exchanges excluding the already existing Metro exchange EAS point location of Wyoming. Also exclude existing EAS points of Almelund, Osceola, WI and Taylors Falls
Mayer	All Metro Area exchanges excluding the already existing Metro exchange EAS point locations of Delano, Maple Plain, Mound, St. Bonifacius and Watertown
New Germany	All Metro Area exchanges excluding the already existing metro exchange EAS point locations of Delano, Maple Plain, Mayer, Mound, St. Bonifacius and Watertown
Taylors Falls	All Metro Area exchanges excluding the already existing metro exchange EAS point location of Almelund and Lindstrom.
Watertown	All Metro Area exchanges excluding the already existing metro exchange EAS point locations of Delano, Maple Plain, Mayer, Mound and St. Bonifacius

d. Call Detail Billing

1) Call Detail Billing will be provided to customers at no charge. Detail Billing is available on a go-forward basis only. Previous month(s) detail is not available.

2) Call Detail Billing includes the date, connect time, duration and called number for each call.

LOCAL EXCHANGE SERVICE

E. LIFELINE ASSISTANCE

The Lifeline Assistance (Lifeline) program, established by the Federal Communications Commission under 47 CFR §54, is a means of maintaining and preserving universal service by providing a reduction in the recurring price of basic local residential exchange access service to qualifying low-income subscribers.

1. General

a. Lifeline is a federally-funded reduction. An additional link up credit maybe available to Lifeline customers who reside on tribal lands in the following exchanges: (D) | (D)

Tribe/Reservation	Exchange
Bois Forte Chippewa	Tower
Fond du Lac	Brookston
Mille Lacs Band of Chippewa	Gateway, Isle, Onamia, McGregor

(D)
(D)

b. Local service for Lifeline subscribers may not be disconnected for non-payment of toll charges. (T)

1) Toll Restriction Service will be provided to Lifeline subscribers at no charge.

2) Lifeline subscribers are not required to accept Toll Restriction Service as a condition to avoid disconnection of local service for non-payment of toll.

3) Lifeline subscribers are not required to pay a service deposit in order to initiate service if the subscriber voluntarily elects to receive Toll Restriction Service.

c. Partial payments from Lifeline subscribers will be applied first to local service charges and then to toll charges. (T)

d. Lifeline subscribers will not be denied re-establishment of service on the basis that the subscriber was previously disconnected for non-payment of toll charges. (T)

E. LIFELINE ASSISTANCE (Continued)

2. Eligibility Requirements

a. Lifeline will be provided for one (1) telephone line per household, at the subscriber's principal place of residence, to those individuals who meet the eligibility requirements.

b. The applicant signs a document certifying under penalty of perjury that the consumer has income at or below 135 percent of the Federal Poverty Guidelines or receives benefits from at least one of the following programs:

- Medicaid/Medical Assistance
- Supplemental Nutrition Assistance Program
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (T)
- Veterans Pension (D)
- Veterans Survivors Pension (T)

Individuals who do not qualify under any of the above but lives on or near a federally recognized reservation may qualify if the applicant receives benefits from at least one of the following programs:

- Bureau of Indian Affairs General Assistance
- Tribally administered Temporary Assistance for Needy Families
- Head Start (only for those meeting its income qualifying standard)
- Food Distribution Program on Indian Reservations (FDPIR). (T)

c. The applicant signs a document agreeing to notify the carrier if that consumer ceases to participate in the program or programs. When the Company is notified by the customer that the customer no longer participates in one of the above programs, the federal credits to that customer's monthly charges shall cease beginning with the start of the billing cycle beginning in the month after the month in which notification is received.

3. Certification Revocation

If the Telephone Company discovers that conditions exist that disqualify the recipient of Lifeline Assistance, local service will be billed at full rate. The customer will be billed retroactively to whichever is the most recent of the dates Lifeline Assistance commenced or the recipient no longer qualified for the service not to exceed 12 months.

LOCAL EXCHANGE SERVICE

E. LIFELINE ASSISTANCE (Continued)

4. Rates and Charges

a. A total credit amount applies to the Lifeline customers monthly bill as follows:

	Broadband Monthly Rate *	Voice Monthly Rate *
Total Federal lifeline Support Credit Amount	$9.25	$6.50 (11/03/2021)

* Broadband: Service that includes qualifying broadband service.
Voice Only: Voice service with no qualifying broadband service as defined by 47 C.F.R. Sec 54.403(a)(2). ($5.25 + additional $1.25 to waive entire federal subscriber line charge.) Only subscribers in FCC designated census blocks are eligible for Voice only Lifeline after 12/1/21. (11/03/2021)

LOCAL EXCHANGE SERVICE

F. MINNESOTA TELEPHONE ASSISTANCE PLAN

1. Definition

The Minnesota Telephone Assistance Plan (TAP) is a state-sponsored assistance program under Minnesota Statutes Chapter 237 and is designed to make telephone service accessible to qualifying low-income residential households. Through this program, eligible households will receive a monthly discount on their telephone service.

2. Eligibility Requirements

To be eligible for assistance, an applicant must meet the following requirements:

a. This discount applied on a single line at the principal place of residence for the applicant.

b. The applicant signs a document certifying under penalty of perjury that the consumer has income at or below 135 percent of the Federal Poverty Guidelines or receives benefits from at least one of the following programs:

- Medicaid/Medical Assistance
- Supplemental Nutrition Assistance Program
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (T)
- Veterans Pension (D)
- Veterans Survivors Pension (T)

Individuals who do not qualify under any of the above but live on a federally recognized reservation may qualify if the applicant signs a document certifying under penalty of perjury that the applicant receives benefits from at least one of the following programs:

- Bureau of Indian Affairs General Assistance
- Tribally administered Temporary Assistance for Needy Families
- Head Start (only for those meeting its income qualifying standard)
- Food Distribution Program on Indian Reservations (FDPIR). (T)

c. The applicant agrees to notify the Company if that consumer ceases to participate in any of the above-listed federal assistance programs.

3. Certification Revocation

If the Company discovers that conditions exist that disqualify the recipient of TAP, local service will be billed at full rate. The customer will be billed retroactively to whichever is the most recent of the dates TAP assistance commenced or the recipient no longer qualified for the service not to exceed 12 months.

LOCAL EXCHANGE SERVICE

F. MINNESOTA TELEPHONE ASSISTANCE PLAN (Continued)

4. Regulations

a. The Telephone Assistance Plan credit will begin at the customer's earliest possible billing cycle but no later than the second billing cycle after the date the TAP application is received by the company.

b. Service Charges shall not apply to establish this program on existing service.

c. The company shall provide Telephone Assistance Plan credits against monthly charges for each customer enrolled in the Telephone Assistance Plan.

5. Funding

This program shall be funded through a Telephone Assistance Plan surcharge on residence and business access lines, which pay the 911 surcharge, pursuant to Minnesota. Rules, part 7817.0300.

6. Rates

The surcharge and credit are the effective rates ordered by the Minnesota Public Utilities Commission. The Company is responsible for billing, collecting, and remitting the surcharge to appropriate government agency and the credit to Customer. (08/04/2023)

Text Deleted (08/04/2023)

GENERAL SERVICES

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GENERAL SERVICES

ADJACENT EXCHANGE SERVICE

A. GENERAL

Adjacent Exchange Service is a form of rural telephone service offered to meet certain customer requirements for rural telephone service from a contiguous exchange in addition to service from the exchange in which the customer is located.

B. DEFINITIONS OF TERMS

1. Primary Exchange - the exchange in which the customer is located.

2. Secondary Exchange - an exchange which is contiguous to the customer's primary exchange and from which the customer desires to receive rural telephone service.

C. REGULATIONS

1. Primary exchange service may not be discontinued without also discontinuing secondary exchange service.

2. Adjacent Exchange Service will be furnished between any primary and Adjacent Exchange in the state of Minnesota, whether the customer is located in an exchange of this Company or in an exchange of another company, with the exception of Adjacent Exchanges that are a part of the Minneapolis-St. Paul or Duluth metropolitan calling plan areas. However, the other company must have a comparable tariff on file with the Minnesota Public Service Commission or concur in this tariff.

3. Adjacent Exchange Service will only be provided to rural customers of this Company who are located within two airline miles of the Adjacent Exchange boundary line from which service is desired.

4. Adjacent Exchange Service is provided to meet a customer's local calling needs and is not provided if Extended Area Service is available between the two exchanges.

5. All long distance (toll) messages must be placed through the primary exchange unless there is a service outage on this line. Violations of this regulation will be cause for suspension or termination of the Adjacent Exchange Service.

6. Grades and classes of service available to rural customers in the primary or secondary exchange shall be determined by the serving company.

7. Violation of any Rules and Regulations of this Company will be cause for suspension or termination of the Adjacent Exchange Service.

GENERAL SERVICES

ADJACENT EXCHANGE SERVICE

C. REGULATIONS (Continued)

8. Installation, maintenance and ownership of telephone plant shall be the responsibility of the telephone company in whose exchange area such plant is located.

9. Construction Charges

a. Construction charges of each telephone company participating in provision of facilities for Adjacent Exchange Service shall apply for their portion of such facilities provided by that company.

b. An applicant located within the exchange area of this Company who requests Adjacent Exchange Service to another exchange shall be required to pay, in advance, the estimated cost of all construction associated with the provision of facilities from the applicant's premises to the Adjacent Exchange boundary. Any excess or deficit of estimated costs to actual completed costs will be refunded or billed to the customer.

c. Applicants located within the area of another exchange who request Adjacent Exchange Service from an exchange of this Company shall be required to pay, in advance, all of the estimated cost of required construction within the exchange area of this Company. Any excess or deficit of estimated costs to actual completed costs will be refunded or billed to the customer.

D. RATES

1. The applicable local access line rate(s) in effect in the Adjacent Exchange shall apply, plus any mileage or maintenance charges applicable by the primary exchange company.

2. When the customer is located within the primary exchange of this Company, mileage charges based on route measurement from the customer's location to the Adjacent Exchange boundary shall apply as follows:

	Billing Code	Monthly Rate
First mile or fraction thereof (minimum charge)	OPMA	7.20
Each additional one quarter mile or fraction thereof	OPMB	1.80

3. Rates for supplemental service not associated with the customer's local access line shall be as specified in the local and general exchange tariff of the secondary Adjacent Exchange company.

4. It is the intent of this Company that each company shall bill the customer for their costs and for the services they render.

GENERAL SERVICES

COIN TELEPHONE SERVICE
Customer Owned Pay Telephone Service

A. GENERAL

1. Customer Owned Pay Telephone Service (COPTS) will apply for use with customer provided coin operated or non coin operated telephones at locations accessible to the public, e.g., stores, business places, including boarding or rooming houses, employee lounges and school or college buildings, where desired by the owner of the premises.

2. Only one customer provided coin operated telephone may be connected to each Company access line.

3. Directory listings may be provided under the regulations governing the furnishing of listings for business main line subscribers. However, listings (not indicating a business or profession) provided in connection with Customer Owned Pay Telephone Service furnished at boarding or rooming houses or at other locations where the party desiring the additional listings resides, are furnished under the regulations covering the furnishing of listings in connection with residence main line service.

B. RESPONSIBILITY OF THE CUSTOMER

1. The customer shall be responsible for the installation, operation and maintenance of any customer provided coin operated or non-coin operated telephones used in connection with this service.

2. The customer shall be responsible for the payment of charges as provided in Section 2, GENERAL REGULATIONS, for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer provided coin operated telephones.

3. The customer shall be responsible for payment of charges for all calls originating from or accepted at this type of service, including any applicable Directory Assistance charges. Calls to (1411 or 1+555+1212) Directory Assistance Service will be charged to COPTS line customers as specified in this section of the Tariff.

4. Customer provided coin operated telephones and non-coin operated telephones must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind FCC registered coupler.

GENERAL SERVICES

COIN TELEPHONE SERVICE
Customer Owned Pay Telephone Service

B. RESPONSIBILITY OF THE CUSTOMER (Continued)

5. Such customer provided coin operated telephones and non-coin operated telephones must have the following operational characteristics:

   a. Must be able to access the Company operator (0-level) at no charge and without using a coin where 911 Emergency Service is not available.

   b. Must be able to access 911 Emergency Service, where available, at no charge, without using a coin, and, when such instrument can only access 911 Emergency Service by use of a dialing sequence other than 911. Must prominently display on such instrument, the appropriate dialing sequence to access 911 Emergency Service, where available.

   c. Must be able to access all interexchange carriers unless the customer is an interexchange carrier in which case access may be limited to that owner.

   d. Must comply with all applicable federal, state and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.

   e. Must allow the completion of both local calls and long distance calls from the 0-level and 0+ direct dialed level.

6. Each customer owned pay telephone must display prominently the name and a contact telephone number of the provider of that telephone. The charges for local service, and any surcharges on long distance calls, must also be prominently displayed.

7. The customer shall not program or cause to be programmed any such telephone used in connection with this service to limit the duration of a local message.

C. VIOLATION OF REGULATIONS

1. Where any customer provided coin operated or non coin operated telephone is in violation of this tariff, the Company will promptly notify the customer of the violation and will take immediate action, including the disconnection of service as is necessary for the protection of the telecommunications network and Company employees.

2. The customer shall discontinue use of the customer provided coin operated or non-coin operated telephone or correct the violation and notify the Company in writing within 5 days after receipt of such notice that the violation has been corrected.

3. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

GENERAL SERVICES

COIN TELEPHONE SERVICE
Customer Owned Pay Telephone Service

D. OPTIONAL FEATURES

1. Answer Supervision

   Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. COPTS Answer Supervision will be provided for use with COPT Service as specified in this tariff schedule to assist in determining when billing for a specific call should commence.

E. RATES

1. Local Exchange Business Individual Line Rates and Regulations apply as set forth in Section 4, LOCAL EXCHANGE SERVICE.

2. Nonrecurring Charges, as specified in Section 6, SERVICE CHARGES, apply in addition to other charges specified for Customer Owned Pay Telephone Service in the Local Exchange Tariff.

3. A "local message" from Customer Owned Pay Telephone Service served by a given exchange is a completed local call, originating at such service and terminating at any service which may be called, without toll charge, from all other service served by the exchange concerned.

4. The subscriber to Customer Owned Pay Telephone Service may not charge users of their telephones more for a particular local message then the Company is authorized to charge for the placement of a similar message through its coin telephone service.

5. The subscriber to Customer Owned Pay Telephone Service may charge users of their telephones for calls to Directory Assistance.

6. Optional Features

	Billing Code	Monthly Rate
Answer Supervision, per line	PTCST	$4.55

GENERAL SERVICES

COIN TELEPHONE SERVICE
Coin Line Service

A. GENERAL

1. Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionality's for non-local exchange company customer-owned pay telephones.

2. COPT Coin Line Service is provided at the request of a COPT provider that provides pay telephone service with switch based coin line functionalities to the public on a resale basis.

3. A COPT Coin Line subscriber must use a separate COPT Coin Line for each pay telephone instrument installed and will be billed the tariffed rate for each line. Off-premise extensions to a COPT Coin Line are not permitted.

4. Where COPT Coin Line Service is provided any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.

5. The Company shall not be liable for shortages of coins deposited and/or collected from the COPT Coin Line subscriber's equipment.

6. The Company shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.

7. Suspension of service for nonpayment as specified in Section 2 of this Tariff is not applicable to COPT Coin Line Service unless the instrument is located within an establishment which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit suspension of service for a COPT Coin Line rests with the Company.

8. The carriage and completion of local and intraLATA toll messages are provided by the Company.

9. COPT Coin Line Service will be provided from central offices where facilities are available and where technically feasible.

GENERAL SERVICES

COIN TELEPHONE SERVICE
Coin Line Service

B. Features

1. Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.

2. Service is provided on a one-way or a two-way basis at the customer's option.

3. Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.

4. Billed Number Screening (BNS) is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

5. Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a COPT Coin Line which may require special handling and billing treatment.

6. Central office 900 and 976 blocking is provided.

7. Standard recorded announcements used for calls from the Company's Public Telephone Service pay telephones are used for calls that originate from a COPT Coin Line.

8. All 0-, 0+ and 1+-intraLATA toll calls and 0+ local calls are handled by the Company's operator services system.

9. All 0+ interLATA calls are routed to the presubscribed carrier.

10. Coin sent paid InterLATA calls from COPT Coin Lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.

C. Responsibility of the Subscriber

1. The subscriber is subject to the requirements for COPT Service as set forth previously.

2. The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.

GENERAL SERVICES

COIN TELEPHONE SERVICE
Coin Line Service

C. Responsibility of the Subscriber (Continued)

3. Special billing and coin sharing arrangements between a COPT Coin Line Subscriber and another carrier are the responsibility of the COPT Coin Line subscriber.

4. It is the subscriber's responsibility to ensure instruments used in conjunction with the COPT Coin Line Service are compatible with the Company's network.

D. Rate Regulations

1. No charge will be imposed for incoming calls.

2. Sent-paid local calls will be rated by the COPT Coin Line subscriber's equipment.

3. Operator assisted sent-paid local calls will be rated to the end-user plus the appropriate additive operator service charges as specified in Section 5 of this Tariff. Non-sent paid local calls will be rated to the end-user plus any appropriate additive operator service charges as specified in Section 5 of this Tariff.

4. Operator assisted sent-paid toll calls will be rated to the end-user at the message telecommunications service rate, plus the appropriate additive operator service charges as specified in this Section. Non-sent paid Long Distance Service calls will be rated to the end-user at the message telecommunications service rate and the appropriate additive operator service charges as specified in this Section.

5. The appropriate service charges as specified in Section 6 of this Tariff are applicable for each COPT Coin Line installed, moved, or changed.

6. Rates for Verification/Interrupt Service are as specified in this Section.

7. Calls to (1411 or 1+555-1212) Directory Assistance Service will be charged to Coin Line Service subscribers at the rate specified in this section of the Tariff.

8. Subscribers to Customer-Owned Pay Telephone (COPT) Coin Line Service may be listed in the directory as specified in Section 5 of this Tariff.

E. Rates and Charges

1. COPT Coin Line Service is provided on a fixed monthly rate and per line basis as found in Section 4 of this Tariff.

GENERAL SERVICES

EMPLOYEE TELEPHONE CONCESSION SERVICE

Concession service may be granted to regular full-time and qualified part-time employees. The Company reserves the right to provide free or discounted service to all qualified employees according to guidelines established by Company policy.

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE

A. GENERAL

1. Foreign Exchange Service is interexchange service provided at a location in an exchange other than that in which the central office is located and from which the customer would normally be served.

2. For additional Foreign Exchange Service rates and regulations refer to the GTE Minnesota Intrastate Access Tariff.

B. DEFINITIONS

1. Local Exchange - the exchange in which the station is located and in which service is provided.

2. Serving Exchange - the exchange in which the serving central office is located.

3. Contiguous Exchange - adjoining exchanges which share a common boundary.

4. Noncontiguous Exchanges - exchanges which do not share a common boundary.

C. RATES

	Billing Code	Monthly Rate
1. Regular-filed rates of the serving company apply to the class and grade of service provided,	(1)	Filed Tariff
2. Plus, applicable special access charges.	(1)	(2)
3. Plus, applicable Foreign Exchange Service rate (Refer to Condition 2),		
a. The Foreign Exchange Service rate is $5.00 per month per $.05 multiple of the day station-to-station initial period message toll rate between the local and serving exchanges.	(1)	

(1) Choice of codes available, depending upon the application of service.
(2) Refer to Minnesota Intrastate Access Services Tariff.

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE

D. CONDITIONS

1. Foreign Exchange Service will be limited to business and residence individual line service, or PBX Trunks, when facilities and equipment for its provision are available.

2. When interexchange facilities are owned by the local company between contiguous exchanges, the Foreign Exchange Service rate does not apply.

3. One directory listing will be provided without added charge in the alphabetical directory covering the serving exchange for each business or residence service. In addition, each business customer will be entitled to a regular listing in the classified directory covering the serving exchange without additional charge. Additional listings in the alphabetical and/or classified directories covering the local or other exchanges may be provided at the rates effective in those exchanges.

4. Customers to Foreign Exchange Service are required to take service of the local exchange from which service would normally be rendered.

5. When the service is provided with another company, it is considered jointly provided service.

6. The serving company shall determine the route involved in the provision of Foreign Exchange Service.

7. Except as set forth herein, the rates, charges and conditions set forth elsewhere in this Tariff and applicable in the local exchange apply to services and facilities provided in connection with Foreign Exchange Service.

8. Call beyond the local calling area of the serving exchange will not be permitted. Local calling area is considered to be the telephone served by the serving exchange, plus any extended area service which may be provided from the serving exchange.

9. Regular Service Charges apply to installation, moves and changes.

10. Interexchange mileage is measured through the use of the V and H coordinates between rate centers of the exchanges involved.

GENERAL SERVICES

LINE EXTENSION CHARGES (T)

A. GENERAL

An extension of Telephone Company facilities in locations where Telephone Company facilities currently do not exist will generally be made as follows:

1. Requests by service applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

(a) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of- way, contractor costs and facility placement costs.
(b) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
(c) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under exclusive control.

2. Real Estate Developments, Subdivisions and Apartment Complexes

Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

(a) “Subdivision” means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.
(b) The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
(c) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of- way, contractor costs and facility placement costs.
(d) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
(e) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control. (T)

GENERAL SERVICES

LINE EXTENSION CHARGES

A. GENERAL (Cont'd)

(T)

3. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

4. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

(T)

GENERAL SERVICES

MILEAGE CHARGES - Intra-exchange

A. GENERAL

1. Mileage Charges apply to off-premises line extensions (on continuous or noncontinuous property), including tie lines, private lines, signal circuits and leased pairs. All mileage is measured on an air line basis unless otherwise indicated.

2. Interexchange mileage is covered under the Citizens Communications Minnesota Intrastate Access Services Tariff.

B. RATES

Service Charges apply to all services and equipment as specified in Section 6.

	Monthly Rates Per 1/4 Mile Or Fraction
1. On continuous property of same customer, not in same building	
a. Single pair line extension (1)	$1.80
b. Tie line	1.80
Private line	
1) Signal grade	1.80
2) Voice grade	1.80
2. Not on continuous property of same customer	
a. Single pair line extension	1.80
b. Tie line	1.80
Private line	
1) Signal grade	1.80
2) Voice grade	1.80

(1) Charge for instances where a line extension is used on continuous property but where extension is also part of company regulated plant

GENERAL SERVICES

MILEAGE CHARGES - Intra-exchange

C. CONDITIONS

1. Mileage applicable to on-premises Extension Line Mileage will be determined in the following manner:

   a. The on-premises mileage measurement is the air line distance between access points located on the same premises but in unattached locations.

2. Mileage applicable to off-premises Extension Line Mileage will be determined in the following manner:

   a. When the terminals are located in the same central office area, the off-premises mileage measurement is the airline distance between the terminals.

   b. If the line passes through a central office, the airline mileage must include the central office.

3. Off-Premise Extension Service may be furnished at any reasonable intraexchange location in connection with individual line exchange service or PBX stations only, subject to the following conditions:

   a. A business customer may have an extension from the customer's business to another business location if the other location is also the same-billed account in the same exchange. A separate central office access line is not required in this instance.

   b. Business stations may be located on the premises of another business when each party has its own separate central office access line.

   c. Extensions from residence to residence are permitted when each party has its own separate central office access line.

   d. Extensions from residence to business are permitted when each party has its own separate central office access line. If residence OPX service is installed at a business location, the residence main service and OPX service must be changed to business rates.

   e. Extensions from business to residence are permitted when the residence location has its own separate central office access line. Business OPX service installed in a residence would not require a change in the residence service rates. If a proprietor actually lives in his business establishment, a separate central office access line is not required for extension service.

GENERAL SERVICES

MILEAGE CHARGES - Intra-exchange

C. CONDITIONS (Continued)

4. Tie lines are provided to connect two PBX/PABX systems for inter-communication. Where PBX/PABX systems are not provided to the same customer, firm or corporation, both switchboards must additionally be connected to central office facilities by exchange trunks.

5. Special equipment or arrangements in addition to that regularly provided may be provided at charges and/or rates based upon costs incurred.

6. When facilities must be constructed to provide service to applicant beyond the Base Rate boundary, charges shall be determined as set forth under Line Extension Charges filed in this Section.

GENERAL SERVICES

SEASONAL SERVICE

A. GENERAL

Seasonal Service is provided to residence and single line business customers whose requirements for telephone services are less than that which might normally be provided in any 12 month period.

B. RATES

1. The monthly rate will be based on a combination of a uniform monthly rate which is calculated on six (6) months half rate plus six (6) months full rate combined and distributed evenly over a twelve (12) month period.

2. No other charges will apply for the suspension and subsequent restoral of seasonal service.

C. CONDITIONS

1. Seasonal Service will be furnished under the following condition:

   a. Available to all grades of residence and single line business exchange service where the usage is of a seasonal nature.

   b. Unless notified otherwise by the customer, seasonal service will automatically be placed on intercept between the period of January 1 to May 1.

GENERAL SERVICES

VACATION RATE SERVICE

A. GENERAL

Vacation Rate Service is provided to all classes and grades of residence and business customers whose requirements for telephone services are less than that which might normally be provided in any 12 month period.

B. RATES

1. The monthly rate will be based upon 50% of the regular rate for the basic and associated additional services during the period of suspension.

2. No other charges will apply for the suspension and subsequent restoral of service.

C. CONDITIONS

1. Vacation Rate Service will be furnished under the following conditions:

   a. Available to all grades of residence and business exchange service where the usage is of a seasonal nature.

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

   c. Service may be suspended for a minimum of 30 days, maximum of 6 months.

   d. No discount is allowed with respect to directory advertising or special assemblies of equipment.

GENERAL SERVICES

JOINT USER SERVICE (1)

A. GENERAL

Joint Use of Service permits a person, firm or corporation to share the use of the telephone service provided by the Company with another business customer.

B. RATES

		Monthly Rate
1.	Joint Use of Service	50% of applicable business rate.

C. CONDITIONS

1. Joint Use of Service will be furnished with the approval of the Company only with business individual line or PBX Trunk Service.

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

3. The Joint User must be located on the premises or in the same office, or in the same suite of offices, as the customer, or in an office adjacent to and directly accessible from the customer's office.

4. A Joint User will be furnished one directory listing without charge.

5. Applications for Joint Use of Service shall be made by the customer.

6. The customer will be responsible for all charges incurred by the Joint User.

7. Additional listings and supplemental services may be furnished to the Joint User at the request of the customer and at regular rates.

8. After the listing for the Joint User has been included in the directory, Joint Use of Service may not be discontinued during the life of the directory, except under the following conditions:

   a. The customer's service is discontinued.
   b. The Joint User moves from the premises where the customer's service is located.
   c. The Joint User establishes his own primary service on the same premises

(1) This service is limited to existing customers at existing locations.

GENERAL SERVICES

SERVICE PERFORMANCE GUARANTEE

A. INSTALLATION AND REPAIR

1. Residence/Business

a. If a customer requests installation or repair of Company owned facilities used to provide service offered under this Tariff, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit. One credit per order or trouble report may be applied for the effected Service Categories.

1) Business: Credit will be provided in accordance with the above and following conditions at the request of the customer. The Service Performance Guarantee, as agreed upon by the Company and the customer, will appear as either a $100 credit on the customer's bill or equal value will be provided to the customer in the form of a pre-paid debit calling card.

2) Residence: Credit will be provided in accordance with the above and following conditions at the request of the customer. The Service Performance Guarantee, as agreed upon by the Company and the customer, will appear as either a $25 credit on the customer's bill or equal value will be provided to the customer in the form of a pre-paid debit calling card.

2. Service Categories

a. Local Exchange Services, including Foreign Exchange Service, associated Custom Calling Services, General or Miscellaneous Services, Citizens Digital Centrex Services, and Directory Listings.

b. Enhanced and Specialized Services.

c. Private Line Services billed by the Company.

d. Message Toll Services billed by the Company.

e. WATS and 800 Services billed by the Company.

GENERAL SERVICES

SERVICE PERFORMANCE GUARANTEE

A. INSTALLATION AND REPAIR (Continued)

3. Conditions

a. Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.

b. Credit will be extended in accordance with the above only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company owned facilities used to provide those services.

c. A credit allowance will not be extended in accordance with liability conditions as set forth in the General Rules and Regulations Section of this Tariff for the installation or repair of Company owned facilities used to provide these services.

GENERAL SERVICES

CALL TRACING SERVICE

A. GENERAL

Call Tracing allows for the identification and recording of the telephone number of some or all of the incoming calls to the telephone line of a customer.

B. DEFINITIONS

1. Customer - means a person, firm partnership, limited liability company, corporation, municipality, cooperative association or organization, governmental agency or other entity receiving telecommunications service.

2. Customer-originated call-tracing service - means the customer-activated, call-specific form of call tracing available as part of Custom Calling Services, as described in this Section.

3. Emergency - means a situation that appears to present immediate danger to person or property.

4. Investigative or law enforcement officer - means an officer of the United States, a state or a political subdivision of the United States or a state, or a University of Minnesota peace officer, which is empowered by law to investigate or make arrests for crimes related to communications, or an attorney authorized by law to prosecute these crimes.

C. RATES

Call Trace Service	Business	Residence	(M)
Per Successful Activation	$3.99	$3.99	(M) (I)

GENERAL SERVICES

CALL TRACING SERVICE

D. CONDITIONS

1. Call Tracing will be provided when requested by both a customer and an investigative or law enforcement officer and the customer has provided consent.

2. Information regarding the originating telephone numbers will be disclosed only to investigative or law enforcement officers, not to customers receiving Call Tracing service.

3. The Company will work with investigative or law enforcement officers to determine how long Call Tracing services shall be provided.

4. The Company will mail a deterrent letter to the location of the calling party at the request of the victim or the law enforcement agency.

5. The Company may provide customer-originated call-tracing service as an alternative to Call Tracing in exchanges where Custom Calling Services are available

GENERAL SERVICES

IntraLATA OPERATOR SERVICES

A. GENERAL

1. IntraLATA Operator Services are furnished to customers upon their request in order to complete IntraLATA calls.

2. There are seven classes of local service offered; Mechanized Calling Card, Operator Assisted Calling Card, Operator Station Calls, Person to Person, Busy Line Verification, Busy Line Interrupt, Connect to Directory Assistance and Operator Assistance. When operator assistance is required to complete a local call, the rates appearing under B. Rates will apply.

   a. Mechanized Calling Card (includes operator assisted 0+ calls)

      Customer dialed "0+" calls that are computer handled and completed by the caller or completed by the operator that will be billed to the calling card instead of the telephone originating the call.

   b. Operator Assisted Calling Card

      Customer dialed "0-" calls that are completed by the operator that will be billed to the calling card instead of the telephone originating the call.

   c. Operator Station Calls

      Customer dials "0", the operator completes the call and arranges billing. Can be billed to the originating telephone number, collect or to a third number.

   d. Person-to-Person Calls

      Customer dials "0", the operator completes the call and arranges billing. Can be billed to the originating telephone number, calling card, collect or a third number.

(D)

GENERAL SERVICES

IntraLATA OPERATOR SERVICES

A. GENERAL (Continued)

2. (Continued)

(D)

g. Connect to Directory Assistance

Customer initiated calls connected to directory assistance via an operator. These calls will not be included in the directory assistance call allowance and each call will be charged.

h. Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

i. Operator assisted time and charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

j. Operator assisted corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

k. Billed to third number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

GENERAL SERVICES

IntraLATA OPERATOR SERVICES

A. GENERAL (Continued)

3. Customers who identify themselves as being disabled and unable to dial the call, will not be required to pay local operator service charges for sent paid station-to-station calls from coin pay phones.

4. Live Operator (N)

In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the tariff), a Live Operator fee is applied when the customer chooses to speak with a live operator. The customer is informed by the automated system of the applicable charges prior to connection to the operator. The charge will be collected at the time of payment processing.

This fee will not apply if:
• The automated payment systems are unavailable due to system outages.
• Customer is requesting a call to an emergency service.
• Call cannot be made by the automated system. (N)

B. RATES

Operator Service	Charge per Call	
Mechanized Calling Card	$.46	
Operator Assisted 0- Calling Card	1.25	
Operator Station Call	1.25	
Person-to-Person Call	2.20	
Connect to DA	.75	
Collect	1.25	
Operator Assisted time and charges	1.25	
Operator Assisted Corrections	1.25	
Billed to third number	1.25	
Live Operator, per occurrence	1.50	(N)

GENERAL SERVICES

DIRECT INWARD-OUTWARD DIALING SERVICE

A. GENERAL

Direct Inward-Outward Dialing (DIOD) Service is a Central Office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. This service is provisioned with E&M signaling and a four-wire connection at the customer's premises.

B. CONDITIONS

1. DIOD Service is provided from Central Offices equipped to provide this service and subject to the availability of facilities and the availability of telephone numbers.

2. The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company. Telephone number rules, regulations and charges as specified in Section 2 and the Direct Inward Dialing (DID) service in this section of the Tariff, apply to DIOD service.

3. Rotary hunt service does not apply.

4. The customer is responsible for premises located switching equipment and the equipment must be arranged to provide intercept on unused telephone numbers associated with DIOD service.

5. Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide Direct Inward Dialing (DID) service. Overflow of calls between the two arrangements is not permitted.

6. If a customer's normal serving Central Office is not equipped to provide DIOD service or the customer so requests, the service may be provided if facilities permit, from a company Central Office different than that which normally serves the customer. However, the service must still be within the same LATA, at the additional prices specified herein and under the regulations applicable for Foreign Exchange (FX), or Foreign Central Office (FCO) service as found in Section 5 of this Tariff.

7. When DIOD service becomes available or is subsequently requested from the Central Office that normally serves the customer, the service may be transferred to the normal serving Central Office, if the customer requests such a transfer, the customer will be subject to a change in telephone numbers and will also incur Service Charges as specified in Section 6 of this Tariff.

GENERAL SERVICES

DIRECT INWARD-OUTWARD DIALING SERVICE

B. CONDITIONS (Continued)

8. A change in Central Office equipment could require the customer to discontinue the service or obtain service from another Central Office. Citizens Communications makes no guarantees and assumes no liability for loss of service to the customer, resulting from the conversion or upgrade of Central Office equipment.

9. The combining of flat rate, or message rate service is prohibited.

10. DIOD service works in conjunction with Direct Inward Dialing (DID) service and the charges specified following are in addition to applicable rates and charges for DID Service specified in this Section.

11. Contract termination liability:

    a. Requires the customer, in case of early termination, to pay a penalty of 90% of the term monthly rates applied to the initial ordered quantities, for the number of months remaining in the term.

    b. If, before the end of a term agreement, the customer wants to change to a longer term or a different service of the same or greater value with the same or longer term, no termination liability will apply to this change in service. A new termination agreement, based on the new service or term, will replace the original termination agreement.

    c. If, before the end of a term agreement, Citizens Communications files and gains appropriate approvals for lower rates for the contracted service, Citizens Communications will apply the new lower rates, but the original termination liability remains and will be calculated on the original rates.

GENERAL SERVICES

DIRECT INWARD-OUTWARD DIALING SERVICE

C. RATES

	Billing Code	Monthly Rate	Nonrecurring Charge
1) Equipment arrangement in Central Office necessary to provide in/out dialing from the exchange and message toll network directly to/from dial switching equipment installed on the customer premises: (1)			
a) DIOD Station Number Blocks			
1) Per 1st block of 20 seven-digit station numbers assigned		(2)	
2) Per additional block of 20 seven-digit station numbers assigned, same order		(2)	
b) Per Trunk Termination			
1) Month-to-month	22200	$21.00	(3)
2) One year contract	--	8.00	(3)
3) Three years contract	PZW3Y	6.00	(3)

(1) In addition to charges and rates for other services and facilities associated with this service.
(2) Refer to Direct Inward Dialing (DID) service in this section of the Tariff, for rates and charges.
(3) A $100 nonrecurring charge applies to an initial database set-up. Service charges as specified in Section 6 apply as appropriate for initial and subsequent service orders.

GENERAL SERVICES

TOLL RESTRICTION SERVICE

A. GENERAL

1. Toll Restriction is a central office service that restricts one plus (1+), International (011+) and/or zero plus (0+) calling. Restricted calls are directed to a central office announcement.

2. Two Toll Restriction options are available:

   a. Option 1+* - Any direct dialed one plus (1+) or direct dialed International (011+) call. This includes directory assistance (1 + 411), 1 + 555-1212, 1 + NPA + 555-1212). Calls to Inward WATS will not be restricted (1 + 800 + XXX-XXXX). Examples of this option are:

      1 + NPA + XXX-XXXX
      1 + XXX-XXXX
      5-digit carrier access code + 1 + NPA + XXX-XXXX 5-digit carrier access code + 1 + XXX-XXXX

   b. Option 2* - Includes Option 1 and any local or long distance zero plus (0+) call. Examples of this option are:

      1 + NPA + XXX-XXXX
      1 + XXX-XXXX
      5-digit carrier access code + 1 + NPA + XXX-XXXX 5-digit carrier access code + 1 + XXX-XXXX

      and

      0 + NPA + XXX-XXXX
      0 + XXX-XXXX
      5-digit carrier access code + 0 + NPA + XXX-XXXX 5-digit carrier access code + 0 + XXX-XXXX

3. Toll Restriction will be provided only to Residence One-Party and Business One-Party customers. Toll Restriction will not be provided on party lines and PBX or key system trunks.

* Includes Call Screening. Call Screening restricts outgoing toll calls to calls, which are charged to the called telephone, a third number or a Company credit card account.

GENERAL SERVICES

TOLL RESTRICTION SERVICE

A. GENERAL (Continued)

4. Toll Restriction is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.

5. The Company makes no guarantee and assumes no liability for the accuracy of Toll Restriction Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.

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

B. RATES

1. The following rates and charges apply to the provisioning of Toll Restriction and are in addition to all other applicable charges as specified elsewhere in this and other tariffs of the Company.

	Billing Code	Monthly Rate	Installation Charge
a. Option 1, per line equipped			
One-Party Residence	--/CNTRR	$ 0.00	$ 5.00
One-Party Business	--/CNTRB	0.00	5.00
Option 1, per COPTS line equipped	--	0.00	19.95
b. Option 2, per line equipped			
One-Party Residence	--/CNTRR	0.00	5.00
One-Party Business	--/CNTRB	0.00	5.00
Option 2 per COPTS line Equipped	--	0.00	19.95

* A Subsequent Order charge as listed in the Service Charges segment of Section 6 of this tariff also applies. The installation charge applies in addition to all other Service Connection charges when this service is ordered in conjunction with other services. The installation charges does not apply when a customer elects to change Toll Restriction options.

GENERAL REGULATIONS

MARKET TRIALS

1. General

   a. A market trial shall be offered to test the packaging, pricing and/or other marketing features of a product or service.

   b. Services may be offered on a trial basis for a specified time period to specific areas and/or classes of customers.

   c. Each trial shall be briefly described in a written notice to the Commission filed at least ten days in advance of the trial commencement date. The notice will be in the form of a tariff page filed in Section 5 of this tariff and will remain in effect for the length of the trial.

GENERAL REGULATIONS

FRONTIER EMERGENCY CONNECT SERVICE

A. GENERAL

1. Frontier Emergency Connect Service is a LIMITED SERVICE that allows calls to be placed to 911 ONLY. The service does NOT allow for any inbound calling.

B. REGULATIONS

1. This service is available where technically feasible and subject to availability of existing facilities.

2. All attempted inbound calls will receive a recording saying the number is not in service.

3. Customers will not be given a telephone number of the service and no directory listing services will be available.

4. The customer only has the following dialing options:

   - 911 and
   - Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
   - All other calling patterns will receive re-order tone.

5. The call origination telephone number (All information) going to the 911 center will indicate NO CALL BACK allowed.

6. Applicable Non-Recurring charges may apply.

7. NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY'S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

C. RATES AND CHARGES

	Monthly Rate
Frontier Emergency Connect Service	$4.99

GENERAL REGULATIONS

PRIVATE AND SEMI-PRIVATE SERVICE

A. PROVISION OF SERVICES

1. A Customer may request that the telephone number of his service not be published in the Company's directories. The Company may require such a request to be in writing. Upon implementation of the Customer's request, the Company will exercise reasonable care in taking the following precautions:

   a. Not to publish the nonpublished number in any of its publicly distributed directories.

   b. Except when required by law, not to disclose the nonpublished number, regardless of any claim of emergency, to any person other than: to representatives of a law enforcement or 911 emergency agency, to its own employees for use in connection with service records, to persons involved in the Company's billing and collection activities, to telecommunications common carriers for use in making their telecommunications services available to Customer, or to other telephone customers billed for calls placed from the nonpublished number.

2. In the event that the nonpublished number is published or disclosed other than as permitted under these Tariff provisions, the liability of the Company to Customer for such publication or disclosure shall be limited to and satisfied by refund of all amounts collected and cancellation of any charges which the Company may have made for nonpublished number service for the preceding 12 monthly billing periods plus waiver of the service charge for a change of telephone number. This provision does not limit the Company's liability for willful misconduct. The Customer releases, indemnifies and holds the Company harmless from any loss, claim, demand, suit, or liability of any person arising directly or indirectly from compliance with these Tariff provisions, the publication of such nonpublished number, or the disclosure of said number to any person.

3. Semi-Private Service will not be furnished in connection with certain automatic announcement, automatic answering and recording, or recorder coupler services as outlined in this tariff.

4. Semi-Private Service is not available to a Customer living in a hotel, apartment house, boarding house, hospital, retirement home, club or like complex which is listed under the number of the PBX or PABX.

5. Semi-Private Service is a telephone number which is not listed in the telephone directory. However, the number is listed in the directory assistance records and is given out upon request.

GENERAL REGULATIONS

PRIVATE AND SEMI-PRIVATE SERVICE

B. APPLICATIONS OF RATES

Rates for Private and Semi-Private Service do not apply to the following:

1. Special Reverse Charge Toll Service.

2. Foreign Exchange Service where the Customer is also furnished other exchange service and such service is listed in the directory.

3. Additional service furnished to the same Customer who has service listed in the telephone directory at the same address.

4. Temporary service furnished for short periods, such as for elections, special events (e.g. fairs, exhibits, parades, etc.), construction sites and other like situations.

5. Inward Wide Area Telecommunications Service.

6. Service to apartment house security systems.

7. Service to data terminals, or assemblies with no voice use.

C. RATES AND CHARGES

	Monthly Rate
Private Service, each.	
Residential	$3.50 (12/13/2022)
Business	$3.50 (12/13/2022)
Semiprivate Service, each.	
Residential	$3.50 (12/13/2022)
Business	$3.50 (12/13/2022)

GENERAL SERVICES

VACATION GET AWAY SERVICE

A. GENERAL

Vacation Get Away service provides for temporary discontinuance of service at the customer's request without termination of the service.

B. CONDITIONS

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers. (C)

2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.

3. Vacation Get Away Service will not be made available for periods of less than two (2) months.

4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.

5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.

6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.

7. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.

8. Vacation Get Away Service will be available where technically feasible.

9. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

C. RATES:

	Nonrecurring Charge
	$39.99

SERVICE CHARGES

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SERVICE CHARGES

A. GENERAL

Service charges are nonrecurring charges for establishing service, connecting equipment and modifying existing service, when applicable. Service charges are caused by customer requests only. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun interrupted by the customer. If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

1. Service Order Charge

   The charge for receiving, recording and processing information from a customer or applicant. One of the following will apply:

   a. A primary charge applies to customer requests initiating service, reestablishing service at a new location, and/or changes in telephone numbers.

   b. A subsequent charge applies to all other customer requests.

2. Line Connection Charge

   The charge for work associated with provision of service from the central office including, but not limited to, central office connections, cable cross connections and/or outside plant connections up to and including the protector and/or the point of demarcation.

3. Coin Line Telephone Installation

   a. This charge applies to the installation of a coin telephone for coin line telephone service, whether wiring is in place or not, and is in addition to other applicable service charges.

   b. This charge does not apply if the coin telephone is in place at the time service is established and no change is requested by the customer.

SERVICE CHARGES

B. APPLICATION

1. Charges in this section apply in addition to all other rates and charges in this tariff unless specifically excepted.

2. One or more charges may be applicable, based on the services requested by the customer.

3. Only one Service Order Charge applies per customer contact.

4. Service restoral charges will include a subsequent service order charge and a line connection charge.

5. A Subsequent Service Order Charge is applicable to residential customers who wish to subscribe to Complete Blocking per-line only after a 90-day period of introduction to the service. A Subsequent Service Order Charge for this service is also applicable to new residential customers only after a 90- day period elapses from the customer joining the network.

C. EXCEPTIONS

Service charges do not apply to:

1. Removal or discontinuance of equipment or service.

2. Calling card requests.

3. Suspension or reconnection of vacation rate service.

4. The provision of Custom Calling Service features, with the following exceptions:

   a. Complete blocking per line as specified in B.5., preceding.

   b. Frontier Feature5 Pack^{sm} and Frontier Choices^{sm} Tier Bundles Service charges apply when customers initially order these service packages or bundles. Service charges do not apply when customers order subsequent changes in their choice of features in these service packages or bundles.

   c. FrontierWorks^{sm} Small Business Solutions

SERVICE CHARGES

D. CHARGES

Service Charges for initial establishment of service may be paid in six equal monthly installments beginning with the first bill. Residence customers may elect to pay such charges under Installment Billing for Residence Customers, as provided for elsewhere in this tariff.

	Billing Code	Business Charge	Residence Charge
1. Service order, per request			
a. Primary	SCC11	$14.00	$14.00
b. Subsequent	SCC12/SCC13	12.00	12.00
2. Line Connection charge, per line, per central office	SCC19/SCC16	16.00	16.00
3. Coin Line Telephone Installation-Wiring Connection Charge	--	46.75	--

E. NON-SUFFICIENT FUND (RETURNED CHECKS)

A charge applies to cover the administrative cost incurred in handling non-sufficient funds checks	--	10.00	10.00

SERVICE CHARGES

F. TRIBAL LINK-UP SERVICE CONNECTION PROGRAM (T)

1. General

The Tribal Link-Up Service Connection Program is a federally sponsored assistance program under 47 CFR §54 and is designed to make telephone service accessible to qualifying low-income residential households who are currently not on the public switched network. Through this program, residents of Tribal Lands qualify for an additional reduction of up to $100 to cover 100% of the charges to connect the subscriber to the network, including facilities based line extension or construction charges needed to initiate service. (T) (T) (T)

2. Eligibility Requirements (T)

To be eligible for assistance, an applicant must meet the following requirements:

a. This discount applies on a single line at the principal place of residence for the applicant.

b. Applicant can receive the benefit of the Tribal Link-Up Program a second or subsequent time only for a principal place of residence with an address different from the residence address at which Tribal Link-Up assistance was previously provided. (T)

c. Applicant signs document certifying under penalty of perjury that the consumer has income at or below 135 percent of the Federal Poverty Guidelines or receives benefits from at least one following programs: (T)

- Medicaid/Medical Assistance
- Food Support/Food Stamps
- Supplemental Security Income
- Federal Public Housing Assistance or Section 8
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's Free Lunch Program
- Temporary Assistance for Needy Families (Minnesota Family Investment Program, or MFIP)

Individuals who do not qualify under any of the above but lives on or near a federally recognized reservation may qualify if the applicant signs a document certifying under penalty of perjury that the applicant receives benefits from at least one of the following programs:

- Bureau of Indian Affairs General Assistance
- Tribally administered Temporary Assistance for Needy Families
- Head Start (only for those meeting its income qualifying standard)
- National School Lunch Program’s free lunch program

d. Applicant agrees to notify the carrier if that consumer ceases to participate in any of the above listed federal assistance programs.

SERVICE CHARGES

F. TRIBAL LINK-UP SERVICE CONNECTION PROGRAM (Continued) (T)

3. Credit and Collections

a. Credit Reference

The credit verification procedures used for all applicants who apply for service will also be used for applicants who apply for service under the Tribal Link-up program. (T)

b. Deposits

The deposit standards used for all applicants who apply for service will also be used for applicants who apply for service under the Tribal Link-up program. The Tribal Link-Up program does not reduce or eliminate any permissible security deposits. (T)

c. Collection Standards (T)

Once service has been established for a Tribal Link-Up applicant, the customer will be expected to adhere to the same bill payment policies expected of any other customer.

SPECIALIZED SERVICES

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(D)

SPECIALIZED SERVICES

TELECOMMUNICATIONS ACCESS MINNESOTA (TAM)

A. DEFINITION

This tariff provides for a surcharge to establish and administer a program to distribute communication devices to eligible communication-impaired persons and to create and maintain a message relay service.

B. ELIGIBILITY FOR COMMUNICATIONS DEVICES

To be eligible to obtain a communication device a person must be:

1. at least five years of age:
2. communication impaired:
3. a resident of the state:
4. a resident in a household that has a median income at or below the applicable median household income in the state except a deaf and blind person applying for a telebraille unit may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state: and
5. a resident in a household that has telephone service or that has made application for service and has been assigned a telephone number.

C. ELIGIBILITY FOR WIRING INSTALLATION

If a communication-impaired person does not have telephone service and is subject to economic hardship as determined by the TAM board, the telephone company providing local service shall at the direction of the administrator of the program install necessary outside wiring without charge.

D. REGULATIONS

Service Charges shall not apply to eligible persons to establish this program on existing service.

E. FUNDING

This program shall be funded through a surcharge on residence and business access lines, which pay the 911 surcharge, pursuant to Minnesota Rules, part 7817.0300.

F. RATES

The surcharge rate is the effective rate ordered by the Minnesota Public Utilities Commission. The Company is responsible for billing, collecting and remitting the surcharge to appropriate government agency.

RESERVED FOR FUTURE USE

(D) (T)

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RESERVED FOR FUTURE USE (D) (T)

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(D)

SPECIALIZED SERVICES

N11 SERVICES
211 Service

A. GENERAL

1. 211 Service ("211") is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.

2. Calls placed to the 211 code will be routed to the point-to number assigned to a 211 Subscriber based upon the central office switch where technically feasible, such that all calls from Company subscribers in a local exchange to the 211 abbreviated dialing code will be routed to a single point-to number.

B. 211 SUBSCRIBER OBLIGATIONS

1. 211 will be provided under the following conditions:

   a. The 211 Subscriber shall make written application for 211 Service to the Company at the local exchange level. The 211 Subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant.

   b. The 211 Subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

SPECIALIZED SERVICES

N11 SERVICES
211 Service

B. 211 SUBSCRIBER OBLIGATIONS (Continued)

1. 211 will be provided under the following conditions: (Continued)

   c. The 211 Subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

   d. The 211 Subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 Subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 211 Service.

   e. The Company will provide both oral and written notification when a 211 Subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the 211 Subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

2. The following conditions apply if the 211 Subscriber provides a prerecorded announcement:

   a. The 211 Subscriber will provide announcements. The Company will provide only delivery of the call.

SPECIALIZED SERVICES

N11 SERVICES
211 Service

B. 211 SUBSCRIBER OBLIGATIONS (Continued)

2. The following conditions apply if the 211 Subscriber provides a prerecorded announcement: (Continued)

   b. The provision of access to the 211 network by the Company for the transmission of announcements or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

   c. The 211 Subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

   d. The 211 Subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

3. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 Subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

   If during this period, the 211 Subscriber has failed to establish service or decides to discontinue service establishment, the 211 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

4. The 211 Subscriber is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.

5. The 211 Subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 211.

6. Disputes regarding geographic coverage by two or more 211 Subscribers will be referred to the Minnesota Public Utilities Commission.

SPECIALIZED SERVICES

N11 SERVICES
211 Service

B. 211 SUBSCRIBER OBLIGATIONS (Continued)

7. The Company may take all legal and practical steps to disassociate itself from 211 Subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

8. The 211 Subscriber shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to the existing assignment.

C. OTHER TERMS AND CONDITIONS

1. This service is provided subject to the availability of the 211 code.

2. 211 Service can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).

3. 211 Service is supplemental to and is not a replacement for local exchange service.

4. Limitations and use of 211 Service apply as stated in Section 2 of this Tariff.

5. Directory listings may be provided for 211 Service at rates under the terms, conditions, and rates specified in section 5 of this Tariff.

6. Access to 211 Service is not available to the following classes of service:
   - 1+,
   - 0+, 0-(credit card, third-party billing, collect calls),
   - 101XXXX,

   In addition, operator-assisted calls to the 211 Subscriber will not be completed.

SPECIALIZED SERVICES

N11 SERVICES
211 Service

C. OTHER TERMS AND CONDITIONS (Continued)

1. 211 Service will not provide calling number information in real time to the 211 Subscriber. If the 211 Subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.

2. Calls to the 211 Service code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 211 from areas where 211 Service is not being provided will be advised that the service is not available from their number.

3. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.

4. 211 Service is provided where facilities permit. The Company can only provide 211 Service to one specified telephone number per exchange.

5. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the 211 Provider to respond to such calls.

6. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 211 Subscriber shall make such operational tests as, in its judgment are required to determine whether the Company's facilities are functioning properly for its use. The 211 Subscriber shall promptly notify the Company in the event the Company's facilities are not functioning properly.

SPECIALIZED SERVICES

N11 SERVICES
211 Service

C. OTHER TERMS AND CONDITIONS (Continued)

7. 211 Service is provided solely for the benefit of the 211 Subscriber. The provision of the 211 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity.

8. The Company, its employees, or its agents are not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or it employees, or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the 211 Subscriber.

D. RATES AND CHARGES

1. 211 Subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the 211 Subscriber's designated premises.

2. Charges applicable to the 211 Service are as follows:

	Nonrecurring Charge
a. Service Establishment Charge Per Point-to-Number	$300.00
b. Central Office Switch Activation Charge Per Central Office Switch Translated or Changed	$ 30.00

SPECIALIZED SERVICES

N11 SERVICES
511 Service

A. GENERAL

1. 511 Service ("511") is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 91-105, the 511 code is assigned for access to travel information services.

2. Calls placed to 511 code will be routed to the point-to number based upon the central office switch where technically feasible.

B. TERMS AND CONDITIONS

1. This service is provided subject to the availability of the 511 code.

2. 511 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).

3. Limitations and use of service apply as stated in Section 2 of this Tariff.

4. Directory listings for 511 are offered under the terms, conditions, and rates specified in section 5 of this Tariff.

5. Operator-assisted calls to the 511 subscriber will not be completed.

6. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.

7. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.

SPECIALIZED SERVICES

N11 SERVICES
511 Service

B. TERMS AND CONDITIONS (Continued)

8. Calls to the 511 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 511 from areas where 511 service is not being provided will be advised that the service is not available from their number.

9. Disputes regarding geographic coverage by two or more 511 subscribers will be referred to the Minnesota Public Utilities Commission.

10. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

11. Only a single seven- or ten-digit local number or a single ten-digit toll-free number may be used as the point-to number.

12. 511 Service is provided where facilities permit.

13. The 511 subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach travel information services provided by dialing 511.

SPECIALIZED SERVICES

N11 SERVICES
511 Service

B. TERMS AND CONDITIONS (Continued)

14. 511 will be provided under the following conditions:

a. The 511 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant.

b. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

c. The 511 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

d. Suspension of 511 Service is not allowed.

e. The 511 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via
511. If requested by the Company, the 511 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.

SPECIALIZED SERVICES

N11 SERVICES
511 Service

B. TERMS AND CONDITIONS (Continued)

14. 511 will be provided under the following conditions: (Continued)

    f. The Company will provide both oral and written notification when a 511 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the 511 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

15. The following conditions apply if the 511 subscriber provides a pre- recorded announcement:

    a. The 511 subscriber will provide announcements. The Company will provide only delivery of the call.

    b. The provision of access to the 511 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.

    c. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

    d. The 511 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

SPECIALIZED SERVICES

N11 SERVICES
511 Service

B. TERMS AND CONDITIONS (Continued)

16. The Company may take all legal and practical steps to disassociate itself from 511 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

17. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

C. Rates and Charges

1. 511 subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the 511 subscriber's designated premises.

2. Charges applicable to the 511 Service are as follows:

	Nonrecurring Charge
1. Service Charge	
Per Point-to-Number	$300.00
2. Central Office Switch Activation Charge	
Per Central Office Switch Translated or Changed	30.00

SPECIALIZED SERVICES

N11 SERVICES
711 Service

A. GENERAL

711 Service ("711") is a three-digit local dialing arrangement for telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 711 code is assigned for nationwide access to TRS entities.

B. TERMS AND CONDITIONS

1. This service is provided subject to the availability of the 711 code.

2. 711 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).

3. Limitations and use of service apply as stated in Section 2 of this Tariff.

4. Directory listings for 711 are provided at no charge.

5. Operator-assisted calls to the 711 subscriber will not be completed.

6. The 711 subscriber is restricted from selling or transferring the 711 code to an unaffiliated entity, either directly or indirectly.

7. 711 will not provide calling number information in real time to the 711 subscriber. If the 711 subscriber needs this type of information, the 711 subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.

SPECIALIZED SERVICES

N11 SERVICES
711 Service

B. TERMS AND CONDITIONS (Continued)

8. Calls to the 711 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 711 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 711 service from areas where 711 service is not provided will be advised that the service is not available from their number.

9. Only a single seven- or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.

10. 711 Service is provided where facilities permit.

11. The 711 subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach relay services provided by dialing 711.

12. 711 will be provided under the following conditions:

    a. The 711 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to handle calls to 711 without impairing the Company's general telephone service or telephone plant.

    b. The 711 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

SPECIALIZED SERVICES

N11 SERVICES
711 Service

B. TERMS AND CONDITIONS (Continued)

12. 711 will be provided under the following conditions: (Continued)

c. The 711 subscriber will be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

d. Suspension of 711 Services is not allowed.

e. The 711 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. At the Company's request, the 711 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 711 service.

f. The Company will provide both oral and written notification when a 711 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 711. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measure when the 711 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

SPECIALIZED SERVICES

N11 SERVICES
711 Service

B. TERMS AND CONDITIONS (Continued)

13. The following conditions apply if the 711 subscriber provides a pre- recorded announcement:

    a. The 711 subscriber will provide announcements. The Company will provide only delivery of the call.

    b. The Company's provision of access to the 711 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.

    c. The 711 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

    d. The 711 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

14. The Company may take all legal and practical steps to disassociate itself from 711 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

SPECIALIZED SERVICES

N11 SERVICES
711 Service

B. TERMS AND CONDITIONS (Continued)

15. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

16. 711 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 711 subscriber's designated premises.

C. RATE AND CHARGES

1. There will be no charge for the initial establishment of 711 Service.

2. For subsequent point-to number changes for 711 Service, the following non-recurring charges apply:

	Nonrecurring Charge
1. Service Charge	
Per Point-to Number	$300.00
2. Central Office Switch Activation Charge	
Per Central Office Switch Translated or Changed	30.00

SPECIALIZED SERVICES

N11 SERVICES
811 Service

A. GENERAL

1. 811 Service ("811") is a three-digit local dialing arrangement available in specified areas for access to a one call notification provider via voice grade facilities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is assigned for one call notification Centers.

2. Calls placed to 811 code will be routed to the point-to number based upon the central office switch where technically feasible.

B. TERMS AND CONDITIONS

1. This service is provided subject to the availability of the 811 code.

2. 811 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).

3. Limitations and use of service apply as stated in Section 2 of this Tariff.

4. Directory listings for 811 are offered under the terms, conditions, and rates specified in section 5 of this Tariff.

5. Access to 811 is not available to the following classes of service:

   - 1+
   - 0+, 0- (credit card, third-party billing, collect calls)
   - 101XXXX

   Operator-assisted calls to the 811 subscriber will not be completed.

6. The 811 subscriber is restricted from selling or transferring the 811 code to an unaffiliated entity, either directly or indirectly.

SPECIALIZED SERVICES

N11 SERVICES
811 Service

B. TERMS AND CONDITIONS (Continued)

7. 811 will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.

8. Calls to the 811 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 811 from areas where 811 service is not being provided will be advised that the service is not available from their number.

9. Disputes regarding geographic coverage by two or more 811 subscribers will be referred to the Minnesota Public Utilities Commission.

10. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 811 subscriber has failed to establish service or decides to discontinue service establishment, the 811 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

11. Only a single ten-digit toll-free or local number may be used as the point-to number.

12. 811 Service is provided where facilities permit.

13. The 811 subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach the One Call Center for services provided by dialing 811.

SPECIALIZED SERVICES

N11 SERVICES
811 Service

B. TERMS AND CONDITIONS (Continued)

14. 811 will be provided under the following conditions:

a. The 811 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant.

b. The 811 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

c. The 811 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

d. Suspension of 811 Service is not allowed.

e. The 811 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 811. If requested by the Company, the 811 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 811 service.

SPECIALIZED SERVICES

N11 SERVICES
811 Service

B. TERMS AND CONDITIONS (Continued)

14. 811 will be provided under the following conditions: (Continued)

    f. The Company will provide both oral and written notification when a 811 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the 811 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

15. The following conditions apply if the 811 subscriber provides a pre-recorded announcement:

    a. The 811 subscriber will provide announcements. The Company will provide only delivery of the call.

    b. The provision of access to the 811 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.

    c. The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder- announcement equipment producing the recording, advertising and promotional expenses.

    d. The 811 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

SPECIALIZED SERVICES

N11 SERVICES
811 Service

B. TERMS AND CONDITIONS (Continued)

16. The Company may take all legal and practical steps to disassociate itself from 811 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

17. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

C. Rates and Charges

1. 811 subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the 811 subscriber's designated premises.

2. Charges applicable to the 811 Service are as follows:

		Nonrecurring Charge
1.	Service Charge Per Point-to-Number	$300.00
2.	Central Office Switch Activation Charge Per Central Office Switch Translated or Changed	30.00

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1) SURCHARGE

A. A monthly surcharge, as mandated by Minnesota Statutes Section 403.11, is applicable to each customer access line (including trunk equivalents as designated for access charge purposes). Fees collected by the Company are remitted to the State of Minnesota.

	Monthly Rate	
Surcharge per line	$.95	(I)

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. RATES (1)

		Billing Code	Monthly Rate (1)	Nonrecurring Charge
1.	9-1-1 Central Office Enabling, per central office		Refer to Section 2, Special Assemblies of Equipment	
2.	Automatic Number Identification (ANI) 9-1-1 Central Office Enabling, per central office (2)	--	$52.55	$0.00

3. 9-1-1 Service Line

Exchange	Monthly Rate (1) Basic
Adams	$28.50
Alborn	$28.50
Alden	$28.50
Almelund	$28.50
Alvarado	$28.50
Arco	$28.50
Argyle	$28.50
Askov	$28.50
Atwater	$28.50
Aurora	$28.50
Babbitt	$28.50
Bear River	$28.50
Belgrade	$28.50
Big Falls	$28.50
Bigelow	$28.50
Blooming Prairie	$28.50
Boyd	$28.50
Brimson	$28.50
Brookston	$28.50
Brownsdale	$28.50
Butterfield	$28.50
Byron	$28.50
Cannon Falls	$28.50
Cherry Grove	$28.50

(1) Rates applicable to facilities provided within Citizens Communications service territory. Connecting company rates apply to facilities located within connecting company service territory.
(2) Special construction charges will apply when special assembly is required.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. RATES (1) (Continued)

3. 9-1-1 Service Line (Continued)

Exchange	Monthly Rate (1) Basic
Clear lake	$28.50
Clearwater	$28.50
Comfrey	$28.50
Cosmos	$28.50
Cottonwood	$28.50
Crane Lake	$28.50
Cromwell	$28.50
Delano	$43.90
Delft	$28.50
Denham	$28.50
Dexter	$28.50
Dodge Center	$28.50
Ellendale	$28.50
Elrosa	$28.50
Ely	$28.50
Embarrass	$28.50
Ericsburg	$28.50
Finlayson	$28.50
Floodwood	$28.50
Fountain	$28.50
Garrison	$28.50
Gateway	$28.50
Ghent	$28.50
Greaney	$28.50
Hallock	$28.50
Hanley Falls	$28.50
Hardwick	$28.50
Hayfield	$28.50
Hazel Run	$28.50
Hector	$28.50
Herman	$28.50
Hollandale	$28.50
Hoyt Lakes	$28.50
International Falls	$28.50
Isabella	$28.50
Isle	$28.50
Jacobson	$28.50
Jasper	$28.50
Kabetogama	$28.50

(1) Rates applicable to facilities provided within Citizens Communications service territory. Connecting company rates apply to facilities located within connecting company service territory.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. RATES (1) (Continued)

3. 9-1-1 Service Line (Continued)

Exchange	Monthly Rate (1) Basic
Kandiyohi	$28.50
Kennedy	$28.50
Kenyon	$28.50
Kettle River	$28.50
Kiester	$28.50
Kimberly	$28.50
Lake Lillian	$28.50
Leroy	$28.50
Lindstrom	$43.90
Little Fork	$28.50
Lyle	$28.50
Lynd	$28.50
Malmo	$28.50
Maple Plain	$43.90
Mayer	$43.90
McGrath	$28.50
McGregor	$28.50
Meadowlands	$28.50
Milaca	$28.50
Mound	$43.90
Mountain Lake	$28.50
New Germany	$43.90
Nickerson	$28.50
Odin-Ormsby	$28.50
Onamia	$28.50
Oslo	$28.50
Palisade	$28.50
Palo	$28.50
Pease	$28.50
Prinsburg	$28.50
Ranier	$28.50
Raymond	$28.50
Scandia-Marine	$43.90
St. Bonifacius	$43.90
Stephen	$28.50
Sturgeon Lake	$28.50
Svea	$28.50
Taylors Falls	$28.50
Tower	$28.50

(1) Rates applicable to facilities provided within Citizens Communications service territory. Connecting company rates apply to facilities located within connecting company service territory.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. RATES (1) (Continued)

3. 9-1-1 Service Line (Continued)

Exchange	Monthly Rate (1) Basic
Two Harbors	$28.50
Tyler	$28.50
Wahkon	$28.50
Wanamingo	$28.50
Warba	$28.50
Warren	$28.50
Watertown	$43.90
West Concord	$28.50
West Jasper, SD	$28.50
West Oslo, ND	$28.50
Wheaton	$28.50
Wright	$28.50
Wyoming	$43.90

4. Interoffice Trunking (intra- and interexchange)

a. Mileage, per airline mile each trunk (include fixed mileage charge) — Refer to Citizens Telecommunications Company of Minnesota, LLC (Lakes) Special Access Tariff

PLUS		Monthly Rate (1)	Nonrecurring Charge
b. Trunk Termination, per termination each trunk (2)	91352	$43.58	$70.00

(1) Rates applicable to facilities provided within Citizens Communications service territory. Connecting company rates apply to facilities located within connecting company service territory.
(2) Does not apply to end terminating on a Selective Router. Applicable rate can be found under Selective Router Interface.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. RATES (1) (Continued)

	Billing Code	Monthly Rate (1)	Nonrecurring Charge
5. Database Charges			
a. Automatic Location Identification (ALI) Database Administration, per database	91384	$183.45	$0.00
b. Automatic Location Identification (ALI) Database			
1) Each Citizens Communications subscriber record	--	.09	.30
2) Each non- Citizens Communications subscriber record for which Citizens Communications will verify via the MSAG (2)(3)	--	.09	.22
c. Local Location Information (LLI) Database	--	.09	.30
6. Selective Routing			
a. Database Administration, per database (4)	--	285.00	512.65
PLUS			
b. Database, per record (4)	--	.01	.01
c. Selective Router, each	--	1,722.08	7,209.00
d. Selective Router Interface, per trunk termination	--	55.13	70.00

Note: Rate application examples begin on Sheet 49.

(1) Rates applicable to facilities provided within Citizens Communications service territory. Connecting company rates apply to facilities located within connecting company service territory.
(2) Charge in addition to applicable connecting company/host provider charge.
(3) Includes nonregulated telephone company records provided in Citizens Communications standard format.
(4) These rates are in addition to ALI Database Processing rates.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. RATES (1) (Continued)

	Billing Code	Monthly Rate	Nonrecurring Charge
7. Alternate Network Routing			
a. Call Dial Unit (CDU)(2)			
1) Without monitoring – (digital C.O.) – 1st trunk	91421/91423	$120.81	$300.96
2) Without monitoring – (digital C.O.) – add'l trunk	91422/91424	104.48	195.97
3) With monitoring – (electromechanical C.O.)– 1st trunk	--	222.42	384.95
4) With monitoring – (electromechanical C.O.)–add'l trunk	--	57.25	181.97
5) Four-to-two wire converter	--	50.51	489.86
b. Call Answer Unit (CAU)(2)			
1) Without monitoring (digital C.O.)	--	75.09	510.00
2) With monitoring (electromechanical C.O.)	--	156.12	474.80

Note: Rate application examples begin on Sheet 49.

(1) Rates applicable to facilities provided within Citizens Communications service territory. Connecting company rates apply to facilities located within connecting company service territory.
(2) A business access line is required for each CDU and CAU and is in addition to the cost of the CDU and CAU. Please refer to Section 4 of this tariff for applicable rates.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. RATES (1) (Continued)

	Billing Code	Monthly Rate	Nonrecurring Charge
7. Alternate Network Routing (Continued)			
c. Cellular Transceiver			
1) One channel	--	$62.14	$723.24
2) Four channel	--	194.07	804.90
d. Optional Cellular Antenna			
1) 9 db antenna	--	7.74	0.00

Note: Rate application examples begin on Sheet 49.

(1) Rates applicable to facilities provided within Citizens Communications service territory. Connecting company rates apply to facilities located within connecting company service territory.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. RATES (Continued)

8. The following rates are limited to existing customers at their existing locations.

a. The rates and charges shown herein apply in addition to all other rates and charges applicable to service and equipment items with which 911 Service is associated.

b. The Company will evaluate the feasibility of a tandem switched arrangement should the customer desire not to use dedicated facilities from a central office other than the one serving the PSAP (remote central office). If feasible, the Company will provide 911 Service where equipment and facilities permit. Special methods and equipment may be required to provide tandem switching capability for 911 calls. The methods and equipment depend upon the specific configuration requested. Rates and charges for such service will be developed specifically for each request, based on costs and provided under the Special Assemblies of Equipment provisions in Section 2 of this Tariff.

		Billing Code	Monthly Rate	Nonrecurring Charge
c.	Basic 911 or Enhanced 911 Service (Proctor Trunk)			
	1) First Trunk	CPN91	$ 57.25	$500.00
	2) Additional Trunk, each	--	24.75	200.00
	3) Rering Capability (each 2 trunks)	--	16.00	100.00
	4) Automatic Number Identification, per 911 Trunk	--	22.25	300.00
d.	TSPS/CAMA-ANI 911 Service (ITEC Trunk)			
	1) First Trunk	91329	41.50	500.00
	2) Additional Trunk, each	T91321	13.75	200.00
e.	Basic or Enhanced 911 Service (Digital Central Office, Software Control)	--	(1)	(2)
f.	Register/Resend Circuit, Per 911 Trunk	--	33.50	200.00

(1) Charges to equal Rate Group 1 Business Individual line rates, line access component only.
(2) Refer to Section 6, SERVICE CHARGES for appropriate charges.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. RATES (Continued)

9. Multi-Frequency (MF) to Signaling System 7 (SS7) Trunk Conversion

a. MF, in-band, to SS7, out-of-band, signaling is an enhancement that makes possible the forwarding of 10-digit ANI/CPN spills for use in identifying wireless and wireline subscribers.

	Billing Code	Nonrecurring Charge
MF to SS7 Trunk Conversion,	92292	$246.00 Per trunk

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS

1. Definition

a. 9-1-1 Service is an emergency telephone service which delivers 9-1-1 calls to one or more Public Safety Answering Points (PSAPs) as designated by the customer.

b. 9-1-1 Service includes lines and equipment within the area served by the company which permits the delivery and transfer of calls placed by persons within the service area who dial the digits 9, 1, 1. 9-1-1 Service, including the regulated components, will be provided in one of the following categories:

1) B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.

2) C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.

3) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Public Safety Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the customer with their subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

2. Definition of Terms

a. Automatic Location Identification (ALI)

A feature of 9-1-1 Service by which the names and address associated with the number of the telephone used to dial 9-1-1 is displayed at the PSAP at the time the call is answered.

b. ALI Database

A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about the subscriber's address. Subscriber names may be omitted as a local option.

c. Alternate Routing

A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

d. Automatic Number Identification (ANI)

A feature of 9-1-1 by which the number of the telephone used to dial 9-1-1 is displayed at the PSAP at the time the call is answered.

e. ANI Spill

A central office generated data stream that forwards the telephone number of the calling party.

f. Caller

An individual who places a 9-1-1 call.

g. Customer

Governmental unit or other entity authorized to order 9-1-1 Service as part of its public safety responsibilities.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

2. Definition of Terms (Continued)

h. Default Routing

A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

i. DMARCS

Distribution Machine for the Address and Routing Control System

j. Emergency Response Agency

For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health, such as police, fire, and emergency medical services. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

k. Emergency Service Number

An Emergency Service Number (ESN) is assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP. In the database the ESN is assigned to each subscriber.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

2. Definition of Terms (Continued)

l. Host Provider

The telephone company that serves exchanges within the customer's serving area and provides 9-1-1 service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies, which serve as secondary providers within the customer's serving area.

m. Local Location Information (LLI)

A database provided by the Telephone Company containing unverified subscriber information and maintained periodically by the PSAP. The initial address list and periodic updates are provided utilizing the Citizens Communications DMARCS system of data retrieval.

n. Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs). A perpetual database is one that is maintained current.

o. Nonlisted/Unlisted

Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

p. Nonpublished

Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

2. Definition of Terms (Continued)

q. Public Safety Answering Point (PSAP) - Primary

A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action.

r. Public Safety Answering Point (PSAP) - Secondary

A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services which it has dispatch authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

s. Selective Routing

A feature of 9-1-1 whereby 9-1-1 calls are routed to a designated PSAP on the basis of the identified ANI number of the telephone which was used to place the call.

t. Subscriber

A person or business that orders access line service from a telephone company.

u. Secondary Provider

A regulated telephone company that participates in offering 9-1-1 service under an agreement with the host provider.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

3. General

a. 9-1-1 Service is restricted to one-way incoming emergency service only.

b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

c. 9-1-1 Service is provided solely for the benefit of the public served by the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.

d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

e. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.

f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the caller by the Company. 9-1-1 calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

g. A subscriber who dials 9-1-1 forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, address, and name associated with the telephone number from which a 9-1-1 call is placed are furnished to the PSAP with a 9-1- 1 call.

h. A local seven-digit telephone number for the PSAP will be published in the telephone directory for administrative purposes at no additional charge.

i. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

3. General (Continued)

j. All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Citizens Communications standard format to the customer for inclusion in the E9-1-1 database.

k. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching 9-1-1 calls.

l. Charges for customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.,) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.

m. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the customer must obtain them directly.

n. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, multiparty lines, etc., Default Routing will be utilized.

4. Customer Obligation

a. When ordering a new or modifying an existing 9-1-1 system, the State of Minnesota and the unit(s) of government that operate PSAPs will contract with the Company for specific services which are to implement the approved plans of one or more counties in conformance with the provisions of Minnesota Statutes, Chapter 403 and Minnesota Rules for 9-1-1, MCAR 1215. The obligations of each of the parties will be defined in the agreement(s).

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

4. Customer Obligation (Continued)

b. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:

1) Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

Exception: In accordance with Minnesota administrative rules one trunk may be allowed from the central office to the PSAP in exchanges having fewer than 600 lines and if P.01 transmission grade of service can be maintained with only one trunk.

2) Each primary PSAP and each secondary PSAP should subscribe to at least three lines as follows because of realistic communication requirements:

a) At least one seven-digit non-emergency local exchange line with at least one listed directory number for administrative calls.

b) At least one non-listed seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.

c) At least one non-listed seven-digit number to be used by other PSAP's and Emergency Response Agencies to reach the PSAP. This number must be in addition to those listed above.

3) If a Selective Router is not used each primary PSAP must subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

4. Customer Obligation (Continued)

c. The customer shall promptly notify the Company in the event the system is not functioning properly. In compliance with Minnesota State Rule, MCAR 1215, Subparagraph 8, the company will notify the PSAP in advance of any routine maintenance work to be performed which may affect the 9-1-1 system reliability or capacity. Any such work will be performed during PSAP off-peak hours.

d. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to answer and process all 9-1-1 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical area for which the PSAP normally receives and dispatches 9-1-1 calls.

e. 9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is company proprietary and the customer agrees to use such information in accordance with Minnesota Law and the Electronic Communications Privacy Act of 1986. Reverse search of the ALI database is a feature of 9-1-1 whereby equipment at a PSAP can be used to electronically retrieve address information associated with a telephone number from the ALI database for purposes of dispatching public safety services. The information furnished may not be used or disclosed by 9-1-1 system agencies, their agents, or their employees for any other purpose except under a court order. Any connecting company purchasing Citizens Communications information while acting as the host provider of 9-1- 1 service to the customer which purchases Citizens Communications services under this tariff must agree to abide by the terms and conditions which relate to the protection of Citizens Communications provided information. The customer of any connecting company purchasing Citizens Communications information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:

1) All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized access.

2) The customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by a person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

4. Customer Obligation (Continued)

f. The Company will provide 9-1-1 answering equipment as provided in this tariff or the customer may choose to purchase equipment for answering 9-1-1 calls. It is the responsibility of the E9-1-1 customer to provide answering equipment that is compatible with the service furnished by the Company. Upon request, the Company will furnish the E9-1-1 customer with the technical compatibility requirements for the system features to be delivered. When Company regulated equipment is provided, the Company will assume responsibility for compatibility of such equipment. The customer is responsible for all costs associated with making customer provided equipment compatible with the 9- 1-1 Service provided by the Company.

g. In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application for C9-1-1 or E9-1-1 service, i.e., LLI, charges for ALI database construction and maintenance will apply and will be billed to the 9-1-1 customer after agreed upon milestones are reached.

5. Liability

a. The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 service shall be limited by the terms set forth in this section, the General Regulations section of this tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 service by the Company. This 9-1-1 service is offered solely to assist the customer in responding to 9-1-1 calls. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer. Customers residing in South Dakota will be governed by South Dakota Statute 49-13-1, 1.1.

b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer. Customers residing in South Dakota will be governed by South Dakota Statute 49-13-1, 1.1.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

5. Liability (Continued)

c. The customer agrees to release, indemnify, defend and save harmless the Company from claims, suits, actions, damages, costs judgments and actions of every name and description arising out of or due to the acts or omissions of the customer, its agents and its employees while answering and dispatching 9-1-1 calls or arising out of or due to any changes by the customer, its agents and its employees to the ALI records, including LLI, updates and other data provided by the Company.

The customer agrees to indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of person or persons caused or claimed by the acts or omissions of the customer and their operation or use of the E9-1-1 service.

d. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 9-1-1 service when any 9-1- 1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines. Customers residing in South Dakota will be governed by South Dakota Statute 49-13-1, 1.1.

e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company. Customers residing in South Dakota will be governed by South Dakota Statute 49-13-1, 1.1.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. CONDITIONS (Continued)

5. Liability (Continued)

f. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Company facilities or otherwise affect its telephone operations. Customers residing in South Dakota will be governed by South Dakota Statute 49-13-1, 1.1.

g. The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to emergency service providers responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service. Customers residing in South Dakota will be governed by South Dakota Statute 49-13-1, 1.1.

h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones. Customers residing in South Dakota will be governed by South Dakota Statute 49-13-1, 1.1.

i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION

1. B9-1-1 (Basic 9-1-1 Service)

a. B9-1-1 Service provides for routing all 9-1-1 calls originated by telephone, TDD or other calling unit with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service Line.

b. Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.

c. The following rate elements apply to a typical B9-1-1 arrangement:

1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 (outswitching) Service Line or dedicated 9-1-1 (outswitching) trunk.

2) 9-1-1 Service Line - A business network access line connecting the PSAP and its serving central office. The business one-party and/or trunk or key line rate is applicable.

3) Interoffice Trunk - A dedicated facility between central offices (intra- or interexchange). The Interoffice Trunking Charges apply to each trunk ordered. A minimum of two trunks is required on each interoffice route (except as noted in B.4.b.3), preceding.

a) Mileage - Applicable to each trunk on a per airline mile basis.

b) Trunk Termination - Applicable to each end of each trunk terminated.

d. Additional 9-1-1 Features, as described on Sheet 59, are available with 9-1-1 Service where conditions permit.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION (Continued)

2. C9-1-1 (ANI-Only 9-1-1 Service)

a. The following rate elements apply to a typical C9-1-1 arrangement:

1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 (outswitching) Service Line or dedicated 9-1-1 (outswitching) trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.

2) 9-1-1 Service Line - Same as B9-1-1 Service.

3) Interoffice Trunk

a) Mileage - Same as B9-1-1 Service.
b) Trunk Termination - Same as B9-1-1 Service.

b. C9-1-1 Service includes ANI Spill, which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party callers. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.

c. Selective Routing is available on an optional basis with C9-1-1 Service.

d. Additional 9-1-1 Features, as described on Sheet 59, are available with C9-1-1 Service where conditions permit.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION (Continued)

3. E9-1-1 (Enhanced 9-1-1)

a. The following rate elements apply to a typical E9-1-1 arrangement:

1) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.

2) 9-1-1 Service Line - Same as C9-1-1 Service.

3) Interoffice Trunk

a) Mileage - Same as C9-1-1 Service.

b) Trunk Termination - Same as C9-1-1 Service.

4) Automatic Location Identification (ALI) Database - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When Citizens Communications is not responsible for the system's ALI database, a per record charge will apply to all Citizens Communications records provided to the ALI database manager. The customer is responsible for the following:

a) Providing a correct set of street names with their address ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address range. The MSAG must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.

b) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

b. Selective Routing is available on an optional basis with E9-1-1 Service.

c. Optional 9-1-1 Features are available with E9-1-1 Service where conditions permit.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION (Continued)

4. Optional Services

a. Selective Routing

1) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. The customer is responsible for the following:

a) Providing a correct set of street names with their address ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address range. Each ESN must be assigned to a PSAP. The MSAG must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.

b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.

c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

2) The following rate elements apply to Selective Routing:

a) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.

b) Database - This is the charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION (Continued)

4. Optional Services (Continued)

a. Selective Routing (Continued)

2) (Continued)

c) Selective Router - This charge pays for the hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a Selective Router.

d) Selective Router Interface - This pays for the component of a Selective Routing System which consists of interface cards that enable a 9-1-1 trunk or a central office to be able to communicate with the Selective Router's computer. The quantity of cards required varies directly with the quantity of trunks terminating at the Selective Routing System.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION (Continued)

4. Optional Services (Continued)

b. Alternate Network Routing

1) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network or cellular telephone. The components offered in this tariff include the terminating telephone network equipment and the cellular telephone transceiver.

2) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

3) The Public Switched Telephone Network equipment consists of Call Dial Units (CDU) installed in a central office on the outgoing side of a 9-1-1 trunk and a Call Answer Unit (CAU) installed on the PSAP premises. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Call Dial/Answering Units.

4) Alternate Network Routing Service is offered with two categories of Call Dial/Answering terminal equipment:

a) Without Monitoring -- The Call Dial Unit performs the functions of receiving the 9-1-1 call from the originating switcher, storing the ANI, dialing the telephone number of the Call Answering Unit at the PSAP, handshaking with the Call Answering Unit to establish voice connection, and sending the caller's ANI to the Call Answering Unit. The Call Answering Unit will have an output connection that may be connected to the PSAP's E9-1-1 customer premises equipment so that the ANI may be provided to answering attendant's console and be used to retrieve the associated ALI.

b) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signaling problems. Upon detecting a problem, it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Network or a cellular network, to complete delivery.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION (Continued)

4. Optional Services (Continued)

b. Alternate Network Routing (Continued)

5) Description of Rate Elements

a) Call Dial Unit (CDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network (PSTN) or a cellular telephone.

b) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept calls from a Call Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's customer premises equipment.

c) Line Switch & 4/2-Wire Converter Card. Available only when the "with monitoring" feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).

d) Cellular Transceiver. A cellular telephone transceiver that will interface one loop start or ground start telephone line to the cellular network. The transceivers are available in one- or four-channel models and are installed with a 3-dB gain antenna. To establish cellular connection, one unit is installed at the originating central office, connected to one through four CDUs, and the second unit is installed at the PSAP, connected to one through four CAUs. The number of pairs of CDUs and CAUs will match the number of channels established with the cellular telephone transceivers.

e) 9 dB Gain Antenna. A cellular radio antenna to be used with a cellular telephone transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION (Continued)

4. Optional Services (Continued)

b. Alternate Network Routing (Continued)

6) Application of System Components

a) Alternate Network Routing Without Monitoring

The components required include:

1) A Call Dial Unit
2) A Call Answer Unit
3) Business Line for the CDU
4) Incoming Business Line for the CAU

b) Alternate Network Routing with Monitoring.

The components required include.

1) A Call Dial Unit with Monitoring Capability
2) A Call Answer Unit with Monitoring Capability
3) Business Line for the CDU
4) Incoming business Line for the CAU

c) The additional components required may include:

1) A pair of one- or four-channel cellular transceivers
2) Cellular license for each channel
3) Optional 9 dB Gain Antenna

7) Customer Obligation

a) The 9-1-1 Customer will subscribe to a business access line for each outgoing CDU circuit and an incoming business access line to each CAU, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

b) Where the 9-1-1 Customer selects to establish a cellular telephone circuit as the alternate network routing path, the 9-1-1 Customer will obtain the cellular telephone number and pay for all charges related to its use.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION (Continued)

4. Optional Services (Continued)

c. Distribution Machine for the Address and Routing Control System (DMARCS)

1. DMARCS Service - DMARCS is a computer service established between the Company's proprietary, internal database computers and non-regulated providers of PSAP ALI controller services that are approved as part of an E9-1-1 system in the State of Minnesota. It provides a secure buffer to which Customers with non-regulated providers of PSAP ALI controllers may dial into and download the ALI, including cyclical updates, for their system. The ALI is available in National Emergency Number Association (NENA) standard format.

2. Requirement Criteria - Regarding ALI, the Company has obligations to meet the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect the expectations of its subscribers' rights to privacy, and to protect its proprietary ALI database. When the Company or another regulated telecommunications service provides the ALI controller services to a PSAP, those requirements are met by the direct control that the Company or that other regulated vendor retains over the ALI software and therefore over the ALI database. However, when a non-regulated vendor of CPE provides the PSAP ALI controller equipment, DMARCS is required as a replacement step in the ALI provisioning process to protect the Company. In downloading ALI to a premises- based computer, this replaces direct dialing to the Company's internal database system with direct dialing to a protected database system.

3. Purchase eligibility - An E9-1-1 Customer with a non-regulated provider of PSAP ALI controller services may subscribe to DMARCS to obtain the Company's ALI. The ALI available from DMARCS is that for which the Company has a contract with that Customer to provide.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION (Continued)

4. Optional Services (Continued)

c. Distribution Machine for the Address and Routing Control System (DMARCS) (Continued)

4. Customer Obligations - Because the Company will be trusting the Customer to the protection of its proprietary database, the Customer is required to meet the following obligations:

a) The computer, which will hold the ALI database, must be maintained in a physically secure area, accessible only to authorized personnel.

b) The E9-1-1 software must:

1) Be capable of being accessed only by individual password.

2) Allow access to the ALI to retrieve a record only in response to a 9-1-1 call. Manual retrievals are allowed in cases of where ANI is not received.

3) Be capable of using a modem to dial into the Company's DMARCS computer and downloading record information.

c) The Customer must assign a person to be responsible for:

1) Managing the Customer's obligations in operating the Customer's E9-1-1 System to work with the Company in downloading ALI via DMARCS and loading it in the Customer' ALI database.

2) Educating all personnel who are or will be authorized to access or operate the E9-1-1 System's PSAP equipment to be informed of the proprietary nature of the ALI database and their obligations to prevent unauthorized disclosure.

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. DESCRIPTION (Continued)

5. Additional Services

a. Additional 9-1-1 Features

1) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:

a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.

b) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.

c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

2) Additional 9-1-1 Features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability.

LINE EXTENSION CHARGES

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LINE EXTENSION CHARGES

8.1 Line Extension Charge

8.1.1 Applicability

This section applies to requests for residential local exchange service in locations within the Company's service area where company facilities currently do not exist, such that a line extension is required. The Company will determine the location and type of plant facilities required to provide the service unless other arrangements have been agreed upon.

8.1.2 Construction Allowance

Upon receipt of a customer request for residential local service that requires a line extension, the Company will calculate a Construction Allowance (CA) equal to the revenue that the line extension may reasonably be expected to generate (taking into account demand, expected per household revenue and average time a residential household retains service at a location). The CA will be applied to offset the total line extension costs in determining the charges for which the applicant is responsible.

The CA will be based on the following factors:

Average residential monthly per-household billing amount (AMB), calculated on a statewide basis, including the subscriber line charge and all regulated and unregulated Company services and features billed by the Company or billed on behalf of the Company. The AMB does not include taxes or other fees that are not retained by the Company, such as TAP/TAM/911 charges.

The number of households that the line extension is estimated to serve. (H)

Average residential service location life in months, calculated on a statewide basis. (LL)

The CA will be calculated as follows: AMB X H X LL = CA. The CA is capped at the total incremental cost.

LINE EXTENSION CHARGES

8.1 Line Extension Charge (cont'd)

8.1.3 Line Extension Charges

A. Line extension charges may be assessed for the incremental costs1 of a line extension that exceed the Construction Allowance (CA).

B. Incremental Line extension costs include placement of facilities, engineering costs, labor and material costs, and costs of securing right-of-way. Facilities include the distribution cable and feeder cable.

C. A service drop wire measuring not more than 250 feet will be provided without construction charge to each customer that will be served by the line extension. To the extent that a requested service drop exceeds 250 feet, facilities charges may apply, and will be the responsibility of the applicant requesting the service

D. The Company will provide each applicant with a preliminary sketch, a detailed estimate of the total incremental construction costs associated with the requested line extension, and a line extension charge estimate that details the incremental costs above the construction allowance (CA) for which the applicant is responsible.

E. The Company may require all customers receiving the benefit of the CA to agree to retain the Company's service for a three-year term. If a customer discontinues service prior to the three-year period, the customer will be responsible for reimbursing the Company for a portion of the unrecovered CA. The payable amount will be calculated by multiplying the AMB by the number of months remaining in the term.

[1] Incremental costs are defined as those additional costs that will be incurred if the line extension is made.

LINE EXTENSION CHARGES

8.1 Line Extension Charge (cont'd)

8.1.3 Line Extension Charges (cont'd)

F. The Line Extension Charge payment is due prior to the commencement of construction. Alternatively, if agreed to by both the Company and the customer, alternative payment arrangements may be established. To the extent that, prior to the completion of the line extension, or within twelve months after completion, customers in addition to those included in the original design make application for service which can be accommodated with no additional construction cost in distribution or feeder cable, the Line Extension Charge will be divided among all customers served by the line extension, and Line Extension Charge payments already made will be trued up through refunds or revised payment arrangements when appropriate.