

Form 10 Rate

PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

Exchange:	ALL
Section Number:	1
Sheet Number:	1
Amendment Number:	617

BALDWIN TELECOM, INC
Utility Name

PREFACE

SECTION 1

TITLE SHEET

Table of Contents and Tariff Symbols
Applicable to the Intrastate Services of
Baldwin Telecom, Inc.

Applicable to Service Rendered on and after: 5/1/2015

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TARIFF SYMBOLS

A. SYMBOLS USED IN THIS TARIFF

<u>Symbol</u>	<u>Explanation</u>
(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.
(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.
/#/	When found in the outer margin of the tariff sheet, signifies material moved from or to another section of the tariff with no change, unless there is another tariff change symbol present.
	This symbol is used as a footnote reference, where the # represents numeric characters corresponding to the same symbol in the footnote explanation.

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GENERAL TERMS AND CONDITIONS

SECTION 2

TITLE SHEET

General Term and Conditions
Applicable to the Intrastate Services of
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DEFINITION OF TERMS

ACCESS LINE

A circuit directly connecting the central office switching equipment with the subscriber termination point. (Also see Network Access Line)

ACCESSORIES

Devices, which are mechanically attached to or used with the facilities and equipment, furnished by the Company and which are independent of the communications path of the telecommunications system. These devices may not replace any of the component parts of the Company's facilities or equipment nor be injurious to the telecommunications network.

AUTHORIZED USER

A person, firm or corporation or any other legal entity authorized by the provider of the service to use the service being provided in accordance with the terms of this tariff.

AVERAGE BUSY SEASON - BUSY HOUR TRAFFIC

The average traffic volume for the busy season, busy hour.

BASIC EXCHANGE SERVICE

Residence and Business Service Network Access Lines furnished in accordance with the regulations and charges set forth in this Tariff.

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DEFINITION OF TERMS (Cont'd)

BUSINESS SERVICE

Telephone service furnished to Customers where the actual or obvious use is principally or substantially of a business, professional or occupational nature.

CALL

An attempted telephone message.

CENTRAL OFFICE

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

CENTRAL OFFICE LINE (See Network Access Line)

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.

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DEFINITION OF TERMS (Cont'd)

CLASS OF SERVICE

There are two classes of Basic Exchange Service, Business and Residence Service. The Class of Service is determined by the nature of the use to be made of the service and governs the charges for basic and ancillary services.

COMMISSION

The Public Service Commission of Wisconsin.

COMMON CARRIER

A supplier that undertakes to carry goods, services, or people from one point to another for the public in general. In telecommunications, such carriage relates to provision of transmission capabilities over the Telecommunications Network.

COMMUNICATIONS

The origination, transmission, switching and reception of information whether voice, picture, data or printed. It is in analog or digital forms, with electronic intelligence dispersed through the network route, transform, message, store or process the message at the user's option.

COMMUNICATIONS SYSTEMS

Channels or other facilities and equipment, which are capable, when not, connected to telecommunications service, of communications between Customer-provided terminal equipment.

COMPANY

The Company is synonymous with Baldwin Telecom, Inc.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

CONNECTION

- A. Acoustic Connection: A connection made by sound.
- B. Direct Electrical Connection: A physical connection of the conductors in the communications path of a telephone system.
- C. Inductive Connection: A connection made by using the electromagnetic field generated by telephone equipment. See "Point of Demarcation."

CONNECTING ARRANGEMENT

The equipment provided by the Company to accomplish the direct electrical connection of Customer-provided facilities with the facilities of the Company. Equipment includes: the Network Interface (NI) or special terminal block and jack.

CONNECTING COMPANY

A Corporation, cooperative, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.

CONNECTING DEVICE

The terminal block or jack to which the station equipment or terminal equipment may be connected.

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DEFINITION OF TERMS (Cont'd)

CONTINUOUS PROPERTY

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

CONSTRUCTION CHARGES

A separate non-recurring charge(s) made for the construction of facilities in excess of that contemplated under the rates and/or charges quoted in this Tariff.

CONTIGUOUS EXCHANGES

Adjoining exchanges that share a common boundary.

CONTRACT

Refers to the agreement, either written or verbal, between a Customer and the Company under which services and/or Facilities are furnished by Company to Customer. Unless otherwise specified in a written agreement between the Customer and the Company, the rates, tolls and charges and terms and conditions that apply to such agreement are in accordance with the applicable provisions of this Tariff. In the event of a conflict between any of the rates, tolls and charges and the terms and conditions of a written agreement between the Customer and the Company and this Tariff, the rates, tolls and charges and the terms and conditions of the written agreement shall prevail.

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DEFINITION OF TERMS (Cont'd)

CUSTOMER (OR SUBSCRIBER)

Any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc. provided with telephone service by the Company. Said Customer or subscriber is responsible for the payment of charges and compliance with the regulations of the Company.

CUSTOMER PREMISES EQUIPMENT (CPE)

Telecommunications equipment, telephones, key systems, PBXs, modems, video conferencing devices, etc., connected to the telecommunications network and residing on the Customer's Premises.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

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

DATA ACCESS ARRANGEMENT

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

DEMARCATIION POINT (See Point of Demarcation)

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DEFINITION OF TERMS (Cont'd)

DETERMINATION OF SERVICE AREA

- A. A Customer located on the opposite side of a thoroughfare from the facilities is considered to be within the area if the Customer can be served by a drop wire.
- B. A Customer located on the same side of the thoroughfare as the facilities is considered to be within the area if he/she can be served by a drop wire.
- C. In no case will a location beyond one-hundred fifth (150) feet from the boundary be considered as within the respective Base Rate Area or Exchange Area.

DIRECT CONNECTION

Connection of terminal equipment to the telecommunications network by means other than acoustic or inductive coupling.

DIRECT ELECTRICAL CONNECTION

The term "Direct Electrical Connection" denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTING

Appearance of a Customer's name or other identification and telephone number in published alphabetical directory.

DROP WIRE

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

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DEFINITION OF TERMS (Cont'd)

EMERGENCY NUMBERS

Telephone numbers of an emergency nature such as those associated with fire departments, police departments, ambulance services and rescue squads.

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". The Exchange Area 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, as outlined by an Exchange Area Boundary Map.

EXCHANGE LINE

Any circuit connecting an exchange station 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 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, Extended Area Service (EAS) calls and Extended Community Calling (ECC) Service calls.

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DEFINITION OF TERMS (Cont'd)

EXCHANGE STATION

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

EXTENDED AREA SERVICE (EAS)

Interexchange telephone service permitting persons in a given exchange to place calls and receive calls from one or more other exchanges at monthly flat or measured rates without being assessed message toll charges for each message.

EXTENDED COMMUNITY CALLING (ECC) SERVICE

Inter-exchange local telephone service furnished at a per minute rate within the Extended Community Calling (ECC) Service Area.

EXTENSION MILEAGE

The charges made for the additional circuit required to furnish such station(s) beyond the allowable distance from the main station.

FACILITY (or, FACILITIES)

Any item or items of communications plant or equipment used to provide or connect to the Company's services.

FCC

The Federal Communications Commission

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DEFINITION OF TERMS (Cont'd)

FLAT-RATE SERVICE

Customer exchange service in connection with which a stipulated monthly charge is made covering all messages or message units to telephones bearing certain designations as specified in the applicable Local Exchange Tariff.

FOREIGN CENTRAL OFFICE

Any central office other than that which serves the area in which the Customer is located.

FOREIGN EXCHANGE SERVICE

Foreign Exchange Service is exchange service furnished from a central office of an exchange other than the exchange normally serving the area in which the Customer is located. It is not available in connection with Payphone Provider Service.

The rate for Foreign Exchange Service is the rate applicable in the foreign exchange for the class of service furnished

The foreign exchange Telephone Company providing the Customer the telephone number is considered the switching Telephone Company.

INCUMBENT LOCAL EXCHANGE CARRIER ("ILEC") or LOCAL EXCHANGE CARRIER ("LEC")

Any local exchange carrier that was as of February 8, 1996 deemed to be a member of the Exchange Carrier Association as set forth in 47 C.F.R. 69.601(b) of the FCC's regulations.

INCOMPLETE CALL

Any call where voice transmission between the calling party and the called station is not established (*i.e.*, busy, no answer, etc.).

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DEFINITION OF TERMS (Cont'd)

INDIVIDUAL LINE

A central office line designed for the connection with a main station (not a Private Branch Exchange Trunk).

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.

INITIAL SERVICE PERIOD

The minimum length of time for which a Customer is obligated to pay for service, facilities whether or not retained by the Customer for such minimum length of time.

INSTALLATION CHARGE

A non-recurring charge(s) made at the time of installation of communications service, which may apply in place of or in addition to Service Connection Charges and other applicable charges for service.

INTER-EXCHANGE CHANNEL

A path for communications between two or more central offices furnished in such a manner as the Company may choose.

INTER-EXCHANGE CHANNEL MILEAGE

The measurement of each mile or fraction thereof, measured in airline miles, between the central office of the serving exchange and the central office of the foreign exchange.

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DEFINITION OF TERMS (Cont'd)

INSTRUMENTALITY

The station equipment used to provide communications service.

INTERCOMMUNICATING SYSTEM

An arrangement involving two or more stations which enables a station 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.

INTERFACE (See Network Interface)

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DEFINITION OF TERMS (Cont'd)

LOCAL CHANNEL

That portion of a channel (intra-exchange channel), which connects a station to an intra-exchange 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 area or local service area.

LOCAL MESSAGE UNIT

The unit of measurement for charging for local message use. A local message, unless furnished as an unlimited local message, may carry a charge of one or more local message units, depending upon destination and length of conversation.

LOCAL SERVICE

Telephone Service furnished between Customers who are located within the same local service area.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

LOCAL SERVICE AREA

The Local Service Area for an exchange consists of the basic exchange area, the Extended Area Service area, and the Extended Community Calling Service Area defined for the exchange.

MESSAGE

A completed telephone call.

MILEAGE

A tariff charge assessed on circuits and/or channels connecting other services that are auxiliary to local exchange service such as Off-Premise Extension Service, Foreign Exchange Service, Foreign Central Office Service, and Private Line Services, Tie Trunks, and other similar services.

MINIMUM CONTRACT PERIOD

The minimum length of time for which a Customer is obligated to pay for service, facilities whether or not retained by the Customer for such minimum length of time.

NETWORK ACCESS LINE

A Network Access Line consists of the serving central office line equipment, and all Company plant facilities up to and including the Company-provided Network Interface (NI). These facilities are Company-provided and maintained and provide access to and from the telecommunications network.

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DEFINITION OF TERMS (Cont'd)

NETWORK CONTROL SIGNALING

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

NETWORK CONTROL SIGNALING UNIT

The term "Network Control Signaling Unit" denotes terminal equipment furnished, installed, and maintained by the Company for the provision of network control signaling.

NETWORK INTERFACE (NI)

A Network Interface (NI) is a wiring demarcation unit, which conforms with federal regulations for communications companies and may include a line protection device. It is a point of interconnection between the incoming lines and the Customer's Premises wiring. The NI (normally located outside on single and duplex residence service) provides a convenient point for disconnecting service, for installing new wiring or for performing tests of malfunctioning telephones or inside wiring.

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DEFINITION OF TERMS (Cont'd)

OUTSIDE PLANT

The telephone equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private right-of-ways between the central office and the Customers location(s) or between central offices.

PAYPHONE PROVIDER SERVICE

Exchange service in which local message use is measured in terms of local messages or message units for the purpose of charging for the service. A coin collecting device is associated with the service.

POINT OF DEMARCATION

- A. For equipment not requiring protective connecting arrangements, a device provided by the Company and placed between Customer Provided Equipment (CPE) and the facilities of the Company, it is the Company-provided Network Interface (NI).
- B. For equipment requiring protective connecting arrangements, it is either the Company's protective connecting arrangement or the Network Interface (NI) for use in connection with the Customer-provided protective connecting arrangement.

POINT OF MINIMUM PENETRATION

The location on a Customer's premises where the Company facilities terminate. This location is a minimum distance from the point at which Company facilities physically penetrate the Premises, consistent with Company installation practices.

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DEFINITION OF TERMS (Cont'd)

PREMISES

The space occupied by a Customer in a single building or a group of buildings on continuous property of the Customer and which is not divided by public highway or a natural division (e.g. a river, lake, etc.)

PRIVATE BRANCH EXCHANGE (PBX) SYSTEM

A private switching system, either manual or dial, situated on a Customer's Premises that is connected by trunks with a central office providing for intercommunication between station lines and for communication with the telecommunications network.

The abbreviation "PBX" is synonymous with Private Branch Exchange System. A PBX Trunk is circuit connecting the PBX system with a central office.

PRIVATE LINE SERVICE

Private Line Service is that of furnishing the facilities, including channels and telephone equipment to enable the Customer to communicate between specified locations for continuous use. It is furnished, subject to the availability of such facilities and the requirements of the Company.

RESIDENCE SERVICE

Telephone service furnished to Customers when the actual or obvious use is for domestic purposes.

REGISTERED EQUIPMENT

Equipment, which complies with and has been, approved within the registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

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DEFINITION OF TERMS (Cont'd)

SAME BUILDING

A structure built as a unit. Abutting buildings are treated as the "Same Building" when there is free internal access between the buildings.

SAME CUSTOMER

In order for different services to be considered as furnished to the "Same Customer", such services must be billed in the same name.

Note: A business account billed to the Customer's own name is considered the "same Customer". A business account billed to the business name is not considered the "same Customer".

SERVICE CONNECTION CHARGES

The charge(s) a Customer is required to pay at the time of the establishment of telephone service or subsequent additions or changes to that service.

STANDARD NETWORK INTERFACE (See Network Interface)

STATION

The term "Station" denotes the network control signaling unit and other equipment at the Customer's Premises which enables the Customer to establish the communications connections and to effect communications through such connections.

STATION EQUIPMENT

Telecommunications equipment located on the Customer Premises, on the user side of a Network Interface (NI) that permits a Customer to access the Telecommunications Network and its available services. The most common Station Equipment is the single line telephone set.

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DEFINITION OF TERMS (Cont'd)

TARIFF

The rates, tolls and charges and the terms and conditions established by the Company and on file with the Commission pursuant to Wis. Stats. § 196.191, or filed and approved by the FCC.

TELECOMMUNICATIONS NETWORK

The aggregate of transmission systems, switching systems and Station Equipment which carries telecommunications traffic between Customer locations.

TELECOMMUNICATIONS PROVIDER or TELECOMMUNICATIONS UTILITY

Any person, firm, partnership, cooperative organization, or corporation engaged in the furnishing of telecommunications service to the public under the jurisdiction of the Commission and/or the FCC.

TELEPHONE (eg., TELEPHONE SERVICE)

Referring to the provision of telephone service, and any other services, features or capabilities of the Company that may be inferred from context.

TELEPHONE SET

An instrument consisting of a transmitter, receiver, and associated apparatus, so connected as to permit the transmitting and receiving of telecommunications voice messages.

TELEPHONE UTILITY (See Telecommunications Provider (or Utility), above)

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.

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DEFINITION OF TERMS (Cont'd)

TIE TRUNK

A circuit connecting two (2) PBX systems for the purpose of interconnection between the stations connected with such systems.

TOLL CENTER

A telephone switching center at which the operation 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.

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.

TERMS OF SERVICE

The rules the Customer (a person or organization) must observe in order to use a service. The Company offers many of its services under legal and informal agreements that clarify unlawful or inappropriate use of services. The Customer, by his use, agrees to acceptable use policies communicated by the Company, and/or Terms of Service agreements (TOS) which may change from time to time. The Company notifies its customers of changes in these documents.

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DEFINITION OF TERMS (Cont'd)

TOLL MESSAGE

A completed telephone call between stations in different exchanges for which message toll charges are applicable.

- A. 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.
- B. Station-to-Station Toll Message: A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- C. Collect Message: A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- D. 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.
- E. Credit Card Message: A toll message in which associated charges are billed to a credit card number and issued to either the called or calling party.

TOLL RATE

The initial period charge prescribed for toll messages usually based upon the duration of the initial period and distance between exchanges.

TOLL SERVICE

Toll Service (long-distance service) is service, which is furnished between Customers in different exchange areas in accordance with the rates and regulations, specified in the providing Company's Toll Tariff.

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DEFINITION OF TERMS (Cont'd)

TRIP

A trip is a visit to a Customer's continuous property at which time certain work requested by the Customer is to be performed.

TRUNK

A circuit over which Customers' messages are sent between two (2) central offices or between a central office and a PBX system.

UNDERGROUND SERVICE CONNECTION

A Customer's drop wire is a cable that is run underground from a pole or pedestal to the Customer's Premises.

USER

A person, partnership, association, limited liability company, cooperative, corporation or any other legal entity that uses a service or Facility provided by the Company to Customer in accordance with this Tariff, whether or not such use was authorized by Customer.

WIRE CENTER

The point at which the Customers' Network Access lines converge. Normally, the building at that location containing one or more central office switching modules. A Wire Center may serve one or more exchanges.

ZONING

Zoning involves the establishment of bands or relatively concentric areas throughout an exchange and the offering of only graded service to the Customers at specified rates within these particular zones.

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Form 10 Rate

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GENERAL TERMS AND CONDITIONS

RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS

A. APPLICATION

The rates, tolls and charges and terms and conditions specified herein are applicable to the intrastate services and Facilities furnished by Company when operating as an Incumbent Local Exchange Carrier in its Exchanges.

Failure on the part of a Customer to observe these rates, tolls and charges and terms and conditions of the Company, automatically gives the Company the privilege to discontinue the furnishing of services and Facilities subject to the terms and conditions of this Tariff.

In the event of a conflict between any rate, toll or charge or any term or condition contained in this Tariff and any rate, toll or charge or any term or condition contained in other Tariffs, the rate, toll or charge or any term or condition contained in this Tariff shall prevail.

In the event of a conflict between any rate, toll or charge or any term or condition contained in this Tariff and any rate, toll or charge or any term or condition contained in a written Contract, the rate, toll or charge or term or condition contained in the written Contract shall prevail.

This Tariff cancels and supersedes all other Tariffs of the Company relating to the subject matter contained herein issued and effective prior to the effective date of this Tariff.

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GENERAL TERMS AND CONDITIONS

RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

B. LIABILITY OF THE COMPANY; INDEMNIFICATION

1. In view of the fact that the Customer has exclusive control of Customer's Communications over the Facilities furnished Customer by the Company and of the other uses for which Facilities may be furnished to Customer by the Company and because of the unavailability of errors incident to the services and to the use of such Facilities of the Company, the services and Facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.

2. COMPANY SHALL IN NO EVENT BE LIABLE OR RESPONSIBLE TO CUSTOMER, ANY USER OR ANY OTHER PERSON, OR ENTITY FOR ANY FAILURE OR DELAY IN PERFORMANCE TO THE EXTENT THAT SUCH FAILURE OR DELAY IS DUE TO ANY CAUSE(S) BEYOND THE CONTROL OF COMPANY.

3. COMPANY SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, RELIANCE OR PUNITIVE DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, WORK-STOPPAGE, LOSS OF PROFITS, LOSS OF OPPORTUNITY, BUSINESS INTERRUPTION, ANY OTHER COMMERCIAL DAMAGES AND ANY AND ALL DAMAGES RELATED TO THE FAILURE OR MALFUNCTION OF THE STATEWIDE EMERGENCY SERVICES NUMBER (911)) ARISING OUT OF, RELATING TO, OR CONNECTION WITH THE INSTALLATION, OUTAGE, MAINTENANCE, REPAIR, REPLACEMENT, INSPECTION, REMOVAL, USE OR FAILURE OF THE SERVICES, AND/OR FACILITIES PROVIDED HEREUNDER EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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GENERAL TERMS AND CONDITIONS

RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

B. LIABILITY OF THE COMPANY (Cont'd)

4. EXCEPT AS LIMITED BY LAW, COMPANY'S SOLE LIABILITY, IF ANY, FOR ANY CLAIM ARISING OUT OF, RELATING TO, OR IN CONNECTION WITH MISTAKES, OMISSIONS, INTERRUPTIONS, DELAYS, OR ERRORS OR DEFECTS IN TRANSMISSION OCCURRING IN THE COURSE OF FURNISHING SERVICE OR FACILITIES, SHALL BE AS SET FORTH UNDER SECTION C -- ALLOWANCE FOR A SERVICE OUTAGE.
5. THE COMPANY IS NOT LIABLE FOR DAMAGES FOR ANY ACCIDENT OR INJURY ARISING OUT OF, RELATING TO, OR CONNECTION WITH THE COMPANY'S FACILITIES WHEN SUCH ACCIDENT OR INJURY IS NOT DUE TO THE WILLFUL MISCONDUCT OR NEGLIGENCE OF THE COMPANY.
6. WHEN THE FACILITIES OF OTHER COMPANIES ARE USED IN ESTABLISHING CONNECTIONS TO POINTS NOT REACHED BY THE COMPANY, THE COMPANY IS NOT LIABLE FOR ANY ACT OR OMISSION OF THE OTHER COMPANY OR COMPANIES.
7. THE COMPANY IS NOT LIABLE FOR ANY DEFAACEMENT OR DAMAGE TO THE CUSTOMER'S PREMISES ARISING OUT OF, RELATING TO, OR CONNECTION WITH THE EXISTENCE OF THE COMPANY'S FACILITIES ON SUCH PREMISES, OR FROM THE INSTALLATION OR REMOVAL THEREOF, WHEN SUCH DEFAACEMENT OR DAMAGE IS NOT THE RESULT OF THE WILLFUL MISCONDUCT OR NEGLIGENCE OF THE COMPANY.
8. THESE LIMITATIONS WILL APPLY REGARDLESS OF ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY AND TO THE FULLEST EXTENT PERMITTED BY LAW.

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Form 10 Rate

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GENERAL TERMS AND CONDITIONS

RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

B. LIABILITY OF THE COMPANY (Cont'd)

9. The Customer shall indemnify, defend and hold the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over using the services and/or Facilities provided by Company; against claims for infringement of patents arising from combining with, or using in connection with, services and/or Facilities of the Company, equipment, apparatus, facilities and systems of the Customer; and against all other claims arising out of any act or omission of the Customer in connection with services and Facilities provided by the Company

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RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

C. ALLOWANCE FOR A SERVICE OUTAGE

The Company will, in the event the Customer experiences a service outage, make a subsequent appropriate billing adjustment subject to the following conditions:

1. A service outage occurs when a service provided by the Company is rendered useless or inoperative.
2. Credit for a service outage is not allowed where the service outage is caused by a willful or negligent act or omission of the Customer or the failure of facilities or equipment provided by the Customer.
3. Upon Customer request, a credit will be issued from the time notification of a service outage is received by Company from the Customer or from the time of discovery of the service outage by the Company, whichever is earlier, when a service outage comprises at least 24 consecutive hours of outage.
4. Service outages shall be measured in days with each 24 consecutive hour period of outage equaling 1 day. More than 12 hours of service outage on the last additional day, consecutive with a period consisting of 24 hours of service outage, is considered a full day.
5. Credit for a service outage is based upon the number of consecutive days of each service outage.
6. For the purpose of determining the allowance for a service outage, each month is considered to have 30 days. The credit to the Customer shall be calculated by multiplying the monthly rate/charge for the service subject to the service outage by the number of days comprising the service outage and dividing the product by 30.

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RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

D. CANCELLATION FOR CAUSE

1. Abuse or fraudulent use

The Company may by at least 5 days written notice to the Customer, without incurring any liability, forthwith deny or disconnect service because of abuse or fraudulent use of service. In case of emergency where the public interest requires immediate action or pursuant to governmental requirements, service may be disconnected without notice. Abuse or fraudulent use of service includes, without specific limitation, the following:

- a. The use of services or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
- b. the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid payment, in whole or in part, of the regular charge for each service;
- c. the use of service or facilities of the Company for a call or calls, anonymous, or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- d. the use of profane or obscene language;
- e. the use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other Customers; and
- f. the impersonation of another with fraudulent intent.

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RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

2. Use Of Service for Unlawful Purposes

Service is furnished with the understanding that it will be used only for lawful purposes. The Company will disconnect or deny service if it has knowledge that its services are being or will be used for unlawful purposes, or if it believes services are used or will be used in ways prohibited by this Tariff. Service will be disconnected or denied if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of the law, and requests that such service be disconnected or denied.

3. Non-Payment

- a. The Company may, upon at least 5 days written notice to the Customer, without incurring any liability, deny or disconnect service for non-payment of a delinquent account.
- b. For the purpose of these regulations a telephone bill is considered a delinquent account one day after the Due Date.
- c. In the event of a dispute involving a Customer's bill, the Customer's service will not be disconnected for non-payment of that portion of the bill under dispute pending completion of the Company's dispute procedures. The Customer is required to pay all charges which are not disputed by their due date.

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RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

3. Non-Payment (Cont'd)

d. The Company may disconnect or deny service for any of the following reasons:

- (1) Failure to pay a delinquent account or to comply with the terms of a commitment to make payment to the Company.
- (2) Failure to comply with deposit or guarantee arrangements.
- (3) Where subsequent credit information indicates that the initial application for service was false or incomplete to the extent that a deposit or a guarantee would be required or service refused under the applicable regulations of this Tariff.
- (4) The Customer is attempting to receive service with the intent not to pay for same.
- (5) The Customer will clearly be unable to pay for service at the time such payment(s) is due.

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RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

4. Other

a. The Company may deny or disconnect the service upon 5 days written notice to the Customer for any of the following reasons, except in the event of abandonment, no notice is required:

- (1) Any bill remaining unpaid after the billing due date from which service is billed,
- (2) failure of a Customer to make suitable deposit or an advance payment as required by this Tariff, and
- (3) any other violation of the terms and conditions of this Tariff.

E. DISPUTE PROCEDURE

In the event of a dispute involving a Customer's bill, the Customer's service shall not be disconnected for non-payment of that portion of the bill under dispute pending an investigation by the Company. If the Company determines, following such an investigation, that the service has been provided the Customer pursuant to the Company's tariffs and applicable State Statutes and Administrative Rules, and the Company has provided the Customer with available substantiating information and the dispute remains unresolved, the Company may then disconnect the service.

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F. BILLING AND PAYMENT ARRANGEMENTS

1. Customer Billing

Bills to Customers will be rendered regularly and will contain a clear listing of charges. The Company will comply with reasonable Customer requests for itemized statements of charges.

The Company will not bill a Customer for delinquency in payments by a previous Customer that occupied the same Premises except where the Premises remains occupied by a member of the delinquent Customer's household, or an officer, director, employee, member, shareholder or partner of the delinquent Customer.

2. Payment for Service

The Customer is responsible for payment of all charges for facilities and services furnished the Customer, including charges for services originated, or charges accepted, at such facilities by the Customer or any other person. All recurring monthly charges are billed in advance. All bills are due when rendered and are payable at any business office of the Company, or any other location designated by the Company. If an objection is not received by the Company within 30 days after the bill is rendered, the items and charges appearing thereon shall be deemed to be correct and binding upon the Customer.

3. Advance Payments

Prior to receiving services from the Company, a Customer may be required to make an advance payment equal to the Service Connection Charges or installation charges, or both, and one month's local service charges for the service provided. The amount of the advance payment is credited to the Customer's account as applying to any future indebtedness under the Tariff.

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RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

4. Deposits

a. Deposits to Guarantee Payment

Regardless of whether the Company has required a Customer to make an advance payment, the Company may, in order to safeguard its interests, may require a Customer, prior to receiving services from the Company, to make a suitable deposit to be held by the Company as a guarantee of payment of charges.

b. Refund of Deposits

A residence Customer's deposit will be refunded after 12 consecutive months of prompt payment. A business service Customer's deposit will be refunded after 24 months of prompt payment. If any service is terminated, the amount of the deposit is credited to the Customer's account and any credit balance which may remain is refunded.

c. Compliance with Other Regulations

The fact that a deposit has been paid in no way relieves the applicant or Customer from complying with the Company's regulations as to Advanced Payments and the prompt payment of bills on presentation.

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Form 10 Rate

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F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

4. Deposits (Cont'd)

d. Interest on Deposits

The Company will follow applicable state requirements.

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RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

G. APPLICATIONS FOR BUSINESS AND RESIDENCE SERVICE

1. Applications for service and Facilities made verbally or in writing become Contracts upon the establishment and provision by Company to Customer of the service or Facility.
2. Any change in the rates, tolls and charges and terms and conditions of a service or Facility provided under this Tariff, prescribed by a public authority having jurisdiction, modifies all Contracts where the affected service or Facility is provided by Company to Customer pursuant to the rates, tolls and charges and terms and conditions of this Tariff, but only to the extent of such change.

H. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. General
 - a. Although the location at which a Customer's telephone service is established or the type of directory listing desired may in most cases serve as a satisfactory basis for determining whether business or residence rates apply, determination whether such service should be classified as business or residence depends on the character of use to be made of the service.
 - b. When it is determined that a Customer with residence service is using the service in such a manner that it should be classified and charged for as a business service under the following provisions, the Company will discontinue the service of such Customer in the event the Customer refuses to permit his/her service to be classified as business service and pay the applicable business rates/charges.
2. Business Rates

Service is classified and charged for as business service at all locations where, in the Company's opinion, the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business listing is furnished.
3. Residence Rates

Service is classified and charged for as residence service where the primary use is of a social or domestic nature and where the business use, if any, is merely incidental.

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GENERAL TERMS AND CONDITIONS

RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

I. DIRECTORIES

1. Errors and Omissions

The Company is not liable for damages arising from errors or omissions from its directory, or directories to which it submits listing information, except in cases where a specified change has been made for a listing and then the liability of the Company shall not exceed the amount of such charges.

2. Accuracy of Information Sent to Directories

The Company takes great precautions in its collection of directory information from customers since this information links customer service, billing, emergency services location, and the transfer of the appropriate information to the telephone directory. For this reason, the Company assumes no liability for mistakes in recording or communicating customer information to directory providers other than to correct an error on a going forward basis.

3. White Pages Listings in Directories

The Company assumes no liability whatsoever for damages arising from errors or omissions in the making up or printing of the white pages section of telephone directories to which it provides Customer names, numbers, addresses and other information.

4. Yellow Pages Advertising in Directories

The Company assumes no liability whatsoever for damages arising from errors or omissions in the making up or printing of the advertising section (yellow pages) of telephone directories to which it provides Customer names, numbers, addresses and other information.

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RATES, TOLLS AND CHARGES AND TERMS AND CONDITIONS (Cont'd)

J. USE AND OWNERSHIP OF COMPANY PROVIDED EQUIPMENT ON CUSTOMER'S PREMISES AND RIGHT OF ACCESS THERETO

1. Equipment and facilities on the Customer's Premises necessary to the furnishing of services, excluding power wiring and outlets for which the Customer is responsible, may be provided by the Company except as expressly provided in sections of this Tariff, and all work of installation, relocation, changing and maintenance of such equipment and facilities on the Customer's Premises is done by the Company. Equipment and facilities furnished by the Company on the Customer's Premises are the property of the Company, whose agents and employees shall have the right to enter the Premises at any reasonable hour for the purpose of installing, inspecting or repairing, upon termination of the service, or removing Company equipment and facilities.
2. Company-owned equipment must be returned to the Company upon termination of services. The Customer is financially liable when equipment is not returned, or returned in a damaged state.
3. Except as otherwise provided in this Tariff, 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 or licensed other common carrier, without the written consent of the Company. However, Customers who furnish telephone service to guests or patients, may recover billed charges of the Company for local and toll messages placed by guests or patients. Also, any federal, state, or local governmental entity (including counties, cities, towns and villages) may authorize any other governmental entity to use its telecommunications equipment or service, and may recover for such use a portion of the charges billed by the Company to it for such equipment or service.
4. The Company undertakes to maintain and repair the facilities which it furnished to Customers. The Customer shall be responsible for damages to facilities of the Company caused by the negligence or willful act of the Customer or User. The Customer or User may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except as authorized in other sections of this Tariff or upon written consent of the Company.

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K. INITIAL PERIOD OF SERVICE

Unless otherwise specified herein or elsewhere in the Company's Tariffs, the minimum contract period for exchange service is one month from the date service is established and the minimum charge is the established rate for one month.

L. LIMITED CONVERSATION

The Company reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

M. MAINTENANCE AND REPAIRS

The Company undertakes to maintain and repair Company facilities on the Customer Premises, usually consisting of, but not limited to, the drop wire, protector, wire termination or Network Interface (NI). The Customer shall be responsible for damages to facilities of the Company caused by the negligence or willful act of the Customer or User. The Customer or User may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, remove or attempt to repair any facilities owned by the Company except as authorized in other portions of this Tariff or upon written consent of the Company.

N. OBLIGATION TO ESTABLISH IDENTITY

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

The calling party (Customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called telephone.

O. OBLIGATION TO FURNISH SERVICE

The Company's obligation to furnish service is dependent upon its ability to secure and retain suitable facilities and rights for its construction and maintenance of the necessary circuits and equipment.

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P. OVERTIME WORK OR WORK PERFORMED OUTSIDE REGULAR WORKING HOURS

Except as specified in other sections of this Tariff, the rates and charges specified contemplate that all work on the Customer's Premises be performed during regular working hours and that such work once begun will not be interrupted by the Customer. If a Customer requests that such work be performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular working hours, or interrupts such work which has begun, the Customer may be required to bear any additional costs incurred.

Q. TELEPHONE NUMBERS

The Customer has no property right in telephone numbers or any right to the establishment or continuance of service through any particular central office. Telephone numbers and the central office designation, or both, may be changed by the Company whenever exigencies of the business so require.

R. TERMINATION OF SERVICE

Contracts for service or facilities may not be terminated except upon advance notice (written or verbal) to the Company, at which time there is due and payable all unpaid charges or guarantees for the period the service, equipment, or facilities have been furnished and all applicable minimum and termination charges.

S. TRANSMITTING MESSAGES

In connection with general and dispatching service, the Company does not undertake to transmit messages, but offers the use of its facilities for communications between its Customers.

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GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISES WIRE

A. GENERAL PROVISIONS

1. Customer Premises Wire and standard jacks associated with Residence and Business Single Line Basic Exchange Service may be provided by either the Customer or the Customer's assignee. (For purposes of administration the term Basic Exchange Service.)
2. Customer Premises Wire as used in this paragraph is wire including associated connectors, blocks and jacks, on a Customer's Premises that extends between the termination of the Basic Exchange Service and those standard jack locations to which terminal equipment can be connected for access to the Basic Exchange Service.
3. Customer Premises Wire provided by the Customer may be connected to Residence and Business Single Line Basic Exchange Service furnished by the Company either at the Network Interface (NI) or at any Company-provided miniature modular standard jack located elsewhere on the Premises.
4. The Network Interface (NI) for the connection of Customer Premises Wire consists of a miniature modular standard jack and is provided as part of the Basic Exchange Service. This Network Interface (NI) will be installed on the Customer's Premises at a location determined by the Company which is accessible to the Customer. Wherever practicable, the normal location of the Network Interface (NI) would be in close proximity to the protector or equivalent where the Company facilities enter the Customer's Premises.
5. Company owned wire maintained by the Customer remains the property of the Company.

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GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISES WIRE (Cont'd)

B. RESPONSIBILITY OF THE CUSTOMER

1. Where the Customer elects to provide or maintain the wire and standard jacks, the installation must be in accordance with the Technical Standards and Guidelines as found in FCC Part 68, Article 800, entitled Communication Circuits, of the National Electric Code and building and electrical codes in the jurisdictions served by the Company.
2. In the event that the Customer provides, maintains or attempts to maintain wire, the Customer will indemnify and defend the Company and its officers, directors, agents, servants and employees and save them harmless from and against any and all claims, losses, expenses or suits (including costs and attorneys' fees) for the injuries to or death of persons and for damage to property or services and from all liens, losses, expenses or claims of any sort arising out of or resulting from the Customer's provision, maintenance or attempted maintenance of wire or any associated activities, except when resulting from the negligence of the Company.
3. In those instances where the Company makes a repair visit to the Customer's Premises and the service difficulty or trouble results from Customer-provided wire, jacks and Customer-provided equipment (CPE) that is not in accordance with the technical standards for such wire, the Customer is responsible for the payment of the appropriate non-recurring charge(s).
4. In those instances where the Company makes a repair visit to the Customer's Premises and the service difficulty is due to a condition in Customer-provided terminal equipment, rather than Customer-provided wire, a Maintenance of Service Charge, as described in Section 3 in this Tariff, will apply.

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GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISES WIRE (Cont'd)

B. RESPONSIBILITY OF THE COMPANY

The Technical Standards and Guidelines for Customer provision of Premises Wire are available upon request from the Company.

C. VIOLATION OF REGULATIONS

1. Where Customer-provided or maintained wire is in violation of this Section of the Tariff, the Company will promptly notify the Customer of the violation and will take such immediate action as is necessary for the protection of the Telecommunications Network and Company employees.
2. The Customer shall discontinue use of Customer provided wire or correct violation and notify the Company in writing within ten 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 or disconnection of the Customer's service until such time as the Customer complies with the provisions of this section of the Tariff.

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GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISES WIRE (Cont'd)

D. TECHNICAL STANDARDS AND GUIDELINES FOR CUSTOMER-PROVIDED WIRE

1. Scope

- a. Customer Premises Wire should adhere to published minimum technical, material and workmanship standards applicable to the provision of same Premises wiring for connection to Residence and Business Single Line Basic Exchange Service.
- b. Customer Premises Wire installed in accordance with this Section of the Tariff and FCC Part 68 shall be tested under the acceptance tests specified in FCC Part 68.

2. Means of Connection to the Network

- a. The physical and electrical demarcation between Customer Premises Wire and the Telecommunications Network is a Company-provided Standard Network Interface (SNI) or other Company-provided registration program jack.
- b. For those Premises which only have hardwired connecting blocks or non-modular jacks, the Customer must first obtain and install a modular converter which will serve as a network interface and be used for connection of the wire.

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GENERAL TERMS AND CONDITIONS

CUSTOMER PROVIDED EQUIPMENT

A. GENERAL

1. Customer Provided Protective Circuitry and Terminal Equipment may be connected at the Customer's Premises to facilities provided by the Company for use with the telecommunications service upon proof of compliance to the following conditions:
 - a. The Customer must comply with Part 68, Sub-Part B of the Federal Communications Commission (FCC) rules and regulations.
 - b. The Protective Circuitry and Terminal Equipment must comply with Part 68 of the Federal Communications Commission (FCC) rules and regulations.

2. Customer provided terminal equipment not conforming with Part 68 of the Federal Communication's Rules and Regulations may be connected to the Company's facilities for telecommunications service via protective circuitry provided by the Company. The charges of such protective circuitry will be based upon the Company's costs plus contribution.

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GENERAL TERMS AND CONDITIONS

TEMPORARY SUSPENSION OF SERVICE

A. GENERAL

1. Upon request, local exchange telephone service may be temporarily suspended. Temporary Suspension of Service enables a Customer to continue a listing in the directory, reserve his telephone number and plant facilities for future use. Temporary Suspension of Service offers a Customer reduced rates for periods where service is not needed such as inactive seasonal periods or times a Customer leaves on vacation.
2. Service may be suspended temporarily prior to the expiration of the initial service period; however, the rate which applies for suspension shall not reduce the total rates/charges applicable to the initial 30 day minimum service period.
3. Temporary Suspension of Service is not available to Business services, or during any service period required by a contract between the Company and the Customer.
4. The minimum period of Temporary Suspension of Service is one (1) month.
5. The maximum period of Temporary Suspension of Service is eight (8) months in each annual period,
6. Temporary Suspension of Service does not contemplate suspension of part of the service, such as suspending incoming calls only. Should a Customer use the telephone service during a monthly billing cycle in which service is temporary suspended, the Customer will be billed the full rate for the month in which the telephone usage occurred.

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GENERAL TERMS AND CONDITIONS

TEMPORARY SUSPENSION OF SERVICE (Cont'd)

B. RATES AND CHARGES

1. Rates for Temporary Suspension of Service

The discount applicable during the period of suspension is 86% for Residence and 90% for Business service for Temporary Suspension. The rate applicable during the period of our per diem is \$1.50, excluding cable carrying charges on which no reduction applies for Temporary Suspension of a Portion of Service.

Temporary Suspension of Service ceased to be available for addition to subscriber accounts as of Jun 1, 2013.

2. Service Connection Charges for Temporary Suspension of Service

Service Connection Charges are not applicable when service is placed on Temporary Suspension of Service.

The Subsequent Service Order Charge and the Central Office Work Charge are applicable when service is removed from Temporary Suspension of Service (restored).

3. End User Common Line Charge (EUCL)

The rate to be charged for the End User Common Line (EUCL) during the period of suspension is 50% of the EUCL monthly rate.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES

A. GENERAL

1. Construction Charges are non-recurring charges made to Customers under certain conditions, to cover all or a portion of the unusual costs involved in the establishment or continuation of service.
2. Deposits or advance payments covering Construction Charges, or to develop estimates for Construction plans, may be required at the time the application for service is made.
3. With the approval of the Company, arrangements may be made for the payment of construction charges spread over monthly installments. Customers paying Construction Charges on this basis who discontinue service are required to pay a termination charge equal to the Construction Charges still due.
4. Pricing for Construction will be determined on an individual case basis.

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GENERAL TERMS AND CONDITIONS

TELECOMMUNICATIONS UTILITY INDIVIDUAL CONTRACTS

Pursuant to Wis. Stat. § 196.191(6), the Company may, at the Company's option, enter into a contract with a customer to provide any service described in this Tariff and said contract may include rates, tolls, charges, and terms and conditions that are different from those set forth in this Tariff for the same service.

PROMOTIONAL SERVICE OFFERING

PERIODS OF PROMOTIONAL TERMS AND PRICING

From time to time the Company may establish periods for promotional offerings of its services. During these periods, the Company may provide any service described in this Tariff in a manner that may include rates, tolls, charges, and terms and conditions that are different from those set forth in this Tariff for the same service.

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SERVICE CHARGES

SECTION 3

TITLE SHEET

Schedule of Service Charges
Applicable to the Intrastate Services of
Baldwin Telecom, Inc.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES

A. GENERAL

1. Payment of Service Connection Charges for the initial establishment of service may be required prior to the establishment of service.
2. Service Connection Charges contemplate the work being completed during normal working hours e.g. Monday through Friday during normal business hours, except on holidays. If the Customer requests that work be performed outside of regular working hours on a holiday, or interrupts work once begun, an additional charge(s) based on the additional cost(s) involved will apply.
3. Service Connection Charges are in addition to installation, termination or construction charges specifically stated in connection with other services described in other sections of the Company's tariffs.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

B. SERVICE ORDER CHARGES

1. Initial Service Order and Connection Charge is a charge made for each service order issued by the Company as required by Customer requests for initial or supplementary services.

The Initial Service Order Charge applies to a Customer's request for work done in connecting new or additional central office lines, tie trunks, or private lines. It includes initial placement of a Network Interface (NI) if one is not already in place and functional for the residential or business premises.

The rate for the Initial Service Order Charge is shown in Section 6 of this tariff.

2. The Record Order Charge – The Record Order Charge applies to a Customer's request for work done which only involves changing the Company's records or service complement when a premises visit is not required. This charge does not apply when a Customer registers Customer-owned equipment.

The rate for the Record Order Charge is shown in Section 6 of this tariff.

3. A single service order will be issued for all work or service ordered to be performed or provided at the same time on the same premises. Service ordering charges apply separately where business and residence services are located on the same premises.

4. Unless otherwise specified, the appropriate Service Ordering Charge is applicable for a Customer's order for service, and is in addition to any other non-recurring charge(s) which may be applicable for the service furnished.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

C. PREMISES VISIT CHARGE

The Premises Visit Charge is applicable whenever a Company employee is sent to the Customer's premises for the installation, move or rearrangement of the Company's facilities on the Customer's premises.

Current rates for Premises Visit Charges are shown in Section 6 of this tariff.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

D. NETWORK INTERFACE CHARGE

The Network Interface (NI) is a Company provided jack located on the Customer's premises in close proximity to and on the Customer's side of the protector or other termination point.

The Company may charge time and materials to replace a NI it has already placed at the Customer's premises. These charges will be separate from a Trip Charge described earlier in this section.

E. APPLICATION OF SERVICE CONNECTION CHARGES

1. Service Connection Charges are not applicable for rearrangements made at the initiative of the Company or changes required for maintenance.
2. When an upgrade in the class, type or grade of service is made, only the Service Order Charge is applicable.
3. Service Connection Charges, including Federal and State taxes, are not applicable for providing a second exchange line when the second exchange line is requested by hearing-impaired Customers in order to use Two Line Voice Carryover as defined in the Wis. Admin. Code PSC 160.02 (12).

F. CHARGES

The Company's Service Connection Charges are listed in Section 6 of this tariff.

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SERVICE CHARGES

MAINTENANCE SERVICE CHARGE

A. DESCRIPTION

The Maintenance of Service Charge applies for each repair visit to a Customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in Customer provided terminal equipment.

B. CHARGES - The Maintenance of Service Charge is shown in Section 6 of this tariff.

RESTORAL OF SERVICE CHARGE

A. DESCRIPTION

1. The Restoral of Service Charge applies to each Customer request for reconnection of service after the service has been temporarily disconnected due to nonpayment of charges or a violation of the regulations of the Company, provided the contract for service has not been terminated or the order to remove the service has not been issued and completed. Such service will be restored upon the payment of the Restoral of Service Charge. The Restoral of Service Charge is in addition to any charges due for current service and facilities furnished up to the date of suspension.
2. In cases where the service has been removed from the subscriber's premises due to discontinuance of service or nonpayment of charges or to violation of the regulations of the Company, service is re-established only upon payment of the charges that would apply for a new installation for a new Customer.
3. These charges are in addition to any charges due for current services and facilities furnished up to the date of suspension of service.

B. CHARGES - The Restoral of Service Charge is shown in Section 6 of this tariff.

RETURNED CHECK CHARGE

A. DESCRIPTION

The Returned Check Charge is a non-recurring charge applied when payment instruments presented to the Company are not honored by a bank (i.e., returned check) or by a credit/debit card company.

B. CHARGES - The Returned Check Charge is shown in Section 6 of this tariff.

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EXCHANGE ACCESS SERVICES

SECTION 4

TITLE SHEET

Schedule of Rates, Charges
and Regulations Applicable to
Exchange Access Services of
Baldwin Telecom, Inc.

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EXCHANGE ACCESS SERVICES

EXCHANGE RATES

NETWORK ACCESS LINE RATES

Monthly rates and charges for Network Access Lines are shown in Section 6 of this tariff.

EXTENDED AREA SERVICE (EAS)

DESCRIPTION

1. Exchange Service, consisting of Network Access Lines and flat rate service, is provided within a defined Local Service Area. The Local Service Area for a Network Access Line(s) is the Exchange Area.
2. Extended Area Service (EAS) defines the Local Service Area within which Telecommunications Service Customers in two different Exchange Areas may call each other at the charges and/or rates for a local call.
3. The Extended Area Service (EAS) arrangements for the Company's Exchanges are listed in Section 6 of this tariff.

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EXCHANGE ACCESS SERVICES

LIFELINE SERVICE

A. DESCRIPTION

1. Lifeline Service is a residence service offering that provides a discounted monthly rate to Customers who qualify for low-income assistance programs as defined in s. PSC 160.02(8), Wis Adm. Code.
2. Lifeline Service provides a monthly discount to eligible residence Customers that have a network access line, local and Extended Area Service calling, touch-tone service, 911 Service (billed on the Customer’s telephone bill), and the End User Common Line Charge (EUCL). If the Customer has a local measured service, at least 120 local calls are provided. Toll (long distance) and Extended Community Calling (ECC) Service are not included in Lifeline Service—they are billed at carriers’ standard rates.
3. Lifeline Service monthly discounts for qualifying residence Customers are established pursuant to PSC 160.062(1), (2) and (3), Wis. Adm. Code., as well as applicable federal rules in [47 C.F.R. § 54.400-417](#).

B. REGULATIONS

1. Lifeline Service is only available for residence Customers with a single line Network Access Line in the same household. Eligibility is limited to one service per household, and for service received from a single provider.
3. Lifeline Service Customers must complete and remit any required query authorization forms requested by the Company or forfeit eligibility for Lifeline Service.
4. Eligibility for Lifeline Service must be verified by the Company by finding the Social Security Number and name of the listed Customer in active records of the Department of Workforce Development (DWD), or the Wisconsin Department of Revenue.
5. Reconfirmation of Eligibility for Lifeline Service
 - a. Reconfirmation of eligibility for Lifeline Service will be done at least once each year, and in accordance with rules established by the FCC.

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EXCHANGE ACCESS SERVICES

LIFELINE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

5. Reconfirmation of Eligibility for Lifeline Service (Cont'd)

- b. If a Customer cannot reconfirm eligibility for Lifeline Service, eligibility will continue until the next bill date following failure to meet the eligibility requirements.
- c. When the Low Income Household Energy Assistance Program is one of the Customer's qualifying low income assistance programs, the eligibility for Lifeline Service shall continue until the bill date in the next December following the close of the heating season. At that time, if eligibility cannot be re-verified by the Company, Lifeline Service will be removed from the Customers bill.
- d. When the Wisconsin Homestead Tax Credit is one of the Customer's qualifying low income assistance programs, the eligibility for Lifeline Service shall continue until the bill date in the next June following the end of the tax year. At that time, if eligibility cannot be re-verified by the Company, Lifeline Service will be removed from the Customers bill.

6. Lifeline Service will appear as a credit or rate reduction on the Customer's bill on the next bill date following the date the Customer applied for Lifeline Service. When the Customer's eligibility precedes the previous bill, credit will also be given on one month's prior bill.

7. A Lifeline Service Customer cannot be disconnected for the non-payment of toll charges.

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EXCHANGE ACCESS SERVICES

LIFELINE SERVICE (Cont'd)

C. RATES AND CHARGES

The applicable monthly rate for Lifeline Service is determined by the sum of the rates for the services specified in 1. following and applying a credit based on the sum of the credits as specified in 2. following.

1. Lifeline Service

Residence Network Access Line (including EAS and Touch Calling Service) at the rate specified in Section 6 of this tariff.

911 Service (billed on the Customer's telephone number).

End User Common Line (EUCL) Charge.

2. Lifeline Service Credits

End User Common Line (EUCL) Charge as specified in the NECA Tariff.

Federal Lifeline support credit as specified by the Federal Communications Commission (FCC) for Universal Service Support for Low-Income Consumers, and by the Public Service Commission of Wisconsin in Wis. Admin. Code PSC 160.062, and as it may be modified in the future.

3. The Lifeline Service Monthly Credit is shown in Section 6 of this tariff.

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EXCHANGE ACCESS SERVICES

EXTENDED COMMUNITY CALLING (ECC) SERVICE

A. DESCRIPTION

Extended Community Calling (ECC) Service provides for the completion of local messages between a Customer located in an Exchange operated by the Company and Customers located in different Exchanges in accordance with the regulations and rates set forth in the following.

B. SCOPE OF THE EXTENDED COMMUNITY CALLING AREA

1. Standard ECC Area

- a. The ECC area for a Company Exchange consists of all other Exchanges within the State of Wisconsin within the same LATA, including those of other Local Exchange Companies, not included in the Extended Area Service area of the Exchange, that are either adjacent to the Exchange or are within 15 airline miles of the Exchange.
- b. ECC is provided from the Company's exchanges to the ECC calling points listed in Section 6 of this tariff.

2. Exceptions to Standard ECC Areas

Notwithstanding the regulations in 1. above, any of the Company's Exchanges excluded from the Standard ECC Area of the Exchange, and any ECC Areas added, will be listed in Section 6 of this tariff.

3. Extended Community Calling (ECC) Service is not available for dedicated inbound or outbound interexchange services (i.e., WATS and 800 Services or successor plans).

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EXCHANGE ACCESS SERVICES

EXTENDED COMMUNITY CALLING (ECC) SERVICE (Cont'd)

C. RATES

1. Basic Rates

Rates for ECC messages consist of a charge per minute. The per minute charge applies for each minute with a fraction of a minute being charged as a full minute of call duration. Call duration begins when the connection is established between the calling telephone and the called telephone.

Call duration ends when the calling telephone "hangs up" thereby releasing the network connection. If the called telephone 'hangs up' but the calling telephone does not, call duration ends when the network connection is released either by automatic timing equipment in the telephone network or by the Operator. ECC per minute rates are shown as follows:

ECC Message Rates are shown in Section 6 of this tariff.

2. Operator Assisted ECC Calls

Where an ECC call is completed utilizing the assistance of an operator or operator services capability, in addition to the charges specified in 1. above, Operator Assisted Service Charges.

3. ECC Message Detail Billing

ECC message detail is contingent on availability of suitably equipped Central Office switching and billing systems.

Charges for ECC message detail, when available, are shown in Section 6 of this tariff.

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EXCHANGE ACCESS SERVICES

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

Customers may obtain assistance in determining telephone numbers by calling a Directory Assistance Operator subject to the regulations and charges shown herein.

B. REGULATIONS

1. Rates are for each Business/Residence Line, Key System Trunk, or PBX Trunk calls placed through directory assistance operators under contract with the Company. Calls placed through another carrier's operators, or through a long distance provider's network are not covered in this section.
2. The application of rates are on a cumulative basis for the total number of lines, or PBX Trunks billed to the same account.
3. Call allowances, if any, are not transferable between separate accounts of the same or other customers.
4. A maximum of two requested telephone numbers is provided with each directory assistance call request.
5. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the Customer shall indemnify and save the Company harmless against all claims, damages, or judgments (including costs and reasonable attorney's fees) that may arise from the use of such information.

C. RATES

Rates appear in Section 6 of the tariff, and are in addition to all rates and charges applicable for service and equipment with which this service may be furnished.

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EXCHANGE ACCESS SERVICES

E911 SERVICE FEES

1. The Company concurs in the rates, rules, regulations, and agreements governing E911 Service as filed by Wisconsin Bell, Inc., d/b/a AT&T Wisconsin, with the Public Service Commission of Wisconsin.
2. The Company extends this concurrence to any and all changes which may be subsequent to this date by Wisconsin Bell, Inc., d/b/a AT&T Wisconsin
3. The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any such time as it appears that such cancellation is to the best interest of the Company.
4. E911 service fees are billed to end users in accordance with Commission rules.

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CENTRAL OFFICE SERVICES

TITLE SHEET

Schedule of Rates, Charges
and Regulations Applicable to
Central Office Optional Features of
Baldwin Telecom, Inc.

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CENTRAL OFFICE SERVICES

CUSTOM CALLING SERVICES

A. DESCRIPTION

Custom Calling Services (CCS) are basic exchange telecommunications services that consist of one or more of the optional service features.

B. DESCRIPTIONS

Current descriptions of CCS are available on the Company's web site, and through the Company's Business Office.

C. REGULATIONS

1. CCS are offered only to Single Line Residence and Business basic exchange service customers, served by Central Offices equipped to provide such service.
2. A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through appropriately equipped offices.
3. Unless specified otherwise, CCS are not available on complex business services including DID Trunks and PRI Services described elsewhere in this tariff.
4. It shall be the responsibility of the Customer to provide terminal equipment (CPE) compatible with Custom Calling Services.

All CPE used to interface with Caller ID is required to conform with Technical Reference Specifications as used by the Company.
5. Variations in Central Office equipment and the activation of other Central Office features by the called and/or calling party may cause differences in the operation of features.
6. The Company's liability arising out of the provision of any Custom Calling Feature, including, but not limited to the delivery or nondelivery of calling numbers, is limited as stated in Section 2 of this tariff.

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CENTRAL OFFICE SERVICES

CUSTOM CALLING SERVICES REGULATION(Cont'd)

7. The Company cannot insure that Caller ID is available on operator handled calls.
8. Caller ID Service does not display a directory number for operator assisted calls, out of area calls, or calls marked private by the originator.
9. An originating caller's calling directory number may not be displayed at the called party under the following conditions:
 - a. The calling number will not be displayed if the called party is off the hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.
 - b. The calling number will not be displayed if the called party answers the incoming call during the first ring interval.
10. Caller ID Blocking Services
 - a. Discounted or free Per-Call Blocking Service will be available, where technically feasible, to Residence and Business customers who are served from appropriately equipped Central Offices. Customers may prevent delivery of their telephone number to Caller ID subscribers on a per-call basis by activating the appropriate Caller ID activation code prior to placing the call.
 - b. Discounted or free Per-Line Blocking Service may be available, where technically feasible, at no charge to the following customers:
 - (a) Any person protected by an injunction, temporary restraining order, or other court order relating to domestic abuse, harassment, or child abuse issued by any magistrate or judge in any jurisdiction in the U.S.
 - (b) Upon written request to the Company, to domestic violence victim's service programs; battered women's shelters other organizations that provide a safe haven for victims of domestic violence; and any municipal, county, state or federal law enforcement agency, fire department, public social service agency or parole office within an area where Caller ID is offered.

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CENTRAL OFFICE SERVICES

CUSTOM CALLING SERVICES REGULATION(Cont'd

10. Caller ID Blocking Services (Cont'd)

- (c) With a written request to the Company, free Per-Line Blocking may be made available for the access line of any staff member employed by an eligible public safety organization, or any residential access line designated by an eligible organization as serving a victim of domestic violence.

D. RATES AND CHARGES

Rates and charges for CCS are shown in Section 6 of this tariff, and are in addition to the rates and charges for any other service(s) to furnish a communications system.

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CENTRAL OFFICE SERVICES

CALL BLOCKING SERVICE

A. DESCRIPTION

1. Call Blocking Service is an optional service which provides customers with the capability to block originating long distance calls and originating 900 and 976 calls. Originating Extended Community Calling (ECC) Calls may also be blocked in the Exchange.
2. Originating calls will be allowed to be completed to 911. In exchanges not served by 911, originating calls to 0- will be completed by an operator to emergency services such as fire, emergency medical services, law enforcement, and poison center telephone numbers.
3. Originating blocked calls will reach a Telephone Company-provided intercept announcement.
4. Customers can elect any or all of the following Call Blocking Service Options:

Option 1

Blocks originating one plus (1+) long distance calls including 101XXX, international (011+) calls, and Directory Assistance (DA) calls.

Examples of Option 1 blocked calls are:

- 1 + NPA + XXX-XXX
- 1 + XXX-XXXX
- 5 Digit Carrier Access Code + 1 + NPA + XXX-XXXX
- 5 Digit Carrier Access Code + 1 + XXX- XXXX
- 1 + 555-1212
- 1 + NPA + 555-1212
- 1 + 800 + 555-1212

Option 2

Blocks originating zero plus (0+) calls. Zero minus (0-) calls may be completed by an operator to emergency services in exchanges not served by 911. Examples of Option 2 blocked calls are:

- 0 + NPA + XXX-XXXX
- 0 + XXX + XXXX
- 5 Digit Carrier Access Code + 0 + NPA + XXX-XXXX
- 5 Digit Carrier Access Code + 0 + XXX-XXXX

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CENTRAL OFFICE SERVICES

CALL BLOCKING SERVICE (Cont'd)

A. DESCRIPTION (Cont'd)

Option 3

Blocks originating calls to 900 numbers nationwide and originating calls to 976 numbers within the customer's home NPA. Originating calls to 976 numbers outside the customer's home NPA can be blocked by Option 1 and /or Option 2.

Option 4

Blocks originating calls to extended community calling areas as defined in the Company's tariff for Extended Community Calling (ECC) Service.

B. REGULATIONS

1. Call Blocking Service is provided subject to the availability of facilities and where conditions permit.
2. In certain exchanges, depending on the availability of facilities, Option 1 may also block originating 1 + 800 calls.
3. Call Blocking Service will only be provided on residence and business basic exchange network access lines.
4. Call Blocking Service does not relieve the customer of responsibility for calls charged to their telephone number(s).
5. Non-recurring charge(s) for Call Blocking Service are not applicable to qualifying Lifeline customers:

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CENTRAL OFFICE SERVICES

CALL BLOCKING SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

6. The Company shall not be liable to the Customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Call Blocking Service, including without limitation, the inability to access the Operator or any non-toll free number for any purpose. 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 from the Customer's access line.

C. RATES AND CHARGES

1. Rates and Charges for Call Blocking service appear in Section 6 of this tariff.

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CENTRAL OFFICE SERVICES

DIRECT INWARD DIALING (DID) SERVICE

A. GENERAL

Direct Inward Dialing (DID) Service is a central office service that permits incoming calls from the exchange and toll network to be dialed directly to stations associated with Customer-Provided Equipment (CPE).

B. REGULATIONS

1. Direct Inward Dialing (DID) Service is furnished subject to the availability of central office facilities, telephone numbers, and compatible Customer-Provided Equipment.
2. Direct Inward Dialing (DID) Service must be provided on all trunks in a trunk group arranged for inward service.
3. Operational characteristics of interface signals between the Company provided connecting arrangements and the Customer-Provided Equipment must conform to the rules and regulations the Company considers necessary to maintain proper standard of service.
4. The Company shall not be responsible to the Customer if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a Customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
5. Customer-Provided Equipment must be arranged by the Customer to provide for the intercepting of assigned but unused DID Station Numbers.
6. Where DID is requested on more than one group of trunks, each such group shall be considered a separate service.
7. Intercept service on a DID Station Number, listed in the directory, with a referral to a new number will be provided only on a complete disconnect of the entire DID Service. However, at the request of the Customer and at the option of the Company, special intercept service arrangements may be provided. Such arrangements will be priced based on the Company's cost plus contribution.

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CENTRAL OFFICE SERVICES

DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

8. Temporary removal of a telephone number from a DID number block, for use by another Customer, is allowed for a period of time until the directory release or one year, whichever is earlier. All DID Telephone numbers must be returned to the original DID block at that time. Temporary removal of a telephone number from a DID number block, for use by the same Customer, is allowed for an unlimited period of time. At the time a DID number block is permanently removed from service, all telephone numbers which were temporarily removed must be returned to the original DID telephone number block.
9. The assignment of telephone numbers and the sequence of numbers assigned to a Customer are made at the discretion of the Company.

C. APPLICATION OF RATES AND CHARGES

1. The rates herein contemplate the use of standard Company equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished. When equipment or service of a special type is requested and provided, rates and charges are related to the costs involved to meet the individual requirements of each case.
2. Directory listings will be provided as specified in Section 7 of this Tariff. DID Station numbers furnished herein are not entitled to free directory listings.
3. DID Service is subject to the Federal Communications (FCC) End User Common Line (EUCL) charges under the terms and conditions specified by the FCC. The Customer shall be liable for all adjustments to the EUCL as mandated by the FCC.
4. A Business Trunk, as specified in Section 4 in this Tariff, is required for each DID Trunk Unit located in the Company's central office.

D. RATES AND CHARGES

Rates and Charges for DID Service are as shown in Section 6 of this tariff.

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CENTRAL OFFICE SERVICES

LOCAL T1 TRUNKING SERVICE

A. GENERAL

1. Local T1 Trunking Service provides the customer with digital high speed trunking service over T1 facilities operating at speeds up to 1.544 Mbps.
2. Each T1 trunk facility can support 24 trunk channels or a fraction thereof as ordered by the customer.
3. Three T1 Trunking Services are offered:
 - Standard 2-Way PBX Trunk Service (DT2W)
 - Direct T1 Inward Dialing Service (DTID)
 - Direct T1 Inward - Outward Dialing Service (DTIOD)
 - a. Direct T1 Inward Dialing Service (DTID) provides the customer with one-way incoming Direct Inward Dialing Service on the T1 Trunk Facility.
 - b. Direct T1 Inward - Outward Dialing Service (DTIOD) provides the customer with a two-way trunk allowing direct inward and outward dialing on the same Direct T1 Inward - Outward Dialing Service does not require separate trunks for outward dialing.
4. T1 Trunking Services are furnished subject to the availability of central office facilities and outside plant cable facilities.
5. One primary directory listing will be furnished with each Local T1 Trunking Service activated. Additional directory listings may be provided at the charges and in accordance with existing tariffs.
6. The rates and charges specified are in addition to the rates and charges for other services or facilities with which this service may be associates.

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CENTRAL OFFICE SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

DESCRIPTION OF SERVICE

1. Primary Rate Service (PRS) has a capacity of 1.544 megabits per second (Mbps) and has multiple channels: 23 B-channels, and one D-channel, and is also known as 23B+D access. The 64-kbit/s B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling or control information. When equipped, the D-channel can control a maximum of 95 B-channels. The B-channels may be provisioned on the same facility as the D-channel or on other PRI T1 facilities. Each B-channel is dedicated to inward, outward or 2-way traffic. Circuit-Switched Data PRI consists of 23B+D, which is equivalent to a T1 facility. The customer may use CPE to bond together 64 Kbits B-channels for the transmission of circuit-switched data or video.
2. Directory Numbers
 - a. Primary Directory Number – A single telephone directory number is provided with each PRI service ordered.
 - b. Secondary Directory Numbers – Additional directory numbers are available at an additional charge. The additional telephone number(s) may originate or receive calls independent of the users Primary Directory Number.
3. Directory Listings

One primary directory listing is provided per PRI service per customer.

B. PROTECTION OF THE NETWORK

1. Primary Rate Interface (PRI) is provided at the option of the Company. This service is furnished subject to central office switching capacity, capability, the availability of outside plant facilities, and the necessary billing capabilities.

In the event customer equipment meets required specifications, but causes the interference with current or future services, the Company reserves the right to notify the customer and modify the service to eliminate the interference or disconnect the service. In such case, termination charges do not apply.

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CENTRAL OFFICE SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (Cont'd)

B. PROTECTION OF THE NETWORK (Cont'd)

2. The Customer or Customer's agent agrees to correct on an expeditious basis any unauthorized transmissions resulting from customer equipment or facilities, or face disconnection of service by the Company, to protect Company equipment and the Public Switched Network. The Company disclaims liability for losses which might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incident or consequential damages, including, but not limited to loss, damage, or consequential, for customer's use of or inability to use this service or equipment, whether separate or in combination with other services or equipment.
3. The Company maintains the right and option to check the output of any equipment used in the transmission of signals to or from the Customer premises for this service. Company-provided facilities or other facilities used in conjunction with provision of Primary Rate Interface (PRI), such as CPE.

The Company anticipates the use of other technologies to provide this service as they are developed. As other technologies are introduced, the interface specifications will be disclosed as required.

C. AVAILABILITY AND MAINTENANCE

1. The availability and functionality of Primary Rate Interface (PRI) capabilities may vary, or may not be available, dependent upon the type of central office switching system, related software controlling that switch, hardware, and outside plant.
2. The Company will furnish all installation and maintenance labor required to install, maintain, and test the service from the Demarcation Point on the customer's property to the central office. The customer or property owner will be responsible for installation, maintenance, and testing of all wire and cable facilities and CPE on the customer side of the Demarcation Point. At the customer's option, Balwin Telecom, Inc. will provide installation, maintenance, and testing as part of their non-regulated business.

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CENTRAL OFFICE SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (Cont'd)

C. AVAILABILITY AND MAINTENANCE (Cont'd)

3. If there are any changes in inside wiring which require the Company to redesign the Primary Rate Interface (PRI) capability, the customer shall reimburse the Company for all cost incurred by the Company in making such a change. Should Primary Rate Interface (PRI) capability fail due to inside wiring not owned by the Company, or CPE, or power failure, the responsibility for failure shall be solely that of the customer and the Company shall not be liable.

4. If Primary Rate Interface (PRI) should experience interruption, disconnection, error, performance failure, or some other out-of-service condition and last for more than 24 consecutive hours after the customer give the Company notice of such out-of-service condition, except for problems caused by the customer's action, inside wiring, interface, customer premise power outage, and/or CPE, an out-of-service credit will be applied to the customer's bill. See Rules and Regulations, Section III, Allowance for Interruption.

D. SPECIFICATIONS

The following technical publication have been network disclosed, are public information, and provide the relevant interface information and specifications required to enable the proper implementation of ISDN service.

ATT Primary Rate Interface
(ATT Publication 5D5-900-302)

E. INDEMNIFICATION

It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages, and lawsuits brought by any customer. Indemnification shall include, but is not limited to, cost and attorney's fees.

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CENTRAL OFFICE SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (Cont'd)

F. CIRCUIT SWITCHING SERVICES DESCRIPTIONS

Circuit Switched Services is an arrangement which provides the ability to originate and receive circuit switched voice and/or data calls over 64 kbps B-channels. The customer may choose among the following Circuit Switched features based upon application needs:

1. Clear Channel Capability – A characteristic of the transmission path on the B-channels that allow the full bandwidth of 64 kbps to be available to the customer. Through the CPE, it is also possible to bond multiple B-channels together to achieve greater bandwidth speeds.
2. Customer Calling Features – Applicable Custom Calling Services are available at rates and charges specified in the Other Services Custom Calling Services, Section IV.
3. Other Services – Other Services are available at rates and charges specified in Section IV, Other Services.

G. INSTALLATION AND MAINTENANCE

1. The Company will furnish all installation and maintenance labor required to install, maintain, and test the service from the Demarcation Point on the property from which the customer is served, as described in the contract, to the central office.
2. The customer or property owner will be responsible for installation, maintenance, and testing of all wire and cable facilities and CPE on the customer side of the Demarcation Point. At the customer's option the Company will provide installation, maintenance, and testing as part of their non-regulated business.

H. SERVICE ARRANGEMENTS

1. 23B+D

This service configuration provides for 23 B-channels and 1 D-channel. The B-channels carry user information such as voice calls, circuit switched data, or video while the D-channel handles signaling information.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (Cont'd)

H. SERVICE ARRANGEMENTS (Cont'd)

2. 24B

With multiple PRS facility connected to the same equipment, the additional PRS facilities may share the D-channel from the first PRS facility for signaling. This allows the additional PRS facilities to be equipped with 24 B-channels configured as voice calls, circuit switched data, or video.

3. 23B+Back-up D

This service configuration provides for 23 B-channels and a back-up D-channel. The back-up D-channel is used if the primary D-channel, which provides signaling for multiple PRI facilities, fails. All active calls are maintained during the switch over to the back-up D-channel.

4. D-Channel Packet

This service is not available at this time.

5. B-Channel Packet

This service is not available at this time.

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CENTRAL OFFICE SERVICES

ISDN PRIMARY RATE INTERFACE PACKAGE OPTION (PRI-2)

A. DESCRIPTION

1. ISDN Primary Rate Interface Package Option (PRI-2) provides a single-price option for a particular configuration of ISDN Primary Rate Interface Services. PRI-2 service includes one local 1.544 megabits per second (Mbps) Primary Rate access facility, 23 ISDN B-channels with direct inward/outward dial (DIOD) capability, and one D-channel. B-channels will be specified by the customer as dedicated to inward, outward or 2-way traffic.
2. Directory Numbers
 - a. Primary Directory Number – A single telephone directory number is provided with each PRI-2 service ordered.
 - b. Secondary Directory Numbers – 60 Direct Inward Dial directory (DID) numbers are provided with each PRI-2 service ordered. Additional blocks of DID numbers are available at an additional charge. The additional telephone number(s) may originate or receive calls independent of the user’s Primary Directory Number.
3. Directory Listings

One primary directory listing is provided per PRI service per customer. Additional listing may be provided as specified in Directory Listings, Section 7 of this tariff.
4. Incoming Call Identification (Caller ID Name and Number) is included on all PRI-2 service B-channels. This feature provides Customer with the telephone number and name of the calling party. Incoming call identification is provided via the D-channel associated with incoming calls on a B-channel to a PBX.
5. Current Business End User Fee. PRI-2 service recurring rates will include an amount equal to the current applicable Business End User Fee, which Baldwin Telecom will process on the customer’s behalf.
6. Federal Universal Service Charge (FUSC). PRI-2 service recurring rates do not include the applicable recurring FUSC.

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CENTRAL OFFICE SERVICES

ISDN PRIMARY RATE INTERFACE PACKAGE OPTION (PRI-2) (Cont'd.)

B. PROTECTION OF THE NETWORK

1. PRI-2 service is provided at the option of the Company. This service is furnished subject to central office switching capacity, capability, the availability of outside plant facilities, and the necessary billing capabilities.

In the event customer equipment meets required specifications, but causes the interference with current or future services, the Company reserves the right to notify the customer and modify the service to eliminate the interference or disconnect the service. In such case, termination charges do not apply.

2. The Customer or Customer's agent agrees to correct on an expeditious basis any unauthorized transmissions resulting from customer equipment or facilities, or face disconnection of service by the Company, to protect Company equipment and the Public Switched Network. The Company disclaims liability for losses which might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incident or consequential damages, including, but not limited to loss, damage, or consequential, for customer's use of or inability to use this service or equipment, whether separate or in combination with other services or equipment.

3. The Company maintains the right and option to check the output of any equipment used in the transmission of signals to or from the Customer premises for this service. The Company provided facilities or other facilities used in conjunction with provision of PRI-2 service, such as CPE.

The Company anticipates the use of other technologies to provide this service as they are developed. As other technologies are introduced, the interface specifications will be disclosed as required.

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ISDN PRIMARY RATE INTERFACE PACKAGE OPTION (PRI-2) (Cont'd.)

C. AVAILABILITY AND MAINTENANCE

1. PRI-2 service capabilities may vary, or may not be available, and dependent upon the type of Central Office switching system, related software controlling that switch, hardware, and outside plant.
2. Baldwin Telecom, Inc. will furnish all installation and maintenance labor required to install, maintain, and test the service from the Demarcation Point on the customer's property to the central office. The customer or property owner will be responsible for installation, maintenance, and testing of all wire and cable facilities and CPE on the customer side of the Demarcation Point. At the Customer's option, Baldwin Telecom, Inc. will provide installation, maintenance, and testing as part of their non-regulated business.
3. If there are any changes in the Customer's inside wiring which require the Company to redesign the PRI-2 service capability, the Customer shall reimburse the Company for all cost incurred by the Company in making such a change. Should PRI-2 capabilities fail due to inside wiring not owned by the Company, or CPE, or power failure, the responsibility for failure shall be solely that of the Customer and the Company shall not be liable.
4. If PRI-2 service should experience interruption, disconnection, error, performance failure, or some other out-of-service condition and last for more than 24 consecutive hours after the customer give the Company notice of such out-of-service condition, except for problems caused by the customer's action, inside wiring, interface, customer premise power outage, and/or CPE, an out-of-service credit will be applied to the Customer's bill. See Rules and Regulations, Section III, Allowance for Interruption.

D. SPECIFICATIONS

The following technical publication have been network disclosed, are public information, and provide the relevant interface information and specifications required to enable the proper implementation of ISDN service.

ATT Primary Rate Interface
(ATT Publication 5D5-900-302)

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CENTRAL OFFICE SERVICES

ISDN PRIMARY RATE INTERFACE PACKAGE OPTION (PRI-2) (Cont'd.)

E. INDEMNIFICATION

It is the Customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages, and lawsuits brought by any Customer. Indemnification shall include, but is not limited to, cost and attorney's fees.

F. CIRCUIT SWITCHING SERVICES DESCRIPTIONS

Circuit Switched Services are not available on PRI-2 service at this time.

G. INSTALLATION AND MAINTENANCE

1. Baldwin Telecom, Inc. will furnish all installation and maintenance labor required to install, maintain, and test the service from the Demarcation Point on the property from which the Customer is served, as described in the contract, to the Central Office.
2. The customer or property owner will be responsible for installation, maintenance, and testing of all wire and cable facilities and CPE on the Customer side of the Demarcation Point. At the customer's option the Company will provide installation, maintenance, and testing as part of their non-regulated business.

H. SERVICE ARRANGEMENTS

1. 23B+D
PRI-2 service is initially available in a 23 B-channel plus 1 D-channel configuration.
2. Minimum Service Commitment and Contractual Service Options
The minimum service period for PRI-2 service is one month. PRI-2 service is offered at month-to-month rates, and under multi-year contractual service agreements. The provision of these options is dependent on the availability and capacity of Central Office facilities.

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CENTRAL OFFICE SERVICES

ISDN PRIMARY RATE INTERFACE PACKAGE OPTION (PRI-2) (Cont'd.)

H. SERVICE ARRANGEMENTS (Cont'd.)

3. Termination Liability

Termination liability is applicable when PRI-2 service is disconnected prior to the contracted period of time. The applicable termination charge is the dollar difference between the appropriate monthly or contracted rate currently obtainable for the number of months PRI-2 was actually in service, and the Customer's current contracted rate for each month the service was provided.

For example:

A customer subscribes to PRI-2 service under 36-month contract pricing, and disconnects service during the 13th month of service. The Customer's termination charges will be calculated in this manner:

$$(12\text{-month contract rate} - 36\text{ month contract rate}) \times 13 = \text{Termination Charge}$$

The 12-month contract rate would have been obtainable for service for 12 months, and one month extension would also receive the 12-month contract rate.

In this example, Non-recurring and installation charge penalties revert to those applicable to the terms of the 12-month option.

All termination charges will be based on the contract rates in effect at the time of Termination

I. RATE AND CHARGES

Monthly rate and non-recurring charges for ISDN Primary Rate Interface Package Option (PRI-2) service appear in Section 6 of this tariff.

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Form 10 Rate

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RATES AND CHARGES

SECTION 6

TITLE SHEET

Rates and Charges
Applicable to the Intrastate Services of
Baldwin Telecom, Inc.

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RATES AND CHARGES

Services described in Section 3

SERVICE CONNECTION CHARGES ¹

	<u>Residence</u>	<u>Business</u>	
Initial Service Order Charge	\$79.95	\$79.95	
Record Change Order Charge	4.95	4.95	
Returned Check Charge	32.00	32.00	
	<u>Normal Working Hours</u>	<u>After Hours</u>	<u>Sundays and Holidays</u>
Premises Visit Charge, includes first ¼ hour	\$45.00	\$67.50	\$90.00
Premises Visit Charge, each extra ¼ hour	\$15.00	\$22.50	\$30.00
Maintenance of Service Charge	\$60.00	\$150.00	\$150.00
Restoral of Service Charge	\$40.00	N/A	N/A

NOTE 1: The Network Interface (NI) Charge is only applicable to special services, and to installations or rearrangements done at the Customer's request for an existing service installation.

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RATES AND CHARGES

Services described in Section 4

BASIC LOCAL EXCHANGE ACCESS RATES ¹

	<u>Monthly</u>	<u>WI State USF Assessment</u>
Residence Access Line ¹	\$14.20	\$1.04
Business Access Line	20.35	1.04
Business Key System Line	22.50	
PBX Trunks, each	28.20	

NOTE 1: Monthly Basic Local Exchange Access Rates, including Federal and State taxes, are not applicable for the second exchange line when the second exchange line is requested by hearing-impaired Customers to use Two Line Voice Carryover as defined in the Wis. Admin. Code PSC 160.02 (12).

LIFELINE SERVICE

The Lifeline Service monthly credit is \$10.00.

EXTENDED AREA SERVICE (EAS)

<u>From:</u>		<u>To:</u>	
Baldwin	715-684, 688	Hammond	715-796, 977
		Woodville	715-698
Woodville	715-698	Baldwin	715-684, 688, 928
		Hammond	715-796, 977

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RATES AND CHARGES

EXTENDED COMMUNITY CALLING SERVICE (ECC)

<u>Exchange</u>	<u>ECC Calling Points</u>
Baldwin	Ellsworth Glenwood City Knapp New Richmond River Falls Roberts Spring Lake Spring Valley
Woodville	Boyceville Elmwood Glenwood City Knapp Roberts Spring Lake Spring Valley

ECC Per Message Rates

Per minute or fraction thereof	Residence Service	\$0.05
	Business Service	0.05

ECC Message Detail Billing, if available

First Request, per Calendar Year	\$0.00
Subsequent Requests, each	3.00

Rates for Operator Assisted, Operator Completed, or Long Distance Carrier completed ECC calls are priced by Customer's agreement with the Operator or Long Distance Carrier.

DIRECTORY ASSISTANCE SERVICE

Directory Assistance Calls	<u>Charge Per Call</u> \$.35
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RATES AND CHARGES

Services described in Section 5

CUSTOM CALLING SERVICES (CCS) and ADVANCECALLING SERVICES (ACS)

The rates and charges following are for Custom Calling Services only and are in addition to the any applicable Service Connection Charges, monthly rates and non-recurring charges for access lines and other services or equipment with which they are associated.

	<u>Monthly Rate</u> <u>Residence and Business</u>
Call Forwarding	\$1.00
Call Waiting	1.25
Multi-Ring	4.50
Speed Calling – Short List	1.00
Three Way Calling	1.00
Distinctive Ring	1.00
Warm Line	1.00
Call Forwarding Busy Line	.97
Call Forwarding No Answer	.97
Call Rejection	1.00
Call Return	.97
Call Transfer	1.00
Caller ID Services	
Caller ID/Calling Number Service - Residence	3.50
Caller ID/Calling Number and Name Service - Residence	5.00
Caller ID/Calling Number Service - Business	4.50
Caller ID/Calling Number and Name Service - Business	6.00
Preferred Call Forwarding	1.00
Priority Ringing	1.00
Repeat Dialing	.97
Selective Call Acceptance	1.00
Simultaneous Ring	3.95

Non-Verified Account Code - service that prompts the caller to enter an account code when a toll number is dialed. \$2.00

Verified Account Code - a service that can be used to assign account codes by department. It may also be used to restrict toll calling to specific employees or persons. 2.00

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RATES AND CHARGES

Services described in Section 5 (Cont'd.)¹

CUSTOM CALLING SERVICES (CCS) and ADVANCEC CALLING SERVICES (ACS) (Cont'd.)

Telemarketer Call Screening - a service that intercepts “unknown” or “out of area” calls before the phone rings and an announcement is played that instructs telemarketers to hang up and add the party to their do not call list. Other callers are instructed to dial 1 or stay on the line to be connected to the called party. \$2.95

Originating Call Management (OCM) – a service that can be used to restrict 900, international, toll casual (10-10-XX) and local calls. \$2.00

Do Not Disturb With Overrides - a service that allows users to block incoming calls from ringing during a specific period of time. An override code can be used for specific callers. \$1.50

Personal Billing - a service that allows up to four individuals to share a designated phone, and receive a billing with each individual having their calls listed separately. \$1.50

Wake Up Service - a service that provides a wake-up announcement for hotels, motels and residential subscribers. \$1.50

Prepay/Budget Toll - a service that provides a warning tone to the caller when Approximately 1.5 minutes if prepaid toll remains. \$0

Note 1: These changes are in addition to the regular recurring and non-recurring monthly charges contained elsewhere in this tariff book as applicable.

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RATES AND CHARGES

Services described in Section 5 (Cont'd)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

Installation and monthly rate and non-recurring charges for ISDN Primary Rate Interface (PRI)¹.

	Monthly Rate	Non-Recurring Charge
1. Service Arrangements		
a. 23B+D	\$400.00	\$600.00
b. 24B	400.00	600.00
c. 23B+Back-up D	400.00	200.00
2. Additional Charges		

Local T1 facility charges and B-channel configurations charges will apply, as specified elsewhere in this tariff.

ISDN PRIMARY RATE INTERFACE PACKAGE OPTION (PRI-2)¹

Following are the monthly rate and non-recurring charges for ISDN Primary Rate Interface Package Option (PRI-2) service.

	Monthly Rate	Non-Recurring Charge
1. Service Arrangements		
a. Month-to Month Rate	\$1,166.35	\$1,481.00
b. 12-Month Contract Option Rate	874.76	1,481.00
c. 24-Month Contract Option Rate	758.13	0.00
d. 36-Month Contract Option Rate	467.00	0.00
2. Additional Charges		

All other fees as specified in Section 3, Services Charges.

Note 1: Charges are in addition to initial Service Order charges in Section 3 of this tariff. Interstate End User Common Access Line Charges apply to each channel (or T1 facility, as appropriate) activated on ISDN PRI Service or ISDN Package Option PRI-2. Federal Universal Service Charge (FUSC), as well as local and state fees and surcharges apply.

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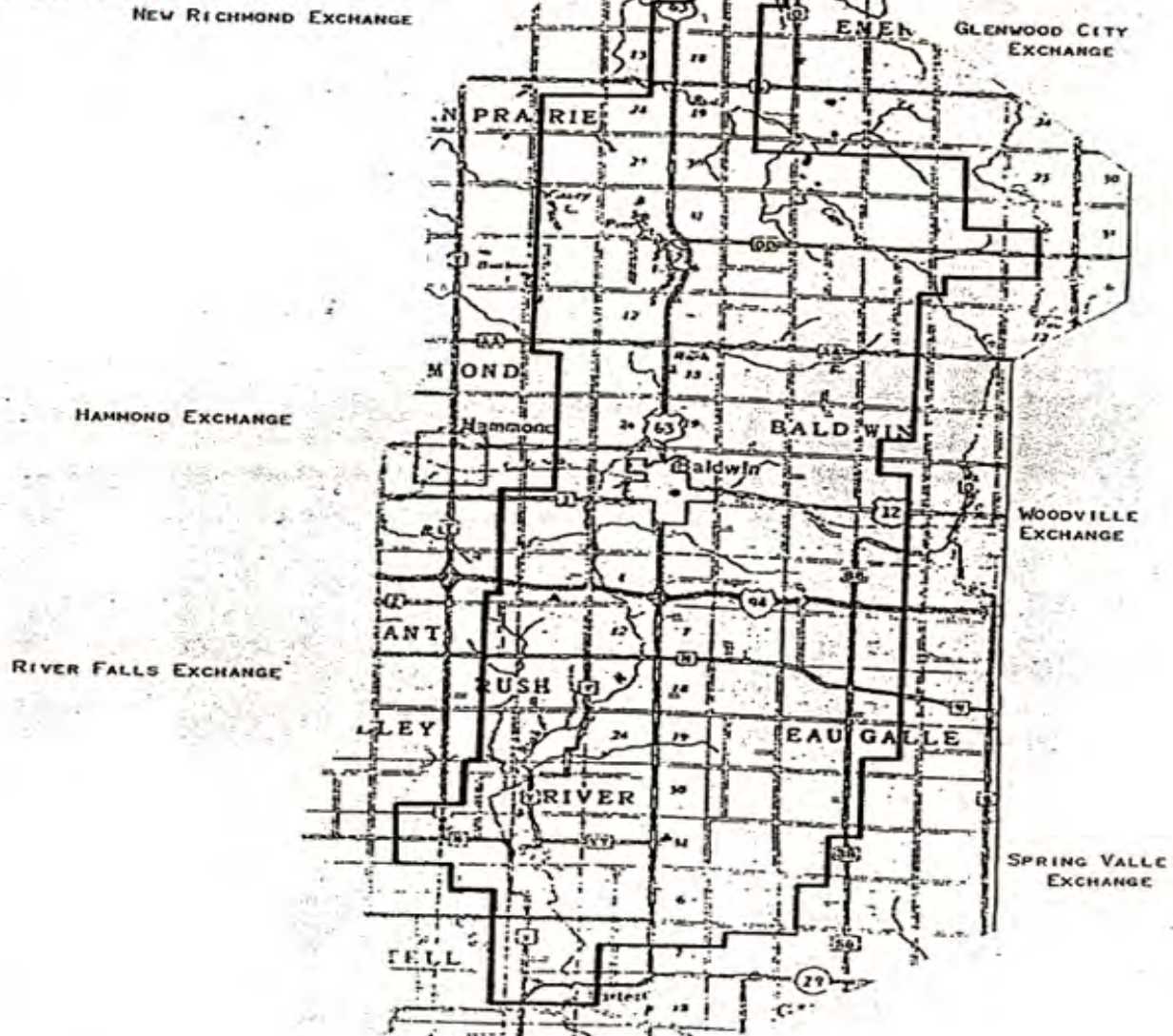
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RATES AND CHARGES - EXCHANGE MAPS

EXCHANGE AREA BOUNDARY MAPS

BALDWIN EXCHANGE



CODE

- Central Office
- Exchange Area Boundary Line

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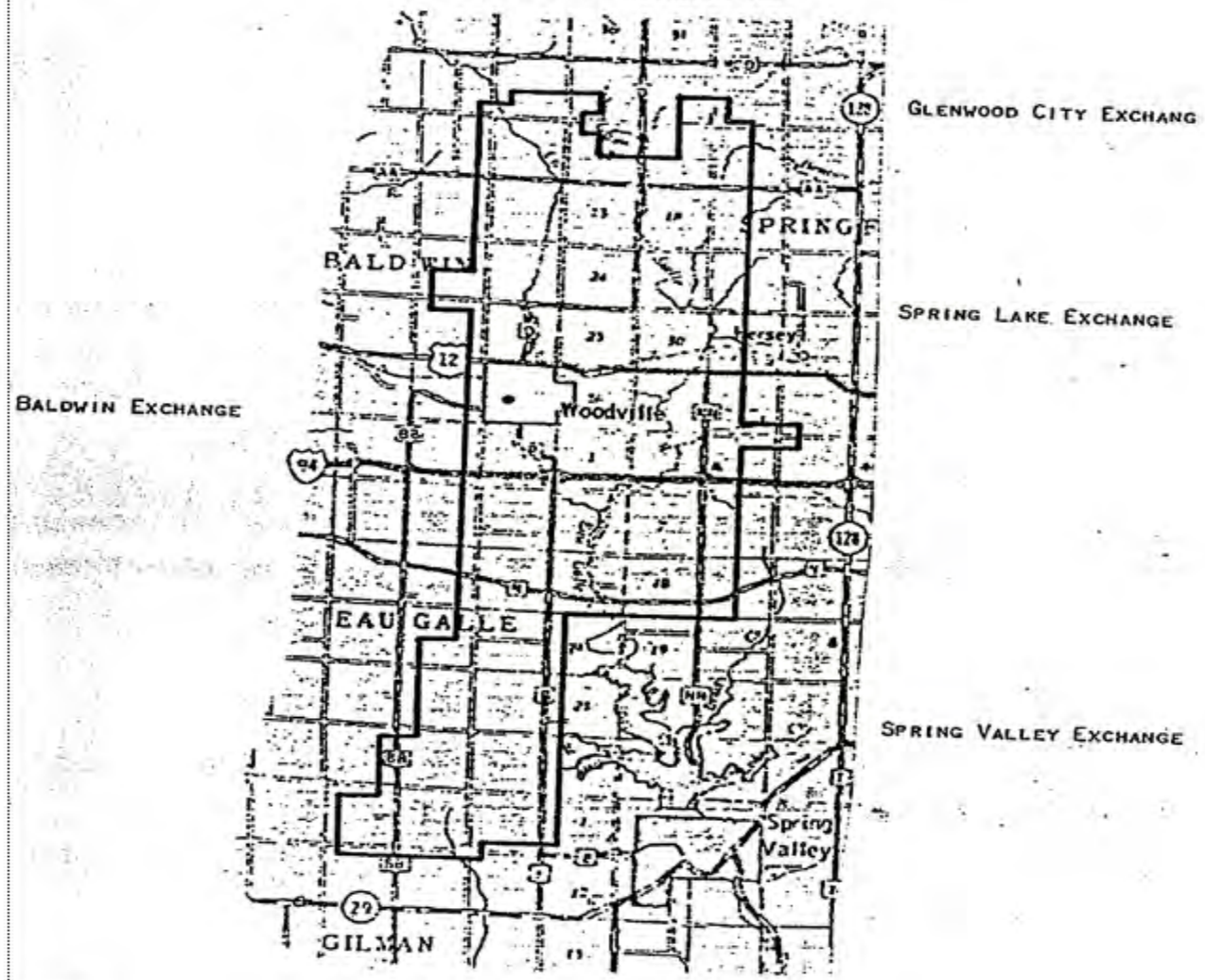
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RATES AND CHARGES – EXCHANGE MAPS

EXCHANGE AREA BOUNDARY MAPS

WOODVILLE EXCHANGE

EXCHANGE AREA BOUNDARY MAP



CODE
 • Central Office
 — Exchange Area Boundary Line

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