

































4. Service Check – Customer Premise Equipment and Wiring and Repairs
  - a. A service check will be performed when a customer requests the Company to perform a check of its facilities up to the demarcation point.
  - b. Where feasible, customers will also be encouraged to unplug Customer Premise Equipment or disconnect all inside wiring at the demarcation point so as to self-diagnose where their wiring or equipment may be causing an out of service condition.
  - c. A Wire Maintenance Plan is available to residential customers. A set monthly fee may cover maintenance of approved Customer Premise Equipment and Wiring.
  - d. No charges will be assessed when a service check is performed and:
    - i. The Company determines the trouble exists on the Company's side of the demarcation point; or
    - ii. The Company identifies or repairs any trouble on the customer's side of the demarcation point and the customer does purchase a wire maintenance plan.
  - e. Charges will be assessed when a service check is performed, and the customer requests the Company identify or repair any trouble on the customer's side of the demarcation point and the customer does not purchase a wire maintenance plan.
5. Late Payment Charges
  - a. All bills for which full payment has not been received or paid before the last date for timely payment may be subject to a late payment charge.
  - b. Late payment charges shall be as listed in Part 4.
6. Returned Check Charge
  - a. An administrative charge may be assessed for each occasion that a check, bank draft, or electronic funds transfer item is returned unpaid to the Company.
  - b. Returned Check charges shall be as listed in Part 4.
7. Service Charge for Reconnection
  - a. Where service has been discontinued for non-payment of a due bill, applicable service charges as listed in Part 4 shall apply.
  - b. Where service has been discontinued for the non-payment of a due bill, the customer may be required to reestablish credit as defined in Establishment and Maintenance of Credit.
  - c. The maximum payment for restoration of service that existed prior to disconnection shall be the total past due amount, applicable nonrecurring charges and if appropriate, an Advance Payment and Deposit as specified elsewhere in these Terms and Conditions.
8. Adjustment of Charges. In the event of an adjustment of charges for overbilling or underbilling by the Company, a correction (refund or charge) may be made of the full amount of difference for a period not to exceed ninety days. When the period or amount for which overbilling cannot be fixed from available records, the maximum refund or credit will not exceed an estimated amount of such billing.



## 1.7 TERMINATION OR SUSPENSION OF SERVICE

1. Termination or Suspension. Notwithstanding any agreed or required minimum term, service may be suspended or terminated as follows:
  - a. **Material Breach**. If customer fails to perform or observe any material term or condition of service, including non-payment of charges, and such failure continues unremedied for 30 days (5 days for customer's failure to fulfill its payment obligations, including failure to pay a required deposit) after receipt of notice, the Company may terminate (or may suspend and later terminate) the affected service.
  - b. **Materially Adverse Impact**. If the Company revises a Service Publication, and the revision has a materially adverse impact on customer and the Company does not produce a revision that remedies such materially adverse impact within 30 days after receipt of notice from customer, then customer may, as customer's sole remedy, elect to terminate the affected service on 30 days' notice to the Company, given not later than 90 days after customer first learns of the revision to the Service Publication. "Materially adverse impacts" do not include changes to standard pricing, changes required by governmental authority, or assessment of or changes to additional charges such as governmentally imposed costs and fees (such as USF, PICC, E911 and telecommunications relay charges).
  - c. **AUP; External Service Threats; Government Action**. If customer fails to rectify a violation of the Acceptable Use Policy ("AUP") within 5 days after receiving notice from the Company, the Company may suspend the affected service. The Company reserves the right, however, to suspend or terminate immediately when: (i) the Company's suspension or termination is in response to multiple or repeated AUP violations or complaints; (ii) the Company is acting in response to a court order or governmental notice that certain conduct must be stopped; or (iii) the Company reasonably determines that (A) it may be exposed to sanctions, liability, prosecution or other adverse consequences under applicable law if the Company were to allow the violation to continue; (b) such violation may harm or interfere with the integrity, normal operations or security of the Company's network or networks with which the Company is interconnected or may interfere with another customer's use of the Company's services, network or the Internet; or (c) such violation otherwise presents an imminent risk of harm to the Company, the Company's customers or its or their respective users or employees.
  - d. **Fraud or Abuse**. The Company may terminate or suspend an affected service immediately by providing customer with as much advance notice as is reasonably practicable under the circumstances if customer, in the course of breaching any applicable terms of service: (i) commits a fraud upon the Company; (ii) uses the service to commit a fraud upon another party; (iii) unlawfully uses the service; (iv) abuses or misuses the Company's network or service; (v) interferes with another customer's use of the Company's network or services; (vi) engages in unsafe, abusive or excessively disruptive conduct toward the Company or the Company's employees or (vii) attempting to avoid the payment, in whole or in part, of any charges by any means or device (mere non-payment of billed charges will not be considered grounds for termination or suspension under this subsection (d)(vii)).

- e. **Hazardous Materials.** If the Company encounters any hazardous materials at the service location, the Company may terminate the affected services or may suspend performance until customer removes and remediates the hazardous materials at customer's expense in accordance with applicable law.
  - f. **Withdrawal of Services.** The Company may discontinue providing a service by providing customer with as much advance notice as is reasonably practicable under the circumstances where the Company generally discontinues providing the service to similarly situated customers.
2. Notice of Disconnection. The notice of pending disconnection required by these Terms and Conditions shall be a written notice setting forth all reasons for the notice, and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the customer when (a) deposited in the U.S. mail with postage prepaid or (b) when sent electronically to the customer contact information on file. The final date shall be not less than five days after the notice is rendered. The notice will include a toll free or collect number where a customer can obtain additional information.

## **1.8 CUSTOMER COMPLAINTS AND DISPUTES**

1. A customer or prospective customer may initiate a complaint with the Company on any relevant matter by telephone, in person, via email, or in writing directed to the Company at any of its offices. The customer may at any point during resolution of the complaint seek review by a Supervisor or Manager.
2. If the complaint is related to Telephone Service, upon investigation and final resolution by the Company, if the customer wishes further review, the customer should direct all appropriate information to the Iowa Utilities Board, Customer Service, 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, toll free at 877-565-4450, or [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov)
3. In the event of a dispute concerning a bill, the Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, shall be made using the procedures listed following.
4. Within 15 days of the bill date of a disputed bill, the Company must receive from the customer an itemized statement in writing which identifies the disputed charges and reasonably explains the basis of the dispute. Failure to comply with this requirement shall mean the bill is deemed correct and all amounts are due to the Company.
5. The Company shall review the customer's statement of disputed charges and shall issue a written initial determination within 15 days after receipt to set forth the Company's proposed resolution of the dispute charges.

6. If the customer is not satisfied with the Company's proposed resolution, the customer must advise the Company in writing within 15 days after receipt of the Company's initial determination, of the specific reasons for the dissatisfaction and provide any additional information the customer deems pertinent or relevant to the dispute.
7. Within 15 days after the Company's receipt of additional information, the Company shall make its final determination and resolution of the disputed charges based upon all documentation or information available to the Company.
8. If the customer continues to withhold payment of any disputed amounts, determined to be owed to the Company, the customer's account shall be deemed to be past due, and subject to termination.
9. In the event that the Company and a customer are unable to resolve a dispute, either party may refer the matter to any court with suitable jurisdiction.

**2.1 LOCAL TELEPHONE SERVICE**

1. General Information
  - a. Central Office Access Lines extend between the central office equipment of the Company and the demarcation point located on the premises of the customer.
  - b. Basic Telephone Service types are shown in paragraph 2. below. The rates and charges for these services contained herein are in addition to all other applicable rates and charges located in other parts of these Terms and Conditions.
  - c. Additional Terms and Conditions applicable to Telephone service are contained in Part I – General Terms and Conditions.

2. Services
  - a. **Individual Access Lines** include:
    - B-1 Individual Line Business
    - Key System Line
    - PBX Trunk Line
    - R-1 Individual Line Residence
  - b. **Advanced and High-Capacity Services** include:
    - Switched DS-1 Service
    - ISDN Primary Rate Service (PRI)
    - Voice over Internet Protocol (VoIP)
  - c. Service Availability Matrix

EXCHANGE NAME	R-1 Individual Line Residence	B-1 Individual Line Business	Business Key System Line
Palmer	X	X	X

- d. Service Descriptions
  - i. **Individual Line services** may be purchased singly or in multiples.
  - ii. **Key System Service** is intended for use with multiline customer key system equipment.
  - iii. **PBX Trunk service** is intended for use with customer PBX equipment requiring ground start operation. In addition to premise-based PBX's included, hosted PBXs that rely on a managed service provider to perform PBX functions in 'the cloud' are also included.
  - iv. **High Capacity services** include multiple connections to the PSTN within the same service regardless of the technology used (Switched DS-1/PRI, ISDN Primary Rate Service, or SIP-Based Service/VoIP).
  - v. **Employees' Concession Telephone Service** may be offered to all active and retired employees at their residence when such telephone service is provided by this Company.

- vi. **Temporary or Vacation Suspension** is available for vacation purposes at a reduced rate upon customer request. This service is allowed when a customer is away from their premises for an extended time in the event of vacation, emergency, relocation, military service, or other purposes deemed reasonable by management. No other service charges will apply for the suspension and subsequent restoration of service. The rates may be billed in total prior to the establishment of vacation rate service, or monthly, at the option of the Company. The minimum period for which this service may be provided is 30 days; the maximum is 120 days during any 12-month period.

3. Local Calling Area

This chart provides Company exchange areas and the additional localities outside of the exchange to which customers can call without toll charges.

## 2.2 OPTIONAL CALLING SERVICES

We offer a number of optional calling services such as Caller ID, Call Forwarding, Call Waiting, and others. Please call our office or check our website for more information on the services we offer. You may need to pay an additional charge for these services, and those charges are listed in the Service Price list in Part V.

## 2.3 TELEPHONE NUMBERS, DIRECTORIES AND DIRECTORY LISTINGS

1. Telephone Numbers

- a. The customer has no proprietary right in the telephone number or any right to continuance of service from any specific central office, and the Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business or subject to any porting requirements.
- b. When services are discontinued, telephone numbers will be held from use (aged) according to industry standards before reassignment.

2. Telephone Directories

The Company provides listing information to a third party that publishes and distributes directories.

Where the Company does not publish a directory, the customer will hold the Company harmless for damages due to errors or omissions in directory listings.

Where the Company does publish and distribute directories, any claims for damages due to errors or omissions in directory listings will be limited to prorated charges for the customer service that is affected. In the case of extra listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing for the directory period in which the error or omission occur.

The Company will normally publish and distribute a directory annually containing the serving exchange listings for each Central Office Access Line without charge. Additional directories may be furnished at the discretion of the Company. Directories containing listings for other areas may be provided at a nominal charge. Directories are furnished to customers as an aid in the use of the telephone service. The Company reserves the right to charge for directories issued in replacement of directories.

Where services are provided through a local resale/shared use supplier, the Company shall provide the resale/shared use supplier a directory in accordance with these Terms and Conditions. The local resale/shared use supplier shall be responsible for providing local exchange telephone directories to its customers or users.

3. Directory Listings

Directory listings remain the property of the Company and are not to be reproduced without the permission of the Company. The following options are available to customers regarding the alphabetic section of the white pages of the telephone directory for business or residence customers.

- a. A **Primary listing**, which may include the name, address and telephone number of the individual, organization, firm, or corporation for whom the service has been contracted, will be furnished at no charge.
  - i. Listings will be limited to such information as is necessary for proper identification.
  - ii. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
  - iii. The Company may refuse to insert any listing which, in its judgment does not facilitate the use of the directory.
- b. **Additional listings** may be furnished with business or residence service for persons who occupy the same premises at the rates shown above. An additional listing may include the same address and telephone number as the primary listing.
- c. **An Alternate call listing** refers a calling party to certain other telephone numbers such as after business hours, on Sundays, holidays, or if there is no answer on the first listed number. Where the alternate call number is that of another customer, the listing will be furnished only with written approval of the other customer.
- d. **A Foreign or nonsubscriber listing** is furnished to customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears.
- e. **Unlisted Service** indicates the customer listing is omitted from the directory but otherwise posted on the directory assistance records and the telephone number will be given out upon request.

- f. **Private service** is the omission of a customer's listing from both the telephone directory and directory assistance records.
  - i. When private service is to be furnished, the customer will hold the Company harmless from any damages which might arise and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the private listing.
  - ii. No charge will apply for private service for customers having other listed service.
- g. The charge for additional, alternate, or private listings is effective the day the directory assistance record is posted.

## **2.4 INFORMATION SERVICES AND CALLING RESTRICTIONS**

- 1. Local Operator Services
  - a. Customers can access local operator services by dialing "0" (0 minus) for assistance in placing a call.
  - b. Local calls may be completed or billed with live or mechanical assistance by a third party under contract with the Company.
  - c. Calls may be billed collect to the called party, to an authorized third-party number, or to the originating line. Local calls may be placed on a station to station basis or to a specified party (Person-to-Person), or designated alternate.
  - d. The following operator assisted calls are exempt from operator surcharges:
    - i. Calls to designated Company numbers for official Company business.
    - ii. Emergency calls to authorized civil agencies.
    - iii. Operator dialed calls to re-establish a call which has been interrupted due to a service failure; to establish a call where Company service problems prevent completion; or to complete a call for a calling party who identifies that they are unable to call due to a disability.
- 2. Local Directory Assistance
  - a. Customers can access local directory assistance by dialing "411" for assistance in determining a telephone number.
  - b. A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:
    - i. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
    - ii. In some cases, it may be possible to have the call completed without further dialing by the customer. An additional charge may be applied when call completion is authorized by the customer.
- 3. Toll Blocking Service
  - a. Toll blocking service provides denial of outgoing 0+ and 1+ long distance calls for central office Access Lines or Trunks
  - b. The customer shall not be permitted to place outgoing calls to an operator or any part of the 0+ or 1+ long distance network when this service is in effect.

- c. Incoming calls are not restricted.
  - d. Toll blocking is available to Lifeline customers without charge.
4. Information Service Access Blocking
- a. Information Service Access Blocking enables customers with individual line service to request the blocking of access to all 900 and 976 numbers.
  - b. A customer shall not be charged for the first activation of information service access blocking. After this service has been established, subsequent unblocking and/or reblocking will be subject to all applicable charges.
5. Billed Number Screening Service
- a. Billed Number Screening Service places the customer's number in an industry database to prevent the billing of collect calls, third number calls or both to a customer's telephone number.
  - b. The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company from any and every claim, loss, damage, suit, or liability out of the furnishing or failure to furnish Billed Number Screening Service.

## **2.5 MISCELLANEOUS SERVICES**

1. Foreign Exchange Service
- a. Foreign Exchange Service (FX) is a local service that provides dial tone to and from a telephone exchange other than the subscriber's local exchange. In essence, the telephone subscriber is provided dial tone from another exchange whereby calls are transmitted over a special circuit between the two exchanges.
  - b. Foreign Exchange Service will be limited to business and residence individual Local Service, or PBX trunks, when facilities for its provision are available.
  - c. One directory listing will be provided, without added charge in the alphabetical directory covering the serving exchange for each business or residence service. In addition, each business customer will be entitled to a regular listing in the classified directory covering the serving exchange without additional charge. Additional listing in the alphabetical and/or classified directories covering the local or other exchanges may be provided at the rates effective in those exchanges.
  - d. Customers to Foreign Exchange Service are required to subscribe to Local Service of the exchange from which service would normally be rendered. Any suspension or termination of the primary Local Exchange Service will require suspension or termination of the Foreign Exchange Service.
  - e. Calls beyond the local calling area of the serving exchange will not be permitted.
2. Off Premise Extensions
- a. Service includes capability for extending standard Access Line service between premises.



- b. Connections made between buildings on same Premises, may be made using customer owned wiring in accordance with connection standards as detailed in Part 1 of these terms and conditions and within the operational limits of the Company's network.
    - c. Where offered, Connections between separate premises will be made by installing separate Basic Telephone Services at each location and arranging them to work as a single service.
    - d. The Company may require a written customer acknowledgement regarding the information it is able to deliver related to any 911 calls location information.
3. Emergency Number Service (911, E911 and NG911)
  - a. The Company provides basic, enhanced, and next generation 9-1-1 Services in accordance with applicable state and federal law and regulations. The Company also collects a 9-1-1 surcharge from local service subscribers in an amount and as required under state law and regulations.
  - b. The Federal Communications Commission ("FCC") requires that the Company inform subscribers about certain differences between IP-enabled 9-1-1 emergency calling services and traditional wireline or wireless 9-1-1 emergency calling services. The FCC also requires the Company to obtain and keep a record on file showing that subscribers to IP Services have been provided notice of and understand the differences and limitations on NG911 Service. Prior to installing or connecting any IP Services, the Company will provide the customer with an IP Technology 911 Disclosure for the customer's review and signature. If a customer does not sign and return the disclosure promptly, the Company may be required by FCC rules to suspend service until a reply is received.
4. Other Service Offerings

The FCC requires the Company to provide N11 services for 3-digit dialing access to information services. The current list is provided below.

  - 211 Health and Human Services – Community Information and Referral Services
  - 311 Non-Emergency Police and Other Governmental Services
  - 411 Local Directory Assistance
  - 511 Traffic and Transportation Information
  - 611 Repair Service
  - 711 Telecommunications Relay Service (TRS)
  - 811 One Call – Buried Utility Services Locating
  - 911 Emergency
5. Lifeline Assistance
  - a. The Lifeline Assistance (Lifeline) program, established by the Federal Communications Commission under 47CFR54, is a means of maintaining and preserving universal service by providing a reduction in the recurring price of basic local residential exchange access service, or fixed or mobile broadband service that meets minimum service standards to qualifying low-income residential subscribers.

- b. Lifeline is a federally funded reduction of the Federal End User Common Line Charge and a reduction of local service charges. The Federal Lifeline Credit shall be applied first to reduce the Federal End User Common Line Charge, with any remaining federal credit to be applied to reduce rates for residential service or fixed or mobile fixed broadband service that meets minimum service standards. The state TAP credit shall be applied to further reduce the rates charged for residential services.
- c. Federal Universal Service Charge (FUSC) will not be billed to Lifeline customers.
- d. Local service for Lifeline subscribers may not be disconnected for non-payment of toll charges.
  - i. Toll Restriction Service will be provided to Lifeline subscribers at no charge.
  - ii. Lifeline subscribers are not required to accept Toll Restriction Service as a condition to avoid disconnection of local service for non-payment of toll.
  - iii. Lifeline subscribers are not required to pay a service deposit in order to initiate service if the subscriber voluntarily elects to receive Toll Restriction Service.
  - iv. Partial payments from Lifeline subscribers will be applied first to local service charges and then to toll charges.
- e. **Eligibility.** Lifeline will be provided for one (1) telephone line per household or one subscription to fixed or mobile broadband service that meets minimum service standards, at the subscriber's principal place of residence, to those individuals who meet the eligibility requirements.
  - i. The applicant has income at or below 135 percent of the Federal Poverty Guidelines or participates in one of the following programs:
    - Medicaid
    - Supplemental Nutrition Assistance Program (SNAP)
    - Veterans Pension or Survivor Benefit Program
    - Supplemental Security Income (SSI)
    - Federal Public Housing Assistance (FPHA)
  - ii. Individuals who do not qualify under any of the above but live on or near a federally recognized reservation may qualify if the applicant receives benefits from at least one of the following programs:
    - Bureau of Indian Affairs (BIA) General Assistance
    - Tribal Temporary Assistance for Needy Families (TANF)
    - Tribal Head Start (only households that meet the income qualifying standard)
    - Food Distribution Program on Indian Reservations (FFPIR)
  - iii. The applicant signs a document certifying under penalty of perjury that the applicant receives benefits from one of the programs listed and identifying the program or programs from which that consumer receives benefits.

- iv. The applicant signs a document agreeing to notify the Company if that consumer ceases to participate in the program or programs. When the Company is notified by the customer that the customer no longer participates in one of the above programs, the federal credits to that customer's monthly charges shall cease beginning with the start of the billing cycle beginning in the month after the month in which notification is received.
  - f. **Eligibility Revocation.** If the Company discovers that conditions exist that disqualify the recipient of Lifeline Assistance, the support will be discontinued. The customer will be billed retroactively to whichever is the most recent of the dates Lifeline assistance commenced or the recipient no longer qualified for the service not to exceed 12 months.
- 6. Long Distance Service
  - a. The Company provides Message Toll Services through access to facilities, services and equipment over which telephone customers may transmit voice, data, and other communications of their own choosing to intrastate, and interstate destinations.
  - b. Service is only available to customers of Company Local Telephone service.

### **3.1 GENERAL**

Broadband Services include Broadband Internet Access provided to Residential and Business customers. Also called Internet service or Cable Modem or DSL, these services are lightly regulated by the FCC.

### **3.2 TYPES OF SERVICES**

1. Internet Access Services are categorized as Symmetrical or Asymmetrical. Asymmetrical services are most common and provides downstream (from the internet) at greater bandwidth than upstream (to the Internet). Symmetrical service provides similar capacities in both directions.
2. The Company may require purchase of voice services as a prerequisite to broadband internet access.
3. The Company provides services at various capacities as shown in the Price List in Part 4.
4. Ancillary Services available to broadband customers include:
  - a. Email Addresses
  - b. Domain hosting
  - c. Static IP Address assignment

### **3.3 ACCEPTABLE USE POLICY**

Internet Access services are governed by the Company's Acceptable Use Policy which is posted on our website at [www.palmerone.com](http://www.palmerone.com).

### **3.4 COPYRIGHT PROTECTION NOTICE**

The Company will handle complaints regarding copyright infringement in accordance with the Digital Millennium Copyright Act of 1998. A party wishing to register an allegation of copyright infringement by a Customer may file such allegation using the information on the Company's website.

### **3.5 NETWORK PERFORMANCE**

A description of network performance characteristics is available on our website which can be found at [www.palmerone.com](http://www.palmerone.com).

### **3.6 CUSTOMER INITIATED SPEED TEST INFORMATION**

A link for a Customer-initiated speed test is posted at <https://aureon.speedtestcustom.com/>

### **3.7 PRICE LIST/RATE CARD**

Rates for Broadband Services are listed in Part 4.

### **3.8 NETWORK TESTING OBLIGATIONS OF THE COMPANY**

The customer agrees that by subscribing to Company's broadband service, the customer is authorizing the Company to perform any testing of the service that may be required by any governing regulatory entity.

### **3.9 LIFELINE FOR BROADBAND SERVICE**

The Lifeline Assistance (Lifeline) program, established by the Federal Communications Commission under 47CFR54, is a means of maintaining and preserving universal service by providing a reduction in the recurring price of basic local residential exchange access service, or fixed or mobile broadband service that meets minimum service standards to qualifying low-income residential subscribers. For more information on whether a broadband service customer qualifies for Lifeline, and for terms and conditions, refer to section 2.5(5)

LOCAL EXCHANGE SERVICE:

EXCHANGE NAME: Palmer

Includes Extended Area Service To: None

	<u>Monthly Rate</u>
1. CENTRAL OFFICE ACCESS LINE	
a. WITHIN THE BASE RATE AREA	
BUSINESS SERVICE	
Individual Line.....	\$23.00
RESIDENCE SERVICE	
Individual Line.....	\$20.00
b. OUTSIDE THE BASE RATE AREA	
BUSINESS SERVICE	
Rural Individual Line.....	\$23.00
# If the lines are Trunk searching, an additional rate will apply to each line.....	\$1.69
Rural Individual Line.....	\$20.00
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE .....	\$23.00

DIRECTORY LISTINGS:

1. Additional or alternate listings, per listing.....	\$0.35
2. Private service, per listing.....	N/A
3. Foreign or nonsubscriber service, per listing .....	\$5.00

EMPLOYEES' TELEPHONE SERVICE:

The charge for Employees' Telephone Service is 0 percent of the regular rate. This discount does not apply for toll messages.

MILEAGE RATES:

1. Between Buildings on Different Premises	
a. Per 1 mile or fraction thereof.....	\$4.00
b. Each additional ¼ mile or fraction thereof .....	\$1.00

EFFECTIVE: June 1, 2024

TEMPORARY OR VACATION SUSPENSION:

The monthly rate will be 50% of the regular rate for the services suspended.

ADJACENT EXCHANGE SERVICE:

	<u>Monthly Rate</u>
1. First one mile or fraction thereof.....	\$4.00
2. Each additional 1/4-mile or fraction thereof .....	\$1.00

CUSTOM CALLING SERVICES:

	<u>Monthly Rate Per CO Line Equipped</u>	
	<u>Residence</u>	<u>Business</u>
<b>Individual Services</b>		
1. Automatic Callback .....	\$0.50	\$0.50
2. Automatic Recall .....	\$0.50	\$0.50
3. Call Forwarding Basic.....	\$0.50	\$0.50
4. Call Forwarding Don't Answer/Busy.....	\$0.50	\$0.50
5. Call Waiting .....	\$0.50	\$0.50
6. Caller Identification Blocking Per Call .....	N/C	N/C
7. Caller Identification Blocking Per Line.....	\$1.00	\$1.00
8. Caller Identification Blocking Per Unlisted Number .....	N/C	N/C
9. Caller Identification Number .....	\$2.00	\$2.00
10. Distinctive Ringing (Teen Service).....	\$2.00	\$2.00
11. Speed Calling:		
1. <u>30</u> Code.....	\$0.50	\$0.50
12. Wake Up Service .....	\$0.50	\$0.50
13. Three Way Calling .....	\$0.50	\$0.50
<b>Packaged Services</b>		
a. Call Waiting, Call Forwarding, Three Way Calling and Speed Calling (30 Code).....	\$1.50	\$1.50

SERVICE CHARGES

	<u>Charge</u>
1. <u>Service Ordering Charge</u> Per customer request for work ordered and requested to be completed at the same time	
a. Residence Service	
1) For connecting new or additional Central Office Access Lines .....	\$10.00
2) For moving or changing existing service and facilities, record work or adding new or additional service and facilities other than Central Office Access Lines .....	\$10.00
b. Business Service	
1) For connecting new or additional Central Office Access Lines (Key System, PBX Trunk, Pay Telephone, Resale or Shared Service Lines) .....	\$10.00
2) For moving or changing existing service and facilities, record work or adding new or additional service and facilities, other than Central Office Access Lines (see b.1 above).....	\$10.00
2. <u>Central Office Access Line Charge</u> Per Central Office Access Line or telephone number worked on, including, but not limited to the following:	
a. Residence Service	
1) Central Office Access Lines, each .....	\$10.00
2) Off-premises mileage and tie lines involving central office work, each .....	\$10.00
b. Business Service	
1) Central Office Access lines, (see b.1 above) each.....	\$10.00
2) Off-premises mileage and tie lines involving central office work, each .....	\$10.00
3. <u>Trip Charge</u> One charge applies for all work ordered and requested to be completed at the same time on the same visit, each .....	\$10.00



	<u>Charge</u>
4. <u>Returned Check Charge</u> An administrative charge is applicable for each occasion that a check, bank draft, or electronic funds transfer item is returned unpaid to the Telephone Company, per occurrence.....	\$20.00
5. <u>Inside Wire Maintenance Fee</u> Covers any Telephone Company installed wiring between the Network Demarcation Point and the Telephone or other device (not including the Telephone or other device) per month .....	\$3.00

**BROADBAND PRICING**

200/200* Mbps.....	\$44.95
400/400* Mbps.....	\$79.95
600/600* Mbps.....	\$149.95
Data Only 200/200 .....	\$79.95

\* Requires phone service