

MISCELLANEOUS SERVICES

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MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS

A. General

These regulations apply only to the alphabetical section of the directory containing the regular alphabetical list of customers and do not apply to listings or advertising appearing in the classified section.

1. The alphabetical list of names of customers is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service and does not contemplate the special arrangements of names.
2. The Cooperative has the right to limit the length of any listing in the directory to one line by the use of abbreviations if the clarity of the listing or use identification of the customer is not impaired.
3. A listing must conform to the Cooperative's specifications with respect to its directories.
4. Listings are regularly provided in connection with all classes of exchange service except Pay Telephone Access Service which are provided at no additional charge to the PTS Provider upon request. A listing may be omitted from the directory upon request of a customer under the conditions specified in Nonpublished Service. Refer to Paragraph E following for additional regulations on nonpublished directory listings.
5. If a customer's number is incorrectly listed in the directory and if the incorrect number is a working number and if the customer to whom the incorrect number is assigned requests the change, the number shall be changed without a charge. If the incorrect number is not a working number and is a usable number, the customer's number may be changed to the listed number at no charge.

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MISCELLANEOUS SERVICES**I. DIRECTORY LISTINGS (Continued)****B. Primary Listings**

When two or more access lines or trunks are consecutively assigned, the first number of the group is considered the primary listing. Where two or more access lines or trunks are not consecutively assigned, a primary listing may be made for each line.

C. Regular Extra Listings

1. Usually all extra listings must use the same address and telephone number as the primary listing except for alternate listings; however, when the Cooperative considers it necessary to facilitate directory usage it may permit listings under a different address from the primary listing while using the telephone number of the primary listing.
2. In connection with service provided at hotels, motels, retirement homes, or boarding houses, extra listings may be provided in the names of permanent guests or tenants at that location, provided approval is obtained from the hotel or motel involved, without issuing a separate bill.
3. At the customer's option extra listings may be obtained when a directory is published or between issues of directories; then the listings appear on information records only. Charges for extra listings date from the time the listings are posted on information records.
4. The length of the contract period for extra directory listings where the listing actually appears in the directory is the directory period, unless the main contract is cancelled prior to the end of the period, the extra listed party subscribes to exchange service, moves to a new location or dies. When the listing appears on information records only, the contract is for one month.

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

C. Regular Extra Listings (Continued)

4. Business

Business extra listings may be the names of partners or members of a partnership or firm, the names of officers of the corporation, or the names of business associates or employees of a business establishment. Business extra listings may be the bona fide names of individuals, firms or corporations which the customer owns or controls or is duly authorized to represent. Listings which are designed primarily to give publicity to a commodity or service are not accepted.

5. Residence

Residence extra listings may be the names of members of the customer's family or of other persons residing in the customer's household as part of the family unit.

D. Special Types of Extra Listings

1. Duplicate Listings

Duplicate listings, including listing of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangements of names are permitted when the Cooperative considers the listings necessary for the proper identification of the customer. Duplicate listings intended to secure a preferential position in the directory or for advertising purposes are not permitted.

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MISCELLANEOUS SERVICES**I. DIRECTORY LISTINGS (Continued)****D. Special Types of Extra Listings (Continued)**

2. Alternate Listings

The listing of an alternative telephone number to be called in case no answer is received is permitted for customers in all classes of service. The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case the consent of the customer to the alternatively listed service is required prior to providing the alternate listing.

3. Extra Lines of Information

The listing of additional lines of information like office hours which are not required by the Cooperative to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of office hours or other information desired by the customer in connection with his listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory at extra charges whenever night connections are provided.

4. Foreign Listings

Foreign listings are listings which appear in a directory other than the directory for which local service is furnished. The minimum contract period for which charges will apply will be for the duration of the directory and are payable in advance. Foreign listings will be disconnected and a refund made based on the months remaining for the duration of the directory after main service has been discontinued.

5. Other Types of Extra Listings

The se include: captioned listings (the listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business); indented listings (directory listing indented under another listing); reference listing (the listing of a generally accepted name of a firm or corporation followed by a reference to another listing.)

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

D. Special Types of Extra Listings (Continued)

6. Temporary Tenant Listings

Residence customers who lease their premises and request that the Cooperative provide service to their tenant without a change in contract may arrange for listings of such tenant provided that the customer and the tenant do not occupy the premises at the same time. The customer is still responsible for the payment of all charges, and billing and contractual arrangements remain the same.

E. Nonpublished Service

1. A listing is nonpublished when a customer requests that no listing be placed in the Cooperative's directories and information records. This arrangement is provided only under the terms of a special arrangement whereby the customer agrees to save the Cooperative harmless from any damages which might result because of the nonpublished listing and to absolve the Cooperative from any responsibility for the failure of the customer to receive telephone calls because of the nonpublished listings.
2. The Cooperative is not liable for damages arising from publishing the telephone number of a nonpublished service in the telephone directory, refusing to disclose a nonpublished telephone number upon request or disclosing the telephone number of any person. If such numbers should be published in the telephone directory, the Cooperative's liability is limited to a refund of the monthly charges applicable for nonpublished service.
3. A customer residing in an E911 Service district forfeits the privacy afforded by Nonpublished and/or Nonlisted Telephone Service to the extent that the customer's name, telephone number, and the address associated with the customer's service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

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MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

E. Nonpublished Service (Continued)

3. When a call is placed from a telephone number associated with a non-published listing, the number may be disclosed if the called party has equipment to display the calling number. Customers may prevent the display of the calling number by activating Caller ID blocking. Caller ID blocking is available, at no charge, in areas where Caller ID disclosure is possible.

4. Nonpublished Service is normally provided on all Pay Telephone Access Service access lines and is provided at no additional charge to the PTS Provider.

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F. Dual Name Listing

A dual name listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names. This listing is comprised of a surname, two first names, address and a telephone number.

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

G. Rates

	<u>Monthly Rates</u>		
	<u>Business</u>	<u>Residence</u>	
Primary Listings			
Regular Local Exchange Service (one listing)	No Charge		
Regular Extra Listings	\$3.45	\$1.50	I
Special Listings			
Alternate Listings	\$.75	\$.50	
Duplicate Listings	\$.75	\$.50	
Extra Lines of Information, Each line	\$.75	\$.50	
Captioned Listing	\$.75	\$.50	
Indented Listing	\$.75	\$.50	
Reference Listing	\$.75	\$.50	
Foreign Listings	\$3.45	\$1.50	I
Nonpublished Service, each	\$3.45	\$3.25	
Temporary Tenant Listings	\$.75	\$.50	
Dual Name Listing	No Charge		

MISCELLANEOUS SERVICES**II. INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS****A. General**

1. The Cooperative provides facilities where available for intraexchange private line service for the purpose of telecommunications, signaling, telemetry and electrical control solely for the user of customers within its exchange service area.
2. Channels for services not specifically named elsewhere in this tariff, and for the purposes other than telecommunications will be furnished where facilities are available and where, in the Cooperative's judgment, the use to be made of such channels is not contrary to Cooperative regulations or detrimental to other services.
3. The Cooperative does not usually furnish channels with a better than normal grade of transmission. Higher grade channels will be provided on a cost basis only when physically and economically practicable on the part of the Cooperative.
4. IntraLATA interexchange private line service will be furnished at published rates of the Private Line Services Tariff which Southwestern Bell Telephone Company has on file with the Public Utility Commission of Texas.
5. Services provided under this tariff are intended to be used by intraexchange private line customers in obtaining end-to-end private line services. Interexchange carriers may use services found in this tariff which will meet their administrative needs. An interexchange carrier cannot obtain services from this tariff to furnish a segment of their authorized service offerings. Interexchange carriers may obtain private line facilities from the Access Service Tariff of the Cooperative.

MISCELLANEOUS SERVICES

II. INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

(Continued)

A. General (Continued)

6. The purpose for which the intraexchange private line service is to be used must be made known to the Cooperative at the time of application for service. The customer will notify the Cooperative in writing prior to a planned change in use.

B. Rates for Intraexchange Private Line Service and Channels

1. The following rates are applicable to all standard types of channels used:

	Monthly Rate
For the initial 1/2 mile circuit Or fraction thereof, circuit Measurement	\$ 3.00
For each additional 1/4 mile of Circuit or fraction thereof, Circuit measurement	\$ 1.00

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MISCELLANEOUS SERVICES

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GUADALUPE VALLEY TELEPHONE COOPERATIVE, INC.

SECTION 5

Local Exchange Tariff

3rd Revised Page 11.2

Replacing 2nd Revised Page 11.2

MISCELLANEOUS SERVICES

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MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES

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A. Pay Telephone Access Service

1. General

Pay Telephone Service (PTS) is a telecommunications service utilizing any coin, coinless, credit card reader, or cordless instrument that is accessible by members of the general public, or business patrons, employees and/or visitors of the premises owner or lessee where pay telephone service is installed, provided that the end user pays for local or toll calls from such instruments on a per-call basis. For purposes of this definition, coinless telephones provided in guest rooms by hotel/motel are not pay telephones. A telephone that is primarily used by business patrons, employees, and/or visitors of the premises' owner is not a pay telephone if all local calls and "1-800" and "1-888" type calls from such telephone are free to the end user.

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All PTS Providers must register with the Commission in order to do business in the State of Texas. The Cooperative shall not provide Pay Telephone Access Service to a person unless that person provides a commission-supplied proof of registration.

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Pay Telephone Access Service (PTAS) is a local exchange service available to pay telephone service providers that provides a two-way, or optionally, one-way originating-only access line composed of serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises, and the network interface.

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PTS Provider is the entity that purchases PTAS from the Cooperative and registers with the Public Utility Commission as a provider of PTS to the end user.

MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES (Continued)

A. Pay Telephone Access Service (Continued)

1. General (Continued)

- a. The pay telephone shall be constructed, maintained and operated to work satisfactorily with facilities provided by the Cooperative.
- b. A maximum of one pay telephone may be connected to any PTAS access line.
- c. Directory listings will be provided under the regulations of this tariff governing the furnishing of listings for business customers at the PTS Provider's request at no additional charge. Unless otherwise specified by the PTS Provider, Nonpublished Service will be provided to the PTS Provider and will be provided at no additional charge.
- d. Service activation charges for business access line service shall be applicable for PTAS. C
- e. A non-dial instrument may be connected to the PTAS access line and must be visible from the main station. Notice as required by the Commission's rules must be provided when the instrument is connected.
- f. PTAS will not be provided in conjunction with foreign exchange service or rotary line service.
- g. PTAS may be connected to, from, or through a customer-provided telecommunications switching system, or local exchange carrier-provided central office based PBX-type switching system, provided that the PTS Provider meets all the requirements of the Commission's rules. The PTS Provider must ensure that access to E-911, 911 and/or 0- is not blocked and must comply with all legislative and rule requirements regarding the operation of E-911 and 911.

MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES (Continued)

A. Pay Telephone Access Service (Continued)

1. General (Continued)

h. Call Screening Services

Call Screening Services as described herein are available to PTS Providers. The PTS Provider will not be responsible for charges placed in violation of Selective Class of Call Screening or Billed Number Screening. The Telephone Cooperative will not bill if the pay telephone clearly identifies at the local operator at the time a 0+, 0-. Third number, or collect call is placed; otherwise, the appropriate Long Distance Telecommunications charges will apply. The Telephone Cooperative will only be responsible for refunds or adjustment of charges for calls placed through non-Telephone Cooperative operators when those calls are billed through the Telephone Cooperative.

Selective Class of Call Screening will be provided via flexible automatic number identification (Flex ANI) coding digit service to all PTS providers at no charge. Flex ANI enables assignment of two-digit codes so that different classes of service can be distinguished by the operator service provider. The Company provides Selective Class of Call Screening for calls that originate from pay telephone instruments.

Billed Number Screening is provided at the PTS Provider's option at no charge. This service prevents billing of incoming collect and/or third number billed calls.

i. Coin Supervision will be provided at the PTS Provider's option, at the rates shown in III.A.5, following. This feature provides the capability of central office line equipment to pass signals and/or tones from a local exchange service line to a trunk terminating at the PTS Provider's operator service provider. These signals enable an operator service provider to recognize coin deposits and return coins to the pay telephone user. Coin Supervisor also permits a suitably equipped operator service provider to automatically ring back the originating local exchange service line upon completion of a call.

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MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES (Continued)

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A. Pay Telephone Access Service (Continued)

T

1. General (Continued)

j. PTAS shall be available in all exchanges of the Telephone Cooperative.

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k. Cooperative-provided local directory assistance service will not be provided on pay telephones accessible to inmates of confinement facilities.

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l. The Cooperative must provide a PTS Provider using automated call completion technology to complete operator service calls, the same services and information that the Telephone cooperative provides to interexchange carriers in accordance with the Commission's rules, on the same prices, terms, and conditions that any interexchange carrier receives from the Cooperative.

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MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES (Continued)

T

A. Pay Telephone Access Service (Continued)

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2. Responsibility of the PTS Provider

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- a. The PTS Provider shall be responsible for the installation, maintenance, and operation of the pay instrument used in connection with PTAS.

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The Telephone Cooperative will not initiate a maintenance service call or take any other action in response to a trouble report on a pay telephone until such a time as requested by the PTS Provider or its agent. The PTS Provider must advise the Telephone Cooperative of the identity of the PTS Provider or agent authorized to request a service call.

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- b. The PTS Provider shall be responsible for the payment of charges for all local and toll message, including, but not limited to, local and non-local directory assistance calls, third number billed, or accepted as collect by this type of service except as provided in the Commission's rules.

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- c. Pay instruments used in connection with PTAS must be registered in compliance with the Federal Communications Commission (FCC) Part 68n Registration Program or connected behind an FCC-registered coupler.

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- d. A PTS Provider must comply with all applicable Federal, State and Local laws and regulations concerning the use of these telephones by disabled persons and the hearing or speech impaired.

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- e. THE PTS Provider agrees to indemnify and hold the Cooperative harmless from any and all loss, damage and expense occasioned by or arising out of claims for injury to persons or damage to property caused by or contributed to by the provision of detailed toll billing records to the PTS Provider by the Telephone Cooperative, including but not limited to, any disclosure of said detailed toll billing records by the PTS Provider.

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MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES (Continued)

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MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES (Continued)

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MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES (Continued)

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MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES (Continued)

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MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES (Continued)

T

A. Pay Telephone Access Service (Continued)

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3. Violation of Tariff

a. Where any pay telephone is in violation of this tariff, the Telephone Cooperative will promptly provide written notification to the PTS Provider citing the specific tariff provisions being violated. The notice must advise the PTS Provider that service may be disconnected unless the PTS Provider corrects the violation and notifies the Telephone Cooperative, in writing, of the correction within 20 days.

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b. If, after 20 days, the Telephone Cooperative has received no written notice from the PTS Provider that the violation has been corrected, the Telephone Cooperative may disconnect the service until such time as the PTS Provider complies with the provision of this tariff.

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c. If the PTS Provider has filed a complaint with the Commission regarding the disconnection and has provided the Cooperative with a copy of the complaint that indicates that the complaint has been filed with the Commission's complaint office within 20 days of receipt of the notice of a violation from the Cooperative, the Cooperative may not disconnect the instrument(s) pending resolution of the complaint by the Commission.

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MISCELLANEOUS SERVICES

III. PAY TELEPHONE SERVICES (Continued)

A. Pay Telephone Access Service (Continued)

5. Rates	<u>Monthly Rate</u>	<u>NRC</u>
a. Pay Telephone Access Service Access Line		
Bulverde, Cranes Mill, Hancock Sattler, Smithsons Valley, Westhoff	\$10.50	(1)
Balcones, Cost, Kenberg Kingsbury, Leesville, Sabina Rocky Creek, Saturn	\$11.00	(1)
Waelder	\$18.35	(1)
b. Billed Number Screening	N/C	(1)
c. Selective Class of Call Screening	\$ 1.86	(1) (3)
d. Coin Supervision	\$ 2.21(2)	(1)

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(1) Service Activation Charges for business access lines will be applicable.

(2) Applicable rate is the approved rate shown in NECA Tariff No. 5,17.4.4.

(3) Subscription to Selective Class of Call Screening will not be necessary for PTAS access lines when the Cooperative begins billing for Flex ANI coding digit service via the Cooperative's Interstate Tariff.

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MISCELLANEOUS SERVICES

IV. CUSTOM CALLING SERVICES (Continued)

A. General

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1. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following customer calling features:

a. Call Waiting - By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that telephone number. This permits putting the first call on hold so that a second call can be answered.

b. Cancel Call Waiting - Permits a customer to cancel the Call Waiting feature on a per-call basis by the use of a customer invoked dialing code. Any new call attempting to terminate to the customer's line receives a busy signal and the customer receives no Call Waiting tones. Call Waiting is automatically restored after the call is terminated. Cancel Call Waiting can be activated prior to placing a phone call or after a connection has been established (for the latter, Three-Way Calling must also be assigned to the line.)

c. Voice/Data Protection - Permits a customer subscribing to Call Waiting service to suspend their Call Waiting feature through the use of a customer invoked dialing code. Call Waiting is temporarily suspended for a period of time in order to prevent data transmission errors caused by the interruption tones associated with the Call Waiting feature. The Voice/Data Protection feature will remain active until the customer reactivates Call Waiting by dialing a code.

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MISCELLANEOUS SERVICES

IV. CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

1. (Continued)

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d. Call Forwarding - Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call was transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between his access line and the distant access line to which the call was transferred.

e. Permanent Call Forwarding - Provides for all incoming calls to a directory number to be permanently forwarded to another dialable telephone number. No physical line equipment is associated with the base directory number and forwarding is always activated. The forwarded-to number can only be changed by the Telephone Company. A customer utilizing Permanent Call Forwarding is responsible for the payment of all toll charges between their directory number and the line to which the call is transferred and the appropriate local exchange access line rate. Features with Call Forwarding capabilities cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premise.

MISCELLANEOUS SERVICES**IV. CUSTOM CALLING SERVICES (Continued)****A. General (Continued)**

f. Three-Way Calling - Enables a customer to add a third party on an existing call without operator assistance, thereby establishing a three-way conversation. The transmission quality may vary depending on the distance and routing necessary and may not meet normal standards.

g. Speed Calling (Abbreviated Calling) - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number.

h. Call Forwarding, No Answer - Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination is not answered after a specified number of rings. A subscriber to this feature designates the number of rings to be received before an incoming call is routed to another number when the feature is installed.

i. Call Forwarding, No Answer and Busy Line - Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination is not answered in a specific number of rings or encounters a busy signal.

j. Remote Access To Call Forwarding - Enables a customer, who also subscribes to Call Forwarding, with the ability to activate, deactivate or change the Call Forwarding from a remote location by the use of a Personal Identification Number (PIN). The customer gains remote access to the Call Forwarding feature from a touch-tone telephone. All charges incurred to access the remote number will be billed appropriately.

k. Call Forwarding, Busy Line - Enables an incoming call that encounters a busy condition to be forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (i.e. toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded.

l. Simultaneous Call Forwarding - Enables a customer, that also subscribes to an appropriate call forwarding service, with the ability to specify the number of calling paths to be made available to forward multiple incoming calls simultaneously to another directory number. This allows the

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MISCELLANEOUS SERVICES

IV. CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

1. (Cont.) forwarding calls intended for a group of lines arranged in a hunt group, to control the number of simultaneous calls that can be forwarded to a target number. The number of calling paths cannot exceed the number of exchange access lines in the hunt group forwarding the calls. The Simultaneous Call Forwarding customer is responsible for the payment of charges (i.e. toll charges) for each call between the Simultaneous Call Forwarding equipped telephone line and the line to which the call is being forwarded. Simultaneous Call Forwarding is available only as an enhancement to Call Forwarding services and must be ordered for each line in the hunt group for which the customer wishes to be forwarded.

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2. Custom Calling Services can be provided in connection with the individual line residence and business service. PBX trunk and rotary line groups must have all lines in the group equipped. Pay Telephone Services are excluded from these services.

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3. Custom Calling Services that may require Tone Dialing Service will be provided in addition to the rate for Tone Dialing Service.

4. Call Waiting cannot be used in connection with Call Forwarding, No Answer and Busy Line Service.

5. Custom Calling Services are furnished only in exchanges equipped with facilities to provide these services.

MISCELLANEOUS SERVICES

IV. CUSTOM CALLING SERVICES (Continued)

B. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these features are associated. Nonrecurring service charges are applicable as shown in Section 2, Service Charges.

1.	<u>Monthly Rate</u>	
	Business	Residence
Call Waiting	\$3.75 (I)	\$2.25 (I)
Cancel Call Waiting(2)	\$.75	\$.25 (D)
Voice/Data Protection (2)	\$.75	\$.75
Call Forwarding	\$4.50 (I)	\$2.75 (I)
Permanent Call Forwarding(1) (2)	\$1.50 (I)	\$1.50 (I)
Three-Way Calling	\$4.50 (I)	\$3.50 (I)
Speed Calling (8 code)	\$4.00 (I)	\$3.50 (I)
Call Waiting, Call Forwarding, Three-Way Calling, and Speed Calling (8 code)	\$6.75	\$6.75
Call Forwarding, No Answer(1)	\$2.00	\$1.00
Call Forwarding, No Answer & Busy Line (1)	\$2.00	\$1.00
Remote Access to Call Forwarding (3)	\$2.75 (I)	\$1.25
Call Forwarding-Busy Line (1)	\$2.00	\$1.00
Simultaneous Call Forwarding (1) (per line)	\$2.65	\$2.10

MISCELLANEOUS SERVICES

IV. CUSTOM CALLING SERVICES (Continued)

B. Rates and Charges (Continued)

(1) The Feature Change Charge or the Account Change Charge as specified in Section 2 of this tariff will apply for customer requested changes to Fixed Call Forwarding Services subsequent to the initial order for these services. C

(2) If Cancel Call Waiting, Voice/Data Protection and Permanent Call Forwarding are installed at the time of the initial installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If service is added or changed after the initial installation, the Feature Change Charge or the Account Change Charge as applicable in Section 2 will apply. C

(3) If Remote Access to Call Forwarding is installed at the time of the initial service installation, no additional service charges will apply. The Cooperative will waive installation charges associated with requests to add Remote Access to Call Forwarding for a (60) day period after the service is first made available in a customer's serving Central Office. D

2. For applicable installation charge, see Section 2, Service Charges.

V. TONE DIALING SERVICE

A. General

1. Tone dialing service is an optional service that provides for the origination of telephone calls through the use of a pushbutton tone pad rather than a standard rotary dial.

2. Tone dialing service is furnished only in exchanges equipped with facilities to provide tone dialing.

3. For applicable Feature Change Charges, see Section 2, Service Charges. C

MISCELLANEOUS SERVICES

V. TONE DIALING SERVICE (Continued)

B. Rates and Charges (Continued)

	<u>Monthly Rate per</u> <u>Access Line</u>	
Tone dialing access is required For each residential central office Line, Trunk, channel or network Access line used to provide Tone dialing	(1) (2)	C

(1) As of February 1, 2014, rates for Business 1-Party, Key System Trunk and PBX Trunk for Business Monthly Exchange Access Lines as described in Section 1, III.B. of this tariff are inclusive of Tone Dialing Service.

(2) As of June 1, 2014, rates for Residential 1-Party Monthly Exchange Access Lines as described in Section 1, III.A of this tariff are inclusive of Tone Dialing Service.

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MISCELLANEOUS SERVICES

VI. TELEPHONE CREDIT CARDS

Telephone credit cards may be issued to customers who have established and maintained proper credit as set forth in Section 7, Part III, Paragraph F. If a customer's credit is not satisfactory, he may obtain a credit card by making a deposit of one-sixth of his estimated annual billings as specified in Section 7, Part III, Paragraph F.

Telephone credit cards are valid only for charging calls to the telephone numbers to which they are issued.

The customer will be responsible for all calls made with the assigned credit card. The Cooperative must be notified at once if the card is lost or stolen.

Telephone credit cards are not transferable and become void when the telephone service to which the card is issued has been disconnected. Cards can be cancelled at the discretion of the Cooperative for valid cause and remain the property of the Cooperative.

VII. GROUP ALERTING AND PUBLIC EMERGENCY REPORTING SYSTEMS

A. General

1. Group alerting and public emergency reporting systems are supplied only for the benefit of the customer, and no other person shall derive any rights from the Cooperative's provision of this service. When the group alerting and public emergency system is furnished to a corporation, city, town, or municipality, no person other than the corporation, city, town, or municipality, as a local entity or governmental body, shall be deemed to be a customer, and service furnished to any legal entity or governmental body shall not be interpreted, construed, or regarded as being for the benefit of, or creating any contractual rights in or duty toward any individual connected with such corporation, or any individual resident of any city, town, or municipality. Any benefit derived from the use of the group alerting and public emergency reporting system by persons other than the customer is to be considered as incidental.

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MISCELLANEOUS SERVICE

VII. GROUP ALERTING AND PUBLIC EMERGENCY REPORTING SYSTEMS

(Continued)

A. General (Continued)

2. The rates charged for the group alerting and public emergency reporting systems do not contemplate constant monitoring by the Cooperative to discover defects and malfunctions. The customer shall have the responsibility of discovering such operating defects and malfunctions, and assumes the duty of, and will make such tests as are, in the judgment of the customer, required to determine whether the system is functioning properly. The customer shall promptly notify the Cooperative whenever the system is not functioning properly.
3. The Cooperative shall not be liable for any loss or damages arising out of interruptions, defects, failure, or malfunctions of the group alerting and public emergency reporting systems until the customer has duly notified the Cooperative that the system is not functioning properly, and the Cooperative has had a reasonable time thereafter to correct such defect or malfunction.

Damages arising out of interruptions, defects, failures, or malfunctions of the system after the Cooperative has been notified and has had a reasonable time to correct the same, shall in no event exceed an amount equivalent to the charges made for the system for the period following notice from the customer until service is restored. The customer indemnifies the Cooperative against all loss or damages to persons or property occurring from the use, attempted use or failure of the group alerting and public emergency reporting system before the Cooperative has been notified as provided herein, and before it has had a reasonable time to restore service.

4. The group alerting and public emergency reporting system is designed to connect an incoming call simultaneously to a number of access lines for incoming service only.

MISCELLANEOUS SERVICES

VII. GROUP ALERTING AND PUBLIC EMERGENCY REPORTING SYSTEMS

(Continued)

A. General (Continued)

- 5. Group alerting and public emergency reporting service will be furnished for a minimum contract term of 12 months. Service may be terminated prior to the expiration of the initial contract period under the following conditions: written notification to the Cooperative a reasonable period in advance has been given; all charges for the period service has been rendered have been paid, and the termination charges as described below have been paid. The termination charges will be equal to that proportion of the sum of the cost of the installed equipment and the cost of removal less the immediate recovery value of the equipment removed, as the unexpired portion of the initial contract period bears to the full initial contract period.
- 6. The customer will be given the choice of arranging-for-changes in location as shown in the Service Charge Section of this tariff and regardless of whether or not the initial contract period has expired.

B. Rates

	<u>Monthly Rate</u>
Each Access Line Connected	\$1.50
Minimum Monthly Charge	\$6.00
Special Central Office Equipment	No Charge

VIII. DETACHED ACCESS LINE SERVICE

A. General

Detached access line service consists of an additional circuit connected to an exchange access line either directly or through a switching device which uses Cooperative facilities.

MISCELLANEOUS SERVICES

VIII. DETACHED ACCESS LINE SERVICE

A. General (Continued)

1. Detached access line service will not be provided in connection with Pay Telephone Services.
2. Detached access line service must be located on the same premises as the customer's main service, except as provided below. The service is restricted to the use of the customer, his employees or associates or to members of the customer's immediate household. When either the primary telephone service or the detached access line is at a business location, business rates apply.
3. Provided that facilities are available and there are no technical limitations, detached access lines may be located on other premises by special authorization only when a valid need is established and subject to the following conditions:
 - a. Where two (2) or more premises are used in the conduct of one establishment or business.
 - b. Business detached access lines may be provided at the residence location of the same customer.
 - c. Residence detached access lines may not be provided at business locations unless business rates apply.
4. Two (2) separate telephone numbers may be required for the establishment of this service, and the customer is charged for two (2) one party services where one party service is available.
5. All distribution facilities furnished for use with supplemental equipment will be treated as detached access line service.

MISCELLANEOUS SERVICES

VIII. DETACHED ACCESS LINE SERVICE (Continued)

B. Rates and Charges

The rates and charges set forth below apply if the necessary facilities are available. If unusual expenditures are involved in making facilities available, the customer may be required to pay an additional charge to cover the unusual expenditure and/or to contract for service beyond the initial service period. The maximum charge for detached access line service is the applicable local exchange access line rate.

1. Rates and Charges for all exchanges: (1) (2)

	<u>Monthly Rate</u>	I
Detached Business Access Line Initial 300 Feet	\$5.25	
Detached Residence Access Line Initial 300 Feet	\$5.25	
For each additional ¼ miles or Fraction thereof in excess of 300 Feet	\$1.00	

2. For applicable Service Activation Charges, see Section 2.

(1) Rate includes 300 feet radius from the building in which the primary access line terminates.

(2) Airline mileage is applicable and is computed separately for each detached access line. Fractions are rounded to the next higher ¼ mile.

MISCELLANEOUS SERVICES

IX. VACATION SERVICE

Vacation service is the suspension of telephone service for one month or more at the request of a customer. Only one period of suspension, not to exceed six months, is permitted in any calendar year.

- A. Vacation service may begin and terminate on any day of the month provided sufficient advance notice is given. A charge will be made for restoration of service.
- B. The charge for vacation service is equal to 50 percent of the applicable local exchange access line rate, including the applicable rate for directory listings, starting on the date on which service is suspended.
- C. Bills are rendered at regular billing dates during the period of suspension. Payment for local service equal to the anticipated suspension period may be made in advance. No allowance shall be made if service is suspended for less than one month.
- D. As of June 1, 2014, Vacation Service will be grandfathered and will no longer be offered to new customers requesting the service. All existing customers on the Vacation service as of June 1, 2014, will remain on the service until such time as they discontinue such service.

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X. ROTARY TELEPHONE SERVICE

Rotary telephone service is a central office service arrangement which enables a subscriber having two or more lines to have an incoming call to a busy line automatically transferred to a line which is not busy. Rotary telephone service is available to all customers, whether they have Local Exchange Access Service, Extended Area Service, or Extended Metro Service. The mixing of EAS/EMS and non-EAS/EMS lines within a service arrangement such as Multi-Line Hunting or PBX trunk is allowed only as long as the local lines hunt to EAS/EMS lines. Furnished where available.

Monthly Rate for Each Line \$2.50

For applicable installation charge, see Section 2, Service Charges.

MISCELLANEOUS SERVICES**XI. JOINT USER SERVICE****A. General**

Joint User Service is an arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate subscriber service, is permitted to use the service of a subscriber. Upon written application by the subscriber, the Telephone Cooperative will extend service to joint users, except that not more than one joint user will be permitted for each main access line or for each trunk of a commercial P.B.X. system, and not more than two joint users on each residence service. Joint User Service is not furnished in situations where a subscriber is engaged in the business of renting office space on a transient or permanent basis, or for other reasons the subscriber desires to furnish telephone service to his clients.

1. To facilitate the use of Joint User Service, a directory listing is included as a part of the classifications, and additional listings may be furnished joint users under the same conditions as to regular subscribers. Listings for Joint User Service must bear the same address and telephone number as the listing of the main service except as stated for off-premises P.B.X. systems.
2. Joint users are permitted only in connection with business individual line, residence individual line, and P.B.X. service. The joint users must be located in the same office or suite of offices as the subscriber, and in connection with residence service, in the same household.
3. Joint User Service shall be furnished only at the request of the subscriber to the main service, who shall make application therefore, and shall be responsible for the payment of all charges incurred thereunder.

MISCELLANEOUS SERVICES

XI. JOINT USER SERVICE (Continued)

A. General (Continued)

4. Charges for Joint User Service date from the day the contract is executed, and are payable monthly in advance. The minimum charge executed for Joint User Service is for a directory period, except that the service may be cancelled before the listings close for the next issue of the directory.
5. Contract for Joint User Service may be terminated at the end of the directory issue, or at any time upon payment of all charges for service for the minimum contractual period.

B. Rates and Charges

Joint User Service, including one listing in the directory is furnished at the following rates for each joint user, per month;

Business Individual Line Service

50% of individual business line rate computed to the next higher multiple of \$0.25.

Residence Individual Line Service

50% of individual residence line rate computed to the next higher multiple of \$0.25

XII. DIRECT INWARD DIALING (DID) SERVICE

A. General

1. Direct Inward Dialing Service consists of the central office switching equipment necessary to provide direct inward dialing from the local exchange and long distance telecommunications network to stations and attendant positions associated with customer premises switching systems.

MISCELLANEOUS SERVICES

XII. DIRECT INWARD DIALING (DID) SERVICE (Continued)

A. General (Continued)

2. The provisions of DID Service is subject to the availability of Telephone Cooperative facilities and telephone numbers and the utilization of appropriate customer premises equipment.
3. DID Service must be provided on all lines in a trunk or access line group arranged for inward service. The service does not contemplate the routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or access line group.
4. The operational characteristics of interface signals between Telephone Cooperative-provided connecting arrangements and customer-provided switching equipment must conform to Telephone Cooperative specifications.
5. The Telephone Cooperative shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Cooperative render any customer-provided facilities obsolete, require modifications of or otherwise affect the use or performance of such facilities.
6. The Telephone Cooperative will provide directory listings in accordance with the regulations of Section 5 of this Tariff. Direct inward dialing numbers furnished under these provisions are not entitled to free directory listings.
7. Customer-premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.
8. The rates and charges for this service contemplate the use of standard Telephone Cooperative equipment and serving arrangements.

MISCELLANEOUS SERVICES

XII. DIRECT INWARD DIALING (DID) SERVICE (Continued)

A. General (Continued)

9.DID number blocks are normally provided in blocks of consecutive numbers however, the blocks may be provided on a nonconsecutive basis if this is within the normal limitations of the serving office. TN

10.The Telephone Cooperative retains its rights to the telephone numbers used in DID service as provided in Section 7 of this Tariff.

11.The rates for DID Number Blocks are in addition to the applicable local calling rates and applicable EAS rates specified in Section 1 of this Tariff.

B. Rates

	<u>Monthly</u> <u>Rate</u>	<u>Installation</u> <u>Charge (1)</u>	
Direct Inward Dialing Service to Customer-Premises Switching Systems:			
Each block of 25 DID Numbers assigned up to 100 in total	\$ 36.25 (4)	\$ 25.00 (4)	C
Each additional block Of 25 DID Numbers Assigned over the first 100	\$ 16.25 (4)	\$ 25.00 (4)	C
Trunk Termination, each	(2)	(3)	
Each block of 10 DID numbers	\$ 10.00	\$ 25.00	N
Each block of 100 DID numbers	\$100.00	\$ 25.00	
Each additional block of 100 DID numbers	\$ 30.00	\$ 25.00	

MISCELLANEOUS SERVICES

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XII. DIRECT INWARD DIALING (DID) SERVICE (Continued)

B. Rates (Continued)

(1) Applicable in each instance a service order is received to install or change one or more groups of DID numbers.

(2) Applicable PBX Trunk charges as provided in Section 1 of this tariff.

(3) Applicable Service Charges as provided in Section 2 of this tariff.

(4) As of June 1, 2014, DID Numbers will no longer be sold or provisioned in blocks of (25) numbers. All existing customers as of June 1, 2014, will remain on the service as currently provisioned and at their existing rate structure until such time as they disconnect service or make changes to existing service.

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MISCELLANEOUS SERVICES

XIII. 900/976 CALL RESTRICTION

A. General

1. 900/976 Call Restriction is a central office service which allows a customer to restrict certain outgoing local and long distance calls from their exchange access line. Call Restriction precludes completion of calls placed by dialing numbers preceded by 1+900 or 976. These calls are also referred to as pay-per-call information services. Calls placed to 976 numbers using the Long Distance Message Telecommunications Network (i.e., 1+976 or 1+(NPA)+976), may not be screened by the Cooperative and may not be included in Call Restriction service.
2. Calls placed to restricted numbers from an access line equipped with Call Restriction service will be directed to a central office announcement where available.
3. Call Restriction service requires special facilities. In areas where these special facilities are not available, all access to pay-per-call information services will be blocked.
4. Call Restriction is offered only in conjunction with Residence and Business single party exchange access line or trunk service.
5. The minimum contract period for this service is one month.
6. With the exception of disconnection of local exchange service, the General Rules and Regulations of the Cooperative regarding payment for services, as outlined in this tariff, apply to 900 and 976 services.
7. The Cooperative shall be held harmless from any and all losses resulting from the blocking of pay-per-call information services, pursuant to the authority granted in the Public Utility Commission of Texas' Substantive Rule 23.58.

MISCELLANEOUS SERVICES

XIII. 900/976 CALL RESTRICTION (Continued)

B. Mandatory Call Blocking

1. Access to pay-per-call information services (i.e., 900 and 976) will be automatically blocked for subscribers to pay telephone services, and if applicable, Party Line Service.
2. The Cooperative may elect to block access to pay-per-call information services from a subscriber's line if charges for 1+900 and/or 976 services originating from the customer's line are not paid. The Cooperative will use its normal billing and collection investigation procedures for toll to determine if blocking is necessary.

C. Rates and Charges

A nonrecurring service charge is applicable for all incidents of change to Call Restriction service with the following exceptions:

1. The initial incident of individual Call Restriction service;
2. A customer with Call Restriction service requests a transfer of service and reestablishment of 900/976 Call Restriction on the same service order.

Service Charges

Call Restriction	\$5.00
Per line/trunk equipped	

MISCELLANEOUS SERVICES

XIV. VOICE MAIL LINK SERVICE

A. General Rules and Regulations

1. Voice Mail Link Service consists of the central office interconnection facilities necessary to provide Voice Mail Services from a customer's voice mail equipment location within Guadalupe Valley Telephone Cooperative's service area.
2. The interconnection includes the capability to deliver called number identification, call forwarded number identification, and the call condition (No Answer or Busy Line). Delivery of a calling party's telephone number and all calling number identification to the customer shall be blocked by the Telephone Cooperative.
3. Voice Mail Link Service includes Audible Message Waiting, a feature which provides the customer with the ability to send an alerting signal in the form of an audible stutter dial tone to inform the customer's end user that a message has been recorded but not retrieved.
4. The provision of Voice Mail Link Service is subject to the availability of Telephone Cooperative facilities and the utilization of appropriate customer premises equipment.
5. The operational characteristics of interface signals between Telephone Cooperative-provided interconnection arrangement and customer-provided voice mail equipment must conform to Telephone Cooperative specifications.
6. Customer voice mail equipment must be able to intercept unused numbers transmitted to the switching equipment.
7. The Telephone Cooperative shall not be responsible to the customer or the authorized end user if changes to any facilities, protection criteria, operations, or procedures of the Telephone Cooperative render any customer-provided facilities obsolete, require modification of, or otherwise affect the use or performance of such facilities.

MISCELLANEOUS SERVICES

XIV. VOICE MAIL LINK SERVICE (Continued)

A. General Rules and Regulations (Continued)

8. The Telephone Cooperative shall not be liable and shall be held harmless for any loss or damages arising out of interruptions, defects, failure or malfunction of Voice Mail Link Service until the customer has duly notified the Telephone Cooperative that the system is not functioning properly, and the Telephone Cooperative has had reasonable time thereafter to correct such defect or malfunction.
9. If the Telephone Cooperative finds that the provision of Voice Mail Link Service is adversely affecting or would adversely affect the Telephone Cooperative's ability to provide, complete, or maintain the service or quality level of other services to exchange telephone customers' the Telephone Cooperative may refuse to provide or may disconnect the provision of Voice Mail Link Service.
10. Voice Mail Link Service will not be provided in connection with Pay Telephone Services.
11. Voice Mail Link Service is available for resale. The authority of a customer to resell Voice Mail Link Service shall not be subject to any resale prohibition. Subscription to Voice Mail Link Service cannot be used as a substitute for access services for interexchange telecommunications.

B. Additional Service Requirements

1. In addition to Voice Mail Link Service, a customer may subscribe to Direct Inward Dialing (DID) Service, as described in Paragraph XII of this section. DID Service reserves blocks of 100 telephone numbers, used by the customer to redirect calls for message recording.
2. Appropriate interexchange private line charges, as described in Paragraph II of this section, and interexchange private line charges, as specified in Section 6, Paragraph III of this tariff apply, in addition to Voice Mail Link Service.

MISCELLANEOUS SERVICES

XIV. VOICE MAIL LINK SERVICE (Continued)

C. Rates and Charges

1. Monthly Rate

Voice Mail Link Service \$32.50

2. For applicable installation charges, see Section 2, Service Charges.

XV. DISTANCE LEARNING SERVICES AND INFORMATION SHARING PROGRAMS

A. Definition

Distance learning and information sharing program is instruction, learning, and training that is transmitted from one site to one or more sites by telecommunications (including video, data, voice, and electronic information) services that are used by an educational institution or library predominantly for such instruction, learning, or training.

B. Distance Learning and Information Sharing Program Discounts

Upon submission of an affidavit that complies with the requirements of Public Utility Commission of Texas Substantive Rule §26.141, an eligible educational institution, library or consortia may obtain a 25% discount on the tariff rate for any tariffed service, except customer-specific contracts, that is used predominantly for distance learning purposes.

For any discount received pursuant to Section 5,XXV. Of this local tariff (relating to Educational Percentage Discount Rates (E-Rates)), an eligible school, library or consortia may apply such E-Rate discount prior to any discount received under the Distance Learning program. In such event, any subsequent discount received through the Distance Learning program shall apply to the discounted E-Rate and not the tariffed rate.

MISCELLANEOUS SERVICES

XVI. WARM LINE ALERT SERVICE

A. General

1. Warm Line Alert Service is an optional service which provides that a customer's preselected 7- or 10-digit number will be dialed whenever the subscribing customer's telephone is off-hook for a waiting period of (15) seconds. During the designated waiting period, dial tone is provided to allow the customer to manually dial an outgoing call. Incoming calls are received normally.
2. To subscribe to Warm Line Alert Service, the customer will complete the appropriate Cooperative-provided application form on which the preselected ring-to number is included. All applications must be in writing.
3. The ring-to designated number must be programmed in the serving central office by the Cooperative. The designated number may not be public emergency numbers such as police, fire, ambulance or 911 service where available. If the customer desires to change the designated number, non-recurring service charges are applicable as shown in Section 2, Service Charges.
4. The Cooperative, its officers or employees will not be liable for any claim, damage or loss arising from the provision of Warm Line Alert Service unless it is proven that the act or omission approximately causing the claim, damage or loss constitutes gross negligence, recklessness or intentional misconduct by the Cooperative, its officers or employees.
5. Warm Line Alert Service is available only in those exchanges equipped with facilities to provide this service.

MISCELLANEOUS SERVICES

XVI. WARM LINE ALERT SERVICE (Continued)

B. Rates and Charges

	<u>Monthly Rate (2) (3)</u>	
	<u>Residence</u>	<u>Business</u>
Warm Line Alert Service, Per access line (1)	\$3.00 (I)	\$3.00 (I)

(1) Pay Telephone Services are excluded from subscribing to Warm Line Alert Service.

(2) If Warm Line Alert Service is installed at the time of the initial installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If, service is added or changed after the initial installation, the Feature Change Charge in Section 2 will apply.

(3) The non-recurring service charges listed above will be waived for the first ninety (90) days after the Warm Line Alert Service is first made available in a customer's serving central office.

MISCELLANEOUS SERVICES

XVII. INTERCEPT REFERRAL SERVICE

A. General

1. Intercept Referral is a service available to customers disconnecting service or changing telephone numbers. Calls to the intercepted telephone number are referred to a recorded announcement message that the called number has been disconnected or changed. If the new number is available, it is given to the caller. The new number may not be available if, for example, it is non-published or the customer left the area without providing a forwarding telephone number.
2. Intercept Referral Service is provided free of charge to all residential and business customers for thirty (30) days where facilities exist and the threat of telephone number exhaustion is not imminent. The customer may elect to extend Intercept Referral Service past thirty (30) days for up to one-hundred eighty (180) days at the rates specified in B. following.

B. Rates and Charges (1)

	Up to 30 days	31-90 days	91-180 days
Residence Customers	NC	\$12.00	\$30.00
Business Customers	NC	\$16.00	\$40.00

(1) Service Order Charges, as specified in Section 2 of this tariff, do not apply.

MISCELLANEOUS SERVICES

XVIII. TOLL CONTROL WITH PIN SERVICE

A. General

1. Toll Control with PIN Service is an optional service that denies the completion of all outgoing calls that are dialed which start with either the number "0" or "1". These unauthorized toll calls are blocked at the Cooperative's central office. However, with the Toll Control with Personal Identification Number (PIN) override feature, a caller would enter a personal account code number that allows calls that are dialed starting with a number of "0" or "1" to be processed.

The personal identification number is customer-defined and thus specific to an access line and must be entered on a call-by-call basis.

B. Rates and Charges

	<u>Monthly Rate (1) (2)</u>	
	<u>Residence</u>	<u>Business</u>
Toll Control with PIN Service, Per access line	\$1.75	\$2.25

(1) If Toll Control with PIN Service is installed at the time of the initial installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If, service is added or changed after the initial installation, the Feature Change Charge in Section 2 will apply.

(2) The non-recurring service charges listed above will be waived for the first ninety (90) days after the Toll Control with PIN Service is first made available in a customer's serving central office.

MISCELLANEOUS SERVICES**XIX. ENHANCED CALLING SERVICES****A. Application**

Enhanced calling services are telephone service arrangements which are offered in addition to basic local exchange service, and provide one or more of the following features.

B. Description of Feature Offerings**1. Auto Redial**

Auto Redial permits the customer to have the system redial the last outgoing telephone number dialed from his/her line, regardless of whether the original call was answered, unanswered or encountered a busy tone. If the redialed telephone number is busy, the Cooperative's equipment will monitor the line for a maximum of thirty (30) minutes beginning with the customer's activation of this feature in an attempt to establish the call. Both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. The activation of this feature can be cancelled by the customer when desired.

The Auto Redial feature will not operate to monitor and place a call to a telephone number served by a central office that is not equipped for Enhanced Custom Calling functions. Neither will it operate if the calling number is currently call-forwarded nor if the call is made from a line or trunk from a multi-line hunt group that has no associated telephone number, i.e. an extension.

MISCELLANEOUS SERVICES**XIX. ENHANCED CALLING FEATURES** (Continued)**B. Descriptions of Feature Offerings** (Continued)**2. Call Return**

Call Return enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known.

When the customer dials an activation code the central office equipment automatically redials the calling number that is stored in the central office equipment call detail record. If the called line is not busy, the call is placed. If the called line is busy, a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

This feature will not function from a line or trunk that does not have an associated telephone number e.g., multi-line hunting groups, extensions. In addition, the callback number must be capable of receiving incoming calls.

This feature will not operate when the calling party's number has been Call-Forwarded. Call Return also cannot operate when a call originates from a central office that is not equipped for Enhanced Custom Calling functions.

MISCELLANEOUS SERVICES

XIX. ENHANCED CALLING FEATURES (Continued)

B. Descriptions of Feature Offerings (Continued)

3. Call Blocker

Call Blocker provides the customer the ability to prevent incoming calls from up to six (6) different telephone numbers. A screening list is created by the customer through an interactive dialing sequence. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement to the effect that the party he/she is attempting to call does not wish to receive calls at this time. If the customer receives an unwanted call from an unknown telephone number, the customer may block future calls from that unknown telephone number by dialing an activation code after completion of the call. Any incoming calls not on the Call Blocker list will be treated normally.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group.

Standard call completion will occur if a call originates from a central office that is not equipped for Enhanced Custom Calling features.

MISCELLANEOUS SERVICES

XIX. ENHANCED CALLING FEATURES (Continued)

B. Descriptions of Feature Offerings (Continued)

4. Priority Call

Priority Call provides a distinctive ringing pattern to the subscribing customer for calls received from specified telephone numbers. The customer creates a screening list of up to six (6) telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern. Calls from telephone numbers not included on the screening list will produce a normal ring.

For customers who also subscribe to Call Waiting in Section 5, IV. Of this tariff, a distinctive Call Waiting tone is generated when the line is called by one of the telephone numbers on the Priority Call screening list while the line is in use.

A customer's line will not produce a distinctive alert tone if the calling line is not referenced to and originated by the main telephone number or a number that represents all the lines in a collection of lines, such as multi-line hunt groups.

Some customer-premise equipment may not be compatible with Priority Call service.

MISCELLANEOUS SERVICES**XIX. ENHANCED CALLING FEATURES (Continued)****B. Descriptions of Feature Offerings (Continued)****5. Selective Call Forwarding**

Selective Call Forwarding allows a customer to create a list of selected calling numbers that are to be call forwarded. If a call is placed from a directory number on the customers Selective Call Forwarding screening list, the call is forwarded to the designated forward-to number, within the exchange or on the long distance telecommunications network. A screening list of up to six (6) numbers is created by the customer through an interactive dialing sequence. All other calls are terminated normally. Customer subscription to the call forwarding feature in Section XX is not required for the Selective Call Forwarding option to work.

The customer is responsible for the payment of any toll charges between the Selective Call Forwarding telephone and the telephone to which the call is being forwarded.

This feature will not work if the calling line is not referenced to and originated by the main telephone number that represents all the lines in a collection of lines such as multi-line hunt groups.

Transmission may vary depending on distance and routing necessary, therefore transmission may not meet normal standards.

This feature cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.

MISCELLANEOUS SERVICES

XIX. ENHANCED CALLING FEATURES (Continued)

B. Descriptions of Feature Offerings (Continued)

6. Selective Call Acceptance

Selective Call Acceptance provides the customer the ability to screen incoming calls against a list of up to six (6) subscriber-specified directory numbers and then accepts calls only from those specified directory numbers.

A screening list is created by through the customer through an interactive dialing sequence. When a call is placed to the customer's number from a number not on the screening list, the caller receives an announcement to the effect that the party he/she is attempting to call is not accepting calls at this time.

The feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group.

MISCELLANEOUS SERVICES**XIX. ENHANCED CALLING FEATURES** (Continued)**B. Descriptions of Feature Offerings** (Continued)**7. Call Trace**

Call Trace enables the customer to initiate an automatic trace of the last completed incoming call by dialing an activation code. Upon activation by the customer, the equipment makes a record of the incoming call detail, which includes the calling number, and the time the call was received. The conversation is not recorded. A customer using this feature will be required to contact the appropriate local law enforcement agency for further action. The results of a trace will be furnished only to legally constituted authorities upon a proper request from them to Guadalupe Valley Telephone Cooperative, Inc. The customer is not provided the traced number.

Call Trace is billed per successful trace invoked by the customer.

A successful trace cannot be made if the incoming call originates in a central office that does not have common channel signaling arrangements between it and the terminating central office. This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group.

If the customer makes or receives another call after hanging up from the annoying call prior to activating the trace, Call Trace will not record the correct number.

MISCELLANEOUS SERVICES**XIX. ENHANCED CALLING FEATURES** (Continued)**B. Descriptions of Feature Offerings** (Continued)**7. Call Trace** (Continued)

At its option or upon receipt of a proper request from a law enforcement agency, the Cooperative will set up a temporary tracing arrangement using Call Trace (or manual trap and trace where Call Trace is not available) at no charge to the customer when in the judgment of the Cooperative or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property and the customer has not subscribed to Call Trace or subscription to Call Trace is not a suitable solution.

8. Call Waiting ID

Displays the name and/or number associated with a call-waiting call when the call arrives at the subscriber's line. This service allows the customer to decide if he wants to answer the new incoming call. Subscribers to this service must also subscribe to Calling Name and/or Calling Number Delivery. Customer premises equipment with display capability is required to receive and display the incoming information. The display of the name and/or number is subject to the same General Rules and Regulations and Feature Interactions as defined in this tariff section under Caller ID Service. Call Waiting ID is available only where central office facilities permit.

MISCELLANEOUS SERVICES

XIX. ENHANCED CALLING FEATURES (Continued)

C. Regulations and Limitations of Service

a. Enhanced Calling Features are available to single party and multi-line residential and business customers. PBX trunk and Pay Telephone Services are excluded from this tariff offering.

b. The following limitations apply:

- (1) Features requiring common channel signaling arrangements to function will only operate on calls originating and terminating within offices equipped with these arrangements or similarly equipped offices of interconnecting Local Exchange Carriers. Therefore, provision of these features is subject to available facilities and limited to central offices specifically equipped to provide such features.
- (2) Feature number screening lists must contain telephone numbers of subscribers served out of offices equipped with common channel signaling arrangements to function.
- (3) When multiple features are activated on the same line, certain features may take precedence over others.

MISCELLANEOUS SERVICES

XIX. ENHANCED CALLING FEATURES (Continued)

D. Rates and Charges

1. Recurring Charges

The following monthly rates are in addition to the rates and charges applicable to the associated service.

		<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
a.	Auto Redial	\$4.00 (I)	\$4.50 (I)
b.	Call Return	\$4.00 (I)	\$4.50 (I)
c.	Call Blocker	\$4.00 (I)	\$4.50 (I)
d.	Priority Call	\$2.00	\$3.00
e.	Selective Call Forwarding	\$2.00	\$3.50 (I)
f.	Selective Call Acceptance	\$2.00	\$3.00
g.	Call Trace - \$8.00 per each successful trace activation		
h.	Call Waiting ID	\$4.00 (I)	\$5.00 (I)
	*If taken in conjunction w/ Calling Feature Packages	\$2.25 (I)	\$2.50 (I)

MISCELLANEOUS SERVICES

XIX. ENHANCED CALLING FEATURES (Continued)

C. Rates and Charges (Continued)

2. Service Charges

a. If Enhanced Calling features are installed at the time of the initial installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If, service is added or changed after the installation, the Feature Change Charge in Section 2 will apply.

b. The non-recurring service charges listed above will be waived for the first ninety (90) days after the Enhanced Calling features are first made available in a customer's serving central office.

MISCELLANEOUS SERVICES**XX. CALLER ID SERVICE****A. Application**

Caller ID Service is a general category of services which assist customers in the management of incoming and outgoing calls.

B. Description of Feature Offerings

1. Calling Number Delivery (CND) - Allows customers to receive the calling party number (CPN) on incoming calls. When a line equipped with Calling Number Delivery is on-hook, CPN is transmitted across the line to the called party's customer-premise equipment (CPE) during the silent interval between the first and second ring. Calling Number Delivery subscribers must provide and connect their own compatible customer-premises equipment (CPE) to process the CPN transmission.
2. Anonymous Call Rejection (ACR) - Allows customers to automatically reject all calls that have been "blocked" and therefore marked anonymous by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.
3. Calling Name Delivery (CNMD) - Allows customers to receive and identify the calling party by a displayed name before the call is answered. When a Calling Name Delivery equipped line is on-hook, the Calling Party Name is transmitted across the line during the silent interval between the first and second ring. Calling Name Delivery subscribers must provide and connect their own compatible customer-premises equipment to display the Calling Party Name transmission.

MISCELLANEOUS SERVICES**XX. CALLER ID SERVICE** (Continued)**C. Availability of Blocking**

Any Cooperative calling party may prevent the delivery of their CPN to the called party by dialing an access code (*67 on their touch tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code activates per call blocking. Per call blocking is available at no charge.

If a calling party activates blocking, the CPN will not be transmitted across the line. Instead, Caller ID subscribers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block number delivery.

Per-line blocking will be offered at no charge to a particular customer if the Commission receives written certification from the customer that the customer has a compelling need for per-line blocking. Customers who request per-line blocking also have the ability to unblock their line on a per-call basis by dialing an access code (*82 on their touch tone pad or 1182 from a rotary telephone) immediately prior to placing the call. The *82 (or 1182) access code deactivates per-line blocking and delivers the CPN for that call. Per-line blocking is automatically reactivated when the customer terminates the call.

In cases of emergency, an operator may assist the caller to override conditions imposed on a telephone line by the availability of Caller ID Service.

The blocking of CPN will not be provided on calls originating from Pay Telephone Services.

D. General Rules and Regulations

1. Caller ID will be provided in connection with one-party residence and business lines. Although this service is available on line-side PBX trunk connections, it is not available on trunk-side PBX connections, such as DID. In addition, Pay Telephone Services are excluded from this offering.

MISCELLANEOUS SERVICES

XX. CALLER ID SERVICE (Continued)

D. General Rules and Regulations (Continued)

2. Caller ID Service is offered on a subscription basis which requires the customer to order the service. Where Caller ID service is available, any calling party, whether they subscribe to Caller ID or not, has per-call blocking capability, unless that customer is calling from a pay telephone.
3. The Cooperative shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party has requested to be omitted from the telephone directory or the disclosing of such telephone number to any person.

The Cooperative shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason.

The Cooperative shall not be liable for any and all claims for damages caused by a telecommunications utility's failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunications utility by the Cooperative.

4. A person may not use Caller ID service to compile and sell specific local call information without the affirmative consent or approval of the originating telephone customer. This restriction does not prohibit the Caller ID subscriber from:
 - (a) verifying network performance or testing the provision of caller identification service;
 - (b) compiling, using, and disclosing aggregate Caller ID information; or

MISCELLANEOUS SERVICES

XX. CALLER ID SERVICE (Continued)

D. General Rules and Regulations (Continued)

4. (Continued)

- (a) verifying network performance or testing the provision of caller identification service;
- (b) compiling, using, and disclosing aggregate Caller ID information; or
- (c) complying with applicable law or legal process.

E. Feature Interactions

- 1. Caller ID information will not be displayed under the following conditions:
 - a. If the called party is off-hook.
 - b. If the called party answers during the first ring interval.
- 2. Caller ID is not available with services based on distinctive ringing which have a silent interval length insufficient for CPN or CPNM transmission.
- 3. Identification of specific stations or extensions served by customer premise equipment is not possible. The main directory number associated with the customer premise equipment will be displayed.
- 4. Calling party number and/or calling party name will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities.
- 5. When Caller ID service is provided in connection with line-side PBX trunk connections, the Cooperative makes no guarantee that the calling party information will be delivered in a manner such that the customer's equipment will be able to transmit that information to the stations or extensions served by the customer premise equipment. Customers subscribing to Caller ID services in conjunction with line-side PBX connections are responsible for the provision of

MISCELLANEOUS SERVICES**XX. CALLER ID SERVICES** (Continued)**E. Feature Interactions** (Continued)

5. (continued) compatible customer premise equipment which will receive, translate, display and/or store the transmitted data. The installation, repair, and technical capability of that equipment to function in conjunction with Caller ID services on line-side PBX connections will be the responsibility of the customer. The Cooperative assumes no liability and will be held harmless for any damage to the customer's equipment due solely to the transmission of the calling party information or for any incompatibility of the customer's equipment to perform satisfactorily with the information transmitted.

F. State and Local Government Undercover Operations Special Service Arrangements

The parameters of the special service arrangement are as follows: State and Local government entities authorized to conduct undercover or surreptitious civil or criminal investigations, where the existence or conduct of an investigation or the identity of the investigator may be disclosed or compromised by Calling Number Delivery Service or Calling Name Delivery Service, may be eligible to receive at no charge, for a period not to exceed (90) calendar days, Key System Trunk local exchange service access lines which allow for multi-line hunting (as offered in this local exchange tariff) and Pushbutton Dialing Service; both services to be used only in connection with a service arrangement that will mask the identity of the calling number and name. In addition, any nonrecurring charges and the FCC Subscriber Line charge associated with these access lines will be waived. All monthly and nonrecurring charges will begin to accrue for each access line on the (91)st calendar in-service day.

The services provided under the special service arrangement will be offered only in exchanges where Caller ID Service, as furnished by the Cooperative, is available.

MISCELLANEOUS SERVICES**XX. CALLER ID SERVICES** (Continued)**F. State and Local Government Undercover Operations Special Service Arrangements** (Continued)

Each State or Local government entity must request and receive sponsorship, on an individual access line basis, from the Texas Attorney General for access or subscription to this special service arrangement. The special service arrangement must be requested by the Texas Attorney General on behalf of any State or Local government entity which, in the judgment of the Texas Attorney General, is authorized to conduct undercover or surreptitious civil or criminal investigations.

For the purpose of requesting the special service arrangement, the State Attorney General will designate a Representative that will act as liaison between all State and Local government agencies and the Cooperative. The Cooperative will also designate a representative to coordinate with the State Attorney General representative. In addition, the Cooperative will establish internal procedures to administer requests for the special service arrangement.

The total number of in-service local exchange access lines and Pushbutton Dialing Services provided under the special arrangement for use by all State and/or Local government entities in the conduct of undercover or surreptitious civil or criminal investigations cannot exceed ten (10) at any given time.

The Texas Attorney General will be responsible for ensuring that the services provided at no charge under the special service arrangement are to be used only by authorized representative(s) of State and/or Local government entities and only in the conduct of undercover or surreptitious civil or criminal investigations.

MISCELLANEOUS SERVICES

XX. CALLER ID SERVICE (Continued)

G. Rates and Charges

A. Recurring Charges:

The rates and charges shown below apply in addition to the established rates and charges for the services with which these features are associated. Rates do not include a charge for an instrument or other customer-premises equipment.

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
Calling Number Delivery (CND)	\$7.00 (I)	\$8.00 (I)
Calling Name Delivery (CNMD) (1)	\$7.00 (I)	\$8.00 (I)
Calling Name & Number Delivery (1)	\$8.50 (I)	\$10.00 (I)
Anonymous Call Rejection (ACR)		
Ordered with CND, CNMD or Both	\$0.50	\$0.50
Ordered without CND, CNMD Or Both	\$1.00	\$1.00

B. Service Charges:

1. If Caller ID Services are installed at the time of the initial installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If, service is added or changed after the initial installation, the Feature Change Charge in Section 2 will apply.

(1) The Cooperative will waive the non-recurring service order charges associated with requests by existing residential and business customers to add Calling Name Delivery (CNMD) Service for a (60) day period after the effective date of this tariff.

MISCELLANEOUS SERVICES

XXI. LOCAL DIRECTORY ASSISTANCE

A. General

In addition to providing telephone directories to all of the Cooperative's local exchange service customers, the Cooperative furnishes local directory assistance service whereby the Cooperative's customers may obtain assistance in determining telephone numbers, which are publicly available but may or may not be listed in the directory.

The rates and allowances set forth below apply to customer requests for directory assistance service in determining or attempting to determine the telephone number of any party located in, or thought to be located in, the local or IntraLATA calling area.

B. Application of Charges

For charging purposes, a call to local directory assistance will be applicable to all customers except hospitals and residence customers who are unable to use a telephone directory because of a visual or physical handicap which can be confirmed by a physician, appropriate group or agency having authority to certify such handicaps.

Chargeable Calls:

There will be a charge for all customer calls to local directory assistance, except as specified hereafter.

MISCELLANEOUS SERVICES

XXI. LOCAL DIRECTORY ASSISTANCE (Continued)

B. Application of Charges (Continued)

A call to local directory assistance is defined as a call:

Resulting in obtaining a maximum of two (2) telephone numbers.

C. Rates

A charge of \$ 1.55 will apply for each local directory assistance call including calls connected to local directory assistance by the "0" operator. I

There will be no charge for calls to local directory assistance when no telephone number is obtained because there was no such listing or there was a nonpublished listing.

MISCELLANEOUS SERVICES**XXII. DISTINCTIVE RINGING****A. General**

1. Distinctive Ringing Service allows for a second directory number to be added to an existing local exchange access line. A distinctive ringing pattern is provided for each directory number so that the subscriber can identify the number that has been dialed.
2. Distinctive Ringing Service is available for use with individual residence and business service. The service will not be provided in connection with Pay Telephone Services. In addition, provision of this service is dependent upon the customer's equipment having the capability to provide distinctive ringing.
3. Distinctive Ringing Service will be billed to the primary local exchange access line number. The primary customer will be responsible for all applicable toll charges. Standard collection and non-payment practices for the primary line apply for Distinctive Ringing Service.
4. When a Distinctive Ringing customer subscribes to Call Waiting, incoming calls to the primary number will activate the standard Call Waiting tone. Incoming calls to the dependent number will activate a distinctive Call Waiting tone.
5. When a Distinctive Ringing customer subscribes to Call Forwarding, the dependent number can either be forwarded to the same number as the primary number or receive no forwarding treatment at all. If a customer subsequently requests to change the forwarding treatment of the dependent number, the Feature Change Charge in Section 2 will apply.

MISCELLANEOUS SERVICES

XXII. DISTINCTIVE RINGING (Continued)

A. General (Continued)

- 6. Each line equipped for Distinctive Ringing Service will receive a primary directory listing associated with the primary and the secondary number, at no charge. Applicable rates apply for Nonpublished service or other directory listings.
- 7. If Distinctive Ringing Service is ordered in connection with a primary local exchange access line that subscribes to any Extended Area Service (EAS) or Extended Metro Service (EMS) plan, the Distinctive Ringing number will also allow extended area calling in accordance with the provisions of that plan.

B. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for each access line with which this feature is associated:

1. Recurring Charges:

	<u>Per Line</u>	
	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>

Distinctive Ringing	\$3.50	\$5.00 (I)
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2. Service Charges

- a. If Distinctive Ringing Service is installed at the time of the initial service installation, no additional service charges apply.

MISCELLANEOUS SERVICES

XXII. DISTINCTIVE RINGING (Continued)

B. Rates and Charges (Continued)

2. Service Charges (Continued)

- b. If Distinctive Ringing Service is added or changed after the initial service installation, a Feature Change Charge as shown on Section 2 of this tariff will apply.
- c. The Cooperative will waive installation charges associated with requests to add Distinctive Ringing Service for a (60) day period after the service is first made available beginning with the effective date of this tariff.

MISCELLANEOUS SERVICES

XXIII. DO NOT DISTURB

A. General

1. Do Not Disturb provides the customer with the ability to prevent incoming calls from ringing at their station by diverting them to a recorded announcement without affecting the outgoing features of the line. The feature is activated by dialing an access code and is deactivated in a similar manner.
2. Upon successful entry of a valid Personal Identification Number (PIN) by the caller, the call will be completed to the Do Not Disturb subscriber's line.
3. The customer accepts full responsibility for the use of this service, and holds the Cooperative free and harmless from any and all liabilities and /or damages which may be alleged or incurred for any reason as a result of using this feature.

B. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for each access line with which this feature is associated:

1. Recurring Charges

Per Line
Monthly Rate

Do Not Disturb \$2.50

2. Service Charges

- a. If Do Not Disturb is installed at the time of the initial service installation, no additional service charges apply.

MISCELLANEOUS SERVICES

XXIII. DO NOT DISTURB (Continued)

B. Rates and Charges (Continued)

2. Service Charges (Continued)

- b. If Do Not Disturb is added or changed after the initial service installation, a Feature Change Charge as shown in Section 2 of this tariff will apply.
- c. The Cooperative will waive installation charges associated with requests to add Do Not Disturb for a (60) day period after the service is first made available beginning with the effective date of this tariff.

MISCELLANEOUS SERVICES

XXIV. CALL TRANSFER

A. General

1. This feature allows a customer to transfer a call to another directory number. All calls whether originating or terminating can be transferred.
2. The operation of this feature is similar to Three-Way Calling except that a disconnect by the transferring station does not cause the other parties to be disconnected. Once transferred, the telephone number where the call was first received is then open for new incoming or outgoing calls.
3. The Call Transfer customer will be responsible for all applicable toll charges. The customer accepts full responsibility for the use of this service, and holds the Cooperative free and harmless from any and all liabilities and/or damages which may be alleged or incurred for any reason as a result of using this feature.

B. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for each access line with which this feature is associated:

1. Recurring Charges

<u>Per Line</u>
<u>Monthly Rate</u>
<u>Residence</u> <u>Business</u>

Call Transfer	\$1.25	\$3.00 (I)
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2. Service Charges

- a. If Call Transfer is installed at the time of the initial service installation, no additional service charges apply.
- b. If Call Transfer is added or changed after the initial service installation, a Feature Change Charge as shown in Section 2 of this tariff will apply.

MISCELLANEOUS SERVICES

XXIV. CALL TRANSFER (Continued)

B. Rates and Charges (Continued)

2. Service Charges (Continued)

- c. The Cooperative will waive installation charges associated with requests to add Call Transfer for a (60) day period after the service is first made available beginning with the effective date of this tariff.

MISCELLANEOUS SERVICES

XXV. EDUCATIONAL PERCENTAGE DISCOUNT RATES (E-RATES)

A. Application

The purpose of this section is to establish educational percentage discount rates (E-Rates) in compliance with Public Utility Commission of Texas Substantive Rule §23.107 for intrastate telecommunications services that may be ordered out of this local exchange tariff or any other tariff that GVTC concurs, or otherwise participates in, including the Southwestern Bell Telephone Company (SWBT) Long Distance Message Telecommunications Service Tariff, the SWBT Wide Area Telecommunications Service Tariff, the SWBT Private Line Service Tariff and the TSTCI Intrastate Access Service Tariff.

B. Eligibility

Schools, libraries and consortia eligible for E-rates pursuant to 47 Code of Federal Regulations part 54, subpart F shall comply with the provisions of 47 Code of Federal Regulations part 54, subpart F in order to receive the intrastate E-rates. All schools, libraries and consortia must make application and meet all FCC qualifications to receive federal discounts before requesting the intrastate E-rates from GVTC.

C. Discount Matrix

The following matrix shall be used to set a discount rate to be applied to eligible intrastate services purchased by eligible schools, libraries or consortia based on the institution's level of poverty and location in an "urban" or "rural" area.

SCHOOLS AND LIBRARIES DISCOUNT MATRIX		
% of students eligible for national school lunch program	DISCOUNT LEVEL (%)	
	Urban discount	Rural discount
<1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

MISCELLANEOUS SERVICES

XXVI. TOLL RESTRICTION

A. General

- 1. Toll Restriction provides an arrangement whereby access to the long distance telecommunications network is denied to the local exchange service user. This service restricts all originating calls starting with the digits "1+" or "0" while still permitting the user to dial local service area calls.
- 2. All local calls to telephone numbers such as repair service, public emergency numbers (i.e. 911) and local directory assistance will be permitted from the access line.
- 3. Acceptance of incoming long distance messages is not restricted by Toll Restriction service. The customer accepts all responsibility for the denial of access to the long distance telecommunications network or the acceptance of any incoming "collect" long distance messages and charges associated therewith and holds the Company free and harmless from any and all liabilities and/or damages which may be alleged or incurred by such denial or acceptance.

B. Rates and Charges

- | | <u>Per Month</u> |
|---|------------------|
| | <u>Per Line</u> |
| 1. Toll Restriction | NO CHARGE |
| 2. Service Charges | |
| a. If toll restriction service is installed at the time of the initial service installation, no additional service charges apply. If toll restriction service is added or changed after the initial service is installed, the Feature Change Charge in Section 2 of this tariff will apply. | |
| b. Toll Restriction service will be provided to Lifeline subscribers at no monthly charge and will not be charged the Feature Change Charge in Section 2 of this tariff to add the service after initial installation. | |

MISCELLANEOUS SERVICES

XXVII. TOLL RESTRICTION WITH TOLL-FREE NUMBER ACCESS

A. General

1. Toll Restriction with Toll-Free Number Access provides for the denial of all outgoing calls to the long distance telecommunications network from a subscribers line that are dialed which start with the number "1" or "0" except for calls to toll free numbers such as "1-800", "1-888" or "1-877" numbers. This feature still permits the user to dial local service area calls.
2. All local calls to telephone numbers such as repair service, public emergency numbers (i.e. 911) and local directory assistance will be permitted from the access line.
3. Acceptance of incoming long distance message is not restricted by Toll Restriction with Toll-Free Number Access. The customer accepts full responsibility for the denial of access to the long distance telecommunications network or the acceptance of any incoming "collect" long distance messages and charges associated therewith and holds the Cooperative free and harmless from any and all liabilities and/or damages which may be alleged or incurred by such denial or acceptance.
4. The customer accepts full responsibility for any and all charges which may be generated by the completion of an "1-800", "1-888" or "1-877" call.

B. Rates and Charges

		<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
1.	Toll Restriction with Toll Free Number Access	\$1.75	\$2.25
2.	Service Charges		

- a. If Toll Restriction with Toll-Free Number Access is installed at the time of the initial service installation, no additional service charges apply. If Toll Restriction with Toll-Free Number Access is added or changed after the initial service is installed, the Feature Change Charge in Section 2 will apply.
- b. The non-recurring Service Charges listed above will be waived during the first sixty (60) days after the Toll Restriction with Toll-Free Number Access is made available in a customer's serving central office.

MISCELLANEOUS SERVICES

XXVII. CALLING FEATURE PACKAGES

A. General

1. These packages enable residence and business customers as noted to subscribe to a pre-determined package of services for less than the amount paid if the services were purchased individually.
2. Any of these services can still be purchased on an individual basis under the terms and conditions specified in the appropriate tariff sections.
3. These packages are subject to the availability and limitations specified in the tariffs for the individual services.
4. These packages are not available in connection with pay telephone service or trunk side PBX service.

B. Rates and Charges

1. Recurring Charges:

Monthly Recurring Charge

Residence Packages (3)

C

Package A: \$8.95

Calling Name & Number, Call Waiting, Cancel Call Waiting, Three Way Calling and Distinctive Ringing.

Package B: \$12.00

Calling Name & Number, Call Waiting, Cancel Call Waiting, Anonymous Call Rejection, Auto Redial, Call Return, Priority Call and Call Forwarding Busy/No Answer.

Package C: \$15.05

Calling Name & Number, Call Waiting, Cancel Call Waiting, Anonymous Call Rejection, Call Return, Priority Call, Selective Call Acceptance, Call Blocker, Call Forwarding, Remote Access to Call Forwarding and Call Forward Busy/No Answer.

MISCELLANEOUS SERVICES

XXVII. CALLING FEATURE PACKAGES (Continued)

1. Recurring Charges (Continued)

Monthly Recurring Charge

Business Packages (3)

C

Package B1: \$15.00

Calling Name & Number, Call Waiting, Cancel Call Waiting, Anonymous Call Rejection, Auto Redial, Call Return, Priority Call and Call Forwarding Busy/No Answer

Package C1: \$18.05

Calling Name & Number, Call Waiting, Cancel Call Waiting, Anonymous Call Rejection, Call Return, Priority Call, Selective Call Acceptance, Call Blocker, Call Forwarding, Remote Access to Call Forwarding and Call Forward Busy/No Answer.

2. Service Charges

a. If the Calling Features Packages are installed at the time of the installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If the service is added or changed after the initial installation, the Feature Change Charge in Section 2 will apply.

b. The Cooperative will provide a promotional offering on the Calling Features Packages from June 1, 2002 to July 31, 2002. The promotion reduces the monthly tariffed rate of the packages by 25% for all new orders.

(3) As of June 1, 2014, these Residence and Business Calling Feature Packages will be grandfathered and will no longer be offered to new customers requesting the service. All existing customers subscribed to these calling feature packages as of June 1, 2014, will remain on the service until such time as they discontinue such service.

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MISCELLANEOUS SERVICES

XXIX. LOCAL CHOICE PACKAGE

A. General

- 1. This offering is a combination of services available as a package to residential customers only.
- 2. Any of these services can still be purchased on an individual basis under the terms and conditions specified in the appropriate tariff sections.
- 3. This package is not available with Pay Telephone service or trunk side PBX service.
- 4. This offering includes the following services:

- Local exchange access line
- Touchtone dialing
- Caller ID
- Call Waiting
- Cancel Call Waiting
- Call Waiting ID
- Call Forward Busy/No Answer
- Call Return
- Auto Redial
- Three-Way Calling

- 5. As of December 1, 2012, this service will be grandfathered and no longer offered to customers. All customers currently subscribed to the Local Choice Package will remain until such time as they request discontinuance of service.
- 6.

B. Rates and Charges

Monthly Rate
\$18.80

- 1. If the Local Choice Package is installed at the time of the installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If service is added or changed after the initial installation, the Feature Change Charge in Section 2 will apply.

MISCELLANEOUS SERVICES

XXX. LOCAL METRO CHOICE PACKAGE

A. General

- 1. This offering is a combination of services available as a package to residential customers only.
- 2. Any of these services can still be purchased on an individual basis under the terms and conditions specified in the appropriate tariff sections.
- 3. This package is not available with Pay Telephone service or trunk side PBX service.
- 4. This offering includes the following services:

- Extended Metropolitan Service exchange access line
- Touchtone dialing
- Caller ID
- Call Waiting
- Cancel Call Waiting
- Call Waiting ID
- Call Forward Busy/No Answer
- Call Return
- Auto Redial
- Three-Way Calling

B. Rates and Charges

Monthly Rate

\$28.80

- 1. If the Local Metro Choice Package is installed at the time of the installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If service is added or changed after the initial installation, the Feature Change Charge in Section 2 will apply.
- 2. Available only in those exchanges where Extended Metro Service is available as shown in Section 1 of the Local Exchange Tariff.

C

MISCELLANEOUS SERVICES

XXX. LOCAL METRO CHOICE PACKAGE

N

B. Rates and Charges (continued)

3. Local Metro Choice Package customers who also subscribe to GVTC/GVCS voicemail, long distance, broadband and CATV services in a concurrent 12-month minimum term package beginning after December 31, 2013 and maintaining all of these services going forward, will be charged the following rate for the Local Metro Choice Package:

Monthly Rate

\$26.05

MISCELLANEOUS SERVICES

XXXI. LOCAL EAS CHOICE PACKAGE

N

A. General

1. This offering is a combination of services available as a package to residential customers only who qualify for New Braunfels EAS service.
2. Any of these services can still be purchased on an individual basis under the terms and conditions specified in the appropriate tariff sections.
3. This package is not available with Pay Telephone service or trunk side PBX service.
4. This offering includes the following services:

New Braunfels EAS exchange access line

Touchtone dialing

- Caller ID
- Call Waiting
- Cancel Call Waiting
- Call Waiting ID
- Call Forward Busy/No Answer
- Call Return
- Auto Redial
- Three-Way Calling

B. Rates and Charges

Monthly Rate
\$28.80

1. If the Local EAS Choice Package is installed at the time of the installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If service is added or changed after the initial installation, the Feature Change Charge in Section 2 will apply.
2. Available only in those exchanges where New Braunfels EAS Service is available as shown in Section 1 of the Local Exchange Tariff.

MISCELLANEOUS SERVICES

XXXI. LOCAL EAS CHOICE PACKAGE (continued)

N

B.Rates and Charges (continued)

3. Local EAS Choice Package customers who also subscribe to GVTC/GVCS voicemail, long distance, broadband and CATV services in a concurrent 12-month minimum term package beginning after December 31, 2013, and maintaining all of these services going forward , will be charged the following rate for Local EAS Choice Package:

Monthly Rate

\$26.05

MISCELLANEOUS SERVICES**XXIX.DIRECTORY ASSISTANCE CALL COMPLETION****A. Description of Service**

1. Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or IntraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

2. The three types of DACC are as follows:

- Fully-Automated DACC:

The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" from a touch-tone telephone when prompted by the DACC announcement.

- Semi-Automated DACC:

The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

- Person-to-Person DACC:

The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

B. General

1. The DACC portion of the call may either be billed in the same manner as a local operator handled call, or alternatively billed by using a calling card, billing it as a collect call, or billing to a third number.

2. Customers may obtain, at no charge, screening which allows DACC on an alternatively billed basis only from the customers phone.

MISCELLANEOUS SERVICES

XXIX. DIRECTORY ASSISTANCE CALL COMPLETION (Continued)

B. General (Continued)

- 3. Where facilities permit, DACC will be offered to all classes of service except Pay Telephone Access Service.
- 4. There are no allowances for DACC, however the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in Section 5 of this Local Exchange Tariff.

C. Rates and Charges

The rates set forth below for DACC are in addition to any other applicable local exchange rates, or IntraLATA Long Distance Message Telecommunications service usage rates as shown in the John Staurulakis, Inc. Issuing Carrier Long Distance Message Telecommunications Service Tariff, which is discussed in Section 6 of this Local Exchange Tariff.

1. Directory Assistance Call Completion	<u>Rate</u>
	(1)
Fully-Automated DACC	
-Sent-Paid NonCoin (billed to originating phone number)	\$0.30
-Billed to Calling Card	\$0.30
-Collect, or Bill to Third Number	\$1.00
Semi-Automated DACC	
-Sent-Paid or Calling Card	\$0.60
-Collect or Bill to Third Number	\$1.20
Person-to-Person DACC	\$2.60

(1) Per Occurrence

MISCELLANEOUS SERVICES

XXX. NATIONWIDE LISTING SERVICE

A. Description of Service

Nationwide Listing Service is a service whereby customers may request assistance in determining listing information on a nationwide basis. Requests for local listings are billed under the Local Directory Assistance charges as described in Section 5 of the Local Exchange Tariff.

B. General

The regulations and rates set forth below apply to all calls from customers who request assistance in determine telephone number information of subscribers who are located outside their LATA.

1. The customer will be charged for each call; customers may request up to two (2) listings per call. The Nationwide Listing rate applies per call whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.
2. There are no billing exemptions or allowances for Nationwide Listing Service requests.
3. Nationwide Listing Service will not be available from Hotel/Motel and Pay Telephone Access Service.
4. Nationwide Listing requests may be billed alternatively by using a calling card or billing to a third number.

C. Rates

	<u>Charge per Call</u>
Sent-Paid Requests	\$1.99
Alternately Billed Requests	\$1.99

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MISCELLANEOUS SERVICES

XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. ISDN - Basic Rate Interface (BRI)

1. General

Integrated Services Digital Network (ISDN) -Basic Rate Interface (BRI) is a service which offers two 64 kilobits per second (kbps) switched B-channels and one 16 kbps D-channel. The channels are communications paths over which switched services flow, thus providing end user access to a wide variety of circuit switched services (i.e., data, image, video and voice). Calls over a B channel configured for circuit switching may be either voice or data. The D channel carries out of band signaling for the B channel(s). ISDN-BRI provides access to and from the Public Switched Telephone Network (PSTN).

2. Service Availability

- a. GVTC will provide ISDN-BRI within a local Serving area where facilities and equipment are available.
- b. Availability of selected optional features may be dependent upon the ISDN-BRI serving central office switch type.

3. Technical Specifications

- a. Technical equipment guidelines for ISDN customer access to ISDN-BRI serving offices are found in SR-NWT-001953. These documents may be obtained from:

Bellcore-Document Register
445 South Street, Room 2 J-125
Morristown, NJ

- b. ISDN-BRI is designed to all relevant International Telecommunications Union-Telephony (ITU-T) standards.
- c. The transmission characteristics of ISDN-BRI service support 64 kbps Clear Channel Capability per equipped B channel.

MISCELLANEOUS SERVICES

XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)

A. ISDN - Basic Rate Interface (BRI) (cont.)

3. Technical Specifications (continued)

- d. Due to technical limitations, some analog optional features (such as, but not limited to, Call Waiting) may not work properly when a customer chooses to combine an analog local exchange access service with a ISDN-BRI service arrangement.

4. Service Components: Descriptions & Definitions

Basic Rate Interface (BRI) - The interface between the end user's location and the ISDN-BRI capable central office switch. It provides two 64 kbps B-channels and one 16 kbps D-channel to be sent over a single circuit or local loop. This rate element includes the hardware, software, and a 144 kbps facility required to provide ISDN-BRI service.

B-Channel (Bearer Channel) - A communications path capable of transmitting information at a speed of 64 kbps. The B-channel may be used by a customer for communications (e.g., voice, data, facsimile, etc.) between customer specified locations.

D-Channel (Delta Channel) - Communications path set up to transmit data in packet form at speeds up to 16 kbps. This communications path is designated to send and receive out-of-band signaling/supervisory messages.

ISDN-BRI Service Area - A geographic area consisting of a GVTC exchange with one or more GVTC ISDN-BRI equipped central offices. The ISDN-BRI Service Area does not include any exchanges or parts of exchanges with optional expanded calling services (e.g., EMS and EAS0 into the exchange where the ISDN-BRI equipped central office(s) are located.

Link Extension Equipment - Provides the additional central office hardware required to provide ISDN-BRI service to a customer located outside an ISDN-BRI Service Area or to provide FX ISDN-BRI service arrangements.

MISCELLANEOUS SERVICES**XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)****A. ISDN - Basic Rate Interface (BRI) (cont.)**

4. Service Components: Description & Definitions (cont.)

Link Extension Facility - Provides the additional facility required to provide ISDN-BRI Service to a customer located outside the ISDN-BRI Service Area.

5. Rules and Regulations

The following rules and regulations apply in addition to those in other sections of GVTC's Local Exchange Tariff. Where other regulations apply on a per-line basis, they shall be interpreted to apply on a per-channel basis.

- a. ISDN-BRI requires compatible registered CPE under FCC Part 68. Purchase and maintenance of this equipment is the responsibility of the customer.
- b. ISDN-BRI Service shall not be shared or jointly used. Resale of the service is prohibited.
- c. Other services (such as, but not limited to, Additional Directly Listings, Extended Area Calling Service, etc.) compatible with ISDN-BRI Service will be furnished at the rates and regulations of their respective tariff. Customers may combine analog local exchange access service at residential or business rates with an ISDN-BRI Service arrangement.
- d. Upon subscribing to ISDN-BRI Service, the customer will be required to change his/her existing telephone number(s) if GVTC determines that it is not reasonably feasible for technical or number administration reasons to continue to provide the customer's existing telephone number(s).
- e. The central office from which a customer's ISDN-BRI Service is physically provided shall be designated the customer's ISDN-BRI serving office. GVTC will determine a customer's ISDN-BRI service office as follows:
 1. If the customer's normal serving office is ISDN-BRI equipped, the customer will be provided ISDN-BRI from their normal serving office.

MISCELLANEOUS SERVICES

XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)

A. ISDN - Basic Rate Interface (BRI) (cont.)

5. Rules and Regulations (cont.)

e. (continued)

2. If the customer's normal serving office is not located within an ISDN-BRI Service Area, the customer may be provided ISDN-BRI service from a GVTC designated ISDN-BRI equipped central office in a ISDN-BRI Service Area within the customer's LATA. In such cases, the charges for the Link Extension Equipment and Link Extension Facility specified in Paragraph 11.e. following, will apply in addition to the other charges for ISDN-BRI service.

f. The following regulations apply to Caller ID:

1. Caller ID subscribers must provide and connect their own compatible customer premises equipment to process the calling party number information.
2. Any GVTC calling party may prevent the delivery of their number to the called party by dialing an access code (*67 on their keypad) immediately prior to placing a call. The access code activates per call blocking. Per call blocking is available at no charge.
3. If a calling party activates blocking, the Caller ID will not be delivered across the line. Instead, Caller ID subscribers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block the name/number delivery.
4. Per-line blocking will be offered at no charge to a particular customer if the customer requests the blocking from GVTC. The blocking of Caller ID will not be provided on calls originating from pay telephone services.

MISCELLANEOUS SERVICES**XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)****A. ISDN - Basic Rate Interface (BRI) (cont.)**

5. Rules and Regulations (cont.)

f. (continued)

5. Caller ID is offered on a subscription basis, which requires the customer to order the service. Where Caller ID service is available, any calling party, whether they subscriber to Caller ID or not, has per call blocking capability, unless the customer is calling from a pay telephone service.

6. GVTC shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party has requested to be omitted from the telephone directory or the disclosure of such a number or name to any person.

7. GVTC shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason.

8. GVTC shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunications utility by GVTC.

9. The customer shall use Caller ID solely for the purpose of call processing, billing and account management purposes and shall not publicize or disclose any information associated with the calling party without written permission from the party to whom the telephone number and name has been assigned. By way of illustration, and not limitation, the customer shall not use any Caller ID information for telemarketing or list-generation efforts without written permission. This restriction does not prohibit the Caller ID subscriber from:

MISCELLANEOUS SERVICES

XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)

A. ISDN - Basic Rate Interface (BRI) (cont.)

5. Rules and Regulations (cont.)

f. (continued)

9. (continued)

a) verifying network performance or testing the provision of the Caller ID service;

b) compiling, using and disclosing aggregate Caller ID information;

c) complying with applicable law or legal process.

10. Identification of specific stations or extensions served by CPE may not be possible. The main directory number and name of the calling party may be displayed.

g. Features with Call Forwarding capabilities cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.

h. ISDN-BRI service is offered as an addition to, not as a replacement for, local exchange telephone service. Its proper functioning is dependent upon customer provided equipment powered by commercial electricity. Customers who use ISDN-BRI service as a replacement for regular local exchange telephone service may not be able to reach local emergency services in the event of a power failure. In such case, GVTC assumes no liability for the customer's inability to reach emergency service, and the customer agrees to hold GVTC harmless in such an event.

i. For directory listing purposes, GVTC will furnish one alphabetical directory listing of the primary directory number at no charge. Additional listings will be furnished at standard charges shown in Section 5 of this tariff.

MISCELLANEOUS SERVICES

XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)

A. ISDN - Basic Rate Interface (BRI) (cont.)

5. Rules and Regulations (cont.)

j. Presubscription to a InterLATA/IntraLATA carrier of preference applies to ISDN-BRI just as it applies to analog (POTS) telephone service. Access to other service providers is available via a 101XXXX access code. Each B-channel within a customer's business system may have a different carrier of preference.

6. Service Terms

a. All AIDN-BRI service components have a minimum service term of one month.

b. Customers may choose either a month-to-month or (12) month service term. The (12) month service term offers the customer a lower Installation Charge if the customer commits to retain the service for the term period. See Paragraph 11.e. for the Installation Charges associated with each service term.

c. Disconnects Prior to the Expiration of the Service Term:

If a customer chooses a (12) month service term for the Basic Rate Interface and then disconnects prior to the completion of the service term, a termination charge for the Basic Rate Interface and associated Link Extension Equipment (if required) will be due. This termination charge is equal to the difference between the normal full installation charge for the BRI and associated Link Extension Equipment (if required) in effect at the time the service was installed and the actual amount charged for the installation.

Customers who terminate service before the expiration of the (12) month service term will not be billed for the remaining monthly recurring charges.

MISCELLANEOUS SERVICES

XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)

A. ISDN - Basic Rate Interface (BRI) (cont.)

7. Moves

- a. Customer moves between ISDN-BRI serving offices will constitute a disconnection of service at the old location and the establishment of new service at the new location.
- b. Customer moves within the same ISDN-BRI serving office will not require the customer to pay installation charges at the new location for any existing service component listed in Paragraph 11.e. Service Charges in Section 2 of this tariff will apply.

8. Suspension of Service

- a. Suspension of service that is initiated by GVTC; Local Exchange Tariff, Section 7. When service is suspended by GVTC, the restoration charge applies per B-channel configured.
- b. Seasonal and Vacation Disconnect Service (Section 5 of the Local Exchange Tariff) is not available in connection with ISDN-BRI service.

9. Distance Learning

Upon submission of an affidavit that complies with the requirements of Public Utility Commission of TX Substantive Rule §26.141, 16 T.A.C. 26.141, an educational institution (as defined in Texas Education Code, Sections 11.32, 11.33 and 61.003) may obtain a 25% discount on the tariff rate for any tariffed service, except customer-specific contracts, that is used predominantly for distance learning purposes. Services qualifying under the provisions of Substantive Rule §26.141 will receive the 25% discount on each tariffed rate.

MISCELLANEOUS SERVICES

XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)

A. ISDN - Basic Rate Interface (BRI) (cont.)

10. Educational Percentage Discount Rate (E-Rate)

The percentage discount rates available pursuant to 47 Code of Federal Regulations Part 54, subpart F to eligible schools, libraries, and consortia as defined by 47 Code of Federal Regulations Part 54, subpart F shall apply to the tariffed rates contained herein. Schools, libraries, and consortia eligible for E-Rates pursuant to 47 Code of Federal Regulations part 54, subpart F shall comply with the provisions of 47 Code of Federal Regulations part 54, subpart F in order to receive the intrastate E-Rates.

11. Rate Application

a. ISDN-BRI service will be furnished at the rates contained in this tariff section, provided facilities are available.

b. FCC End User Common Line charges and ISDN Line Port charges shall apply as set forth in the National Exchange Carrier Association's Access Services Tariff.

c. 9-1-1 Surcharge - Surcharge fees for 9-1-1 service are charged monthly for each B-channel.

d. Expanded Local Calling Service (ELCS) - ELCS charges apply monthly per B-channel.

MISCELLANEOUS SERVICES

XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)

A. ISDN - Basic Rate Interface (BRI) (cont.)

11. Rate Application (continued)

e. Rate Schedule

	<u>Monthly Rate</u>	<u>Installation Rate (3)</u>
Facility & Equipment Rate Elements		
Basic Rate Interface (2) (4)		
Month-to-Month	\$31.00	\$196.00
12 mo term contract	31.00	118.00
B-Channels (1) (2) (4)	\$15.00	0.00
Link Extension Equipment Per BRI Service (4)		
Month-to-Month	\$63.30	\$135.00
12 mo term contract	63.30	81.00
Link Extension Facility Per BRI Service (4)	\$23.10	0.00

(1) Each B-channel with a unique telephone number.

(2) The Basic rate Interface and B-Channels are only available in combination with one another.

(3) For the first (60) days after the effective date of this tariff, all installation charges for Basic rate Interface service components will be offered at the (12) mo term contract rate.

MISCELLANEOUS SERVICES**XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)****B. ISDN - Primary Rate Interface (PRI)**

1. General

- a. ISDN-PRI is a DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for ISDN-PRI is twenty-three 64 kbps (B) channels and one 64 kbps (D) channel. These B-channels may be used to connect the customer's CPE to the Public Switched Network. ISDN-PRI service does not include the provision of ISDN terminals or special power arrangements at the customer's premise.
- b. ISDN-PRI service is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe format are inherent to the service.
- c. Unless specified following, the regulations for ISDN-PRI service specified herein apply in addition to the regulations found in other sections of this Tariff. Regulations that apply on a per line basis in other tariffs, will apply on a per channel basis in this tariff.
- d. Customer requests for ancillary services (such as Additional Directory Listings) compatible with ISDN-PRI service will be furnished under the business rates and regulations found in other sections of this Tariff. Since the ISDN-PRI Interface provides ISDN signaling, Touch Tone service and charges are not applicable. Since the function of a DID trunk termination is included in the ISDN-PRI Interface, DID trunk termination charges are not applicable.

2. Technical Specifications

- a. The transmission characteristics of ISDN-PRI support 64 kbps Clear Channel Capability and Extended Superframe Format (ESF) with B8ZS (bipolar with 8-zero substitution coding.)

MISCELLANEOUS SERVICES**XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)****B. ISDN - Primary Rate Interface (PRI) (cont.)**

2. Technical Specifications (continued)

c. Transmission and network interface requirements are specified in the following Bellcore documents: TR-TSY-000754, Issue 1, March 1990-ISDN Primary Rate Access Transport System Requirements; TR-TSY-000776, Network Interface Description for ISDN Customer Access; TR-NWT-001268, ISDN Primary Rate Interface Call Control Switching and Signaling Generic Requirements for Class II Equipment; TR-NWT-001187 ISDN Calling Number Identification Services for Primary Rate Interfaces; GR-NWT-002865 2-B Channel Transfer; and TR-NWT-001270 Generic Requirements for Call-by-Call Service Selection for Private Facilities, OUTWATS, and INWATS. These documents may be obtained from:

Bellcore Document Register
445 South Street, Room 2J-125
Morristown, NJ
Telephone: 1-800-521-2673

And the following American National Standards Institute document, T1E1.2/88-079R3-ISDN Primary Rate Customer Installation Interface. This document may be obtained from:

American National Standards Institute
Attn: Customer Services
11 West 42nd Street
New York, NY 10036
Telephone: 212-642-4900

3. Service Components: Descriptions & Definitions

B-Channel (Bearer Channel) - A communications path capable of transmitting information at speeds of up to 64 kbps. The B-Channels may be used by a customer for communications (e.g., voice, data, video, and image) between customer specified locations. Data transmission on the B-Channel will be circuit switched at 64 kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 kbps.

MISCELLANEOUS SERVICES**XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)****B. ISDN - Primary Rate Interface (PRI) (cont.)**

3. Service Components: Descriptions & Definitions (cont.)

Calling Information Delivery - This feature provides the customer who is receiving a call with the telephone number and name of the calling party.

D-Channel (Delta Channel) - A communications path set up to transmit data in packet form at speeds up to 64 kbps. This communication path is designed to send and receive out-of-band signaling/supervisory messages. The bit rate (56/64 kbps) is fixed as a function of the interface provided by the customer.

Direct Inward Dial (DID) - A service that consists of the central office switching equipment necessary to connect calls from the local exchange and long distance telecommunications network direct to a station or attendant position associated with customer premise switching systems without intermediate handling by an attendant.

Primary Rate Interface (PRI) - will provide a four-wire access loop from the customer premise to the serving wire center. The transmission characteristics of this loop support Clear Channel Capability and Extended Superframe Format (ESF). It provides multiplexing to support up to twenty-three B-channels at 64 kbps and one D-channel for signaling also at 64 kbps.

4. Rules and Regulations

- a. Customers are responsible for providing the compatible customer provided equipment that is compatible with ISDN-PRI service interface.
- b. GVTC shall not be responsible if changes in any of the equipment, operations, or procedures of GVTC utilized in the provision of ISDN-PRI service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- c. All ancillary services provided in conjunction with ISDN-PRI service will be subject to the terms and conditions as provided within the applicable section of the Local Exchange Tariff.

MISCELLANEOUS SERVICES**XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)****B. ISDN - Primary Rate Interface (PRI) (cont.)**

4. Rules and Regulations (cont.)

d. Presubscription to an InterLATA/IntraLATA carrier of preference applies to ISDN-PRI service just as it applies to analog telephone service. Access to other service providers is via a 101XXXX access code. Based on a customer's ISDN-PRI service arrangement, a customer may be able to presubscribe to more than one carrier of preference.

e. ISDN-PRI service is not to be shared or jointly used. Resale of ISDN-PRI service is prohibited.

f. ISDN-PRI service will be furnished at the rates and charges contained in this tariff, provided facilities are available.

g. In the event Customer terminates ISDN-PRI services prior to the end of the term agreement, the customer will be liable for 100% of the monthly recurring charges for the remaining term.

5. Service Terms

All ISDN-PRI service components have a minimum service term of one month.

6. Suspension of Service

a. Suspension of service that is initiated by GVTC, Local Exchange Tariff, Section 7. When service is suspended by GVTC, the restoration charge applies per B-channel configured.

b. Seasonal and Vacation Service (Section 5 of the Local Exchange Tariff) is not available in connection with ISDN-PRI service.

7. Distance Learning

Upon submission of an affidavit that complies with the requirements of Public Utility Commission of Texas Sub, Rule §26.141, an educational institution (as defined in TX Education Code, Sections 11.32, 11.33 and 61.003) may obtain a 25% discount on the tariff rate for any tariffed service, except customer-specific contracts, that is used predominantly for distance learning purposes.

MISCELLANEOUS SERVICES

XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)

B. ISDN - Primary Rate Interface (PRI) (cont.)

7. Distance Learning (cont.)

Services qualifying under the provisions of Sub. Rule §26.141 will receive the 25% discount on each tariff rate.

8. Educational Percentage Discount Rate (E-Rate)

The percentage discount rates available pursuant to 47 Code of Federal Regulations Part 54, subpart F to eligible schools, libraries, and consortia as defined by 47 Code of Federal Regulations part 54, subpart F shall apply to the tariffed rates contained herein. Schools, libraries, and consortia eligible for E-rates pursuant to 47 Code of Federal Regulations part 54, subpart F shall comply with the provisions of 47 Code of Federal Regulations part 54, subpart F in order to receive the intrastate E-rates.

9. Rate Application

a. The following rates and charges are in addition to other rates and charges that may be applicable for accessible services which operate in conjunction with ISDN-PRI service. Regulations that apply on a per line basis from other sections in this tariff apply to ISDN-PRI on a per channel basis or a per PRI Interface.

b. FCC End User Common Line charges and ISDN Line Port charges shall apply as set forth in the National Exchange Carrier Association's Access Services Tariff.

c. 9-1-1 Surcharge - surcharge fees for 9-1-1 service are charged monthly for each B-channel.

d. Expanded Local Calling Service (ELCS) - ELCS charges apply per B-channel.

MISCELLANEOUS SERVICES

XXXI. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (cont.)

B. ISDN - Primary Rate Interface (PRI) (cont.)

9. Rate Application (cont.)

e. Rate Schedule

	<u>Monthly Rate</u>		<u>Installation Rate</u>
Primary Rate Interface	\$650.00	(I)	\$2200.00
(12) month Term	525.00	(I)	1320.00
(36) month Term	375.00	(N)	780.00 (N)
Integrated Svcs Network Component,			
Per B-channel			
Normal Exchange Calling Area	17.00	(I)	0.00
Metro Trunk Equivalent			
(12) month Term	66.00		0.00 (N)
(36) month Term	47.00		0.00
(36) month Term	32.00		0.00
Link Extension Equipment			
(12) month Term	200.00		145.00
(12) month Term	200.00		87.00
Caller ID Delivery			
(per PRI)	50.00		0.00 (N)
Direct Inward Dialing Service (DID)			
1 st block of 25 DID numbers	10.00		25.00 (N)
Each add'l block of 25 DID's	10.00		25.00

MISCELLANEOUS SERVICES

XXXIII. REMOTE CALL FORWARDING

A. General

Remote Call Forwarding (RCF) is a service whereby a call placed by an originating telephone number to a RCF customer telephone number is automatically forwarded by Cooperative Central Office equipment to another telephone number designated by the Remote Call Forwarding customer. The terminating telephone number must have incoming call capability. The remote call forwarding customer does not have premises service associated with the call forwarding telephone number. RCF is available between the call forwarding location and another station within the same exchange or in another exchange and may be used in conjunction with EAS and Long Distance Telecommunications Service. The RCF customer is responsible for payment of any charge for calls forwarded from the RCF telephone number.

Remote Call Forwarding is programmed in the Cooperative central office. RCF is provided on the condition that the customer subscribe to sufficient remote call forwarding features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Cooperative.

Remote Call Forwarding cannot be used for the following:

- a coin telephone
- a line equipped with any form of call forwarding features
- toll by-pass
- in conjunction with international calls

Each Remote Call Forwarding Service subscription allows for forwarding one call at a given time. An additional service subscription is necessary for each additional call to be forwarded simultaneously. There is a maximum of (24) call paths allowed for Remote Call Forwarding.

B. Rates and Charges

	<u>Monthly Rate</u>
Remote Call Forwarding, each path	
- Business	19.00 (1)

The appropriate Service Activation charge as specified in Section 2 will apply for the installation of RCF service. Subsequent to the initial establishment of RCF service, the appropriate Service Activation or Feature Change charge will also apply to add, or change a remote call forwarding number.

(1) The B-1 rate does not apply.

MISCELLANEOUS SERVICES

XXXIV. REVERSE DIREXCTORY ASISTANCE

A. General

Reverse Directory Assistance is a reverse search service that allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete telephone number. Customers may access Reverse Directory Assistance by dialing 1411.

The customer will be charged for each call made to Reverse Directory Assistance service. Customers can receive up to two listings per call.

There are no billing exemptions for Reverse Directory Assistance listing service requests.

Charges for Reverse Directory Assistance service will be applicable to all customers except hospitals and residence customers who are unable to use a telephone directory because of a visual or physical handicap which can be confirmed by a physician, appropriate group or agency having authority to certify such handicaps.

B. Rates

Charge Per Request	\$1.99	I
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XXXV. BUSINESS CATEGORY LISTING

A. Service Description

Business Category Listing service provides customers with the ability to request business telephone numbers, by city, for a specified category of business, when they do not know the name of the business they are seeking. This service is available to business and residential customers.

MISCELLANEOUS SERVICES**XXXV. BUSINESS CATEGORY LISTING (Continued)****A. Service Description (continued)**

Method of Provisioning - the Company searches and retrieves listings randomly, on a geographic basis by city, and/or by using information such as an address, intersection, or business location, from a business category the Company believes matches the customer's request. A listing is the name, address and telephone number of a business. The Company will suggest three business names to the customer from the retrieved listings, unless fewer listings are retrieved. The Company's operators will provide the business address(es) to the suggested business name(s), if requested by the customer. If the customer does not want the telephone number(s) for the suggested business name(s), additional searches can be requested.

B. General

The regulations set forth below apply to each customer request for assistance in determining the telephone number of a business, when a caller does not know, or does not provide, the name of the business. BCL can be performed for local and non-local businesses nationwide.

The customer can obtain up to ten business telephone numbers on a call. The customer will be charged for each business telephone number provided. If the customer does not want the telephone number(s) for any of the suggested business name(s), the customer will be charged a single charge for each requested search. The BCL rate applies whether or not a number is available, including requests for numbers, which are non-published, non-listed or not found.

There are no handicapped billing exemptions or call allowances for BCL service requests.

Business Category Listing is not currently available from Hotel/Motel and Pay Telephones.

MISCELLANEOUS SERVICES

XXXV. BUSINESS CATEGORY LISTING (Continued)

B. General (continued)

With respect to any claim or suit, by a customer or others, the Company shall not be liable for providing the name, address, and/or number of a business to a customer using Business Category Listing, for any errors or omissions, for the method of providing BCL, or for any other aspect of this service.

C. Rates

Charge per Listing Request \$1.99

XXXVI. NUMBER RESERVATION SERVICE

N

A. General

Number Reservation service is one where a customer can reserve a number for future use for a period of up to twelve months. This service is available to both residential and business customers of the Cooperative. Numbers will be reserved as requested only upon availability. All telephone numbers will remain the property of the Cooperative. If the reserved telephone number is not activated within the twelve month period, the number will be returned to the numbering pool and will become available for assignment.

There will be a one-time non-recurring charge for the Number Reservation service.

B. Rate

Charge per Number Reservation \$50.00

MISCELLANEOUS SERVICES

XXXVII. LOCAL 1-WAY METRO CHOICE PACKAGE

A. General

1. This offering is a combination of services available as a package to residential customers.
2. Any of these services can still be purchased on an individual basis under the terms and conditions specified in this appropriate tariff sections.
3. This package is not available with Pay Telephone service or trunk side PBX service.
4. This offering includes the following services:
 - 1-W Extended Metropolitan Service exchange access line
 - Touchtone dialing
 - Caller ID
 - Call Waiting
 - Cancel Call Waiting
 - Call Waiting ID
 - Call Forward Busy/No Answer
 - Call Return
 - Auto Redial
 - Three-Way Calling

B. Rates and Charges

Monthly Rate
\$26.80

1. If the Local 1-way Metro Choice Package is installed at the time of the installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If service is added or changed after the initial installation, the Feature Change Charge in Section 2 will apply.
2. Available only in those exchanges where Extended Metro Service is available as shown in Section 1 of the Local Exchange Tariff.

MISCELLANEOUS SERVICES

XXXVI. LOCAL 1-WAY METRO CHOICE PACKAGE (continued)

N

B.Rates and Charges (continued)

3. Local 1-Way Metro Choice Package customers who also subscribe to GVTC/GVCS voice, long distance, broadband and CATV services in a concurrent 12-month minimum term package beginning after December 31, 2013 and maintaining all of these services going forward, will be charged the following rate for Local 1-Way Metro Choice Package:

Monthly Rate

\$22.05

MISCELLANEOUS SERVICES

XXXVIII. LOCAL CHOICE PREFERRED PACKAGE

M

A. General

1. This offering is a combination of services available as a package to residential customers only.
2. Any of these services can still be purchased on an individual basis under the terms and conditions specified in the appropriate tariff sections.
3. This package is not available with Pay Telephone service or trunk side PBX service.
4. This offering includes the following services:

Local exchange access line
Touchtone dialing
Caller ID
Call Waiting
Cancel Call Waiting
Call Waiting ID
Call Forward Busy/No Answer
Call Return
Auto Redial
Three-Way Calling
Call Forwarding
Speed Calling (8 Code)
Call Blocker

B. Rates and Charges

Monthly Rate
\$22.00

1. If the Local Choice Preferred Package is installed at the time of the installation of the customer's telecommunications service, no service charges apply in addition to those found in Section 2. If service is added or changed after the initial installation, the Feature Change Charge in Section 2 will apply.

MISCELLANEOUS SERVICES

XXXIX. NUMBER RESERVATION SERVICE

N

Telephone numbers can be reserved for future use by residential and business customers for a period not to exceed twelve (12) months. The availability of telephone numbers are provided solely at the discretion of the Cooperative. Telephone numbers reserved for future use by customers will be billed a monthly recurring charge. Customers who subscribe to Number Reservation Service may also subscribe to directory listing service at the applicable rates as specified in Section 5, Page 7.

	<u>Rate Per</u> <u>Month</u>
Number reservation service, each(1)	\$4.99

1. The Feature Change Charge as shown in Section 2 of the Local Exchange Tariff will apply when Number Reservation Service is requested.