

SECTION II

GENERAL EXCHANGE SERVICE TARIFFS

TITLE PAGE

Schedule of Rates and Charges,  
and Regulations Governing

GENERAL EXCHANGE SERVICES

and Applying in all Exchanges of this  
Company in Tennessee

Issued: July 1, 1958

Effective: July 1, 1958

SECTION II  
GENERAL EXCHANGE SERVICE TARIFFS  
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Issued: July 1, 1958

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GENERAL EXCHANGE SERVICE TARIFFS  
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SECTION II  
GENERAL EXCHANGE SERVICE TARIFFS

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Issued: July 1,1958

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GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
APPLICATION AND EXPLANATION OF SYMBOLS

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
First Revised Sheet 7

A. APPLICATION

These tariffs apply to the General Telephone Exchange Services of United Telephone Company, (T)  
hereinafter referred to as the ‘Telephone Company’ or ‘Company’ in Exchanges of the Telephone (T)  
Company in Tennessee. In the event of any conflict between any rate, rule or regulation contained in  
these General Exchange Service Tariffs and any rate, rule or regulation contained in the Local  
Exchange Service Tariffs, the rate, rule or regulation contained in the Local Exchange Service Tariff  
Shall apply.

The provision of services and facilities, as provided herein, is subject to the General Rules and  
regulations of the Telephone Company, which General Rules and Regulations as they now exist or  
as they may be revised, added to or supplemented by superseding issues are hereby made a part of  
these General Exchange Service Tariffs.

These Tariffs cancel and supersede all other Tariffs of the Telephone Company issued and  
effective prior to the effective date of these Tariffs.

B. EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in increased rate.
- (M) Signifies re-location of unchanged tariff to a different page. (N)
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rate.
- (T) Signifies a change in text but no change in rates treatment or regulation.

ISSUED: 10/04/00

BY: \_\_\_\_\_

EFFECTIVE 11/03/00

HERBERT R. BIVENS, GENERAL MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICES TARIFF  
SECTION II

**A2. SERVICE CHARGES**

(T)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
2<sup>nd</sup> REVISED SHEET 8

**A2.1 Definitions**

The term Service Charge as specified herein and in other schedules of this Subscriber Service Tariff is defined as a non-recurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunications service, miscellaneous and supplemental equipment and other telephone facilities. Service Charges are categorized as (a) Service Ordering Charge, (b) Central Office Line Connection Charge, and (c) Premises Visit Charge.

(T)

(a) **SERVICE ORDERING CHARGE**

The term service ordering charge means the charge that applies per customer request for work performed by the Telephone Company in connection with the receiving, recording and processing of customer requests for service to be completed for the same account, at the same premises, at the same time.

(b) **CENTRAL OFFICE LINE CONNECTION CHARGE**

The term central office line connection charge means the charge that applies for arranging an exchange line to provide service between the central office and the customer's premises. The charge applies for work including but not limited to:

- (1) Making and changing connections in the central office.
- (2) Making and changing connections in distribution facilities between the central office and the customer's premises, including necessary cross connections and line and station transfers.

(c) **PREMISES VISIT CHARGE**

The term premises visit charge means the charge that applies for a visit to the customer's premises to perform work, other than disconnect work, requested by the customer. When more than one visit is necessary, for Telephone Company reasons, to complete the work, only one premises visit charge applies.

ISSUED: September 1, 2004

EFFECTIVE: October 1, 2004

By \_\_\_\_\_  
Herbert R. Bivens, General Manager  
UNITED TELEPHONE COMPANY



SUBSCRIBER SERVICES TARIFF  
SECTION II  
SERVICE CHARGES (Continued)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
2nd REVISED SHEET 9

\*D. PREMISE WIRING CHARGE

DELETED

\*E. JACK CHARGE

DELETED

Information on first-revised sheet 9 is hereby deleted from the Company Tariff since such information is no longer applicable.

ISSUED November 20, 1986

EFFECTIVE January 1, 1987

By \_\_\_\_\_  
William A. Wilson, Manager  
United Telephone Company

GENERAL EXCHANGE SERVICE TARIFF  
SECTION II

**A2. SERVICE CHARGES (Continued)** (T)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
4<sup>th</sup> REVISED SHEET 10

**A2.2 Regulations** (T)

Service charges are in addition to all other rates and charges that may be applicable for service and equipment provided by the telephone company.

**A2.3 Schedule of Charges** (T)

A2.3.1 Rates and Charges

A. Service Order Charge,  
per customer request:

	<u>Service Charge</u>		
	<u>Residence</u>	<u>Business</u>	
1. For connecting new or additional central office lines, moving or changing existing service and adding new or additional service:	\$ 8.50	\$ 8.50	(D)
2. Central office line connection charge, per central office line or trunk:	9.00	9.00	(D)
3. Premise visit charge, per customer request:	16.00	16.00	(I)

**A2.4. Reconnect Charge** (T)

When a Subscriber's service has been temporarily suspended/disconnected, as in the case of failure to pay the bill on demand, a reconnect charge shall apply. (T)

Reconnect Charge. . . . . \$17.50 (D)

ISSUED: November 1, 2004

EFFECTIVE: December 31, 2004

By \_\_\_\_\_  
Herbert R. Bivens, General Manager  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II

**A2. SERVICE CHARGES (Continued)**

(T)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
5th REVISED SHEET 11

**A2.5. Payment for Service**

(C)

- A. The subscriber is required to pay all charges for equipment, exchange services and facilities, and for toll messages (including charges for messenger service) in accordance with provisions contained elsewhere in these General Rules and Regulations. The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed. All charges due by the subscriber are payable at the Telephone Company's Business Office or at any agency duly authorized to receive such payments. If the subscriber does not pay or dispute the bill by the due date, the telephone company may send out a late notice and consider the account for disconnection of service(s). If the subscriber disputes a bill, the Telephone Company will investigate the bill and take appropriate action(s).
- B. The customer shall pay monthly in advance or on demand all charges for service, equipment, long distance charges, local message charges or billed local usage. The customer is responsible for payment of all charges for services furnished the customer, including charges for services originated or charges accepted at the customer's premises.
- C. Should service be suspended for nonpayment of charges, it will be restored upon payment of the charges applicable for restoration of service as provided in Section A2 of this Tariff.
- D. In its discretion, the Telephone Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any such or other charges due and unpaid or for the violation of the provision of this Tariff; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver to suspend or disconnect service for nonpayment of such account or of any other past due account.
- E. An administrative charge will be applied by the Telephone Company whenever a check or bank draft presented for payment for service is not accepted by the institution on which it is written. (C)
1. Returned check/bank draft (T)
- |         |         |     |
|---------|---------|-----|
|         | Rate    |     |
| a) Each | \$25.00 | (I) |
- F. Residence subscribers with overdue bill balances for their existing service, which has been temporarily suspended for nonpayment, who are unable to pay the charges in full may be allowed to retain their local service if they elect to have a full toll restriction placed on their existing service, at no charge, until the charges are paid. These customers may arrange to pay the outstanding balance in up to twelve (12) monthly installment payments.

ISSUED: September 1, 2004

EFFECTIVE October 1, 2004

By \_\_\_\_\_  
Herbert R. Bivens, General Manager  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICES TARIFF  
SECTION II  
INSIDE MOVES AND CHARGES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
1<sup>st</sup> REVISED SHEET 12

(RESERVED FOR FUTURE CHARGES)

ISSUED: April 7, 1981

EFFECTIVE: June 22, 1981

By \_\_\_\_\_  
William A. Wilson, General Manager  
United Telephone Company

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
DIRECTORY LISTINGS

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Third Revised Sheet 13

A. RESIDENCE LISTING

1. GENERAL

Generally, a residence listing consists of a surname, given name, or dual name and/or initials, and the telephone number. When a single name listing is requested by the subscriber, the company may require satisfactory evidence as to the validity of the requested name. The main listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party residing at the address where service is provided if so designated by the subscriber.

B. NON-PUBLISHED (PRIVATE) LISTING

1. GENERAL

- a. A non-published listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of a calling party. *However, 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 the necessary equipment for receiving and/or disclosing incoming names and/or telephone numbers.*
- b. An incoming call to a subscriber with a non-published listing will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

ISSUED: 09-15-94  
EFFECTIVE: 11-10-94

BY: \_\_\_\_\_  
HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

(C)

(C)

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
DIRECTORY LISTINGS

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Fourth Revised Sheet 14

B. NON-PUBLISHED (PRIVATE) LISTING (Cont'd)

1. GENERAL (Cont'd)

- c. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory for disclosing said number to any person shall attach to the Company. Where a non-published listing is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, firstly by the publication of non-published listing or the disclosing of said listing information to any person.
- d. For accounting purposes, the telephone number, name, and address of a subscriber with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service.
- e. The telephone number, name and address of the calling party may be displayed at a Public Safety Answering Point (PSAP) located on the premises of a customer subscribing to 911 Service, on a call-by-call basis only, for the purpose of responding to emergency calls from non-published numbers. The subscriber waives any privacy interest in his telephone number, name and address in connection with E911 service.

2. RATE APPLICATION

Non-Published Listing	Monthly Rate	
a. Each	\$0.00	(D)

ISSUED: November 1, 2004

BY: \_\_\_\_\_

EFFECTIVE: December 31, 2004

Herbert R. Bivens, General Manager  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION 11  
DIRECTORY LISTINGS

UNITED TELEPHONE COMPANY, INC.  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 14A

C. NON-LISTED (SEMIPRIVATE) LISTING

1. GENERAL

- a. Non-listed listing is not listed in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon the request of a calling party.
- b. The acceptance by the Company of the subscriber's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- c. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed listing.
- d. The telephone number, name and address of the subscriber may be disclosed in Connection with E911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with E911 service.

(C)

(C)

2. RATE APPLICATION

Non-Listed Listing	Monthly Rate
a. Each	\$2.00

ISSUED: 09-15-94

BY: \_\_\_\_\_

EFFECTIVE: 11-10-94

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
DIRECTORY LISTINGS

UNITED TELEPHONE COMPANY, INC.  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Second Revised Sheet 15

D. ADDITIONAL DIRECTORY LISTINGS (EXTRA LISTINGS)

1. GENERAL

- a. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Listing charges date from the day the directory assistance records are posted. (C)
- b. Listing charges are automatically discontinued upon termination of the service or upon the removal of the listing.
- c. A residence additional listing may be furnished in the names of relatives, including those by marriage, domestic employees if the subscriber, or other persons residing in the subscriber's home who are recognized as a part of domestic establishment.

2. RATE APPLICATION

	Monthly Rate
a. Each	\$1.00

(C)

ISSUED: 09-15-94  
EFFECTIVE: 11-10-94

BY: \_\_\_\_\_  
HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY



GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES (Continued)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
2<sup>nd</sup> Revised Sheet 16

E. JACK AND PLUG EQUIPMENT

Information contained under this heading is hereby deleted from the Company Tariffs since it is no longer applicable.

F. JOINT USERS

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	Fifty per cent of individual business line rate computed to the nearest multiple of 25¢ but if computed rate is 12½¢ more than such multiple, the next higher multiple is used.
-------------------------------------	---

Residence	Fifty per cent of individual residence line rate computed to the nearest multiple of 25¢ but if computed rate is 12½¢ more than such multiple, the next higher multiple is used.
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ISSUED: November 20, 1986

EFFECTIVE: January 1, 1987

By \_\_\_\_\_  
William A. Wilson, Manager  
United Telephone Company

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
2nd REVISED SHEET 17

G. KEY EQUIPPED HANDSETS

\* Information on original sheet 17 effective July 1, 1958 is hereby deleted from the Company Tariffs since it is no longer applicable.

H. LINE EQUIPMENT FOR COMMON BATTERY OPERATION IN MAGNETO  
I. EXCHANGES – AUXILIARY ADAPTER COIL.

\* Information on original sheet 17 effective July 1, 1958 is hereby deleted from the Company Tariffs since it is no longer applicable.

I. LOCAL MESSAGES

(C)

\* Information on first revised sheet 17 effective January 1, 1987 is hereby deleted from the Company Tariffs since it is no longer applicable.

ISSUED: 03/07/97

EFFECTIVE 04/15/97

BY \_\_\_\_\_

HERBERT BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES AND FACILITIES (Continued)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
2<sup>nd</sup> Revised Sheet 18

\*J. LONG CORDS

\* The information on first revised sheet 18 is hereby deleted from the Company Tariffs since it is no longer applicable.

K. MILEAGE CHARGES

1. For one party service furnished outside the Base Rate Area but within the exchange area, Zone Charges apply. These charges are shown in Section II of the General Exchange Service Tariffs, Page 39. The zone charges are in addition to the rates specified in the Local Exchange Service Tariffs for one party service.

ISSUED: November 20, 1986

EFFECTIVE: January 1, 1987

By \_\_\_\_\_  
William A. Wilson, Manager  
United Telephone Company

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES AND FACILITIES (Continued)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
First Revised Sheet - 19

K. MILEAGE CHARGES (continued)

2. For extension stations or P.B.X. stations located on premises other than those on which the main station or P.B.X. switchboard are located or beyond the distances specified in other parts of these Tariffs, the following Mileage Charges apply. These charges cover the additional facilities required and are in addition to the rate specified for the local service.

a.	Extension or P.B.X. station line, each one-quarter mile or fraction thereof.	<u>Monthly</u> .70
----	---	-----------------------

3. All measurements are on route of circuit basis.

\*L. OPERARTOR SETS

\* Information on original sheet 19, effective July 1, 1958, is hereby deleted since it is no longer applicable.

ISSUED: November 20, 1986

EFFECTIVE: January 1, 1987

By \_\_\_\_\_  
William A. Wilson, Manager  
United Telephone Company

GENERAL EXCHANGE SERVICE TARIFF  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Second Revised Sheet 20

M. PRIVATE LINES (LOCAL)

1. The Telephone Company will furnish and maintain Private Lines, where facilities are available and within the Exchange Area, for telephone communications between stations not connected to the exchange switchboard.
2. If any of the circuit required to furnish service is outside the Base Rate Area, such circuit is furnished in accordance with the regulations contained under "Construction Charges" in the General Rules and Regulations.
3. The following rates apply:

	<u>Monthly</u>
a. For the initial one-half mile of circuit or fraction thereof, circuit measurement	\$5.00
b. For each additional one-fourth mile of circuit or fraction thereof, circuit measurement	\$1.00

N. PRIVATE LINE EDUCATION SERVICES

(N)

1. The Telephone Company will furnish and maintain high capacity DS1 private line (1.544 Megabits per second) services used for providing two-way interactive video for distance learning applications.
2. These rates will apply to any institutions eligible for accreditation by the Southern Association of Secondary Schools and Colleges.
3. The following rates apply:

	<u>MONTHLY</u>
Local Channel	\$70.00 per channel
Interoffice (I/O)	53.00 fixed
	11.50 per I/O mile

(N)

ISSUED: 10/23/91

EFFECTIVE: 01/01/92

By \_\_\_\_\_  
HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Third Revised Sheet 21

O. IN-CLASSROOM COMPUTER ACCESS SERVICE

I. GENERAL

- A. This tariff offering provides local telephone lines for the in-classroom use of computers and modems to access various informational databases and shared educational programs as well as accessing students in other classrooms for the purpose of sharing information and ideas with other teachers in an effort to enhance the educational experience of the students.
- B. This access line shall not be used to replace existing administrative lines.
- C. Directory Listings will not be provided for these lines.
- D. Non-recurring charges are to be billed at residence rates.
- E. All rules and regulations that appear in other sections of this tariff apply unless otherwise stated herein.

II. REGULATIONS

- A. This offering is available to full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools.

III. RATES AND CHARGES

- A. The monthly recurring access line rate applies to each In-Classroom Computer Access Service line:

MONTHLY

Access line rate.....\$12.44

(N)

(N)

ISSUED: 01/20/98

BY \_\_\_\_\_

EFFECTIVE: 01/20/98

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLENEOUS SERVICES AND FACILITIES (continued)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
First Revised Sheet 22

\*P. RETRACTILE HANDSET CORDS

\*DELETED

\* Information under this heading contained on original sheet 22 and effective July 1, 1958, is hereby deleted since such is no longer available.

Q. SPECIAL CIRCUITS

1. Local loops used in connection with interexchange facilities for either Private Line Telephone Service, Private Line Teletypewriter Service, Teletypewriter Exchange Service, and Private Line Morse Service will be furnished where facilities are available, at the Business Individual line rate.
  - a. An installation charge equal to the cost of labor required to install such loops applies to each loop in lieu of a Service Connection Charge. The minimum installation charge will be \$10.00.

ISSUED: November 20, 1986

EFFECTIVE: January 1, 1987

By: \_\_\_\_\_  
William A. Wilson, Manager  
United Telephone Company

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES AND FACILITIES (Continued)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 23

Q. SPECIAL CIRCUITS (Continued)

2. Channels for services not specifically named elsewhere in these Tariffs, and for purposes other than telephonic communication, will be furnished where facilities are available and where in the judgement of the Telephone Company the use to be made of such Channels is not contrary to regulations.

	Monthly Rates
a. Channels for P.B.X. tie lines, or alarm circuits, and like purposes, first mile or fraction thereof-circuit measurement	\$5.00
Each additional one-quarter mile or fraction thereof	\$1.00
b. Channels, for use in connection with interexchange facilities for Radio Broadcasts; channels between pick-up points and a Radio Station or Studio, between a Radio Station and Studio, between Studio and/or Station and Transmitter, first one quarter mile or fraction thereof airline measurement	\$3.50
Each additional one-quarter mile or fraction thereof	\$1.25

Note: If the use to which these Channels are to be put requires that they be equalized or balanced, the initial equalization or balancing and future adjustments shall be done by the subscriber, or if done by the Telephone Company, the cost thereof will be billed to the subscriber.

- c. The Telephone Company does not hold itself out to furnish Channels with a transmission level of a better grade than circuits used for normal telephonic communication and will do so only if physically and economically practicable from the Company's standpoint.
- d. The subscriber must agree that the volume of electrical input on such Channels will be maintained at a level sufficiently low so as not to cause interference with other services of the Telephone Company.
- e. An installation charge equal to the cost of labor required to install such Channels applies to each Channel in lieu of a Service Connection Charge. The minimum installation charge will be \$10.00

Issued: July 1, 1958

Effective: July 1, 1958



GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLENEOUS SERVICES AND FACILITIES (continued)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
First Revised Sheet 24

\*R. SPECIAL PURPOSE HANDSETS

\*DELETED

\* The information contained on Original Sheet 24, effective July 1, 1958, is hereby deleted from the Company Tariffs since such is no longer applicable.

ISSUED: November 20, 1986

EFFECTIVE: January 1, 1987

By \_\_\_\_\_

William A. Wilson, Manager  
United Telephone Company

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES AND FACILITIES (continued)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 25

S. SPECIAL REVERSE CHARGE TOLL SERVICE

1. Special reverse Charge Toll Service provides a service whereby a subscriber in one exchange arranges that patrons in one or more other exchanges may call him without toll charges and without requesting reversal of charge.
2. The Telephone Company assigns and lists in the directory a special call number designation for the use of patrons in each exchange in which the service is to be furnished. One directory listing for each such exchange is provided without extra charge.
3. Directory listings in connection with the service ordinarily will include the name of the subscriber, his business designation, his city, his special number, and instruction to ask Long Distance for the special number. Where the subscriber so desires, the phrase "No Toll Charge" may also be included.
4. Calls for the special number designation are accepted only when originated at telephones located in the exchange to which the special number has been assigned and only those calls to the special number are considered as coming within the scope of the service. Calls for the special number are completed to the designated telephone in the other exchange without, so far as possible, the calling party being aware that the calls are being established to another place.
5. Subscribers to Special Reverse Charge Toll Service must assume all charges for completed calls made to their special numbers. Each completed call made in connection with this service is charged for at the established rate for a completed sent-paid station-to-station call.

Monthly  
Rate

The charge, payable in advance, in addition to toll charges,  
for each exchange in which a special Reverse Charge Toll  
Service number assigned is

\$3.50

Issued: July 1, 1958

Effective: July 1, 1958

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICE & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Fifth Revised Sheet 26

T. SPECIAL BLOCKING OF TOLL SERVICE (Customized Code Restrictions) (C)

I. GENERAL

Customized Code Restriction is a service that enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various types of restrictions and is available to basic exchange customers with individual line residence or business service or PBX trunks. (C)

II. REGULATIONS (N)

Customized Code Restrictions are furnished only when central offices are equipped to provide this service. Customized Code Restriction does not provide restriction of non-chargeable calls to Company numbers, such as repair service, public emergency service numbers, (911), or 1+800 calling. Subscribing to Customized Code Restriction does not relieve customers of responsibility for call charges to their number.

III. OPTIONS

1. All incoming calls (deny termination)
2. All long distance direct dialed restriction
3. 900 and 976 Block – TRA Rule 1220-4-2-.58 (9)
4. International Block – TRA Rule 1220-4-2-.58 (9)
5. Pic Freeze – TRA Rule 1220-4-2-.56 (13) (a) (1-3)

Subscribers who wish to reduce the chance of a change in their local exchange carrier, intralata and/or interlata toll service provider(s) without their express written or verbal consent may request, at no charge, to have their preferred carrier selection frozen to their carrier of choice. Preferred Carrier Freezes shall be implemented or removed by one of the following three methods: (N)

ISSUED: 10/04/00

BY \_\_\_\_\_

EFFECTIVE: 11/03/00

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICE & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Original Sheet 26A

T. SPECIAL BLOCKING OF TOLL SERVICE (Customized Code Restrictions) (cont'd) (N)

III. OPTIONS (cont'd)

5. PIC Freeze (cont'd)

- a. In written form by the use of a Letter of Agency (LOA) that must conform with Rule 1220-4-2-56 (2)(a), The Tennessee Verification of Orders for Changes of Long Distance Carrier; or Verbally, with subscriber and the Company; or
- b. Verbally with a three-way conference call between the Company, the subscriber, and the preferred carrier.

6. Third Party Blocking-TRA Rule 1220-4-2-58 (4)(5)

This service will give the subscriber the ability to better prevent unauthorized charges appearing on his or her telephone bill<sup>1</sup> by not allowing a third party service provider i.e.; ISP, voice mail service, etc., the ability to place monthly recurring charges on the customer's bill without proper verification. The method of verifying charges for customers with the third party block is described below:

- a. The third party service provider i.e.; ISP, alarm company, etc. shall not submit charges to the Company without first obtaining a letter of authorization ("LOA") from an authorized individual for the telephone account. The LOA shall include the name and address of the company providing the service, a description of the service, an itemization of the cost including whether the charge is one-time or a recurring fee and a statement confirming that the person signing up for the service is an authorized individual for the telephone service.

<sup>1</sup>The Company does not guarantee that by placing a freeze/ third party block on the subscriber's account that the preferred carrier/ third party block information cannot be changed without the subscriber's consent. The Company shall not be liable for any damages that may occur if changes are made without the subscriber's consent as long as the Company has fully complied with the requirements specified in Rule 1200-4-2.56 (2) and Rule 1220-4-2-58 (4)(5).

Note: This offering in no way nullifies the carrier or third party provider's responsibility pursuant to the rules and regulations.

(N)

ISSUED: 10/04/00

BY \_\_\_\_\_

EFFECTIVE: 11/03/00

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICE & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Original Sheet 26B

T. SPECIAL BLOCKING OF TOLL SERVICE (Customized Code Restriction) (cont'd)

(N)

III. OPTIONS (cont'd)

1. Third Party Blocking (cont'd)

- a. The LOA shall not be combined with inducements of any kind on the same document. A copy of the LOA must be provided to the Company, as authority from the customer to place a monthly recurring charge on his or her telephone bill. The Company will not remove a third party block without first calling the subscriber and obtaining his or her verbal approval.
- b. Subscribers who wish to establish or cancel the third party block may by calling the Company Business Office. Personal information will be verified to confirm calling party.

IV. SERVICE CONNECTION CHARGES

1. Service Order Charges apply to the following: Deny Termination, Distance Direct Dial, and Third Party Block.
2. The following are added at no charge: 900, 976, International, and PIC Freeze.

V. RECURRING MONTHLY CHARGES

	Res	Bus
1. All incoming (Deny Termination)	3.00	4.00
2. All long distance direct dial (DDD)	3.00	4.00
3. 900 and 976 Block	0.00	0.00
4. International Block	0.00	0.00
5. PIC Freeze	0.00	0.00
6. Third Party Blocking	0.00	0.00

Options 1-6 are not to be considered all-inclusive. Codes may be added as deemed appropriate by the Company.

(N)

ISSUED: 10/04/00

BY \_\_\_\_\_

EFFECTIVE: 11/03/00

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICE & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
1<sup>st</sup> Revised Sheet 26C

(D)

(D)

ISSUED: 03-06-2012

BY \_\_\_\_\_

EFFECTIVE: 05-01-2012

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
3rd Revised Sheet 27

T. CUSTOM CALLING SERVICES

I. GENERAL

- A. Custom calling services consist of optional service features for use in connection with a customer's local exchange service.
- B. Custom calling services may be associated with residence and business individual line service excluding payphone access line service. (C)
- C. Custom calling services require special facilities and are normally provided where the exchange area is served with a digital switching office. These services are offered only where such facilities are available.

II. FEATURES

A. CALL FORWARDING

Call forwarding is an arrangement whereby incoming local calls may be transferred to another telephone by signaling a prefix code and the telephone number of the service to which calls are to be transferred. The "forward to" number may be changed as desired.

B. CALL WAITING

Call waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by touching the hookswitch, is able to have alternative conversation between parties.

C. THREE-WAY CALLING

Three-way calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. Conference calls made with this service are subject to transmission limitations.

ISSUED: 03/07/97

EFFECTIVE: 04/15/97

BY \_\_\_\_\_

HERBERT R. BIVENS, GENERAL MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
3rd Revised Sheet 28

V. CUSTOM CALLING SERVICES (Continued)

II. FEATURES (Cont'd)

D. ABBREVIATED DIALING (SPEED CALLING)

Abbreviated Dialing permits the customer to make calls to preselected numbers by dialing one (1) digit, using codes 2 through 9. Preselected numbers can be changed

E. TEEN SERVICE (Distinctive Ringing)

Teen Service allows a customer to have a second number assigned to his existing line without having a second access line. One number will have 1 long ring and the other number will have 2 short rings so the subscriber can distinguish which number is being called. An example of this service would be that parents could provide a number for their teenage children without the expense of providing another access line.

F. DO NOT DISTURB

Do Not Disturb is an arrangement whereby a subscriber, by dialing an access code, can deny all calls to their number. The calling party will receive a recorded message to the effect that the called party is not receiving calls at this time. If the calling party knows the correct code, which can be given out by the subscriber, they may dial the code after they get the recorded message and the call will be completed.

G. WAKE-UP SERVICE, AUTOMATIC

Wake-Up Service allows a subscriber to dial an access code, receive second dial tone and then dial a time at which a wake-up call is desired. At the entered time, a call; is automatically originated to that line and, when the call is answered, a tone or optionally an announcement, is applied to the line. The desired time must be entered in 24 hour format, e.g., 6:30 p.m. is 1830. The subscriber can cancel or change a wake-up request once it is entered. The Request must be entered daily.

(M)

(M)

(M) was originally on Sheet 29

ISSUED: 03-06-2012

BY \_\_\_\_\_

EFFECTIVE: 04-01-2012

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY



GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLENEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
3rd Revised Sheet 28A

V. CUSTOM CALLING SERVICES (Continued)

III. RATES

	PER MONTH PER LINE EQUIPPED		(M)
	RESIDENT	BUSINESS	
ONE SERVICE	\$2.25	\$2.50	
TWO SERVICES	3.75	4.25	
THREE SERVICES	5.25	6.00	
FOUR SERVICES	6.75	7.75	
FIVE SERVICES	8.25	9.50	
SIX SERVICES	9.75	11.25	
SEVEN SERVICES	11.25	13.00	

NOTE: The above rates are in addition to any applicable charges for telephone service  
Contained elsewhere in this Tariff.

(M)

(M) was originally on Sheet 29

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BY \_\_\_\_\_

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WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLENEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
3rd Revised Sheet 28B

W. JURISDICTIONAL VOIP TRAFFIC (N)

I. OBLIGATIONS OF THE CUSTOMER

A. JURISDICTIONAL REPORT REQUIREMENTS

1. IDENTIFICATION AND RATING OF TOLL VOIP-PSTN TRAFFIC

a. SCOPE

VoIP-PSTN Traffic is defined as traffic exchanged Between the Telephone Company end user and the Customer in time division multiplexing (“TDM”) format that originates and /or terminates in Internet protocol (“IP”) format. This section governs the identification of Toll VoIP-PSTN Traffic that is required to be compensated at interstate access rates (unless the parties have agreed otherwise) as directed by the Federal Communications Commission in its Report and Order in WC Docket Nos.10-90, etc., FCC Release No. 11-161 (November 18, 2011) (“FCC Order”). Specifically, this section establishes the method of separating Toll VoIP-PSTN Traffic from the customer’s traditional intrastate access traffic, so that such traffic can be billed in accordance with FCC Order.

b. RATING OF TOLL VOIP-PSTN TRAFFIC

The Toll VoIP-PSTN Traffic identified in accordance with this tariff section will be billed at rates equal to the Telephone Company’s applicable tariffed interstate switched access rates as specified in the Telephone Company’s applicable federal access tariff.

(N)

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BY \_\_\_\_\_

EFFECTIVE: 04-01-2012

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLENEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
3rd Revised Sheet 28C

W. JURISDICTIONAL VOIP TRAFFIC (Continued) (N)

I. OBLIGATIONS OF THE CUSTOMER (Cont'd)

A. JURISDICTIONAL REPORT REQUIREMENTS (Cont'd)

1. IDENTIFICATION AND RATING OF TOLL VOIP- PSTN TRAFFIC

c. CALCULATION AND APPLICATION OF PERCENT-VOIP-USAGE FACTOR

1. The Telephone Company will determine the number of originating intrastate Toll VoIP-PSTN Traffic minutes of use (MOU) to which interstate rates will be applied under (2), preceding, by applying an originating Percent VoIP Usage (PVU) factor to the total intrastate access MOU originated by a Telephone company end user and delivered to the customer.
2. The Telephone Company will determine the number of terminating intrastate Toll VoIP-PSTN Traffic minutes of use (MOU) to which interstate rates will be applied under (2), preceding, by applying a terminating PVU factor to the total intrastate MOU terminated by a customer to the Telephone Company's end user.
3. The customer will calculate and furnish to the Telephone Company an originating PVU factor (along with the supporting documentation as specified in (C)(3)(f) below) representing the whole number percentage of the customer's total originating intrastate access MOU that the customer receives from the Telephone Company and that is terminated in IP format and that would be billed by the Telephone Company as intrastate originating access MOU.

(N)

ISSUED: 03-06-2013

BY \_\_\_\_\_

EFFECTIVE: 04-01-2013

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE CO.

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLENEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
3rd Revised Sheet 28D

W. JURISDICTIONAL VOIP TRAFFIC (Continued) (N)

I. OBLIGATIONS OF THE CUSTOMER (Cont'd)

A. JURISDICTIONAL REPORT REQUIREMENTS (Cont'd)

1. IDENTIFICATION AND RATING OF TOLL VOIP-PSTN TRAFFIC

c. CALCULATION AND APPLICATION OF PERCENT-VOIP-USAGE FACTOR (Cont'd)

4. The customer will calculate and furnish to the Telephone Company a terminating PVU factor (along with the supporting documentation) representing the whole number percentage of the customer's total terminating intrastate access MOU that the customer sent Telephone Company and which originated in IP format and that would be billed by the Telephone Company as intrastate terminating access MOU.
5. The customer shall not modify their reported PIU factor to account for VoIP-PSTN Traffic.
6. Both the customer provided originating PVU factor and the terminating PVU factor shall be based on information such as the number of the customer's retail VoIP subscriptions in the state (e.g. as reported on F.C.C. Form 477), traffic studies, actual call detail or other relevant and verifiable information.
7. The customer shall retain the call detail, work papers, and information used to develop the PVU factors for a minimum of two years.
8. If the Customer does not furnish the Telephone Company with a PVU factor, the Telephone Company will utilize a PVU factor equal to zero.

(N)

ISSUED: 03-06-2012

BY \_\_\_\_\_

EFFECTIVE: 04-01-2012

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
3rd Revised Sheet 29

V. JURISDICTIONAL VOIP TRAFFIC (Continued) (N)

I. OBLIGATIONS OF THE CUSTOMER (Cont'd)

A. JURISDICTIONAL REPORT REQUIREMENTS (Cont'd)

1. IDENTIFICATION AND RATING OF VOIP-PSTN TRAFFIC

d. INITIAL PVU FACTOR (M)

1. If the customer provides the PVU factors to the Telephone Company by April 15, 2012, the Telephone Company will retroactively adjust the Customer's bills to reflect the PVU as of December 29, 2011. If the Customer does not Provide PVU factors by April 15, 2012, the Telephone Company will set the PVU factors Equal to zero. (M)

2. If the PVU factors cannot be implemented in the Telephone Company's billing system by December 29, 2011, once the factors can be Implemented, the Telephone company will Adjust the customer's bills retroactively to reflect The PVU factors provided by the customer to the Telephone Company prior to April 15, 2012. (M)

3. The Telephone Company may choose to provide Credits based on the reported PVU factors on a Quarterly basis until such time as billing system Modifications can be implemented. (M)

(M) moved to sheet 28  
(M) moved to sheet 28 A

(N)

ISSUED: 03-06-2012

BY \_\_\_\_\_

EFFECTIVE: 04-01-2012

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 29A

W. JURISDICTIONAL VOIP TRAFFIC (Continued) (N)

I. OBLIGATIONS OF THE CUSTOMER (Cont'd)

A. JURISDICTIONAL REPORT REQUIREMENTS (Cont'd)

1. IDENTIFICATION AND RATING OF VOIP-PSTN TRAFFIC

e. PVU FACTOR UPDATES

The customer may update the PVU factors quarterly using the method set forth in subsection (3) (c) & (3)(d), preceding. Any updated PVU factors shall be forwarded to the Telephone Company no later than 15 days after the first day of January, April, July and/or October of each year. The revised PVU factors shall be based on data for the prior three months, ending the last day of December, March, June and September, respectively. The revised PVU factors will serve as the basis for future billing, and will be effective on the bill date of each such month, and shall serve as the basis for subsequent monthly billing until superseded by new PVU factors. No prorating or back billing will be done based on the updated PVU factors.

f. PVU FACTOR VERIFICATION

Not more than four times in any year, the Telephone Company may request from the customer an overview of the process used to determine the PVU factors, the call detail records, description of the method for determining how the end user originates and terminates calls in IP format, and other information used to determine the customer's PVU factors furnished to the Telephone Company in order to validate the PVU factors supplied. The customer shall comply, and shall reasonably supply the requested data and information within 15 days of the Telephone Company's request.

(N)

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BY \_\_\_\_\_

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WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 29B

W. JURISDICTIONAL VOIP TRAFFIC (Continued) (N)

I. OBLIGATIONS OF THE CUSTOMER (Cont'd)

A. JURISDICTIONAL REPORT REQUIREMENTS (Cont'd)

1. IDENTIFICATION AND RATING OF VOIP-PSTN TRAFFIC

f. PVU FACTOR VERIFICATION

2. The Telephone Company may dispute a customer's PVU factor in writing based upon:

- A review of the requested data and information provided by the customer,
- The Telephone Company's reasonable review of other market information, F.C.C. reports on VoIP lines, such as F. C.C. Form 477 or state level results based on the F. C. C. Local Competition Report or other relevant data.
- A change in a reported PVU factor by more Than five percentage points from the preceding submitted factor.

3. If after review of the data and information, the customer and the Telephone Company establish a revised PVU factor, the Telephone Company may apply the revised PVU factor retroactively to the beginning of the quarter. (N)

ISSUED 03-06-2012

BY \_\_\_\_\_

EFFECTIVE 04-01-2012

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 29C

W. JURISDICTIONAL VOIP TRAFFIC (Continued) (N)

I. OBLIGATIONS OF THE CUSTOMER (Cont'd)

A. JURISDICTIONAL REPORT REQUIREMENTS (Cont'd)

1. IDENTIFICATION AND RATING OF VOIP-PSTN TRAFFIC

f. PVU FACTOR VERIFICATION

4. If the dispute is unresolved, the Telephone Company may initiate an audit. The Telephone Company shall limit audits of the customer's PVU factor (s) to no more than twice per year. The customer may request that the audit be conducted by an independent auditor. In such cases the associated auditing expenses will be paid by the customer.
  - In the event that the customer fails to provide adequate records to enable the Telephone Company or an independent auditor to conduct an audit verifying the customer's PVU factor (s), the Telephone Company will bill the usage for all contested periods using the most recent undisputed PVU factor (s) reported by the customer. The PVU factor (s) will remain in effect until the audit can be completed.
  - During the audit, the most recent undisputed PVU factor (s) from the previous reporting period will be used by the Telephone Company.

(N)

ISSUED 03-06-2012

BY \_\_\_\_\_

EFFECTIVE 04-01-2012

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY



GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 29D

W. JURISDICTIONAL VOIP TRAFFIC (Continued) (N)

I. OBLIGATIONS OF THE CUSTOMER (Cont'd)

A. JURISDICTIONAL REPORT REQUIREMENTS (Cont'd)

1. IDENTIFICATION AND RATING OF VOIP-PSTN TRAFFIC

f. PVU FACTOR VERIFICATION

4. (Cont'd)

- The Telephone Company will adjust the customer's PVU factor(s) based on the results of the audit and implement the revised PVU factor(s) in the next billing period or quarterly report date, whichever is first. The revised PVU factor(s) will apply for the next two quarters before new factors(s) can be submitted by the customer.
- If the audit supports the customer's PVU factor(s), the usage for the contested periods will be retroactively adjusted to reflect the customer's audited PVU factor(s).

(N)

ISSUED 03-06-2012

BY \_\_\_\_\_

EFFECTIVE 04-01-2012

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
5th Revised Sheet 30

(D)

(D)

Note: Text previously appearing on this page has been deleted in its  
Entirety since the information shown is no longer applicable.

ISSUED: 04-01-2012

BY \_\_\_\_\_

EFFECTIVE: 08-01-2012

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPAN

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE  
AUTHORITY

TENNESSEE  
REGULATORY

2nd Revised Sheet 30A

I. LIFELINE ASSISTANCE PROGRAM

A. GENERAL

1. This Lifeline Program is a jointly sponsored telephone assistance program designed to make telephone service available at reduced rates to eligible residential customers.
2. Eligible customers will receive a Federal Lifeline Service Credit plus a state Lifeline Service Credit of (\$3.50) (1).
3. The Lifeline Program discount on basic local exchange access service shall apply only to residential access lines.
4. Nothing in this section shall prohibit a customer otherwise eligible to receive the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services. (C)
5. The Lifeline Program rate reduction does not apply to service connection charges
6. Lifeline Program rate reductions do not apply to long distance service, 976 and other information provided services, or any other services (i.e., Custom Calling Features, Push Button Dialing, construction, etc.) which may or may not be tariffed. Customers may obtain such services, where available, at their discretion, although the Lifeline Program reduction does not apply.
7. Lifeline Program service will not be available on a retroactive basis.
8. Toll blocking functionality is offered at no service connection or monthly charge to those Lifeline customers who request this service.
9. A customer deposit may be required if a lifeline customer subscribes to Services other than local access. (C)

Note (1): The amount of credit will not exceed the charge for local service, which includes the access line, touchtone, the subscriber line charge (SLC) and Local usage.

ISSUED: 04-01-12

BY \_\_\_\_\_

EFFECTIVE: 08-01-12

WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
1<sup>st</sup> Revised Sheet 30B

I. LIFELINE ASSISTANCE PROGRAM (Continued)

B. ELIGIBILITY REQUIREMENTS

1. The discounted service will be provided for one (1) telephone line per household, at the subscriber's principle place of residence.
  - a. Lifeline Residence Service is available only to individuals who participate in or qualify for one of the following specified programs as certified by the Tennessee Department of Human Services: (C)
    - Food Stamps (SNAP Benefits) -Medicaid
    - Supplemental Security Income (SSI) –National School Lunch Free Lunch Program
    - Temporary Assistance to Needy Families (TANF) Families First
    - Federal Public Housing Assistance/ Section 8
    - Low Income Energy Assistance Program (LIHEAP)
    - Total Household Income at or below 135% of the Federal Poverty Guidelines

C. RESTRICTIONS

1. Lifeline benefit will only be provided to one service per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers. (C)
2. No Lifeline customer will be disconnected from Local Service for non- payment of toll charges. (C)

D. RECERTIFICATION

1. Customers must recertify on an annual basis that they continue to qualify for the discounted service.
2. Lifeline customer acknowledges that he/she may be required to re-certify continued eligibility for Lifeline at any time and failure to re-certify will result in de-enrollment and termination of benefits. (C)

E. SERVICE CONNECTION CHARGES

1. Service connection charges do not apply to eligible customers with existing residential service converting to the Lifeline Program.
2. Regular Service Connection Charges will apply when;
  - a. Existing eligible residential local exchange access service customers request special custom calling features at the time Lifeline Program billing is initiated.
  - b. A customer receiving Lifeline Program billing voluntarily elects to convert to telephone service arrangements which preclude Lifeline Program eligibility.
  - c. New residential applicants (those without existing local exchange access service) eligible for Lifeline Program apply for service. (C)

ISSUED: 04-01-2012  
EFFECTIVE: 08-01-2012

BY: \_\_\_\_\_  
WILLIAM H. BRADFORD, PRESIDENT AND CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Second Revised Sheet 31

A. GENERAL

1. Advanced Calling Services (ACS) consist of a group of capabilities that use industry-standard protocols to efficiently manage call flow. This call management is possible only when the calling party's telephone number can be delivered from the central office originating the call to the terminating central office serving the called party. ACS features are optional services offered in addition to regular exchange service.
2. To use Advanced Calling Services, customers must dial a specific designated activation code (except Caller ID).
3. ACS features will be functional under the following conditions:
  - a. When both the originating customer and the call terminating customer are served from the same central office.
  - b. When both the call originating customer and the call terminating customer are served from different central offices equipped for ACS and are linked by appropriate facilities.
4. Advanced Calling Services may not function when call originate from or terminate to equipment not suitably equipped for Advanced Calling Services.
5. The Telephone Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failures, or malfunctions of ACS Services or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Telephone Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

(N)

(N)

ISSUED: 09-15-94  
EFFECTIVE: 1-01-98

BY: \_\_\_\_\_  
HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
ADVANCED CALLING SERVICES

UNITED TELEPHONE COMPANY, INC.  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 31A

B FEATURE DESCRIPTION

(N)

Advanced Calling Services are optional telephone service arrangements which provide one or more of the following features.

1. REPEAT DIALING

Enables the customer to automatically redial the last outgoing telephone number dialed. When the recalled telephone number is busy, the telephone company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation.

2. CALL RETURN

Enables the customer to automatically redial the telephone number of the most recent incoming call. The telephone company's equipment will make repeated attempts to establish the call, for a thirty (30) minute period beginning with the customer's activation of Call Return if the telephone number for the most recent incoming call. The feature cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multiline hunting groups.

3. CALL TRACE

Enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating call. If a trace is successful, the telephone company's equipment will record the telephone directory number, date, and time of the call. The results of the trace will not be provided to the customer directly. For further action to be taken, the customer is required to contact the telephone company Business Office during normal working hours and work days. Call Trace detail will be retained by the company and made available for 10 business days after the trace has been initiated. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

(N)

ISSUED: 09-15-94

BY: \_\_\_\_\_

EFFECTIVE: 10-18-94

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
ADVANCED CALLING SERVICES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Second Revised Sheet 31B

B. FEATURE DESCRIPTION (Cont'd)

4. CALLER ID - Basic (Number Delivery)

(T)

Allows the customer to view on a display unit the calling party's directory number on incoming calls. The calling number will be delivered to the called party's Customer Premises Equipment (CPE). The directory number is transmitted during the silent interval between the first and second ring of the called party's line. A Caller ID Display Device (an unregulated service, not included in this filing) is required to display the calling party's telephone number

Any customer subscribing to Caller-ID-Basic will be responsible for the provision, installation, repair and technical capability of a display device to function with the feature specified herein which will be located on the customer's premises. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

An originating caller's directory number may not transmit to the called party under the following conditions:

- a. The calling number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's number. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.
- b. If the called party answers the incoming call during the first ring interval.
- c. Identification of specific stations or extensions served by a PBX or Key System (Multi-Line Hunt Group) is not possible. The main directory number of the PBX or Key System will be displayed.
- d. The calling number will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.
- e. The calling number will not be displayed if the calling party subscribes to and/or has activated Calling Number Delivery Blocking (Caller ID Blocking) as described in B.10 or B.11 following.

(T)

ISSUED: 10-10-97

BY: \_\_\_\_\_

EFFECTIVE: 11-10-97

HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
ADVANCED CALLING SERVICES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Original Sheet 31B.1

B. FEATURE DESCRIPTION (Cont'd)

4.A. CALLER ID - Deluxe (Name and Number Delivery)

(N)

Allows the customer to view on a display unit the calling party's directory name and directory number on incoming calls. The calling name and number will be delivered to the called party's Customer Premises Equipment (CPE). The directory name and number is transmitted during the silent interval between the first and second ring of the called party's line. Where facilities permit Caller-ID-Deluxe, the Anonymous Call Rejection (ACR) feature is allowed. The use of ACR is described in B.9 following. A Caller ID Display Device (an unregulated service, not included in this filing) is required to display the calling party's name and telephone number.

Any customer subscribing to Caller-ID-Deluxe will be responsible for the provision, installation, repair and technical capability of a display device to function with the feature specified herein which will be located on the customer's premises. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

An originating caller's directory name and number may not transmit to the called party under the following conditions:

- a. The calling number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's number. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.
- b. If the called party answers the incoming call during the first ring interval.
- c. Identification of specific stations or extensions served by a PBX or Key System (Multi-Line Hunt Group) is not possible. The main directory number of the PBX or Key System will be displayed.
- d. The calling number will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.
- e. The calling number will not be displayed if the calling party subscribes to and/or has activated Calling Number Delivery Blocking (Caller ID Blocking) as described in B.10 or B.11 following.

(N)

ISSUED: 10-10-97

BY: \_\_\_\_\_

EFFECTIVE: 11-10-97

HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY



GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
ADVANCED CALLING SERVICES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Original Sheet 31B.2

B. FEATURE DESCRIPTION (Cont'd)

4.B. CALLER ID - Enhanced (Busy Line and Idle Line Name and Number Delivery)

(N)

This feature, which provides both the call waiting and Caller ID functionality's, enables the customer to view on a display unit the calling party Directory Name and Directory Number (DN) on incoming telephone calls both when the subscriber's line is in use and when it is not in use. A maximum of 15 characters is allowed for transmission of the calling party Directory Name. When the Enhanced Caller ID customer's line is not in use, the Directory Name and Directory Number of the line that originated the incoming call and the date and time of the call will be displayed on the called CPE during the first long silent interval of the ringing cycle. When the Enhanced Caller ID customer's line is in use, the Directory Name and Directory Number of the line that originated the incoming call and the date and time of the call will be displayed on the called CPE following the waiting call alerting tone.

An originating caller's directory name and number may not transmit to the called party under the following conditions:

- a. If the called party answers the incoming call during the first ring interval.
- b. Identification of specific stations or extensions served by a PBX or Key System (Multi-Line Hunt Group) is not possible. The main directory number of the PBX or Key System will be displayed.
- c. The calling number will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.
- d. The calling number will not be displayed if the calling party subscribes to and/or has activated Calling Number Delivery Blocking (Caller ID Blocking) as described in B.10 or B.11 following.

The called party has the following options for disposition of the incoming call:

- Answer the waiting call while placing the original call on hold,
- Alternate between the waiting call and the original call,
- Forward the waiting call to another location (e.g., a voice mailbox) and
- Ignore the waiting call.

(N)

ISSUED: 08-10-98

BY: \_\_\_\_\_

EFFECTIVE: 09-10-98

HERBERT R. BIVENS, GENERAL MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
ADVANCED CALLING SERVICES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Original Sheet 31B.3

B. FEATURE DESCRIPTION (Cont'd)

4.B. CALLER ID - Enhanced (Busy Line and Idle Line Name and Number Delivery - (Cont'd)

(N)

Any customer subscribing to Enhanced Caller ID will be responsible for the provision, repair and technical capability of a display device to function in conjunction with the feature specified herein which will be located on the customer's premises. A Caller ID Display Device (an unregulated service, not included in this filing) is required to display the calling party's name and telephone number. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Enhanced Caller ID also includes Anonymous Call Rejection (ACR) where facilities are available. The use of ACR is described in B.9 following.

(N)

ISSUED: 08-10-98

BY: \_\_\_\_\_

EFFECTIVE: 09-10-98

HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
ADVANCED CALLING SERVICES

UNITED TELEPHONE COMPANY, INC.  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 31C

B. FEATURE DESCRIPTION (Cont'd)

5. PRIORITY RINGING

Provides the customer with a distinctive alerting signal, ring or call waiting tone (if the customer has subscribed to call waiting), when the customer is called from a maximum of six (6) preselected telephone numbers. The customer can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company's equipment will screen incoming calls against the customer's list and provide a distinctive ringing pattern for telephone numbers on the customer's list.

6. PREFERRED CALL FORWARDING

Enables the customer to forward incoming calls from a maximum of six (6) specified telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The Telephone Company's equipment will screen incoming calls against the customer's list and forward only calls from telephone numbers included on the list. Calls forwarded by this feature are subject to transmission limitations.

7. CALL SCREENING

This feature provides the customer the ability to prevent incoming calls from a maximum of six (6) specified telephone numbers. To block specified telephone numbers, the customer can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company's equipment will screen incoming calls against the customer's list and block those on the list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. To block unknown telephone numbers, a customer can dial a special code after an unwanted call and block the number. Callers whose numbers are blocked are directed to a telephone company recorded announcement.

(N)

(N)

ISSUED: 09-15-94

BY: \_\_\_\_\_

EFFECTIVE: 10-18-94

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
ADVANCED CALLING SERVICES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Second Revised Sheet 31D

B. FEATURE DESCRIPTION (Cont'd)

8. SPECIAL CALL ACCEPTANCE

Enables a customer to designate a maximum of six (6) telephone numbers from which calls will be accepted. The customer can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company's equipment will screen incoming calls against the customer's list and complete calls from numbers on the customer's list. Calls from all other numbers will be routed to a recorded announcement.

9. ANONYMOUS CALL REJECTION

This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When anonymous call rejection (ACR) is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by anonymous call rejection regardless of the current state of the ACR customer's line (off hook or idle).

10. CALLING NUMBER DELIVERY BLOCKING (Per Call)

(N)

This feature allows a customer to temporarily prevent the transmission of their directory number and/or directory name and thus control its availability to the called party. The transmission of the directory number and/or directory name can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the directory number and/or directory name. Calling Number Delivery Blocking does not prevent transmission of the calling party number on services such as E911 that utilize Automatic Number Identification (ANI) for delivery of the calling number.

|

(N)

ISSUED: 10-10-97

BY: \_\_\_\_\_

EFFECTIVE: 11-10-97

HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
ADVANCED CALLING SERVICES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
First Revised Sheet 31D.1

B. FEATURE DESCRIPTION (Cont'd)

11. CALLING NUMBER DELIVERY BLOCKING (Permanent)

This permanent feature, when established on a customer's line, enables subscribers of Private/Non-Published listing service or special agencies to prevent transmission of their directory number and/or directory name on all outgoing calls placed from the customer's line. If the pre-assigned access code for Calling Number Delivery Unblocking is dialed on a line that is provisioned with Calling Number Delivery Blocking - Permanent, the calling number and/or name will be delivered. Calling Number Delivery Blocking does not prevent transmission of the calling party number on services such as E911 that utilize Automatic Number Identification (ANI) for delivery of the calling number. The permanent feature is only available upon request, facilities permitting, to the following customer groups:

- a) Agencies - established shelters of private, non-profit and publicly funded domestic violence intervention agencies and federal, state and local enforcement agencies.
- b) Subscribers of Private/Non-Published listing service.

- (1) Pursuant to TRA Rules and Guidelines, Telephone Solicitation Regulations, 1220-4-11-.02 section (5). The Company is prohibited from providing any network element or service to telephone solicitors (i.e. telemarketing) that would block or otherwise interfere with on a per line basis, the display of the telephone solicitor's name and telephone number on the residential subscriber's caller ID equipment.

(C)

(C)

12. HOME INTERCOM

This feature allows the customer to dial his own telephone number, hang up and have his telephone ring and use it as an intercom system. This service is offered to residential and business customers.

(N)

(N)

ISSUED: 10/04/00

BY: \_\_\_\_\_

EFFECTIVE: 11/03/00

HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
ADVANCED CALLING SERVICES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Fourth Revised Sheet 31E

C. RATES AND CHARGES

1. The rates and charges apply in addition to the established rates and charges for associated services.
2. Feature Rates - One Feature Per Line:

Monthly Subscription Rate Per Line

	Rates Per Residence	Rates Per Business	
Home Intercom	\$ 2.25	\$ 2.50	(N)
Repeat Dialing	\$ 3.00	\$ 4.00	
Call Return	\$ 3.00	\$ 4.00	
Call Trace	\$ 3.00	\$ 4.00	
Caller ID (Basic)	\$ 5.50	\$ 6.50	
Caller ID (Deluxe)	\$ 7.00	\$ 8.00	
Caller ID (Enhanced)	\$10.50	\$12.50	
Priority Ringing	\$ 3.00	\$ 4.00	
Preferred Call Forwarding	\$ 3.00	\$ 4.00	
Call Screening (Call Blocking)	\$ 3.00	\$ 4.00	
Special Call Acceptance	\$ 3.00	\$ 4.00	
Anonymous Call Rejection	\$ 3.00	\$ 4.00	
Calling Number Delivery Blocking:			
Permanent/Per Line (Private Number Only)	\$ 3.00	\$ 4.00	
Per Call	N/C	N/C	
Agencies	N/C	N/C	

3. Feature Rates - Multiple Features Per Line

Total credits for multiple features: Individual feature rates as specified in Section C.2. of this tariff apply. Total feature charges will be reduced by a credit corresponding to the number of features purchased based upon the following schedule:

	Monthly Discount
Two features	\$ .75
Three or more features	\$ 1.25

ISSUED: 10/04/00

BY: \_\_\_\_\_

EFFECTIVE: 11/03/00

HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
ADVANCED CALLING SERVICES

UNITED TELEPHONE COMPANY, INC.  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 31F

C. RATES AND CHARGES (Cont'd)

4. Feature rates - Per Feature Per Use

The Call Trace feature may be billed on either a flat rate basis, as specified in Section C.2., or on a per use basis as specified below:

	Rate per Successful Trace	Monthly Cap
Call Trace	\$5.00	\$25.00

5. Service Establishment Charges

- a. Service Charges as specified elsewhere in this tariff apply. An additional service establishment charge (specific to ACS) is not applicable if ordered at the same time as Custom Calling features. Advanced Calling Service installed simultaneously with the establishment of primary service will be included with normal service connection charges.
- b. At its discretion the Telephone Company may, during certain promotional periods, waive the service establishment charges for Advanced Calling Services.
- c. Only one service charge will apply when multiple ACS features are purchased. The service charge is not applicable if ordered at the same time as Custom Calling features. Advanced Calling Services installed simultaneously with the establishment of primary service will be included with the normal service connection charges.

(N)

(N)

ISSUED: 09-15-94

BY: \_\_\_\_\_

EFFECTIVE: 10-18-94

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
First Revised Sheet 32

\*PRIVATE BRANCH EXCHANGE SERVICE (CONTINUED)

\* THE INFORMATION CONTAINED ON ORIGINAL SHEET 32,  
EFFECTIVE JULY 1, 1958, IS HEREBY DELETED FROM THE  
COMPANY TARIFFS SINCE SUCH IS NO LONGER APPLICABLE.

ISSUED: November 20, 1986

EFFECTIVE: January 1, 1987

BY: \_\_\_\_\_

William A. Wilson, Manager  
United Telephone Company



GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
First Revised Sheet 33

\*PRIVATE BRANCH EXCHANGE SERVICE (CONTINUED)

\* THE INFORMATION CONTAINED ON ORIGINAL SHEET 33,  
EFFECTIVE JULY 1, 1958, IS HEREBY DELETED FROM THE  
COMPANY TARIFFS SINCE SUCH IS NO LONGER APPLICABLE.

ISSUED: November 20, 1986

EFFECTIVE: January 1, 1987

BY: \_\_\_\_\_

William A. Wilson, Manager  
United Telephone Company

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
1st Revised Sheet 34

COIN TELEPHONE SERVICE  
PAYPHONE ACCESS LINE SERVICE

(N)  
|

DELETED

**NOTE: Text previously appearing on this page has been deleted in its entirety by text appearing on pages 37-37B as required by FCC Order, Docket No. 96-128.**

ISSUED: 03-07-97

BY: \_\_\_\_\_

EFFECTIVE: 04-15-97

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
1<sup>ST</sup> REVISED SHEET 35

COIN TELEPHONE SERVICE  
PAYPHONE ACCESS LINE SERVICE

DELETED

(N)  
|

**NOTE: Text previously appearing on this page has been deleted in its entirety by text appearing on pages 37-37B as required by FCC Order, Docket No. 96-128.**

ISSUED: 03-07-97

BY: \_\_\_\_\_

EFFECTIVE: 04-15-97

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
1<sup>ST</sup> REVISED SHEET 36

COIN TELEPHONE SERVICE  
PAYPHONE ACCESS LINE SERVICE

(N)

DELETED

**NOTE: Text previously appearing on this page has been deleted in its entirety by text appearing on pages 37-37B as required by FCC Order, Docket No. 96-128.**

ISSUED: 03-07-97

BY: \_\_\_\_\_

EFFECTIVE: 04-15-97

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
4<sup>TH</sup> REVISED SHEET 37

COIN TELEPHONE SERVICE  
PAYPHONE ACCESS LINE SERVICE

(N)

I. DEFINITION AND REQUIREMENTS

A. GENERAL

1. Payphone Access Line Service is a class of service furnished to individuals, firms or corporations which allows customers of service to originate telephonic communications and pay the applicable charges to (1) inserting coins into the equipment, (2) using a credit card, (3) third party billing, or (4) calling collect.
2. Payphone Access Line Service is provided for use with customer provided telephones capable of completing local and long distance calls.
3. Payphone Access Line Service is provided on a dial-tone first basis to enable users to dial certain calls without requiring coin deposits, ie., the operator, 800 service, all emergency calls, local directory assistance, and non-sent paid calls, without time limitation.
4. The Company will provide Payphone Access Line Service from central offices where it is technically feasible and facilities are available.
5. General terms and conditions as described in all other sections of this tariff apply, where appropriate, unless otherwise specified in this section. The subscriber shall be responsible for the installation, operation and maintenance of any customer-provided telephones used in connection with this service.
6. Listings in connection with Payphone Access Line Service are furnished under the same rates and regulations as other business service.
7. The Payphone Access Line Service subscriber is responsible for meeting all federal, state and local statutes as well as the guidelines outlined by the Tennessee Regulatory Authority with respect to the provision of payphones.
8. The Company shall not be liable for shortages of coins deposited and/or collected from the Payphone Access Line Service subscriber's equipment. The Company shall not be responsible for incomplete calls or calls that cannot be completed as a result of end user action, subscriber equipment and facilities or Company equipment and facilities.

(N)

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BY: \_\_\_\_\_

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HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
3<sup>rd</sup> REVISED SHEET 37A

COIN TELEPHONE SERVICE  
PAYPHONE ACCESS LINE SERVICE

(N)

I. DEFINITIONS AND REQUIREMENTS (Continued)

A. GENERAL

9. The Company shall not be liable for end-user fraud associated with the failure of the subscriber's equipment to perform. The subscriber will be responsible for any and all toll charges billed to the subscriber's account.
10. The carriage and completion of local messages are provided by the Company.
11. Service is provided on a one-way or two-way basis at the consumer's option.
12. Temporary suspension of service is not available for Payphone Access Line Service.
13. Toll messages are charged at the Company's established toll rates.
14. Payphone Access Line Service cannot be included on accounts containing other classes of service. A separate account is required for this offering at each location.
15. Off-premise extensions for Payphone Access Line Service are not permitted.
16. Service charges are applied on the same basis as for individual line business service.

B. COIN SUPERVISION ADDITIVE SERVICE

1. The Company will provide Coin Supervision Additive Service to Payphone Access Line Service subscribers who order local exchange service lines for the provision of pay telephone service and where the pay telephone equipment connected to the local exchange service line requires central office coin supervision capability.
2. Coin Supervision Additive Service provides the capability of central office line equipment to pass signals and/or tones from an exchange service line to a trunk terminating at the Payphone Access Line Service subscriber's operator service provider. These signals enable an operator service provider to recognize coin deposits and return coins to the pay operator service provider to automatically ring back the originating exchange service line upon completion of a call.

(N)

ISSUED: 03-07-97

BY: \_\_\_\_\_

EFFECTIVE: 04-15-97

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
3<sup>rd</sup> REVISED SHEET 37B

COIN TELEPHONE SERVICE  
PAYPHONE ACCESS LINE SERVICE

(N)

I. DEFINITIONS AND REQUIREMENTS (Continued)

C. CONFIRMATION SERVICES

1. Originating Line Screening is provided to alert operator service systems that a call is originating from a Payphone Access Line Service provider and may require special handling and billing treatment.
2. Billed Number Screening is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

B. RATES & CHARGES

Charges for Payphone Access Line Service:

	Monthly	Non Recurring
1. Access Line Rate		
(a) Payphone line, per access line	1.5 times the business one-party rate.	
2. Coin Supervision Additive Service, (in addition to payphone line charge,) for sets that utilize CO provided coin services, i.e. dumb sets.	\$2.21	
3. Originating Line Screening (per payphone line)		\$7.95
4. Billed Number Screening (per payphone line)	\$2.00	
5. Service Connection Charges as specified in other sections of this Tariff are applicable.		
6. All other applicable charges (i.e. toll charges, International and 900 Blocking, etc.) found in this tariff apply in addition to the rates found in this section, and are the responsibility of the Payphone Access Line Service subscriber.		

(N)

ISSUED: 03-07-97

BY: \_\_\_\_\_

EFFECTIVE: 04-15-97

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
3<sup>rd</sup> REVISED SHEET 37C

COIN TELEPHONE SERVICE  
PAYPHONE ACCESS LINE SERVICE

DELETED

(N)

**NOTE: Text previously appearing on this page has been deleted in its entirety by text appearing on pages 37-37B as required by FCC Order, Docket No. 96-128.**

ISSUED: 03-07-97

BY: \_\_\_\_\_

EFFECTIVE: 04-15-97

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY



GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
MISCELLANEOUS SERVICES & FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
3<sup>rd</sup> REVISED SHEET 37D

COIN TELEPHONE SERVICE  
PAYPHONE ACCESS LINE SERVICE

**NOTE: Text previously appearing on this page has been deleted in its entirety by text appearing on pages 37-37B as required by FCC Order, Docket No. 96-128.**

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BY: \_\_\_\_\_

EFFECTIVE: 04-15-97

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 37E

COIN TELEPHONE SERVICE

ACCESS LINE SERVICE FOR CUSTOMER-PROVIDED PUBLIC TELEPHONES (Cont'd)

I. DEFINITION AND REQUIREMENTS (Continued)

E. PROCEDURE FOR MAJOR VIOLATIONS (Cont'd)

3. PROCEDURES FOR IMMEDIATE DISCONNECTION

- a. Upon determining (in accordance with I. D. that a violation exists which warrants disconnection of a COCOT, the Director shall instruct the Company to take immediate action to disconnect the COCOT service and, as soon as possible, shall notify the COCOT vendor by telephone of the violation. The Commission's inspector shall place a sticker on the COCOT stating that the unit is temporarily out-of-service. The sticker will contain the date and time of inspection and the name of the inspector. The company will also send the COCOT vendor a notice within twenty-four (24) hours of such disconnection describing the major violation and notifying the vendor that the telephone service has been disconnected at the specific location. The notice will also include the following information:
1. The COCOT vendor must notify the Telephone Company when violation is corrected and request an inspection prior to restoration of service.
  2. A reconnection charge of \$17.50 will apply when the violation is corrected and service is restored.
4. When the COCOT vendor contacts the Commission indicating that the violation has been corrected, the Commission's representative will make arrangements to meet with the vendor within forty-eight (48) hours to verify that the major violation has been corrected. The telephone access line will be restored prior to the inspection.

ISSUED 10-01-88

EFFECTIVE: 11-01-88

BY: \_\_\_\_\_

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

(N)

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GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 37F

COIN TELEPHONE SERVICE

ACCESS LINE SERVICE FOR CUSTOMER-PROVIDED PUBLIC TELEPHONES (Cont'd)

I. DEFINITION AND REQUIREMENTS (Continued)

E. PROCEDURE FOR MAJOR VIOLATIONS (Cont'd)

5. If the Commission determines that the violation has been corrected, the out-of-service sticker will be removed and the Telephone Company will bill the COCOT vendor the appropriate charges and restore the service on a permanent basis.
6. If the COCOT vendor has not corrected the major violation, the service will be disconnected immediately and the vendor will be re-contacted by written notice that the violation has not been corrected. An additional reconnection charge will be applied when the violation is corrected.
7. If the COCOT vendor disputes whether the violation resulting in immediate disconnection was intentional, he shall have the right to request a hearing on the issue before the Director (which shall be held within a reasonable time) and present evidence. In the event it is determined that the violation was not intentional, the Director shall require the Company to refund the reconnection charge.
8. If the Director determines that a major violation has occurred but the violation is not of the type described above, the following steps will be taken:
  - a. The inspector will place an out-of-service sticker on the telephone as described in I.D.3.a preceding.
  - b. The COCOT owner shall be notified by telephone as soon as possible of the violation and must correct the violation, or place the telephone out-of service, within forty-with (48) hours of the time notice is received. Once the vendor corrects the violation and so notifies the Commission, the vendor may remove the out-of-service sticker. The vendor shall make arrangements with the Commission for a joint re-inspection of the COCOT. The Director, at his discretion, may waive any such re-inspection.

(N)

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ISSUED: 10-01-88

BY: \_\_\_\_\_

EFFECTIVE: 11-01-88

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 37G

COIN TELEPHONE SERVICE

ACCESS LINE SERVICE FOR CUSTOMER-PROVIDED PUBLIC TELEPHONES (Cont'd)

I. DEFINITION AND REQUIREMENTS (Continued)

E. PROCEDURE FOR MAJOR VIOLATIONS (Cont'd)

8. (Cont'd)

- c. If the owner fails to correct the violation or place the telephone out-of-service within forty-eight (48) hours after notice, the Director or his designated representative may order the Company to disconnect the telephone in accordance with I.D.
- d. Within five (5) business days, the Director shall make a determination of whether the violation was intentional. Before the Director determines that the violation was intentional, he shall provide the vendor with reasonable notice and an opportunity to be heard on that issue. If he determines that the violation was not intentional, no further action shall be taken.

9. When the Commission's Utility Service Division believes that a second major violation has been committed by the same person or entity at a specific COCOT that was previously determined to be an intentional violation of the same rule, the following action will be taken:

- a. The same procedure steps will be followed as are described above.
- b. If after following the procedures outlined above it is determined that the vendor has committed a second intentional violation to the COCOT vendor describing the violation and advising the vendor that the Company will no longer provide the COCOT vendor access line service at this specific location. The notice will also advise the COCOT vendor that he can request a hearing before the Tennessee Public Service Commission.

(N)

(N)

ISSUED: 10-01-88

BY: \_\_\_\_\_

EFFECTIVE: 11-01-88

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 37H

COIN TELEPHONE SERVICE

ACCESS LINE SERVICE FOR CUSTOMER-PROVIDED PUBLIC TELEPHONES (Cont'd)

- J. DEFINITION AND REQUIREMENTS (Continued)
- E. PROCEDURE FOR MAJOR VIOLATIONS (Cont'd)

10. Whenever the Commission determines that a privately-owned coin telephone unit, previously disconnected pursuant to these rules, should be reconnected, the Company will take immediate action to reconnect the unit.

F. MINOR VIOLATIONS

For the purpose of these rules, violation of the following shall be considered minor violations:

1. Customer-provided public telephones must be registered and connected to the Company network in compliance with Part 68 of the FCC Rules and Regulations.
2. The subscriber shall insure that the instrument is in accordance with all hearing impaired and handicapped person requirements.
3. Customer-provided public telephones must be installed in compliance with all Tennessee Public Service Commission accepted telecommunications industry standards and the current National Electric Code and National Safety Electric Code.
4. The customer-provided public telephone access line rate should be at the existing measured service rate effective in each exchange where facilities are available. Where measured service is not available in an exchange, a flat rate of 1.5 times the business one-party rate should apply until measured service is available. This fixed rate service will be converted to usage rate service as it becomes available at no cost to the subscriber.

ISSUED: 10-01-88

EFFECTIVE: 11-01-88

BY: \_\_\_\_\_

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

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GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 37I

COIN TELEPHONE SERVICE

ACCESS LINE SERVICE FOR CUSTOMER-PROVIDED PUBLIC TELEPHONES (Cont'd)

I. DEFINITION AND REQUIREMENTS (Continued)

F. MINOR VIOLATIONS (Cont'd)

5. The instrument must display a statement identifying the charge for its use, that service is not provided by United Telephone Company, and that the service and rates are not regulated by the Tennessee Public Service Commission.
6. The instrument must display information on local addresses and telephone numbers, which can be reached without charge or depositing money, where callers can obtain assistance when problems occur with pay telephone service and procedures for obtaining a refund from the subscriber.
7. The instrument must display a number card identifying the telephone number of the COCOT unit.
8. Coins must be returned by the instruments for any incompleting call.
9. All coin instruments must be capable of accepting nickels, dimes and quarters.
10. The subscriber shall be responsible for the installation, maintenance and operation of customer-provided public telephones used in connection with this service.
11. Timely repairs shall be performed on the instruments, the responsibility for which is placed upon the owner of the telephone.
12. Local telephone directories must be provided at each instrument location except for instruments owned by certificated interexchange carriers.
13. All customer-provided public telephones must be capable of providing access to all interexchange carriers certificated to do business in Tennessee. Interexchange carriers which are authorized to provide toll telephone service from instruments owned by the interexchange carrier are exempt from this particular requirement.

ISSUED: 10-01-88

BY: \_\_\_\_\_

EFFECTIVE: 11-01-88

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

(T)

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GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 37J

COIN TELEPHONE SERVICE

ACCESS LINE SERVICE FOR CUSTOMER-PROVIDED PUBLIC TELEPHONES (Cont'd)

I. DEFINITION AND REQUIREMENTS (Continued)

F. PROCEDURES FOR MINOR VIOLATIONS

When the Commission discovers, through inspection or complaint from the public, that a minor violation exists, the following steps will be taken:

1. The Commission will send the COCOT owner a notice indicating the nature of the violation. The owner will have ten (10) days from the receipt of the notice to correct the violation and to notify the Commission that the violation has been corrected.
2. After the Commission receives notification that the repair has been made, the Commission will inspect the COCOT.
  - a. If the Commission finds that the major violation has been corrected, the matter will be closed.
  - b. If the Commission finds that the violation still exists, or, if no notification is received, a second notice will be sent to the COCOT vendor giving the vendor ten (10) days to certify that the violation has been corrected. The written notice will be followed by a telephone call to the vendor from the Commission.
  - c. Fifteen (15) days after the second notice is sent, the Commission will re-inspect to determine if the violation has been corrected. If it has, the matter will be closed. If it has not been corrected, the minor violation will be reclassified as a major violation and the procedures for a major violation will be implemented.

- G. Upon the written request of any COCOT vendor whose request shall include the mailing address of the COCOT vendor, it shall be thereafter the responsibility of the Company to give written notice to any such vendor of each new local exchange at least thirty (30) days before the same shall be available for use by the public.

ISSUED: 10-01-88

BY: \_\_\_\_\_

EFFECTIVE: 11-01-88

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

(N)

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GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 37K

COIN TELEPHONE SERVICE

ACCESS LINE SERVICE FOR CUSTOMER-PROVIDED PUBLIC TELEPHONES (Cont'd)

I. DEFINITION AND REQUIREMENTS (Continued)

- I. For good cause shown, all time limits set forth in these rules may be extended by the Director of the Commission or his designated representative.
- J. Any person aggrieved by a decision of the Commission may request a hearing pursuant to T.C.A. 64-4-118. The filing of a request for hearing shall not delay the operations of these rules unless otherwise ordered by the Commission.

(N)

(N)

ISSUED: 10-01-88

BY: \_\_\_\_\_

EFFECTIVE: 11-01-88

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY



GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 37L

COIN TELEPHONE SERVICE

PAYPHONE ACCESS LINE SERVICE

DELETED

(N)

ISSUED: 10-01-88

BY: \_\_\_\_\_

EFFECTIVE: 11-01-88

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARRIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 38

EXTENDED AREA SERVICE TO THE NASHVILLE AREA BY NOLENSVILLE CUSTOMERS

DELETED

**NOTE: Text previously appearing on this page has been deleted in its entirety since the information shown is no longer applicable. Rates pertaining to local service for the Nolensville Exchange are show on Page 39.**

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
22<sup>nd</sup> Revised Sheet 39

1. GENERAL

- A. Rates quoted in this tariff are subject to orders entered in applicable cases by the Tennessee Regulatory Authority and in case of conflict the rates specifically approved shall govern. Unless otherwise specified, these rates are for periods of one month and are payable in advance on a monthly basis.

II. RATES

A. MONTHLY EXCHANGE ACCESS CHARGES  
NOLENSVILLE EXCHANGE

Class of Service:	Per Line Access Charge
Business – One Party	\$22.69
Residence – One Party	\$22.50 (I)
Semi-Public Coin Stations	\$27.00
PBX Trunk or Line	\$36.50
Key System Line	\$36.50

ISSUED: 10-31-2018

BY: \_\_\_\_\_

EFFECTIVE: 12-01-2018

William H. Bradford, President & CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
16<sup>th</sup> Revised Sheet 39A

II. RATES (Continued)

A. MONTHLY EXCHANGE ACCESS CHARGES  
ESTILL SPRINGS EXCHANGE

Class of Service:	Per Line Access Charge
Business – One Party	\$20.00 (I)
Residence – One Party	\$22.50 (I)
Semi-Public Coin Stations	\$21.00
PBX Trunk or Line	\$27.50
Key System Line	\$27.50

ISSUED: 10-31-2018

BY: \_\_\_\_\_

EFFECTIVE: 12-01-2018

William H. Bradford, President & CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
22<sup>nd</sup> Revised Sheet 40

I. RATES (Continued)

A. MONTHLY EXCHANGE ACCESS CHARGES

BELFAST, UNIONVILLE, FLAT CREEK, FOSTERVILLE, COLLEGE GROVE,  
AND CHAPEL HILL EXCHANGES

Class of Service:	Per Line Access Charge
Business – One Party	\$20.00 (I)
Residence – One Party	\$22.50 (I)
Semi-Public Coin Stations	\$20.00 (I)
PBX Trunk or Line	\$24.50
Key System Line	\$24.50

ISSUED: 10-31-2018

BY: \_\_\_\_\_

EFFECTIVE: 12-01-2018

William H. Bradford, President & CEO  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
Original Sheet 40A

II. RATES (Continued)

TOLL FREE CALLS ARE PROVIDED BETWEEN THE FOLLOWING EXCHANGES:

**College Grove** to Nolensville, Triune, Fairview, Franklin and Nashville (MAC Calling Plan);

**Nolensville** (Williamson County) to College Grove, Triune, Fairview, Franklin, Nashville, Lavergne, Goodlettsville and Old Hickory;

**Nolensville** (Davidson County) to all counties in MAC Calling Plan;

**Unionville** to Fosterville, Flat Creek, Bell Buckle, Normandy, Wartrace and Shelbyville;

**Fosterville** (Bedford County) to Unionville, Flat Creek, Bell Buckle, Normandy, Wartrace and Shelbyville;

**Fosterville** (Rutherford County) to Unionville, Eagleville, LaVergne, Milton, Smyrna, Nashville and Murfreesboro;

**Flat Creek** to Fosterville, Unionville, Bell Buckle, Normandy, Wartrace and Shelbyville;

**Estill Springs** to Winchester, Cowan, Decherd, Huntland and Sewanee;

**Belfast** to Chapel Hill, Cornersville, Petersburg and Lewisburg;

**Chapel Hill** to Belfast, Cornersville, Petersburg and Lewisburg.

ISSUED: 12-12-90

BY: \_\_\_\_\_

EFFECTIVE: 01-01-91

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
2nd Revised Sheet 41

I. MULTI-EXCHANGE SERVICE (Fosterville)

A. GENERAL

A central office having an NNX (exchange prefix) that provides service to one county and another NNX that provides exchange service to a different county.

B. REGULATIONS

All customers will be provided service from the county in which the customer resides. The following is a list of customers who have been granted an exception to this regulation:

Evelyn R. Chrisman	Harold Gaither	(T)
Thomas J. Gast	Green Meadows Church of Christ	
Douglas Helton	C. W. McCallie, Jr.	
Leland Noland	John Pace	
Tommy R. & Lucy Powell, Sr.	Rolling Hills Equine Clinic	
Vin's Care Home (T. D. Wade, Jr)	Dean Westbrooks	
Ronald C. Wood	Peggy Woodson	(T)

In the event that a customer listed above discontinues service with United Telephone Company for any reason or lack of reason, service at that location will revert back to the county in which the building, dwelling or structure is located.

ISSUED: 11-11-97

BY: \_\_\_\_\_

EFFECTIVE: 12-11-97

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
EFFECTIVE:7-02-19  
PAGE 1

I. ACCESS SERVICES

A. SPECIAL ACCESS SERVICE

United Telephone Company (Company) hereby concurs in the ACCESS SERVICE TARIFF of BellSouth Telecommunications, Inc. - Tennessee as filed with the Tennessee Regulatory Authority, together with any amendments of successive issues thereof, subject to the following qualifications and exceptions:

The furnishing of service pursuant to this concurrence is conditional upon the availability on a continuing basis of all the necessary facilities, including facilities the United Telephone Company may obtain from other carriers, to furnish service from time to time as required at the sole discretion of the Company.

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in ACCESS SERVICES TARIFF. The terms of each contract shall be mutually agreed upon between the Customer and the Company and may include discounts off of rates contained in the ACCESS SERVICES TARIFF, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services, or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time as specified in each individual contract.

B. SWITCHED ACCESS SERVICE

United concurs in the rates, rules and regulations governing the provision of Switched Access Services to Interexchange Carriers as filed by the TCA, Inc. interstate tariff with the Federal Communications Commission (FCC) effective as of July 2, 2019.



GENERAL EXCHANGE SERVICE TARIFFS  
SECTION II  
LOCAL EXCHANGE SERVICE TARIFF

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
EFFECTIVE:7-02-19  
PAGE 2

I. ACCESS SERVICES (Continued)

C. BILLING AND COLLECTION SERVICES

For the provision of Intrastate Billing and Collection Services, United Telephone concurs in the rates, rules and regulations governing the provision of Interstate Billing and Collection services as found in the tariffs of TCA, Inc., filed with the Federal Communications Commission (FCC), together with any amendments or successive issues thereof.

D. RIGHT TO CANCELLATION

United Telephone hereby expressly reserves the right to cancel any of these concurrences at any time it appears that such cancellation is in the best interest of United Telephone and its customers, subject to the jurisdiction of the Tennessee Public Utility Commission as it applies.

BY \_\_\_\_\_

KRISTIN JACKSON  
CFO  
UNITED TELEPHONE COMPANY

UNITED TELEPHONE COMPANY  
 CHAPEL HILL, TENNESSEE

SECTION II

TENNESSEE  
 REGULATORY AUTHORITY

ISSUED: March 18, 2005  
 BY: Herb Bivens  
 General Manager

EFFECTIVE: April 17, 2005

**U3. BASIC LOCAL EXCHANGE SERVICE (N)**

**U3.2 Total Choice Residential Service**

**A. General**

1. Total Choice service provides the features specified below including a flat rate access line. This service is offered to residential subscribers and touch-tone service is included at no additional charge.
2. The rate specified in Section U3.2B entitles a residential customer to unlimited calling to all exchange access lines in the customer’s exchange and the Extended Area Service (EAS) additional exchanges in the customer’s local calling area as defined in U3.6.1 of this Tariff.
3. For each line, the Total Choice service provides the subscriber with unlimited use of the services/features from the following list. The calling features chosen may vary from line to line in a Total Choice service line grouping.

**CALLING FEATURES**

- |                                 |                           |
|---------------------------------|---------------------------|
| Anonymous Call Rejection        | Do Not Disturb            |
| Call Forwarding                 | Home Intercom             |
| Call Return                     | Message Waiting Indicator |
| Call Screening                  | Preferred Call Forwarding |
| Call Trace                      | Priority Ringing          |
| Call Waiting                    | Repeat Dialing            |
| Caller ID Deluxe                | Special Call Acceptance   |
| Caller ID Enhanced              | Speed Calling (30)        |
| Caller ID Blocking (per call)   | Speed Calling (8)         |
| Distinctive Ring (Teen Service) | Three Way Calling         |
|                                 | Voice Mail                |

4. Total Choice service allows a customer to place unlimited local calls, add, or remove features at anytime with no additional charge.
5. All rules, regulations and limitations specified in Section II Custom Calling Services pages 27-29 and Advanced Calling Services pages 31-31F apply to the respective services/features requested as part of this service.

**B. Rates and Charges**

	<b>Monthly Rate</b>	
1. Per line service	\$29.00	(N)

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

## SECTION II

TENNESSEE  
REGULATORY AUTHORITY

ISSUED: March 18, 2005  
BY: Herb Bivens  
General Manager

EFFECTIVE: April 17, 2005

**U3. BASIC LOCAL EXCHANGE SERVICE**

(N)

**U3.6 Local Calling Areas  
Nashville LATA****U3.6.1 General**

The rates specified in Section II Local Exchange Service Tariff pages 39-40 entitle subscribers to access all stations bearing the central office designations of additional exchanges as shown following. The local calling area of the exchange in the left-hand column also includes the exchanges listed in the right-hand column.

<b>Exchange</b>	<b>Additional Exchanges</b>
Belfast	Chapel Hill, Cornersville <sup>1</sup> , Lewisburg, Petersburg <sup>1</sup>
Chapel Hill	Belfast, Cornersville <sup>1</sup> , Lewisburg, Petersburg <sup>1</sup>
College Grove	Fairview, Franklin, Goodlettsville, LaVergne <sup>1</sup> (Davidson County subscribers only), Nashville, Nolensville, North Spring Hill, Old Hickory, Triune
Estill Springs	Huntland, Sewanee, Winchester
Flat Creek	Beech Grove <sup>1</sup> (Bedford County subscribers only), Fosterville (Bedford County subscribers only), Normandy, Shelbyville, Unionville, Wartrace
Fosterville (Bedford County subscribers only)	Beech Grove <sup>1</sup> (Bedford County subscribers only), Flat Creek, Shelbyville, Normandy, Unionville, Wartrace
Fosterville (Rutherford County subscribers only)	Beech Grove <sup>1</sup> (Rutherford County subscribers only), Eagleville, Goodlettsville, LaVergne <sup>1</sup> , Milton <sup>1</sup> (Rutherford County subscribers only), Murfreesboro, Nashville, Nolensville (Davidson County subscribers only), Old Hickory, Smyrna
Nolensville (Davidson County subscribers only)	Adams-Cedar Hill, Alexandria <sup>1</sup> (Wilson County subscribers only), Ashland City, Auburntown <sup>1</sup> (Wilson County subscribers only), Beech Grove <sup>1</sup> (Rutherford County subscribers only), Bethpage <sup>1</sup> , Charlotte, College Grove, Cross Plains-Orlinda, Dickson, Eagleville, East Sango, Fairview, Fosterville (Rutherford County subscribers only), Franklin, Gallatin, Goodlettsville, Greenbrier, Hendersonville, Kingston Springs, LaVergne <sup>1</sup> (Davidson County subscribers only), Lebanon, Milton <sup>1</sup> , Mount Juliet <sup>1</sup> (Davidson County subscribers only), Murfreesboro, Nashville, Norene <sup>1</sup> , North Spring Hill, Old Hickory, Pleasant View, Portland, Smyrna, South Cunningham, South Fredonia, Spencer Mill, Springfield, Triune, Vanleer, Watertown, West Vanleer, Westmoreland <sup>1</sup> , White Bluff, White House, Woodbury <sup>1</sup> (Rutherford County subscribers only)

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**U3. BASIC LOCAL EXCHANGE SERVICE**

(N)

**U3.6 Local Calling Areas (Continued)  
Nashville LATA**

**U3.6.1 General (Continued)**

<b>Exchange</b>	<b>Additional Exchanges</b>
<p>Nolensville (Williamson County subscribers only)</p>	<p>College Grove, Cunningham, Fairview, Franklin, Goodlettsville, LaVergne<sub>1</sub> (Davidson County subscribers only), Lyles, Milton<sub>1</sub>, Mount Juliet<sub>1</sub> (Davidson County subscribers only), Nashville, Norene<sub>1</sub> (Davidson County subscribers only), North Spring Hill, Old Hickory, Palmyra, Smyrna, Triune,</p>
<p>Unionville</p>	<p>Beech Grove<sub>1</sub> (Bedford County subscribers only), Flat Creek, Fosterville, Normandy, Shelbyville, Wartrace,</p>

**U3.6.2 Exceptions**

1. County-Wide Calling

In addition to the local calling areas as described in U3.6.1, toll free calling on a (1+) or (0+) basis is provided between all local exchange service located within the same county. Toll charges will be eliminated on these calls; however, these calls will be rated and charged as local calls for customers who subscribe to a local usage based pricing option. On operator assisted calls, appropriate local operator service charges will apply. Intra-county toll calls that terminate to a Local Exchange Company that is not participating in County-Wide Calling will be rated at appropriate toll charges found in Section A18. of the BellSouth Telecommunications Tariff. This service will be provided to subscribers moving into designated fringe areas within 7 days of the inward move when the exchanges are controlled by BellSouth Telecommunications - Tennessee. In other locations, a maximum of 30 days will be required to provide this service. These additional local calling areas are not provided to the following:

- Sent paid Customer-Provided Public Telephone Service
- Outward Wide Area Telecommunications Service (WATS) and 800 Service
- Originating Cellular Service
- Quoted Charges
- Foreign Exchange
- Remote Call Forwarding

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**U3. BASIC LOCAL EXCHANGE SERVICE**

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**U3.8 List of Exchanges by Local Access and Transport Area (LATA)****Nashville LATA**

Adams-Cedar Hill	Franklin	Old Zion
Alexandria	Fredonia	Orlinda
Ardmore, AL	Gainesboro	Palmyra
Ashland City	Gallatin	Pelham
Auburntown	Goodlettsville	Petersburg
Baxter	Gordonsville	Pleasant Hill
Beech Grove	Granville	Pleasant Shade
Beersheba	Green Grove	Pleasant View
Belfast	Greenbrier	Portland
Bethpage	Hampshire	Pulaski
Blanche	Hartsville	Red Boiling Springs
Bon Decroft	Hendersonville	Rickman
Byrdstown	Highland	Rock Island
Carthage	Hillsdale	Sango
Celina	Hohenwald	Santa Fe
Centertown	Huntland	Sewanee
Centerville	Jamestown	Shelbyville
Chapel Hill	Kingston Springs	Smithville
Charlotte	Laager	Smyrna
Chestnut Mound	Lafayette	South Cunningham
Clarkrange	Lavergne	South Fredonia
Clarksville	Lawrenceburg	South Hillsboro
Clifton	Lebanon	South Oak Grove
College Grove	Leoma	Sparta
Collinwood	Lewisburg	Spencer
Columbia	Liberty	Spencer Mill
Cookeville	Linden	Spring Hill
Cookeville	Livingston	Springfield
Cornersville	Lobelville	St. Joseph
Crawford	Loretto	Summertown
Cross Plains	Lyles	Tansi
Crossville	Lynchburg	Temperance Hall
Culleoka	Lynnville	Tennessee Ridge
Cumberland City	Manchester	Tracy City
Cunningham	McBurg	Triune
Defeated	McEwen	Tullahoma
Dibrell	McMinnville	Unionville
Dickson	Milton	Vanleer
Dover	Minor Hill	Veto
Doyle	Monteagle	Viola
Eagleton	Monterey	Wartrace
Eagleville	Moss	Watertown
East Sango	Mount Juliet	Waverly
Elkton	Mount Pleasant	Waynesboro
Erin	Murfreesboro	West Vanleer
Estill Springs	Nashville	Westmoreland
Ethridge	New Johnsonville	White Bluff
Fairview	Nolensville	White House
Fayetteville	Norene	Williamsport
Five Points	Normandy	Winchester
Flat Creek	North Spring Hill	Woodbury
Flintville	North Springs	Woodland
Fosterville	Oak Grove, KY	
Francisco, AL	Old Hickory	

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service**

**U32.1.1 General**

- A. ISDN - Business Service (IBS) is a new intraLATA group of offerings supported by the Integrated Services Digital Network (ISDN) architecture. IBS supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery is included with this service. IBS is available where facilities permit.
- B. IBS provides a new method of access to the telephone network called Basic Rate Access. Basic Rate Access will consist of two 64 Kbps "B" channels and one 16 Kbps "D" channel at the service delivery point.
- C. IBS is provided through Basic Rate Access. Features are available to increase the capability of this service and may be subscribed to on an as-needed basis.
- D. "B" channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the "B" channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This option includes one directory number (DN).
- E. The following parameters may be provided with Packet Switched "B" channel and "D" channel Services:

Each "B" channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 64 Kbps.

Each "D" channel packet terminal will be provided logical channels up to the technical capabilities of the serving central office. Each logical channel can carry an independent call with throughput of up to 9.6 Kbps. Each logical channel may be established as one of the following types:

- Two-Way Switched Virtual Circuit (default)
- One-Way Incoming Switched Virtual Circuit
- One-Way Outgoing Switched Virtual Circuit

1. Flow Control Parameter Negotiation - This parameter negotiates on a per call basis the flow control parameters. This consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission.
2. Throughput Class Negotiation - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
3. Recognized Private Operation Agency (RPOA) Selection - This parameter allows an ISDN user to specify an interLATA carrier (IC) for packet-switching on a per call basis when the customers want it different from presubscribed IC.
4. Interexchange Packet - Preselect - This parameter allows an ISDN user to specify an interLATA carrier for packet switching at the time of subscription.
5. Fast Select Option - This parameter permits user data to be passed in the call set up packets of a virtual call.
6. Reverse Charging Option - This parameter permits the data communications equipment to transmit incoming calls requesting reverse charging to the user. The user must be subscribed to the destination line for X.25 Reverse Charge calls to be completed. If not, the call requesting reverse charging is refused.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.1 General (Cont'd)**

- F. Optional "B" channel packet services are defined as follows and may be ordered at an additional charge.
1. "B" channel packet services are available in the following options. Each "B" channel packet terminal will be provided logical channels up to the technical capability of the central office. Each logical channel can carry an independent call with a throughput of up to 64 Kbps. These options include one data telephone number per option.
    - a. Dedicated High Speed Packet Switched Data - This option permits the customer to establish packet data calls at speeds greater than 9.6 Kbps on the "B" channel.
    - b. On-Demand High Speed Packet Switched Data - This allows users to use a "B" channel for packet switching on demand. This feature may be used in either a multipoint or a point-to-point environment. A "B" channel is allocated based on user preference and on "B" channel availability. The user competes with all other users on the Basic Rate Interface for access to the "B" channel.
- G. "D" channels are equipped for Low Speed Packet Switched Data. This allows packet data (X.25) to be transmitted up to 9.6 Kbps on the "D" channel. Service includes logical channels up to the technical capability of the central office. Multiple packet calls can be active simultaneously by a user on a single "D" channel. Up to eight data terminals can be supported per Basic Rate Access. Service includes one data telephone number.
- H. IBS will consist of the following components:
- Basic Rate Digital Subscriber Line (DSL) Access
  - At least one channel, either "B" or "D", must be activated. A maximum of two simultaneous "B" channels can be in use per Basic Rate Access.
  - Minimum of one and maximum of eight User Profiles per Basic Rate Digital Subscriber Line (DSL) Access.
- I. Grouping Service (Hunting) is available for ISDN Individual Service.
- J. All circuit switched "B" channel services must be either flat or measured. Mixing flat and measured "B" channel services is not allowed on the same premises.

**U32.1.2 Regulations**

- A. Customer Premises Equipment (CPE) that is compatible with the ISDN Interface is the responsibility of the user for provisioning.
- B. The Company will be responsible for publishing and maintaining ISDN Interface Specifications.
- C. The Company shall not be responsible if changes in any of the equipment operations, or procedures of the Company utilized in the provision of Basic Rate Access 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.
- D. Suspension of service is not allowed.
- E. Service Charges in other sections of this Tariff are applicable per Basic Rate DSL access in addition to rates and charges following.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.2 Regulations (Cont'd)**

- F. Usage rates, as appropriate, are not available at this time.
- G. IBS will be available where facilities permit. Combinations of service will be restricted by the limits of the Company central office type and switch load.
- H. IRS in U32.2 of this Tariff is available for use by full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools. This service is intended for in-classroom use of computers by students to access information databases, shared educational programs and students in other classrooms. Teachers and researchers may also subscribe to this service for on-campus use. These lines shall not be used to replace existing administrative lines.  
  
IRS in U32.2 of this Tariff is also available to public libraries including the state library and archives, regional libraries, and public libraries in any county, city or town.
- I. Each ISDN Basic Rate Access Arrangement will be counted as one line in determining the application of the Service Charges specified in Section II of this Tariff and the End User Charges as specified in the End User Common Access Service section of the National Exchange Carrier Association (NECA) Tariff FCC No. 5.
- J. IBS lines served, at the customer's request, from a central office other than the central office the subscriber would normally be served from will require interoffice facilities as provided in this Section of the Tariff per DSL access. Airline miles between the serving central offices will be used in the mileage calculation for this rate element.

**U32.1.3 Definitions**

**"B" CHANNEL**

A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

**"D" CHANNEL**

A 16 Kbps digital signaling channel also capable of supporting 9.6 Kbps of packet information for the Basic Rate Interface.

**64 KBPS CLEAR CHANNEL CAPACITY**

A "B" channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

**PACKET SWITCHING**

ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.4 Rates and Charges**

A. Interoffice

Plan	Installation Charge	Month to Month	Rate Stability Monthly Rate 24 - 59 Mos. Plan	60 - 120 Mos.	
1. Per DSL Circuit					
a. Each, including first mile	\$240.00	\$115.00	\$105.00	\$95.00	
b. Each additional mile		.45	.40	.35	
B. Interface					
1. Basic Rate Digital Subscriber Line Access					
(a) ISDN Access		45.00	45.00	45.00	(R)
(b) ISDN Access (for use with High Speed Packet)		45.00	45.00	45.00	
2. Channels Activated					
a. "B" Channel (Maximum of 2) <sup>1</sup>					
(1) Circuit Switched Voice/Data, Each					
(a) Flat Rate		12.75	9.75	7.75	(R)
(b) Measured		6.50	5.30	4.10	
(2) Permanent High Speed Packet					
(a) each		120.00	110.00	100.00	
(3) On-Demand High Speed Packet					
(a) each		110.00	90.00	80.00	
b. "D" Channel (Maximum of 1)					
(1) Low Speed Packet as a single service					
(a) one only		10.50	10.50	10.00	(R)
(2) Low Speed Packet with a "B" channel service					
(a) each		10.50	10.50	10.00	(R)

**Note 1:** On-Demand High Speed Packet "B" channel requires both Circuit Switched Voice/Data and On-Demand High Speed Packet to indicate one activation.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.4 Rates and Charges (Cont'd)**

C. Interface Users

	Installation Charge	Month to Month	Rate Stability Monthly Rate 24 - 59 Mos. Plan	60 - 120 Mos. Plan
1. Per User/Terminal Profile				
a. Access to "B" Channel Circuit Switched Voice/Data				
(1) Flat Rate				
(a) each	-	-	-	-
b. Access to "B" Channel Permanent High Speed Packet				
(1) With a Unique DN				
(a) each	25.00	-	-	-
(2) Without a Unique DN <sup>2</sup>				
(a) each	25.00	-	-	-
c. Access to On-Demand "B" Channel High Speed Packet <sup>3</sup>				
(1) With a Unique DN				
(a) each	25.00	-	-	-
(2) Without a Unique DN				
(a) each	25.00	-	-	-
d. Access to "D" Channel Low Speed Packet				
(1) As a Single Service				
(a) each	-	-	-	-
(2) With a Unique DN				
(a) each	-	-	-	-
(3) Without a Unique DN <sup>2</sup>				
(a) each	-	-	-	-
D. Usage				
1. Circuit Switched Voice and Data (Measured Only)				
a. Not available at this time.				

**Note 1:** On-Demand High Speed Packet "B" channel requires both Circuit Switched Voice/Data and On-Demand High Speed Packet to indicate one activation.

**Note 2:** Shares DN with any other bearer service on the same user profile.

**Note 3:** On-Demand High Speed Packet "B" channel requires at least one "B" channel circuit switched voice/data on a digital subscriber line.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.5 Optional Features**

Customers are required to subscribe to ISDN - Business Service (IBS) before ordering these features. Calling/Called Number Delivery is provided with this service. Features are available to increase the capability of IBS and may be subscribed to on an as needed basis. Availability of Custom ISDN and National ISDN features are limited to where facilities permit and may be limited by central office type and switch load.

A. Optional Features

Availability of features as described in 1. and 2. following is dependent upon whether the central office is equipped with Custom ISDN or National ISDN.

1. Features for use with Electronic Key Telephone Service (EKTS):

This option provides a group of features that increase the user's voice terminal flexibility and offers the functionality of a key system to groups of users with EKTS equipment.

- a. Shared Primary DN - This is a primary DN that appears on one or more terminals.
- b. Secondary-Only DN - This is a secondary DN that appears on one or more terminals, but is not the primary DN on any of those terminals.
- c. Shared Secondary-Only DN - First Appearance - the first appearance of a secondary DN that appears on more than one terminal but is not the primary DN on any of those terminals.
- d. Shared non-ISDN DN - This feature allows call coverage for an analog set.
- e. Privacy Release - This is a privacy feature that allows a customer to specify, on an EKTS group basis, that no other user can bridge on to calls. On a call by call basis, this feature can be disabled to allow bridging to occur.
- f. Manual Exclusion - This is the opposite of Privacy Release. On a call by call basis the user can restrict bridging.
- g. EKTS Intercom Calling - Dial - This feature allows an EKTS user to call other terminals in the EKTS group with one or two-digit dialing.
- h. EKTS Intercom Calling - Automatic - This feature allows an EKTS user to call another terminal in the EKTS group by activating a button on the EKTS set.
- i. EKTS Intercom Calling - Call Appearance - This feature allows EKTS Intercom Calling to be provisioned on a Call Appearance.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.5 Optional Features (Cont'd)**

A. Optional Features (Cont'd)

2. The following features are available with either Custom ISDN or National ISDN. National ISDN customers may purchase these features for use with either EKTS sets or non-EKTS sets.
  - a. Call Forwarding Variable - This feature allows the ISDN user to have the ability to forward all incoming calls to a user specified directory number.
  - b. Call Forwarding Variable - Feature Button - This feature is the same as Call Forwarding Variable except that it is activated by a feature button.
  - c. Call Forwarding - Busy Line - This feature automatically routes calls to a preselected number when the called line is busy. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user via feature activation code.
  - d. Call Forwarding - Don't Answer - This feature automatically routes calls to a preselected number when the called line does not answer in a preset ringing cycle. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user via feature activation code.
  - e. Call Forwarding - Multiple Simultaneous - This feature allows a station line to forward more than one call at a time.
  - f. Call Pickup - Allows a user to answer calls directed to another line in the same preset Call Pickup Group.
  - g. Conference, Drop, Hold, Transfer
    - Conference - allows the user to add a third party to an existing conversation. This feature is for use with voice calls only.
    - Drop - This central based feature allows the user to disconnect the last party added to a conference call.
    - Hold - Allows the user to place a call on hold by pressing the function button. Any set with the call appearance for the call on hold can pick up the call by pressing the call appearance button.
    - Transfer - This feature allows the user to transfer a call to another DN. This feature is for use with voice calls only. This feature may require an additional call appearance or an additional DN.
  - h. Six-Way Conference, Drop, Hold, Transfer - This feature has the same functionality as Conference, Drop, Hold, Transfer feature except that six-way conference is allowed.
  - i. Multi-Line Hunting - This feature provides for a predefined search for an idle directory number to which a call can be completed. Directory numbers subscribing to hunting may not have multiple call appearances.
  - j. Speed Calling - This feature allows each user to assign up to thirty telephone numbers to a two-digit code for the purpose of enabling abbreviated dialing.
  - k. Calling/Called Number Delivery - This feature provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination and is provided with IBS. Some "privacy" options may be in effect in certain areas and will be located in the Caller-ID section of this Tariff.
  - l. Calling Number Identification Service - National ISDN - This feature provides redirected call information in addition to the information provided with Calling/Called Number Delivery and is provided with IBS.
  - m. Visual Message Waiting Indicator - Provides the user of a message service with a visual indication that a message is waiting.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.5 Optional Features (Cont'd)**

A. Optional Features (Cont'd)

2. (Cont'd)

- n. Audible Message Waiting Indicator - Provides the user of a message service with an audible indicator that a message is waiting.
- o. Additional Call Appearance - PDN or DN - This feature allows the terminal to have more than one directory number (DN) button assigned to the same DN or Primary Directory Number (PDN).
- p. Call Tracing - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action.
- q. Call Return - This feature 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. The customer can dial a code or press a feature button to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard. Once the customer hangs up, the network will monitor the busy/idle status of both lines every forty-five seconds for up to thirty minutes. If during the queuing process both lines become idle, the customer is alerted that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. If unanswered by the customer the alerting will repeat every five minutes until answered, or for the remainder of the thirty minute monitoring interval. Multiple numbers may be placed in queue. The first idle number will be connected first. Both the customer and the called party may originate and receive calls without affecting the call return feature status.
- r. Preferred Call Forwarding - Allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list. If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to be forwarded. 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 number of the hunt group, or is telephone number identified.
- s. Call Block - This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers. A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by preselecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time. If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Call Block will take precedence. 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 number of the hunt group, or is telephone number identified.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (IBS) (Cont'd)**

**U32.1.5 Optional Features (Cont'd)**

A. Optional Features (Cont'd)

2. (Cont'd)

- t. Call Selector - This feature provides an alerting to the subscribing customer for up to six specific telephone numbers. The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted. Calls from the telephone numbers not included on the screening list will produce a normal ring. When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block list, the call will be blocked. The customer's line will not produce an alert if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is telephone number identified.
- u. Repeat Dialing - This feature when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty 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 alerted that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.
- v. Automatic Line/Direct Connect - Station specially programmed to dial specific internal station number or "0" or the attendant when the station user goes off-hook.
- w. Make Set Busy - Provides the individual station user the option of making the line or Directory Number appear busy/unavailable to incoming calls. The All Calls feature enables the user to make the line appear busy to all types of incoming calls. The Intragroup feature makes the line appear busy to intragroup calls with external calls not blocked.
- x. Selective Call Acceptance - Allows customers to accept incoming voice calls only from certain telephone numbers selected by the customer.
- y. Station Restriction - Allows a station line to be assigned various types of restriction.
  - Denied Termination allows the station line to be used for outgoing calls only. It cannot receive incoming calls. All incoming calls are routed to common interrupt announcement.
  - Denied Originating from Outgoing Calls allows the station line to be used for incoming calls only. No outgoing calls can be originated from it.
- z. Call Park/Call Retrieve - The Call Park feature allows a user, active on a call, to park a call against the user's DN. When parked, the call is in a state similar to Hard Hold. After being parked, the call can be retrieved by the user.
- aa. Call Transfer System Exception - This feature allows the user to have Call Transfer capabilities that differ from the capabilities established for the customer group. The different capabilities may include the type of call that can be transferred and/or the destination to which it can be transferred.
- ab. Dial Call Waiting - The Dial Call Waiting feature provides the ability for originating main station lines to invoke call waiting service on selected intragroup calls by dialing an access code followed by the extension number of the main station line to be call waited.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.5 Optional Features (Cont'd)**

A. Optional Features (Cont'd)

3. Packet Switched Features - The following features are available for use with Packet Switched "B" channel and "D" channel Bearer Services:
  - a. X.25 Hunting - This feature provides hunting between multiple DNs assigned to X.25 terminals. (Where facilities are available.)
4. Feature Function Buttons Programming - These allow the user to assign certain features to a particular button on their ISDN set. When depressed, the button will activate the assigned feature.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.5 Optional Features (Cont'd)**

B. Rates and Charges

1. Optional Features

a. Feature for use with EKTS CPE Circuit Switched Voice/Circuit Switched Data

Plan	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24 - 59 Mos. Plan	60 - 120 Mos.
(1) Shared Primary DN - First appearance on each additional terminal (a) each	\$2.00	\$4.00	\$2.75	\$1.50
(2) Secondary Only DN (Shared or Non-Shared)First appearance (a) each	2.00	4.00	2.75	1.50
(3) Shared Secondary Only DN - First appearance on each additional terminal (a) each	2.00	4.00	2.75	1.50
(4) Shared Non-ISDN DN <sup>1</sup> (a) each	2.00	4.00	2.75	1.50
(5) Privacy Release (a) per shared DN	2.00	.50	.40	.25
(6) Manual Exclusion (a) per shared DN	2.00	.50	.40	.25
(7) EKTS Intercom Calling - Dial (a) each member	2.00	3.00	2.05	1.10
(8) EKTS Intercom Calling - Automatic (a) each member	2.00	3.00	2.05	1.10
(9) EKTS Intercom Calling - Call Appearance (a) each member	2.00	3.00	2.05	1.10

**Note 1:** Due to current technological limitations, this feature may not be available in some locations.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.5 Optional Features (Cont'd)**

B. Rates and Charges (Cont'd)

1. Optional Features (Cont'd)

b. Optional Circuit Switched Features for use with non-EKTS or EKTS CPE

Plan	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24 - 59 Mos. Plan	60 - 120 Mos.
(1) Call Forwarding Variable <sup>1</sup>				
(a) Voice or Voice/Data - per user	\$2.00	\$3.00	\$2.05	\$1.10
(b) Data - per user	2.00	3.00	2.05	1.10
(2) Call Forwarding Variable-Feature Button <sup>1</sup>				
(a) Voice or Voice/Data - per PDN	2.00	3.00	2.05	1.10
(b) Data - per PDN	2.00	3.00	2.05	1.10
(3) Call Forwarding Busy Line <sup>1</sup>				
(a) Voice or Voice/Data - per user	2.00	2.50	1.55	.60
(b) Data - per user	2.00	2.50	1.55	.60
(4) Call Forwarding Busy Line - Programmable <sup>1,2</sup>				
(a) Voice or Voice/Data - per user	2.00	2.50	1.55	.60
(b) Data - per user	2.00	2.50	1.55	.60
(5) Call Forwarding Don't Answer <sup>1</sup>				
(a) Voice or Voice/Data - per user	2.00	2.50	1.55	.60
(b) Data - per user	2.00	2.50	1.55	.60
(6) Call Forwarding Don't Answer - Programmable <sup>1,3</sup>				
(a) Voice or Voice/Data - per user	2.00	2.50	1.55	.60
(b) Data - per user	2.00	2.50	1.55	.60
(7) Call Forwarding Multiple Simultaneous <sup>1</sup>				
(a) Voice or Voice/Data - per user	2.00	3.00	2.05	1.10
(b) Data - per user	2.00	3.00	2.05	1.10
(8) Call Pickup				
(a) Per group	2.00	4.00	2.75	1.50
(b) Per member	2.00	2.00	1.00	.50
(9) Conference, Drop, Hold and Transfer <sup>4</sup>				
(a) Per user profile	2.00	3.00	2.05	1.10

**Note 1:** Feature to be applied per directory number (DN).

**Note 2:** Call Forwarding Busy Line - Programmable may not be assigned to the same DN as Call Forwarding Busy Line.

**Note 3:** Call Forwarding Don't Answer - Programmable may not be assigned to the same DN as Call Forwarding Don't Answer.

**Note 4:** Only one type of Conference, Drop, Hold and Transfer is allowed per user.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.5 Optional Features (Cont'd)**

B. Rates and Charges (Cont'd)

1. Optional Features (Cont'd)

b. Optional Circuit Switched Features for use with non-EKTS or EKTS CPE (Cont'd)

Plan	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24 - 59 Mos. Plan	60 - 120 Mos.
(10) Six-Way Conference, Drop, Hold and Transfer <sup>1</sup>				
(a) Per user profile	\$2.00	\$12.00	\$9.50	\$7.00
(11) Multi-Line Hunt Group - Voice or Voice/Data				
(a) Per flat rate line	-	-	-	-
(b) Per measured rate line	-	-	-	-
(12) Multi-Line Hunt Group - Data				
(a) Per flat rate line	-	-	-	-
(b) Per measured rate line	-	-	-	-
(13) Speed Calling				
(a) Per user	2.00	4.00	2.75	1.50
(14) Visual Message Waiting Indicator				
(a) Per PDN	2.00	.50	.40	.25
(15) Audible Message Waiting Indicator				
(a) Per PDN	2.00	.50	.40	.25
(16) Additional Call Appearance, PDN or DN <sup>2</sup>				
(a) each	2.00	2.00	1.00	.50
(17) Call Tracing				
(a) Per User Profile	2.00	4.50	3.25	2.00
(18) Call Return				
(a) Per User Profile	2.00	4.00	2.75	1.50
(19) Preferred Call Forwarding				
(a) Per User Profile	2.00	3.00	2.05	1.50
(20) Call Block				
(a) Per User Profile	2.00	4.00	2.75	1.50
(21) Call Selector				
(a) Per User Profile	2.00	3.00	2.05	1.10

**Note 1:** Only one type of Conference, Drop, Hold and Transfer is allowed per user.

**Note 2:** Additional call appearances on PDN or Secondary Only DN - First Appearance will appear on all sets where these numbers appear.

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**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.5 Optional Features (Cont'd)**

B. Rates and Charges (Cont'd)

1. Optional Features (Cont'd)

b. Optional Circuit Switched Features for use with non-EKTS or EKTS CPE (Cont'd)

Plan	Installation Charge	Month to Month	Rate Stability Monthly Rate 24 - 59 Mos. Plan	60 - 120 Mos.
(22) Repeat Dialing (a) Per User Profile	\$2.00	\$4.00	\$2.75	\$1.50
(23) Automatic Line/Direct Connect (a) Per PDN Per Terminal	2.00	1.00	.75	.50
(24) Make Set Busy (a) Per PDN	1.00	1.00	.75	.50
(25) Selective Call Acceptance (a) Per User Profile	1.00	3.00	2.05	1.10
(26) Station Restriction - Denied Origination (a) Per User Profile	1.00	1.00	.75	.50
(27) Station Restriction - Denied Termination (a) Per User Profile	1.00	1.00	.75	.50
(28) Call Park/Call Retrieve <sup>1</sup> (a) Per PDN	2.00	1.00	.75	.50
(29) Call Transfer System Exception (a) Per PDN	1.00	1.00	.75	.50
(30) Dial Call Waiting (a) Per DN	1.00	1.00	.75	.50
(31) Make Set Busy - Intragroup (a) Per PDN	1.00	1.00	.75	.50

**Note 1:** Feature to be applied per directory number (DN).

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**U32.1 ISDN - Business Service (Cont'd)**

**U32.1.5 Optional Features (Cont'd)**

- B. Rates and Charges (Cont'd)
  - 1. Optional Features (Cont'd)

	Installation Charge	Month to Month	Rate Stability Monthly Rate 24 - 59 Mos. Plan	60 - 120 Mos.
Plan				
c. Packet Features				
(1) X.25 Hunting				
(a) each	\$15.00	\$-	\$-	\$-
d. Feature Function Button Programming <sup>2</sup>				
(1) Programmable buttons				
(a) Per Configuration Group	15.00	-	-	-
(b) Per terminal	1.00	-	-	-

**Note 1:** Feature to be applied per directory number (DN).

**Note 2:** Charges for Multi-Button ISDN features will be based on the total number of configuration groups or terminals programmed.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service**

**U32.2.1 General**

- A. ISDN - Residence Service (IRS) is a new intraLATA group of offerings supported by the Integrated Services Digital Network (ISDN) architecture. IRS supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery is included with this service. IRS is available where facilities permit.
- B. IRS provides a new method of access to the telephone network called Basic Rate Access. Basic Rate Access will consist of two 64 Kbps "B" channels and one 16 Kbps "D" channel at the service delivery point.
- C. IRS is provided through Basic Rate Access. Features are available to increase the capability of this service and may be subscribed to on an as-needed basis.
- D. "B" channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the "B" channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This option includes one directory number (DN).
- E. The following parameters may be provided with Packet Switched "B" channel and "D" channel services:

Each "B" channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 64 Kbps.

Each "D" channel packet terminal will be provided logical channels up to the technical capabilities of the serving central office. Each logical channel can carry an independent call with throughput of up to 9.6 Kbps. Each logical channel may be established as one of the following types:

- Two-Way Switched Virtual Circuit (default)
- One-Way Incoming Switched Virtual Circuit
- One-Way Outgoing Switched Virtual Circuit

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.1 General (Cont'd)**

- E. The following parameters may be provided with Packet Switched "B" channel and "D" channel Services: (Cont'd) -
1. Flow Control Parameter Negotiation - This parameter negotiates on a per call basis the flow control parameters. This consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission.
  2. Throughput Class Negotiation - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
  3. Recognized Private Operation Agency (RPOA) Selection - This parameter allows an ISDN user to specify an interLATA carrier (IC) for packet-switching on a per-call basis when the customers want it different from presubscribed IC.
  4. Interexchange Packet - Preselect - This parameter allows an ISDN user to specify an interLATA carrier for packet switching at the time of subscription.
  5. Fast Select Option - This parameter permits user data to be passed in the call set up packets of a virtual call.
  6. Reverse Charging Option - This parameter permits the data communications equipment to transmit incoming calls requesting reverse charging to the user. The user must be subscribed to the destination line for X.25 Reverse Charge calls to be completed. If not, the call requesting reverse charging is refused.
- F. Optional "B" channel packet services are defined as follows and may be ordered at an additional charge.
1. "B" channel packet services are available in the following options. Each "B" channel Packet terminal will be provided logical channels up to the technical capability of the central office. Each logical channel can carry an independent call with a throughput of up to 64 Kbps. These options include one data telephone number per option.
    - a. Dedicated High Speed Packet Switched Data - This option permits the customer to establish packet data calls at speeds greater than 9.6 Kbps on the "B" channel.
    - b. On-Demand High Speed Packet Switched Data - This allows users to use a "B" channel for packet switching on demand. This feature may be used in either a multipoint or a point-to-point environment. A "B" channel is allocated based on user preference and on "B" channel availability. The user competes with all other users on the Basic Rate Interface for access to the "B" channel.
- G. "D" channels are equipped for Low Speed Packet Switched Data. This allows packet data (X.25) to be transmitted up to 9.6 Kbps on the "D" channel. Service includes logical channels up to the technical capability of the central office. Multiple packet calls can be active simultaneously by a user on a single "D" channel. Up to eight data terminals can be supported per Basic Rate Access. Service includes one data telephone number.
- H. IRS will consist of the following components:
- Basic Rate Digital Subscriber Line (DSL) Access
  - Two "B" channels Circuit Switched Voice/Circuit Switched Data (CSV/CSD) and one "D" channel Low Speed Packet Switched Data. Optional "B" channel packet services may be purchased in place of the "B" channel CSV/CSD. A maximum of two simultaneous "B" channels can be in use per Basic Rate Access.
  - Minimum of one and maximum of eight User Profiles per Basic Rate Digital Subscriber Line (DSL) Access Arrangement.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.1 General (Cont'd)**

- I. All circuit Switched "B" channel services must be either flat or measured. Mixing flat and measured "B" channel services is not allowed on the same premises.

**U32.2.2 Regulations**

- A. Customer Premises Equipment (CPE) that is compatible with the ISDN Interface is the responsibility of the user for provisioning.
- B. The Company will be responsible for publishing and maintaining ISDN Interface Specifications.
- C. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Basic Rate Access 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.
- D. Suspension of service is not allowed.
- E. Service Charges in Section II of this Tariff are applicable per Basic Rate DSL access in addition to rates and charges following.
- F. Usage rates, as appropriate, are not available at this time.
- G. IRS will be available where facilities permit. Combinations of service will be restricted by the limits of the Company central office type and switch load.
- H. IRS is available to full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools. This service is intended for in-classroom use of computers by students to access information databases, shared educational programs and students in other classrooms. Teachers and researchers may also subscribe to this service for on-campus use. These lines shall not be used to replace existing administrative lines. IRS is also available to public libraries including the state library and archives, regional libraries, and public libraries in any county, city or town.
- I. Each ISDN Basic Rate DSL Access Arrangement will be counted as one line in determining the application of the Service Charges specified in Section II of this Tariff and the End User Charges as specified in the National Exchange Carrier Association (NECA) Tariff FCC No. 5.
- J. IRS lines served, at the customer's request, from a central office other than the central office the subscriber would normally be served from will require interoffice facilities as provided in this Section of the Tariff per DSL access. Airline miles between the serving central offices will be used in the mileage calculation for this rate element.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.3 Definitions**

"B" CHANNEL

A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

"D" CHANNEL

A 16 Kbps digital signaling channel also capable of supporting 9.6 Kbps of packet information for the Basic Rate Interface.

64 KBPS CLEAR CHANNEL CAPACITY

A "B" channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

PACKET SWITCHING

ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

**U32.2.4 Rates and Charges**

	Installation Charge	Monthly Rate
A. Interoffice Circuit		
1. Per DSL Circuit		
a. Each, including first mile	\$240.00	\$115.00
b. Each additional mile		.45
B. Interface		
1. Basic Rate DSL Access Arrangement <sup>1</sup>		
a. Residence Service		
(1) ISDN Access		
(2) ISDN Access for use with High Speed Packet		
2. Channels Activated		
a. Up to 2 "B" channels Circuit Switched Voice/Data and 1 "D" channel Low Speed Packet Per DSL		
(1) Per DSL		
(a) Flat Rate		13.85
(b) Measured <sup>2</sup>		13.85
(2) Permanent High-Speed Packet Additive		
(a) each		110.00
(3) On-Demand High-Speed Packet Additive		
(a) each <sup>3</sup>		90.00

**Note 1:** The appropriate flat rate schedule in Section II of this Tariff applies.

**Note 2:** Measured service not available at this time.

**Note 3:** On-Demand High-Speed Packet "B" channel requires both Circuit Switched Voice/Data and On-Demand High Speed Packet to indicate one activation.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.4 Rates and Charges (Cont'd)**

C. Interface Users

	Installation Charge	Monthly Rate
1. Per User Profile		
a. Access to "B" Channel CSV/CSD		
(1) Flat Rate	\$-	\$-
(a) each	-	-
b. Access to "B" Channel Permanent High-Speed Packet		
(1) With a Unique DN		
(a) each	25.00	-
(2) Without a Unique DN'		
(a) each	25.00	-
c. Access to On-Demand "B" Channel High Speed Packet <sup>1</sup>		
(1) With a Unique DN		
(a) each	25.00	-
(2) Without a Unique DN'		
(a) each	25.00	-
d. Access to "D" Channel Low Speed Packet		
(1) As a single service		
(a) each	-	-
(2) With a Unique DN		
(a) each	-	-
(3) Without a Unique DN <sup>2</sup>		
(a) each	-	-

D. Usage

1. Circuit Switched Voice and Data (Measured Only)
  - a. Not available at this time.

**Note 1:** On-Demand High Speed Packet "B" channel requires at least one "B" channel circuit switched voice/data on DSL.

**Note 2:** Shares DN with any other bearer service on the same user profile.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.5 Optional Features**

Customers are required to subscribe to ISDN - Residence Service (IRS) before ordering these features. Calling/Called Number Delivery is provided with this service. Features are available to increase the capability of IRS and may be subscribed to on an as needed basis. Availability of features are limited to where facilities permit and may be limited by central office type and switch load.

A. Optional Features

Availability of features as described in 1. and 2. following is dependent upon whether the central office is equipped with Custom ISDN or National ISDN.

1. Features for use with Electronic Key Telephone Service (EKTS):

This option provides a group of features that increase the user's voice terminal flexibility and offers the functionality of a key system to groups of users with EKTS equipment.

- a. Shared Primary DN - This is a primary DN that appears on one or more terminals.
- b. Secondary-Only DN - This is a secondary DN that appears on one or more terminals, but is not the primary DN on any of those terminals.
- c. Shared Secondary-Only DN - First Appearance - the first appearance of a secondary DN that appears on more than one terminal but is not the primary DN on any of those terminals.
- d. Shared non-ISDN DN - This feature allows call coverage for an analog set.
- e. Privacy Release - This is a privacy feature that allows a customer to specify, on an EKTS group basis, that no other user can bridge on to calls. On a call by call basis, this feature can be disabled to allow bridging to occur.
- f. Manual Exclusion - This is the opposite of Privacy Release. On a call by call basis the user can restrict bridging.
- g. EKTS Intercom Calling - Dial - This feature allows an EKTS user to call other terminals in the EKTS group with one or two-digit dialing.
- h. EKTS Intercom Calling - Automatic - This feature allows an EKTS user to call another terminal in the EKTS group by activating a button on the EKTS set.
- i. EKTS Intercom Calling - Call Appearance - This feature allows EKTS Intercom Calling to be provisioned on a Call Appearance.

2. The following features are available with either Custom ISDN or National ISDN. National ISDN customers may purchase these features for use with either EKTS sets or non-EKTS sets.

- a. Call Forwarding Variable - This feature allows the ISDN user to have the ability to forward all incoming calls to a user specified directory number.
- b. Call Forwarding Variable - Feature Button - This feature is the same as Call Forwarding Variable except that it is activated by a feature button.
- c. Call Forwarding - Busy Line - This feature automatically routes calls to a preselected number when the called line is busy. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user via feature activation code.

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GENERAL EXCHANGE SERVICES TARIFF  
SECTION II

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.5 Optional Features (Cont'd)**

A. Optional Features (Cont'd)

2. (Cont'd)

- d. Call Forwarding - Don't Answer - This feature automatically routes calls to a preselected number when the called line does not answer in a preset ringing cycle. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user via feature activation code.
- e. Call Forwarding - Multiple Simultaneous - This feature allows a station line to forward more than one call at a time.
- f. Call Pickup - Allows a user to answer calls directed to another line in the same preset Call Pickup Group.
- g. Conference, Drop, Hold, Transfer
  - Conference - allows the user to add a third party to an existing conversation. This feature is for use with voice calls only.
  - Drop - This central based feature allows the user to disconnect the last party added to a conference call.
  - Hold - allows the user to place a call on hold by pressing the function button. Any set with the call appearance for the call on hold can pick up the call by pressing the call appearance button.
  - Transfer - This feature allows the user to transfer a call to another DN. This feature is for use with voice calls only. This feature may require an additional call appearance or an additional DN.
- h. Six-Way Conference, Drop, Hold, Transfer - This feature has the same functionality as Conference, Drop, Hold, Transfer feature except that six-way conference is allowed.
- i. Speed Calling - This feature allows each user to assign up to thirty telephone numbers to a two-digit code for the purpose of enabling abbreviated dialing.
- j. Calling/Called Number Delivery - This feature provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination and is provided with IRS. Some "privacy" options may be in effect in certain areas and will be located in Section II, Adv. Calling Services of this Tariff.
- k. Calling Number Identification Service - National ISDN - This feature provides redirected call information in addition to the information provided with Calling/Called Number Delivery and is provided with IRS.
- l. Visual Message Waiting Indicator - Provides the user of a message service with a visual indication that a message is waiting.
- m. Audible Message Waiting Indicator - Provides the user of a message service with an audible indicator that a message is waiting.
- n. Additional Call Appearance - PDN or DN - This feature allows the terminal to have more than one Directory Number (DN) button assigned to the same DN or Primary Directory Number (PDN).
- o. Call Tracing - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.5 Optional Features (Cont'd)**

A. Optional Features (Cont'd)

2. (Cont'd)

- p. Call Return - This feature 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. The customer can dial a code or press a feature button to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard. Once the customer hangs up, the network will monitor the busy/idle status of both lines every forty-five seconds for up to thirty minutes. If during the queuing process both lines become idle, the customer is alerted that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. If unanswered by the customer the alerting will repeat every five minutes until answered, or for the remainder of the thirty minute monitoring interval. Multiple numbers may be placed in queue. The first idle number will be connected first. Both the customer and the called party may originate and receive calls without affecting the call return feature status.
- q. Preferred Call Forwarding - Allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list. If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to be forwarded. 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 number of the hunt group, or is telephone number identified.
- r. Call Block - This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers. A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by preselecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time. If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Call Block will take precedence. 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 number of the hunt group, or is telephone number identified.
- s. Call Selector - This feature provides an alerting to the subscribing customer for up to six specific telephone numbers. The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted. Calls from the telephone numbers not included on the screening list will produce a normal ring. When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block list, the call will be blocked. The customer's line will not produce an alert if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is telephone number identified.
- t. Repeat Dialing - This feature, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty 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 alerted that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.5 Optional Features (Cont'd)**

A. Optional Features (Cont'd)

2. (Cont'd)

- u. Automatic Line/Direct Connect - Station specially programmed to dial specific internal station number or "0" or the attendant when the station user goes off-hook.
- v. Selective Call Acceptance - Allows customers to accept incoming voice calls only from certain telephone numbers selected by the customer.
- w. Station Restriction - Allows a station line to be assigned various types of restriction.
  - Denied Termination allows the station line to be used for outgoing calls only. It cannot receive incoming calls. All incoming calls are routed to common interrupt announcement.
  - Denied Originating from Outgoing Calls allows the station line to be used for incoming calls only. No outgoing calls can be originated from it.
- 3. Packet Switched Features  
The following features are available for use with Packet Switched "B" channel and "D" channel Bearer Services:
  - a. X.25 Hunting - This feature provides hunting between multiple DNs assigned to X.25 terminals (where facilities are available).
- 4. Feature Function Buttons Programming - These allow the user to assign certain features to a particular button on their ISDN set. When depressed, the button will activate the assigned feature.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.5 Optional Features (Cont'd)**

B. Rates and Charges

1. Optional Features

a. Feature for use with EKTS CPE Circuit Switched Voice/Circuit Switched Data

	Installation Charge	Monthly Rate
(1) Shared Primary DN - First appearance on each additional terminal (a) each	\$1.00	\$1.50
(2) Secondary Only DN (Shared or Non-Shared) -First appearance (a) each	2.00	1.50
(3) Shared Secondary Only DN - First appearance on each additional terminal (a) each	1.00	1.50
(4) Shared non-ISDN DN <sup>1</sup> (a) each	1.25	1.50
(5) Privacy Release (a) per shared DN	1.00	.25
(6) Manual Exclusion (a) per shared DN	1.00	.25
(7) EKTS Intercom Calling - Dial (a) each member	1.00	1.50
(8) EKTS Intercom Calling - Automatic (a) each member	1.00	1.50
(9) EKTS Intercom Calling - Call Appearance (a) each member	1.00	1.50

b. Optional Circuit Switched Features for use with non-EKTS or EKTS CPE

(1) Call Forwarding Variable <sup>2</sup> (a) Voice or Voice/Data - per user (b) Data - per user	1.00 1.00	2.00 2.00
(2) Call Forwarding Variable - Feature Button (a) Voice or Voice/Data - per PDN (b) Data - per PDN	1.00 1.00	2.00 2.00
(3) Call Forwarding Busy Line <sup>2</sup> (a) Voice or Voice/Data - per user (b) Data - per user	1.00 1.00	1.00 1.00

**Note 1:** Due to current technological limitations, this feature may not be available in some locations.

**Note 2:** Feature to be applied per DN to be forwarded.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.5 Optional Features (Cont'd)**

B. Rates and Charges (Cont'd)

1. Optional Features (Cont'd)

b. Optional Circuit Switched Features for use with non-EKTS or EKTS CPE (Cont'd)

	Installation Charge	Monthly Rate
(4) Call Forwarding Busy Line - Programmable <sup>1,2</sup>		
(a) Voice or Voice/Data - per user	\$1.00	\$2.00
(b) Data - per user	1.00	2.00
(5) Call Forwarding Don't Answer <sup>1</sup>		
(a) Voice or Voice/Data - per user	1.00	1.00
(b) Data - per user	1.00	1.00
(6) Call Forwarding Don't Answer-Programmable <sup>1,3</sup>		
(a) Voice or Voice/Data - per user	1.00	2.00
(b) Data - per user	1.00	2.00
(7) Call Forwarding Multiple Simultaneous <sup>1</sup>		
(a) Voice or Voice/Data - per user	1.00	2.00
(b) Data - per user	1.00	2.00
(8) Call Pickup		
(a) Per group	1.00	4.00
(b) Per member	1.00	2.00
(9) Conference, Drop, Hold and Transfer <sup>4</sup>		
(a) Per user profile	1.00	2.00
(10) Six-Way Conference, Drop, Hold and Transfer <sup>4</sup>		
(a) Per user profile	1.00	12.00
(11) Speed Calling		
(a) Per user	1.00	3.00
(12) Visual Message Waiting Indicator		
(a) Per PDN	1.00	.50
(13) Audible Message Waiting Indicator		
(a) Per PDN	1.00	.50
(14) Additional Call Appearance, PDN or DN <sup>5</sup>		
(a) each	1.00	.75

**Note 1:** Feature to be applied per DN to be forwarded.

**Note 2:** Call Forwarding Busy Line - Programmable may not be assigned to the same DN as Call Forwarding Busy Line.

**Note 3:** Call Forwarding Don't Answer - Programmable may not be assigned to the same DN as Call Forwarding Don't Answer.

**Note 4:** Only one type of Conference, Drop, Hold and Transfer is allowed per user.

**Note 5:** Additional call appearances on PDN or Secondary Only DN - First Appearance will appear on all sets where these numbers appear.

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**U32. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**U32.2 ISDN - Residence Service (Cont'd)**

**U32.2.5 Optional Features (Cont'd)**

B. Rates and Charges (Cont'd)

1. Optional Features (Cont'd)

b. Optional Circuit Switched Features for use with non-EKTS or EKTS CPE (Cont'd)

	Installation Charge	Monthly Rate
(15) Call Tracing		
(a) Per User Profile	1.00	3.50
(16) Call Return		
(a) Per User Profile	1.00	3.50
(17) Preferred Call Forwarding		
(a) Per User Profile	1.00	2.50
(18) Call Block		
(a) Per User Profile	1.00	3.50
(19) Call Selector		
(a) Per User Profile	1.00	2.50
(20) Repeat Dialing		
(a) Per User Profile	1.00	3.50
(21) Automatic Line/Direct Connect		
(a) Per DN Per Terminal	1.00	.75
(22) Selective Call Acceptance		
(a) Per User Profile	1.00	2.00
(23) Station Restriction - Denied Origination		
(a) Per User Profile	1.00	1.00
(24) Station Restriction - Denied Termination		
(a) Per User Profile	1.00	1.00
c. Packet Features		
(1) X.25 Hunting		
(a) each	15.00	-
d. Feature Function Button Programming <sup>1</sup>		
(1) Programmable buttons		
(a) Per Configuration Group	15.00	-
(b) Per terminal	1.00	-

**Note 1:** Charges for Multi-Button ISDN features will be based on the total number of configuration groups or terminals programmed.

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SECTION III

GENERAL RULES AND REGULATIONS

TITLE PAGE

Schedule of

GENERAL RULES AND REGULATIONS

Applying to the Intrastate Services and Facilities of  
The Telephone Company in the State of Tennessee

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SECTION III

GENERAL RULES AND REGULATIONS

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### SECTION III

#### GENERAL RULES AND REGULATIONS

##### A. APPLICATION

The rules and regulations specified herein are in addition to those contained in the Local Exchange Service Tariffs, the General Exchange Service Tariffs and the Message Toll Telephone Service Tariffs. They apply to the intrastate services and facilities furnished in Tennessee by the Cities Telephone Company, hereinafter referred to as the Telephone Company, or Company. Failure on the part of the subscribers to observe these rules and regulations of the Telephone Company, after due notice of such failure, automatically give the Telephone Company the privilege to cancel the contract and discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, Tariffs, the General Exchange Service Tariffs, or the Message Toll Telephone Service Tariffs, the rate, rule, regulation or provision contained in the specific tariffs shall prevail.

These Tariffs cancel and supersede all other Tariffs of the Telephone Company issued and effective prior to the effective dates of these Tariffs.

##### B. EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rates.
- (T) Signifies a change in text but no change in rate, treatment or regulations.

### SECTION III

#### GENERAL RULES AND REGULATIONS

##### OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

The Telephone Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits, and equipment.

2. Interruptions of Service

If service is interrupted for more than 48 hours other than by the negligence or willful act of the subscriber, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues, after notice and demand to the Company. No other liability shall in any case attach to the Company on account of interruptions of service.

3. Directory Errors and Omissions

(a) The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of the publications of such errors in the directory nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listings published in its directories. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such of the subscriber's service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

(b) In cases of extra listings in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

## SECTION III

### GENERAL RULES AND REGULATIONS

#### C. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

##### 4. Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the subscriber, repeats messages she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstandings that may arise between subscribers because of the error.

##### 5. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other Companies, the Telephone Company is not responsible or liable for any action of the Connecting Company.

##### 6. Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the Telephone Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

##### 7. Adjustment of Charges

In the adjustment of charges for overbilling by the Telephone Company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period during which overbilling has been effective cannot be fixed or the exact amount of overbilling determined from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a three-year period.



## SECTION III

### GENERAL RULES AND REGULATIONS

#### D. USE OF SERVICE AND FACILITIES

##### 1. Ownership and Use of Equipment

Equipment, instruments and lines furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment, instruments and lines. Such equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company.

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

##### 2. Unauthorized Attachments or Connections

The Telephone Company shall not be required to attach its equipment or lines to wiring not owned and installed by it, nor shall equipment, apparatus, circuits, or devices not furnished by the Telephone Company be attached to or connected with facilities furnished by the Telephone Company, whether physically, by induction or otherwise, unless provided for elsewhere in the tariffs. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to disconnect the same or to suspend the service during the continuance of said attachment or connection or to terminate the service.

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION III  
GENERAL RULES & REGULATIONS

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

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1<sup>st</sup> Revised Sheet 10

D. USE OF SERVICE AND FACILITIES (Continued)

3. USE OF SUBSCRIBER SERVICE

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

(C)

4. USE OF PARTY LINE SERVICE

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

5. TAMPERING WITH EQUIPMENT

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulation, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

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GENERAL RULES AND REGULATIONS  
SECTION III  
LIMITATIONS AND USE OF SERVICE

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
First Revised Sheet 11

D. USE OF SERVICE AND FACILITIES (Continued)

6. Use of Profane Language or Impersonation of Another

The Telephone Company may refuse to furnish or may deny telephone service to any persons; firm or corporation who, over the facilities furnished by the Company, uses or permits to be used foul, abusive, obscene, or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

7. Governmental Objections to Service

The Company may refuse to furnish or may discontinue telephone service to any person, firm, or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for an illegal purpose.

8. Use of Automatic Dialing and Announcing Devices

a. Subscribers who wish to use automatic dialing and announcing devices for solicitation purposes must do so pursuant to the following terms and conditions.

1. No numbers will be called in sequential fashion. Sequentially placed calls refer to those calls automatically dialed by successively increasing or decreasing integers, or similar methods.
2. Where facilities permit, the equipment shall be so programmed or utilized in such a manner as to automatically disconnect a called party's line not later than ten seconds after the called party hangs up.
3. Within 20 seconds after the called party answers, the name and telephone number of the individual or firm making or paying for the call, including but not limited to the name of the individual or firm on whose behalf the call is made, must be clearly stated.

ISSUED: 03-07-97  
EFFECTIVE: 04-15-97

BY: \_\_\_\_\_  
HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS  
SECTION III  
LIMITATIONS AND USE OF SERVICE

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
First Revised Sheet 11A

D. USE OF SERVICE AND FACILITIES (Continued)

8. Use of Automatic Dialing and Announcing Devices (Cont'd)
- a. 4. At the conclusion of the call, the name and telephone number of the individual or firm making or paying for the call, including but not limited to the name of the individual or firm on whose behalf the call is made, must be clearly stated.
  5. If the customer's response is to be recorded, they must be informed of such and permission must be granted.
  6. If the solicitation call requires a response by the customer and a charge will apply, the customer must be informed that the response is not a free call. The vendor at this time, must give the customer the amount of the charges that will be applied if they respond.
  7. No calls will be placed to organizations providing emergency services, including but not limited to hospitals, nursing homes, fire departments, and law enforcement agencies.
  8. No calls will be placed on Sundays or Holidays. No calls will be placed between the hours of 8:00 P.M. and 8:00 A.M., Monday through Saturday.
  9. The Company is under no obligation to provide lists of telephone numbers or any directory information other than normally issued telephone directories.
  10. Messages must not contain obscene or profane language.
  11. Solicitation calls for the sale of pornographic material will not be allowed.
  12. This type telecommunication service will not be used for any unlawful purposes.
  13. Connection of customer provided communication systems must meet the Company's requirements as well as Part 68 of the FCC's Rules and Regulations.
  14. Emergency and unlisted telephone numbers will not be used with recorded solicitation communication.

(N)

(N)

ISSUED: 09-01-90  
EFFECTIVE: 10-01-90

BY: \_\_\_\_\_  
HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS  
SECTION III  
LIMITATIONS AND USE OF SERVICE

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
First Revised Sheet 11B

D. USE OF SERVICE AND FACILITIES (Continued)

8. Use of Automatic Dialing and Announcing Devices (Cont'd)

(N)

- b. In cases where there is an existing business relationship between the called party and the subscriber and where the subscriber used the dialing and announcing devices strictly as a follow up device to supply information related to these prior dealings, the preceding terms and conditions will not apply. However, even subscribers who have had prior dealings with the called party will not be allowed to utilize the automatic dialing and announcing devices for solicitation purposes.
- c. Schools may be exempt from the provisions of this section when equipment use is restricted to calls made to the homes of it's students.
- d. Any subscriber operating or utilizing automatic dialing equipment who does so in violation of the provisions set forth preceding will be subject to immediate disconnection of telephone service.

(N)

ISSUED: 09-01-90  
EFFECTIVE: 10-01-90

BY: \_\_\_\_\_  
HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

### SECTION III

#### GENERAL RULES AND REGULATIONS

##### E. ESTABLISHMENT AND FURNISHING OF SERVICE

###### 1. Application for Service

- a. Applications for service must be made on the Telephone Company's standard form of application. These applications become contracts when accepted in writing by the Telephone Company, or upon the establishment of service. Applicants for service are required to pay in advance at the time application is made, all charges accruing for the first billing period for exchange service and equipment, and the service connection charge, if applicable. The terms and conditions specified in such contracts are subject to these General Rules and Regulations, the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the particular exchange from which service is to be furnished. Any change in rates, rules or regulations shall set as a modification of the contract to that extent, without further notice.
- b. Requests from subscribers for additional service, equipment, etc., may be made verbally, if the original contract provides for such additional service and equipment as may be ordered, and no advance payment will be required. A move from location to another (Outside Move) within the same Exchange Area is not considered to terminate the contract and order for such moves may be made verbally.

###### 2. Telephone Numbers

The subscriber has no property right in the telephone number or any right to continuance of service through any particular central office, the Telephone Company may change the telephone number or the central office designation, or both, of a subscriber whenever it deems it advisable in the conduct of its business to do so.

###### 3. Alterations

The subscriber agrees to notify the Company promptly in writing whenever alterations or new construction or premises owned or leased by him will necessitate changes in the Company's wiring or equipment; and the subscriber agrees to pay the Company's current charges for such changes.

### SECTION III

#### GENERAL RULES AND REGULATIONS

##### F. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

###### 4. Payment for Service

The subscriber is required to pay all charges for exchange services and facilities, and for toll messages (including charges for messenger service) in accordance with provisions contained elsewhere in these General Rules and Regulations. The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

###### 5. Maintenance and Repairs

All ordinary expense of maintenance and repair, unless otherwise specified in the Telephone Company's tariff, is borne by the Telephone Company. The subscriber agrees to take good care of the instruments and all accessories connected therewith. In case of loss of, damage to, or destruction of any of the Company's instruments, or accessories, not due to ordinary wear and tear, the subscriber is held responsible for the cost of replacing the equipment destroyed or for the cost of restoring the equipment to its original condition, except where such damage is not occasioned by the negligence of the subscriber. Subscribers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any apparatus or wiring installed by the Telephone Company, except upon the written consent of the Telephone Company.

###### 6. Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

###### 6. Base and Exchange Areas

Unless specifically described in the Local Exchange Service Tariffs, the BASE and EXCHANGE AREAS shall be defined as follows:

- (a) The Base Rate Area of exchanges shall extend one radial mile from Central Offices.
- (b) The Exchange Area of any exchange shall be its Base Rate Area and the adjacent territory now being served by this Company.

## SECTION III

### GENERAL RULES AND REGULATIONS

#### G. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

##### 9. Furnishing Party Line Service

- a. Four-party service within the local Base Rate Area, when offered, is furnished at any location where there is a vacancy on an existing line or when there is, in the opinion of the Telephone Company, an opportunity to connect additional subscribers in nearby locations to that line within a reasonable time.
- b. Two or four-party service beyond the local Base Rate Area, when offered, will be furnished only when in the opinion of the Telephone Company there is sufficient demand for such service to assure a reasonable fill of the lines and where such demand is concentrated within a reasonable area.
- c. Rural Multi-Party service is furnished only beyond the local Base Rate Area and within the Exchange Area.

#### F. TELEPHONE DIRECTORIES

##### 1. Distribution

The Telephone Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

##### 2. Ownership and Use.

Directories regularly furnished to subscribers are the property of the Telephone Company, are loaned to subscribers only as an aid to the use of the telephone service, and are to be returned to the Telephone Company upon request or when new directories are issued. Subscribers must not deface or mutilate directories. The Telephone Company shall have the right to make a change for directories issued in replacement of directories destroyed, defaced, or mutilated while in possession of the subscriber. No binder, holder, or auxiliary cover, except such as may be provided by or with the consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.



## SECTION III

### GENERAL RULES AND REGULATIONS

#### G. ESTABLISHMENT AND MAINTENANCE OF CREDIT

##### 1. Establishment of Credit

The Telephone Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the company. Nor is the Telephone Company obligated to continue to furnish service to any individual or firm whose credit is or becomes, in the opinion of the Telephone Company, doubtful. In order to insure the payment of all charges due for its services, the Telephone Company may require any subscriber to establish and maintain his credit in one of the following ways:

- a. By furnishing references acceptable to the Telephone Company.
- b. By providing a suitable guarantee in writing, in form prescribed by the Telephone Company.
- c. By means of a cash deposit.

##### 2. Amount of Deposits

The amount of deposit required for the purpose of establishing a subscriber's credit shall not exceed his estimated bill for exchange service and toll charges for one normal billing period plus forty-five days. The Telephone Company may require the subscriber to increase the amount of the deposit at any time if, in its opinion, the charges billed against the subscriber are found to warrant such an increase.

3. The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Telephone Company's regulations as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of services for non-payment of any sums due the Telephone Company for services rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

### SECTION III

#### GENERAL RULES AND REGULATIONS

##### G. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

###### 4. Interest to be Paid on Deposits

Interest at the rate of 6 per cent per annum shall be paid by the Company on all deposits made for the purpose of establishing credit. Simple interest shall be computed from the date of payment of the deposit and shall be paid annually or at the time of discontinuance of service or date of request for withdrawal of the deposit.

###### 5. Discontinuance of Service for Failure to Establish Credit

Service may be discontinued for failure to establish credit as authorized above, within five days after the Company has served or mailed notice requiring the subscriber to do so.

###### 6. Restoral of Service Charges

Where service has been discontinued for failure to establish credit as authorized above, the regular restoral of service charge will be made and collected by the Company.

### SECTION III

#### GENERAL RULES AND REGULATIONS

##### APPLICATION OF BUSINESS AND RESIDENCE RATES

- A. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS:
1. In offices, stores, factories, mines, and all other places of a strictly business nature.
  2. In boarding houses, except as noted under B-2, offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools or colleges, hospitals, libraries, churches and other similar institutions.
  3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over a residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
  4. Where the place of business and the residence of a subscriber are on the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
  5. At residence locations when an extension station or extension bell is located in a shop, office, or other place of business.
  6. In college fraternity houses.
  7. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under B-3 below.

SECTION III

GENERAL RULES AND REGULATIONS

APPLICATION OF BUSINESS AND RESIDENCE RATES (Continued)

B. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS:

1. In private residences where business listings are not provided.
2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
3. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinary, provided the subscriber does not maintain an office in the residence.

### SECTION III

#### GENERAL RULES AND REGULATIONS

#### COMBINATION MAIN STATION SERVICE

1. Where an individual or firm wishes to contract for two or more main stations at separate locations and wishes to be able to answer incoming calls for any station at any of the locations, the arrangement described below is provided subject to the availability of the facilities necessary to furnish satisfactory service. Outgoing calls can be made from any stations so arranged.
2. Combination main station service may be employed where one station is at a business location and the others at residence, or where all stations are at either business or residence locations. However, such an arrangement is permitted only on the premises of individuals or firms associated with each other.
3. The lines are bridges together so as to operate as one line and the signals for the stations may be arranged as follows:
  - (a) So that all bells will ring at the same time; or
  - (b) Individual call numbers may be assigned at each location, in which case, at common battery exchanges, an Extension Bell of distinctive tone can be provided at any station and arranged so as to ring when another station in the group is being signaled.
  - (c) At magneto exchanges separate code rings will be assigned to each main station if the subscriber so desires and if practicable.
4. Connections between the main stations are established by the operator at common battery exchanges and in magneto exchanges by the subscriber ringing the required code.
5. The rate for each main station is the established individual line rate, the business or residence rate is applied in accordance with the character of use at each premise. Extension bells are furnished at the regular filed rates. Mileage charges do not apply between a main station at one location and the bell associated with such main station at the other location.
6. In applying Extra Exchange Line Mileage Charges, each main station is considered separately and the mileage charges applicable for individual line service are charged for each main station.

### SECTION III

#### GENERAL RULES AND REGULATIONS

#### CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

##### A. GENERAL

1. Rural lines will be extended in accordance with provisions specified in paragraphs E 1-2-3 and 4, main line extension for rural service, of this tariff.
2. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense, the revenue does not reasonably compensate the Telephone Company – as for example:
  - a. The facilities are provided in remote or undeveloped sections outside the base rate area.
  - b. Conditions require the provision of special equipment or unusual methods of plant construction, installation or maintenance.
  - c. The customer's location requires the use of costly private right-of-way.
3. Title to all construction, as specified in C below, provided wholly or partly at a customer's expense is vested in the Telephone Company.
4. By "cost" is meant the cost of labor and materials including the usual supervisory expenses.
5. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Telephone Company for such attachments is borne by the customer.
6. The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Telephone Company.
7. Construction charges will not apply to the customer's aerial drop which extends from the last pole to the building in which the telephone is located.

### SECTION III

#### GENERAL RULES AND REGULATIONS

##### B. SPECIAL TYPE OF CONSTRUCTION

When underground service connections are desired by customers as initial installations in places where aerial drop wires would ordinarily be used to reach the customers' premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

1. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition the customer shall pay the cost of the underground cable – including the cost of installing – less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company.
2. The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.
3. Where armored cable is laid in a trench, the trench shall be constructed and back-filled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable – including the cost of installing it – less the estimated cost to the Telephone Company of installing such aerial drop as would be (or is) required to furnish the same service.
4. Cable installed in conduit will be maintained and replaced at the expense of the Telephone Company where the conduit has been inspected in place by the Telephone Company and approved, but repairs or replacements of cable in conduit not so inspected and approved, or repairs or replacements of cable in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
5. Where facilities are changed from aerial to underground, in addition to the above the customer is charged the cost of dismantling and removing the aerial facilities.

### SECTION III

#### GENERAL RULES AND REGULATIONS

##### C. POLES ON PRIVATE PROPERTY

1. Poles on private property to be used in serving an individual subscriber will be furnished by the Telephone Company at a charge to the subscriber of \$10.00 for each such pole, except that the Telephone Company will furnish as many as two poles without charge to the subscriber provided the poles thus furnished are used to carry main line circuits. Ownership and maintenance of such poles is vested in the Telephone Company.
2. Poles on private property to be used as a part of the standard distributing plan serving subscribers in general are furnished, maintained, and owned by the Telephone Company, subject to such construction charges as may be applicable.
3. Circuits on poles on private property are furnished, owned and maintained by the Telephone Company.

##### D. LINE EXTENSIONS (OUTSIDE BASE RATE AREA)

1. Rural lines will be extended in accordance with the provisions specified in this section under Rural Line Services of this Tariff.

##### E. MAIN LINE EXTENSIONS FOR RURAL SERVICE

1. Facilities Provided Without Construction Charge
  - a. Under normal conditions, the Telephone Company will extend its rural lines one-half mile to reach a rural customer within the exchange service area.
  - b. Main line extensions will be provided a group of applicants by the Telephone Company without construction charge, for the provision of rural service from the exchange in which the applicants are located, if the number of applicants in the group for permanent service on a year-round basis averages one for each one-half mile or less, of plant extension, by shortest public highway measurement.
  - c. Applicants are treated as a group with respect to the construction of a particular main line extension if not more than one mile of main line is required between successive members of the group.



## SECTION III

### GENERAL RULES AND REGULATIONS

#### E. MAIN LINE EXTENSIONS FOR RURAL SERVICE (Continued)

##### 2. Construction Charges for Facilities in Excess of the Above Allowances

- a. If for a main line extension the applicant or group of applicants is insufficient to meet the above requirements, a construction charge is made for the facilities in excess of the allowances specified. The construction charge for main line extensions is apportioned equally among all applicants of a group.
- b. The construction charges assessed a group for facilities in excess of the allowance shall be paid in advance at the rate of \$50.00 per one-tenth mile of extension, or major fraction thereof. Measurements shall follow the shortest public highway route but shall not include the distance between the last pole and the building in which the telephone is located.
- c. Payments for rural line construction are not refundable and no credit will be allowed for future installations on rural line extensions constructed under the above regulations.
- d. Plant extensions to provide rural service on a basis other than is covered above require the payment of construction charges as determined from the conditions.

##### 3. Provision of Private Right-of-Way

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

##### 4. Contractual Arrangements

- a. A contract is required covering a term of years equivalent to one year for each one-tenth mile of line extension that is furnished by the Company without construction charge. Where more than one customer is involved the total mileage shall be pro-rated equally to determine each customer's term of contract. The minimum term per customer is one year.

Applicants may be required to make advance payments to cover all or a portion of the exchange service during the term of contract, when in the opinion of the Telephone Company there is evidence of credit risk, or in cases of renters or tenants.

GENERAL RULES AND REGULATIONS  
SECTION III  
CONSTRUCTION, MAINTENANCE AND INSTALLATION CHARGES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
PUBLIC SERVICE COMMISSION  
First Revised Sheet 24

E. MAIN LINE EXTENSIONS FOR RURAL SERVICE (Continued)

4. Contractual Arrangements (Continued)
  - b. Excess mileage applicable, in accordance with E-2 above, is not considered in determining the term of contract required.
  - c. Rural line extensions are further subject to the regulations specified in the Tariffs of this company, which tariffs as they now exist or as they may be revised, added to or supplemented by superseding issues are hereby made a part of this tariff.

F. CONTRIBUTIONS IN AID OF CONSTRUCTION

1. In the event that the Telephone Company receives contributions and/or advances in aid of construction, the contribution will be grossed by a 33% factor.

ISSUED: 10/06/88

BY: \_\_\_\_\_

EFFECTIVE: 11/06/88

WILLIAM A. WILSON, MANAGER  
UNITED TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS  
SECTION III  
DIRECTORY LISTINGS

A. GENERAL REGULATIONS

1. The regulations for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of subscribers.
2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling parties of the telephone numbers of subscribers and those entitled to use subscribers' service. Special arrangement of names is not contemplated, nor any form of listing which does not facilitate directory serviced or is otherwise objectionable or unnecessary for purposes of identification.
3. Names in directory listings shall be limited to the following:
  - a. In connection with residence service:
    - (1) Individual name of the subscriber, or
    - (2) The individual name of the subscriber, or of a member of the subscriber's family or a joint user.
  - b. In connection with business service:
    - (1) The individual name of the subscriber or joint user, or
    - (2) The name under which the subscriber joint user is actually doing business as evidenced by signs on the premises, by letterheads, and by name under which a bank account is carrier, or
    - (3) The name under which a business is actually being conducted by someone other than the subscriber and which the subscriber or joint user is authorized by such other to use, or
    - (4) The individual names of the officers, partners, or employees of the subscriber, or
    - (5) The names of departments when such listings are deemed necessary from a public reference viewpoint.

GENERAL RULES AND REGULATIONS  
SECTION III  
DIRECTORY LISTINGS

A. GENERAL REGULATIONS (Continued)

4. Whenever any question arises as to the right of a customer (1) to list the name of a business which he claims he is authorized to represent; or (2) to use a listing which includes the trade name of another; the Telephone company is privileged to require the customer to secure from the owner of such name, written authority so to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listing; and is privileged to refuse to accept or to delete such listing where (1) such written authority is not so furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.
5. Primary Listings
  - a. One listing without charge, termed the primary listing, is provided as follows:
    - (1) For each separate subscriber service. When two or more main station lines or P.B.X. trunk lines are consecutively operated, the first number of the group is considered the primary listing.
    - (2) For each semi-public service.
    - (3) For each joint user.
    - (4) For each service station subscriber.

B. REGULAR EXTRA LISTINGS

1. Business extra listings may be the names of partners or members of the firm, if the subscriber or joint user is a partnership or firm; the names of officers of the corporation, if the subscriber or joint user is a corporation; and for any business establishment, the names of associates or employees of the subscriber or joint user. No other class of listing, such as service, agency, commodity, etc. will be accepted.
2. Residence extra listings may be the names of members of the subscriber's immediate family.
3. In connection with semi-public telephone service, extra listings are allowed at regular extra listing rates in the names of permanent guests or tenants at that location. Regular Extra Listing rates in connection with semi-public stations are furnished under the same regulations as specified in paragraph 1 above.

GENERAL RULES AND REGULATIONS  
SECTION III  
DIRECTORY LISTINGS

B. REGULAR EXTRA LISTINGS (Continued)

4. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished a listing may be permitted under the address of a P.B.X. station, or extension station, installed on premises of the subscriber, but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.
5. Regular Extra Listings are furnished at the rate quoted in the General Exchange Service Tariffs.
6. Extra listing charges (except for listings of alternate call numbers and office hours) date from the time the listing is posted on the information records. Information records are posted on the information records. Information records are posted at the time application for the listing is made, or at the date of issue of the directory, as the subscriber may desire. Charges for listings of alternate call numbers and office hours become effective as of the date of the issue of the directory.

C. SPECIAL TYPES OF EXTRA LISTINGS

1. Duplicate and cross reference listings
  - (a) Duplicate listings, i.e., listings of nicknames abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names, are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the subscriber, and are not desired to secure a preferential position in the directory or for advertising purposes.
  - (b) Cross reference listings are permitted when their use will facilitate in the handling of telephone calls.
  - (c) The regular Extra Listing rate applies for each Duplicate or Cross Reference Listing.
2. Alternate Call Number Listings
  - (a) Listing of an alternate telephone number, other than those covered under paragraph 5-a. "Office Hour Listings" of this Tariff, to be called in case no answer is received, is permitted for subscribers to all classes of service.

GENERAL RULES AND REGULATIONS  
SECTION III  
DIRECTORY LISTINGS

D. SPECIAL TYPES OF EXTRA LISTINGS (Continued)

2. Alternate Call Number Listings (Continued)

- (b) The alternate number may be that of a service not under contract with the subscriber in connection with whose name it appears. In such a case, the consent of the subscriber to the alternately listed service must be obtained before the alternate listing is furnished.
- (c) The Regular Extra Listing rate applies for each Alternate Call Number Listing.

3. Foreign Exchange Listings

- (a) Foreign exchange listings, i.e., listings of subscribers located in an exchange other than that in which the listed service is furnished, are permitted.
- (b) The Regular Extra Listing rate applies for each Foreign Exchange Listing.

4. Temporary Tenant Listings

- (a) Residence subscribers who lease their premises for periods of less than one year and request the Telephone Company to render service to their tenant without change in contract, may arrange for listing of such tenant provided that the subscriber and the tenant do not occupy the premises at the same time.
- (b) All billing and contractual arrangements remain unchanged, the subscriber being responsible for the payment of all charges.
- (c) The Regular Extra Listing rate applies for each Temporary Tenant Listing.

5. Office Hour Listings

- (a) Listing of office hours or other information which is not required in order to efficiently handle telephone traffic, is not included in the charges for service. Subscribers who desire that their office hours appear in connection with their listing, may obtain same by paying the rates for Regular Extra Listings. A phrase directing the method of calling when a P.B.X. operator is not on duty may be listed in the directory, at Regular Extra Listing rates whenever night connections are provided.

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION III  
GENERAL RULES & REGULATIONS

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
1<sup>st</sup> REVISED SHEET 29

1. Extension stations may be provided in connection with all classes of urban exchange service except payphone access line service. In connection with payphone access line service, extension stations are only furnished when they are essential to the efficient handling of service. (C)
2. Extension stations may be furnished in connection with rural line service provided they are located on the same premises as the main station. Extension stations on rural lines are provided only when such stations will not interfere with the satisfactory operation of the lines.
3. Separate telephone numbers or other distinctive designations are not assigned to extension stations, nor is code ringing permitted. Extension stations are not listed except as provided in the section entitled "Directory Listings" and no additional free listings are allowed in connection with the main station on account of the extension stations.
4. Extension stations must be so located that their use will be restricted to those entitled to use the subscriber's service, including joint users, as specified under "Use of Subscriber's Service" in these General Rules and Regulations.
5. Intercommunication is not contemplated between a main station and an extension station, or between extension stations, (except with the use of wiring plans, key equipment or key telephone systems).
6. Where either the main or extension station is at a business location, business rates apply to both stations.
7. One bell (ordinary type) is furnished, if desired, with each extension station, and must be located at the extension station. The number of extension stations which may be connected with any main station may be restricted to three, except that one additional extension station may be bridged to either a main station or extension station in connection with individual line service, provided the number of bells to be rung at one time does not exceed four. The number of bells which may be connected for each rural subscriber is dependent on the circumstances in each case.
8. The rates for extension stations are quoted in the local exchange service tariffs apply to extension stations on the same premises and within 250 feet of the main station. In the case of extension stations beyond these limits, a charge is made for the additional circuit required in accordance with the provisions included under Extension Station Mileage in the General Exchange Service Tariffs.

ISSUED: 03/07/97

BY: \_\_\_\_\_

EFFECTIVE: 04/15/97

HERBERT R. BIVENS, GENERAL MANAGER  
UNITED TELEPHONE COMPANY

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION III  
GENERAL RULES & REGULATIONS

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Second Revised Sheet 30

A. COMPANY EMPLOYEES

The standard residential rates for local exchange service will not be charged for Employee's Telephone Service. Concessions to employees are allowed only at one location and only when the telephone equipment is located in the employee's residence.

(T)

(T)

B. SCHOOLS – SCHOOL/PARENT COMMUNICATIONS SERVICE

(N)

1. A concession may be granted to schools (K-12) which will apply as a credit toward charges applicable for lines dedicated exclusively to School/Parents Communications Systems.

a. School/Parent Communications Systems are defined as an arrangement which uses automatic dialer equipment to dial pre-selected numbers, and upon the telephone connection being established, transmits a recorded message. This arrangement may also include a voice mail-box at the school so that incoming messages to the school or recorded responses made during initial calls may be directed to an individual teacher.

b. The use of automated dialers shall be restricted to making outgoing calls to the residences of students enrolled in the school. Where such calls are restricted to attendance or discipline matters, no registration is required. However, if automatic dialing equipment is to be used for any other purpose, such equipment must be registered with the TPSC and the school must furnish a copy of the approved registration to the Company for its records in order to qualify for a concession credit on the line serving such equipment.

c. The principal of the school, as the official in charge of the school, must annually certify to the Company its compliance with these regulations in order to qualify for the credit allowance to apply for the ensuing calendar year. Such certification must be received by not later than November 15 each year.

(N)

ISSUED: 09/01/90

BY: \_\_\_\_\_

EFFECTIVE: 10/01/90

HERBERT R. BIVENS, OFFICE MGR  
UNITED TELEPHONE COMPANY



GENERAL RULES AND REGULATIONS  
SECTION III  
INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

A. INITIAL CONTRACT PERIODS

1. Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.
2. The length of contract period for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.
3. In case of P.B.X. service, the initial contract period shall be at least three years, and the Telephone Company may require longer contract periods depending upon the size and nature of the installation and equipment for rendering such service.
4. The Telephone Company may require a contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra costs; or for line extensions as provided under "Construction Charges".

B. TERMINATION OF SERVICE

1. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
  - a. In the case of service for which the initial contract period is one month, the charges due for the balance of the initial month.
  - b. In the case of directory listings and joint-user service where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing or joint-user service, subject, however, to a minimum charge for one month:
    - (1) The contract for the main service is terminated.
    - (2) The listed party or joint-user becomes a subscriber to some class of exchange service.
    - (3) The listed party or joint user moves to a new location.

GENERAL RULES AND REGULATIONS  
SECTION III  
INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

B. TERMINATION OF SERVICE (Continued)

1. (b) (Continued)

(4) The listed party or joint user dies.

(c) For P.B.X. service or special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

(d) Contracts for periods of longer than one month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.

2. Service may be terminated after the expiration of the initial contract period, upon the telephone Company being notified, and upon payment of all charges due to the date of termination of the services.

GENERAL RULES AND REGULATIONS  
SECTION III  
JOINT USER SERVICE

1. 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 Company will extend service to joint users, except that not more than two joint users will be permitted for each main line or for each trunk of a commercial P.B.X. system. 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 desires to furnish telephone service to his clients.
2. To facilitate the use of joint user services, a directory listing is included as a part of the classification, 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 station.
3. 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.
4. Extension stations may be furnished for the use of joint users at the regular extension station rates.
5. Joint user service shall be furnished only at the request of the subscriber to the main station, who shall make application therefor, and shall be responsible for the payment of all charges incurred thereunder.
6. Charges for joint user service date from the day the contract is executed, and are payable monthly in advance. The minimum charge 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. Contracts 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, and otherwise only as specified in the Termination of Service section of this Tariff.

GENERAL RULES AND REGULATIONS  
SECTION III  
MILEAGE CHARGES

A. EXTRA EXCHANGE LINE MILEAGE

1. Urban classes of service will be furnished outside the local Base Rate Area, but within the Exchange Area and within the operational limits of the switchboard, associated equipment and lines at the rates quoted in the Local Exchange Tariffs plus Extra Exchange Line Mileage Charges for the additional circuit required as quoted in the General Exchange Service Tariffs. These charges are in addition to any construction charges applicable.
2. Mileage charges are computed on airline measurement from the location of the main station to the point where the line circuit crosses the local Base Rate Area boundary and apply to each circuit and to each party line subscriber separately. In those cases where the local Base Rate Area boundary follows the center line of a street or highway, all dwellings or structures within 150 feet of the center line of the street or highway, shall be considered within the said area and shall be furnished service without the application of extra mileage charges. Extra mileage charges are payable in the same manner as charges for associated service.
3. Where additional construction is required to furnish urban classes of service outside the local Base Rate Area, the provisions set forth under "Construction Charges" apply.

B. EXTENSION AND P.B.X. STATION MILEAGE

1. Mileage Charges apply to the additional circuit required where Extension Stations, or Signals, or P.B.X. Stations are located on premises other than those on which the main station or P.B.X. switchboards are located or where they are beyond 250 feet from the main station or P.B.X. switchboard.
2. The rates for Extension or P.B.X. Station Mileage are quoted in the General Exchange Service Tariffs.

GENERAL RULES AND REGULATIONS  
SECTION III  
PAYMENT FOR SERVICES AND FACILITIES

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
Second Revised Sheet 35

1. Bills are normally mailed to subscribers by the 10<sup>th</sup> of each month and include local and miscellaneous charges for the month in which rendered. Bills include Toll charges for the previous month. Failure to receive a bill does not relieve the subscriber of the responsibility for payment in accordance with the provisions set forth herein.
2. All bills for local, toll and miscellaneous services are due when rendered and payable at the office of the Telephone Company or an authorized collection agency by the last day of the month in which the bill is rendered. All charges for the month and any balances due must be paid by the 5<sup>th</sup> day of the month following the month in which the bill is rendered to avoid termination of service.
3. When warranted, in the judgement of the Telephone Company, special bills for toll charges may be rendered. In such cases, the amounts billed are due and payable on demand.
4. In the event of failure by the subscriber, or those responsible, to pay charges due by the 5<sup>th</sup> day of the month following the month in which the bill is rendered, or to promptly settle special toll bills, the Company may discontinue service without further notice at any time during such default. Service may not be restored unless and until all amounts due at the day of payment are paid in full, including the restoral of service charge.
5. In the event the service of a subscriber has been twice denied for non payment within the previous 12 months, service may be restored only after all charges due, including restoral of service charge, and appropriate deposit, is paid.
6. If service is discontinued for non payment of charges and more than 30 days has elapsed, then service may be reestablished at the option of the Company only on the basis of a new application.
7. Information concerning payment due dates and service termination date is provided to all subscribers.

ISSUED: November 12, 1986

BY: \_\_\_\_\_

EFFECTIVE: December 12, 1986

William A. Wilson, Gen. Manager  
United Telephone Company, Inc.

GENERAL RULES AND REGULATIONS  
SECTION III  
RURAL LINE SERVICE

1. New rural lines will be established outside the Local Base Rate Area only where, in the judgement of the Telephone Company, there appears to be sufficient demand for the service to warrant the construction costs involved. (See Construction Charges).
2. Rural line service may be furnished for special businesses of a temporary nature which may not remain in a fixed location for any considerable length of time. In such cases, the subscriber will be required to pay the entire cost of the new construction necessary to establish service.
3. The Company reserves the right to connect business and residence stations to the same line. No keys or switches for the purpose of cutting off all or a portion of the line from the central office are permitted, except in the case of an extension station where a key may be provided for disconnecting it from the main station.
4. Extension stations are furnished in connection with rural stations subject to the provisions specified under "Extension Stations" in this section.

GENERAL RULES AND REGULATIONS  
SECTION III  
SPECIAL SERVICES AND FACILITIES

Special services and facilities, nor ordinarily used in the furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed one year, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company. In the event any such special service or facility or the use made thereof interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special service or facility after thirty days' written notice to the subscriber; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

GENERAL RULES AND REGULATIONS  
SECTION III  
SUSPENSION OF SERVICE

1. Upon request from a subscriber having any class of exchange service, except service stations, the service may be suspended for a period of one month or more. No outward or inward service is provided during the period of suspension. Only one period of suspension of not to exceed four months is allowed in any calendar year.
2. Temporary suspension of service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made. No charge will be made for restoration of service.
3. The reduction in rate for the period of suspension is equal to 50 per cent of the exchange service charges, including charges for extension stations, directory listings, joint user service, and mileage and miscellaneous equipment.
4. Bills are rendered at the regular rate at regular billing dates during the period of suspension. Payment for local service equal to the anticipated suspension period shall be made in advance and the allowance applied after the service is restored.
5. During the period of suspension, incoming calls for a suspended individual line station will be transferred to another main station within the same Exchange Area. The subscriber must arrange with the alternate to accept such calls during the period. No liability shall attach to the Telephone Company for the failure of any call or calls to reach the alternate number.



GENERAL EXCHANGE SERVICE TARIFFS  
SECTION III  
CONNECTION WITH CUSTOMER-OWNED VOICE RECORDING EQUIPMENT

A. REGULATIONS

1. General

Customer-owned voice recording equipment for the recording of telephone conversations may be used in connection with the facilities of the Telephone Company subject to the following conditions:

a. Connection with Telephone Company Facilities

- (1) Connection of customer-owned voice recording equipment with the facilities of the Telephone Company shall be made only through recorder connector equipment which contains a device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use, except that in the case of a private line service which has no connection with the exchange or toll system of the Telephone Company recorder connector equipment which does not contain the automatic tone device may be used at the option of the customer.
- (2) Permanent connection shall be made only through recorder connector equipment furnished, installed, and maintained by the Telephone Company.
- (3) Temporary connection for a period not to exceed thirty days may be made for trial or demonstration purposes through portable recorder connector equipment furnished by a recorder manufacturer or his agent, provided such equipment is obtained from and is maintained by the Telephone Company and is connected with the telephone line through jacks installed on the line by the Telephone Company for that purpose.
- (4) The customer-owned voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Telephone Company or switched on and off.

GENERAL EXCHANGE SERVICE TARIFFS  
SECTION III  
CONNECTION WITH CUSTOMER-OWNED VOICE RECORDING EQUIPMENT (Continued)

b. Responsibility of the Telephone Company

Telephone service furnished by the Telephone Company is not represented as adapted to the recording of telephone conversations by means of voice recording equipment. The use of customer-owned voice recording equipment in connection with the facilities of the Telephone Company is permitted only on the condition that the liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failures or defects in the recorder connector equipment occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failures or defects in the recorder connector equipment occurs.

c. Obligation of the Customer

- (1) The operating characteristics of the customer-owned voice recording equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.
- (2) The customer indemnifies and saves the Telephone Company harmless against claim for libel, slander or infringement of copyright arising from the improper use of material transmitted over its facilities and recorded; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Telephone Company, apparatus or systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

GENERAL RULES AND REGULATIONS  
SECTION III  
DEFINITIONS

Base Rate Area

A specific area within which local telephone exchange service, other than rural line service, is furnished at rates quoted in the Local Exchange Service Tariffs without the application of "Mileage Charges".

Channel

The term "Channel" designates the electrical path provided by the Telephone Company between two or more locations within an Exchange Area.

Circuit

The term applied to a channel used for the transmission of electrical energy in the furnishing of Telephone Service.

Common Battery Service

Common Battery Service is either manual or automatic service where the talking battery is furnished from the Central Office and where the operator is signaled or dial tone is obtained by lifting the receiver of the calling station.

Connecting Company

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

Contract

The term "Contract" refers to the service agreement between a subscriber and the Telephone Company under which service and facilities are furnished in accordance with the provisions of the Tariffs applicable.

Exchange

The term "Exchange" means a unit established for the administration of telephone service in a specified area which usually embraces a city, town or village and its environs. It consists of a central office together with the associated plant used in furnishing communication services within that area.

Exchange Area

The territory, including the Base Rate Area and Rural Area, served by an Exchange.

Issued: July 1, 1958

Effective: July 1, 1958

GENERAL RULES AND REGULATIONS  
SECTION III  
DEFINITIONS (Continued)

Exchange Station

A station owned by the Telephone Company and connected directly or indirectly with a central office of the Company over its own lines.

- (A) Main Station: A station directly connected with a central office switchboard by an individual or party line circuit.
- (B) Extension Station: A station connected with a main station either directly or through some switching device, other than P.B.X. system.

Extension and P.B.X. Station Mileage

The charges made for the additional circuit required to furnish such stations beyond the allowable distance from the main station or P.B.X. switchboard.

Extension Station

(See Telephone Station)

Extra Exchange Line Mileage

“Extra Exchange Line Mileage” is the measurement on which charges are based for that portion of the circuit extending beyond the Base Rate Area but within the Exchange Area, which is used to furnish urban classes of service in the Rural Area.

Extra Listing

An extra listing is any listing of a name or information in connection with a subscriber’s telephone number beyond that to which he is entitled in connection with his regular service.

Individual Line

An Exchange Line designed for the connection of only one main station. (Not as private branch exchange trunk line.)

Installation Charge

A non-recurring charge made for the placing or furnishing of telephone equipment, which may apply in place of or in addition to Service Connection charges and other applicable charges for service or equipment.

Issued: July 1, 1958

Effective: July 1, 1958

GENERAL RULES AND REGULATIONS  
SECTION III  
DEFINITIONS (Continued)

Joint User Service

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.

Local Channel

The term "Local Channel" applies to that portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Exchange Service

Local Exchange Service provides for telephone communication within Exchange Areas in accordance with the provisions of the Telephone Company's Tariffs, including the use of exchange facilities as required to establish connection between an exchange station and the toll board or between an exchange station and toll trunks when such trunks are employed to effect connection with the toll board.

Local Messages

A local Message is a communication between subscribers' stations within the same Exchange Area.

Local Service Area

That area throughout which a subscriber to local exchange service, at a given rate, obtains telephone service without the payment of a toll charge.

Long Distance Terminal

(See Telephone Station)

Magneto Service

Magneto Service, as the name implies, utilizes a telephone instrument containing a magneto generator which when operated makes possible the signaling of the operator or other customers on the same line. Talking battery is supplied at each station by dry batteries.

Party Line

A central office line designed for the connection of more than one main station.

Issued: July 1, 1958

Effective: July 1, 1958

GENERAL RULES AND REGULATIONS  
SECTION III  
DEFINITIONS (Continued)

Premises

The term "same premises" (except in connection with inside moves) shall be interpreted to mean: (a) the building or buildings, together with the surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by property occupied by the subscriber, either in the conduct of his business or as a residence, and not intersected by a public corridor or by space occupies by others.

Private Branch Exchange System

A private branch exchange system is an arrangement of equipment, contracted for by a subscriber, consisting of manual or automatic switching apparatus with attendants' telephone, trunks to a central office and stations connected with the switching apparatus, thereby providing for telephonic intercommunication between these stations, and also communication with the general exchange system.

Throughout this General Tariff the commonly used abbreviation "P.B.X." will be substituted for the words: Private Branch Exchange.

- (A) P.B.X. Trunk: A circuit connecting the P.B.X. system with a central office.
- (B) P.B.X. Stations: Any station (including the operating set or sets) connected directly or indirectly with a P.B.X. system.
- (C) Battery Power: Power furnished for talking and for operating lamp or visual signals and relays.
- (D) Ringing Current: Current furnished by means of a circuit from a central office or other source of supply, to enable the P.B.X. operator to signal the P.B.X. stations or connecting P.B.X. systems without the use of hand generator.
- (E) Switchboards: Switchboards are classified as follows:
  - (1) Cord Switchboard: A switchboard on which all lines terminate in jacks; interconnection of stations and of stations and trunk lines established by means of cords equipped with plugs.
    - (a) Multiple Cord Switchboard: A cord switchboard arranged so that each line may have two or more appearances or jack terminations.
    - (b) Non-multiple Cord Switchboard: A cord switchboard arranged so that each line has only one appearance or jack termination.
  - (2) Cordless Switchboard (Key Switchboard): A switchboard on which all lines terminate keys; interconnection of stations and of stations and trunk lines, is established by means of keys.

Issued: July 1, 1958

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GENERAL RULES AND REGULATIONS  
SECTION III  
LIMITATIONS AND USE OF SERVICE

UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE

TENNESSEE  
REGULATORY AUTHORITY  
1<sup>ST</sup> REVISED SHEET 45

DEFINITIONS

PUBLIC BRANCH EXCHANGE TRUNK

(See Private Branch Exchange System)

PUBLIC TELEPHONE

(C)

**NOTE: Text previously appearing on this page has been deleted in its entirety by text appearing on pages 37-37B as required by FCC Order, Docket No. 96-128.**

PRIVATE LINE

A circuit provided to furnish communication only between the two or more telephones directly connected to it, and not having connection with either central office or PBX switching apparatus.

RURAL LINE SERVICE

A type of multi-party line service furnished to subscribers in certain sections outside the base rate area but within the exchange area.

RURAL AREA

The territory surrounding the Base Rate Area in which Rural Line Service is furnished at established rates plus extra exchange mileage charges.

SEMI-PUBLIC TELEPHONE

(C)

**NOTE: Text previously appearing on this page has been deleted in its entirety by text appearing on pages 37-37B as required by FCC Order, Docket No. 96-128.**

SERVICE STATION

(See Telephone Station)

SUBSCRIBER

As used in this Tariff, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm may therefore be considered as two or more separate subscribers even in the same Exchange. The privileges, restrictions, and rates established for a subscriber to any class of service are limited to the service at one location; and no group treatment of service at separate locations, furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

ISSUED: 03-07-97  
EFFECTIVE: 04-15-97

BY: \_\_\_\_\_  
HERBERT R. BIVENS, GENERAL MGR.  
UNITED TELEPHONE COMPANY

GENERAL RULES AND REGULATIONS  
SECTION III  
DEFINITIONS (Continued)

Telephone Station

A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit transmitting of and receiving telephone messages.

- (a) Company Station: A station owned by the Telephone Company, receiving service from and through central office equipment and lines normally owned, maintained and operated by the Telephone Company, and provided as a part of the Telephone Company's service function. Service stations are not included under this classification.
  - (1) Main Station: A company station directly connected by means of an individual line or party line circuit with a central office. Toll Station: A company station installed for the convenience of the public or of a subscriber in a locality where the Telephone Company does not generally furnish exchange service and from which established toll rates are charged for all messages sent over the Telephone Company's lines.  
Toll Terminal: A company station, or a terminal on a private branch exchange switchboard, and the associated exchange circuit connecting the station or terminal directly with a toll office. (Also known as Long Distance Terminal).
  - (2) Extension Station: An additional Company station connected on the same circuit as the main station and having the same telephone number as the main station.
  - (3) Private Branch Exchange Station: Any company station (including the operator's set or sets) connected directly or indirectly with a private branch exchange system.
- (b) Service Station: A station or one of a group of stations which, under arrangements made by the service station subscribers, receive services from a Telephone Company central office over facilities provided in part by such subscribers and in part by the Telephone Company.

Tie Trunk

A Circuit connecting two P.B.X. systems for the purpose of intercommunicating between the stations connected with such P.B.X. switching apparatus. The circuit is not intended to provide for general exchange service through either of the P.B.X. systems with which it connects.

Issued: July 1, 1958

Effective: July 1, 1958



GENERAL RULES AND REGULATIONS  
SECTION III  
DEFINITIONS (Continued)

Toll Message

A message from a calling station to a station located in a different local service area.

Toll Service

Toll Service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

Issued: July 1, 1958

Effective: July 1, 1958

**GENERAL RULES AND REGULATIONS  
SECTION III**

**UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSEE**

**TENNESSEE  
REGULATORY AUTHORITY  
Original Page 1**

**T11. AREA CALLING PLANS**

**T11.1 Residence Service  
T11.1.1 General**

- A. The regulations for Area Calling Plan Service, as provided in this section, apply only to residential subscribers of the Company and only to traffic within the Nashville LATA, which would ordinarily be classified as direct dialed toll traffic. (N)
- B. The rates specified herein for Area Calling Plan Service entitles a residential subscriber to place up to 1000 minutes of direct dialed calls to all exchange access lines in the Nashville Local Area Transport Area (LATA), as defined in Section T11.1.3.A. These rates are in addition to any other charges incurred for local services, features and functions.
- C. Usage in excess of 1000 minutes per month shall be billed, in addition to the standard monthly rate, at the per minute rate as described in Section T11.1.2.b.
- D. Calls completed with automated calling cards or operator assistance within the Area Calling Plan area as described in T11.1.3 will be billed at the applicable Long Distance Message Telecommunications Service (MTS) charges and the appropriate Operator Assisted Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage cap.

***T11.1.2 Rates and Charges***

A. Individual line service

1. Residence

a. Standard (up to 1000 minutes)

(1) Per Residence Line \$39.00 per month

b. Usage in excess of 1000 minutes per month \$ .10 per minute

**T11.1.3 Calling Area Boundaries Defined**

The Calling Area prescribed in this plan shall include the entire Nashville Local Area Transport Area (LATA) within the State of Tennessee, consisting of the following Tennessee counties:

Bedford, Cannon, Cheatham, Clay, Coffee, Cumberland, Davidson, Dekalb, Dickson, Fentress, Franklin, Giles, Grundy, Hickman, Houston, Humphreys, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Montgomery, Moore, Overton, Perry, Putnam, Puckett, Robertson, Rutherford, Smith, Stewart, Sumner, Trousdale, Warren, Wayne, White, Williamson, Wilson, portions of Monroe, Scott and Vanburen.

ISSUED: July 1, 2002

EFFECTIVE: August 6, 2002

BY: \_\_\_\_\_  
Herbert R. Bivens, General Manager  
UNITED TELEPHONE COMPANY

(N)

**GENERAL RULES AND REGULATIONS  
SECTION III**

**UNITED TELEPHONE COMPANY  
CHAPEL HILL, TENNESSE**

**TENNESSEE  
REGULATORY AUTHORITY  
Original Page 1**

**T21. BROADBAND SERVICES**

**T21.1 Broadband Service**

**T21.1.1 General**

- A. The regulations for Broadband Service, as provided in this section, apply equally to residential and business subscribers of the Company and only to Broadband loop facilities within the State of Tennessee. (N)
- B. The rates specified herein for Broadband Service entitles a subscriber to one Broadband loop facility from the subscriber location to the serving central office and the interexchange facility from the serving central office to any other serving office of the company. A loop facility from one subscriber location to another within the Company area will require two loop charges. A loop facility connecting to another carrier in any serving central office will require only one loop charge.

**T21.1.2 Rates and Charges**

C. Broadband Loop Service

1. Residence and Business

a. Standard

		Non-recurring Charge	Monthly Rate
(1)	DS1	\$ 500.00	\$ 262.42
(2)	DS3	\$ 1500.00	\$ 2100.00
(3)	OC3	\$ 1500.00	\$ 1862.42
(4)	OC12	\$ 1500.00	\$ 4044.12

b. MUX and Channelization

		Monthly Rate
(1)	DS1	\$ 75.96
(2)	DS3	\$ 196.06

ISSUED: July 1, 2002

EFFECTIVE August 6, 2002

BY: \_\_\_\_\_  
Herbert R. Bivens, General Manager.  
UNITED TELEPHONE COMPANY

(N)

**DEREGULATED, DETARIFFED ACTIVITY FROM STATION PROTECTOR INSIDE**

FOR WIRING ESTABLISHMENT: -----\$19.50

FOR EACH JACK/OUTLET ----- \$75.00

Example: If customer wants complete installation, drop placed, protector, service established, the tariff charges would apply in addition to the above charges.

If pre-wiring is ordered, the above charges apply. When service is later established, the Tariffed charges apply. If customer wants the jacks installed, the detariffed charge of \$2.50 per jack also applies.

If customer orders additional jacks installed to existing service, the above detariffed charges apply.

You have been advised that on and after January 1, 1987, the telephone sets/apparatus along with your inside wiring will be deregulated and you will be responsible for the repair of these items. The instrument charges you are now paying will be removed from your bill and the instruments and apparatus will belong to you. This deregulation was ordered by the Federal Communications Commission.

We recognize the need customers have and feel many would find the repair of these items difficult to deal with. We do not wish to “walk away” from what we feel is a service responsibility to our customers. We are, therefore, making this maintenance offering which you may decline if you so desire:

- \*Repair charge for standard sets, each -----\$1.30 per month (old phones)
- \*Repair charge for simple inside wire, per line ----- \$3.95 per month
  
- \*Repair charge for key systems, cabinet/apparatus -----\$6.15 per month (obsolete)
- \*Repair charge for multi-line sets, each ----- 3.15 per month (obsolete)
- \*Repair charge for key system cabling, per line ----- .75 per month (obsolete)

(Pay telephones are not affected by the FCC order)

\*United Telephone does not propose to furnish repair service for any equipment or inside wiring which was not previously provided and installed by United Telephone.

Customers who may not wish to subscribe to the above may arrange for repair service on an “as required” basis at the rate of \$75.00 for the first one-half (½) hour, or fraction thereof, and \$50.00 for each one-half (½) hour, or fraction, thereafter, plus material/equipment.

For most customers there would be little difference in the bill if the maintenance plan is acceptable.

PLEASE ADVISE US AS SOON AS POSSIBLE ONLY IF YOU DO NOT WISH TO SUBSCRIBE TO THIS MAINTENANCE OFFERING. IF YOU DO NOT WISH TO SUBSCRIBE WE WILL NOT APPLY THE CHARGES TO YOUR BILL.

Repair charge for simple inside wire, per line ----- \$3.95 per month

\*Malicious damage, improper installation and customer-owned telephone equipment are not covered under the Wire Maintenance Program.

\*United Telephone does not propose to furnish repair service for any inside wiring which was not previously provided and installed by United Telephone.

Customers who may not wish to subscribe to the above may arrange for repair service on an “as required” basis at the rate of \$75.00 for the first one-half (½) hour, or fraction thereof, and \$50.00 for each one-half (½) hour, or fraction, thereafter, plus material/equipment.