
**LUMOS TELEPHONE LLC
GENERAL CUSTOMER SERVICES TARIFF**

Original Title Sheet

**REGULATIONS AND SCHEDULE OF CHARGES
APPLYING TO LOCAL EXCHANGE SERVICES IN ITS EXCHANGES
(CLIFTON FORGE, COVINGTON, POTTS CREEK, AND WAYNESBORO)
WITHIN THE COMMONWEALTH OF VIRGINIA**

This Tariff is on file with the Virginia State Corporation Commission
And can be viewed at their Division of Communications located in the Tyler
Building – 9th Floor, 1300 East Main Street, Richmond, Virginia 23219.

This Tariff is also available for review at the Company's Office,
Monday-Friday, 9:00 a.m.–5:00 p.m., located at
Lumos Telephone LLC., One Lumos Plaza, Waynesboro, VA 22980
Toll Free Number: 800-320-6144

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Issued By: Anne Sarbin, Regulatory Manager
One Lumos Plaza, Waynesboro, VA 22980

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

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APPLICATION AND EXPLANATION OF SYMBOLS

A. APPLICATION

This Tariff applies to the General Customer Services Tariff of Lumos Telephone Inc. (hereinafter referred to as Lumos or Company) in its exchanges in Virginia.

The provision of service is subject to the Rates, Charges, Rules and Regulations contained in the General Customer Services Tariff of the Company, which Tariff, as it now exists, or as it may be revised, added to, or supplemented by superseding issues.

With the authorization of the State Corporation Commission, this Tariff was reformatted in 1995 to reduce the number of Tariff sections and to make text changes.

B. EXPLANATION OF SYMBOLS

When changes are made in any tariff page, a revised page will be issued canceling the tariff page affected; such changes will be identified through the use of the following symbols:

(C) -to signify changed regulation

(D) -to signify discontinued rate, regulation, or text

(I) -to signify increase in

rate

(N) -to signify new rate, regulation, or

text

(R) -to signify reduction in

rate

(T) -to signify a change in text but no change in rate or regulation

(X) -to signify text moved to/from another

page

C. REGULATIONS REGARDING TARIFF FILINGS

The Company will file tariffs under the rules and time frames set forth in Virginia Code 56-531, Small Investor-Owned Telephone Utility Act.

D. RATE APPROVAL

Many of the rates and charges shown in this General Customer Services Tariff were made final October 29, 1981 by the Virginia State Corporation Commission in the final order of Case No. PUC810028.

Access lines rates were changed and other changes were made with the permission of the Virginia State Corporation Commission, effective October 1, 1997.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone Inc.

Original Sheet 1

ISSUED: August 1, 2012

EFFECTIVE: August 2, 2012

TABLE OF CONTENTS

SECTION

1. DEFINITIONS OF TERMS
2. GENERAL REGULATIONS
3. LOCAL EXCHANGE SERVICE
- 3A. EXPANDED LOCAL CALLING PLANS
4. SERVICE CHARGES
5. CONSTRUCTION CHARGES
6. DIRECTORY LISTINGS
7. PAY TELEPHONE SERVICE
8. TELEPHONE ANSWERING SERVICE FACILITIES
9. FOREIGN EXCHANGE SERVICE
10. FRAME RELAY SERVICE
11. PRIVATE BRANCH EXCHANGE SERVICE
12. CENTREX SERVICES
13. MISCELLANEOUS SERVICE ARRANGEMENTS
14. DIGITAL NETWORK SERVICES
15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT
16. RESERVED FOR FUTURE USE
17. BUNDLED SERVICES
18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES
19. WIDE AREA TELECOMMUNICATIONS SERVICE

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone Inc.

Original Sheet 2

ISSUED: August 1, 2012

EFFECTIVE: August 2, 2012

TABLE OF CONTENTS

SECTION

- 20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS
- 21. RESERVED FOR FUTURE USE
- 22. RESERVED FOR FUTURE USE
- 23. RESERVED FOR FUTURE USE
- 24. EMERGENCY 911 SERVICES

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

BASE RATE AREA DESCRIPTIONS

CONTENTS

CLIFTON FORGE EXCHANGE1

VALLEY RIDGE AREA (ZONE 1)3

COVINGTON EXCHANGE4

POTTS CREEK EXCHANGE.....5

WAYNESBORO EXCHANGE.....6

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

CLIFTON FORGE EXCHANGE

BASE RATE AREA

Beginning at the corporate limits on U. S. 220 (Mound Street) near Verge Street, thence follow corporate limits approximately 1200 feet to point where corporate limits make a right angle in a northerly direction, thence south 250 feet from the corporate limits and follow a westerly direction maintaining a 750-foot distance from the corporate limits to the point opposite where Route 664 dead-ends at Verizon Pole No. 7446, thence in a northwestern direction to intersect the corporate limits, thence follow corporate limits in a westerly direction to the easternmost point of Elko Street (Selma).

Thence following the northwestern edge of Elko Street to a point where the same intersects with 16th Street in Selma.

Thence in a northwesterly direction along the western edge of 16th Street to the intersection with Donovan Street.

Thence following the northwesterly edge of Donovan Street to a point approximately 600 feet southwest of Verizon Pole No. 7531.

Thence on a straight line to intersect Verizon Pole No. 7531 and continuing on the same straight line to the north side of State Route 696.

Thence in a northeasterly direction following Route 696 to the intersection of 16th Street (Selma).

Thence in a northwesterly direction on a straight line aligned with 16th Street to the south side of Jackson River.

Thence follow the Jackson River northeast and south to a point 700 feet north of the U. S. 60 Highway bridge over the Jackson River.

Thence in a direct northerly direction to a point where the corporate limits makes a 90-degree angle to the east. Thence follow the corporate limits east and north to a point 2500 feet north of Route 64. Thence northeast approximately 4500 feet meeting the corporate limits north of Jefferson Avenue. Thence follow the corporate limits south and east to a point approximately 2500 feet north of Route 662. Thence east approximately 6500 feet intersecting the C & O Railroad 750 feet north of the overpass over U. S. Route 60 east of Cliftdale Park.

Thence starting at the C & O overpass over U. S. Route 60 follow Route 632 southwest and

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

CLIFTON FORGE EXCHANGE

BASE RATE AREA (continued)

paralleling Route 632 on the east, a distance of 300 feet to a point where Route 632 crosses the railroad, thence follow the C & O Railroad to a point known as J. D. Cabin 100 feet southeast of Park Terrace subdivision.

Thence in a northerly direction 100 feet to the corporate limits. Thence follow corporate limits to the beginning point at U. S. Route 220 (Mound Street) near Verge Street.

(All reference made to streets, alleys, poles, permanent landmarks, corporate limits, etc., as indicated on map of Clifton Forge and environs prepared by United State Department of the Interior Geological Survey Photorevised 1969.)

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

CLIFTON FORGE EXCHANGE

VALLEY RIDGE AREA

(ZONE 1)

Beginning at a point on the Jackson River .1 mile east of the Island Ford Bridge; thence ½ mile due north.

Thence in a northeasterly direction on a straight line for a distance of approximately 1 ½ miles to intersect the northernmost point of Jackson River.

Thence following the Jackson River upstream to the beginning point .1 mile east of Island Ford Bridge.

(Reference: State Highway map of Alleghany County dated January 1, 1963; Topographic map of Clifton Forge area by U. S. Geological Survey, Washington D. C., Edition of 1949.)

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

COVINGTON EXCHANGE

BASE RATE AREA

Beginning at Pole No. 1854 located on the north side of Route 60, 1.6 miles west of the corporate limits, thence east on a line 500 feet north of and paralleling Route 60 to a point 400 feet west of the western boundary of Oakwood Forest.

Thence in a northeasterly direction on a straight line to corporate boundary (Jackson River) 800 feet northwest of the intersection of Virginia Avenue and Logan Avenue.

Thence follow the Jackson River around the Intervale area to where the river turns from east to north (this point is located .9 of a mile north of the corporate boundary 100 feet on the west side of Route 220). Thence follow the Jackson River upstream for approximately two miles to a point where it is crossed by State Route No. 687; thence follow Route No. 687 with the line established 300 feet to the west of the center of the road to its intersection with U. S. Route 220, thence follow U. S. 220 to its intersection with the base rate area established March 1, 1965.

Thence turn south and parallel Route 220 on a line 100 feet on the east to the corporate limits. Follow the corporate limits to a point near Lincoln Heights 600 feet west of Dolly Ann Drive.

Thence in a easterly direction paralleling Dolly Ann Drive (state Route 625) on a line 600 feet north of it to the end of State maintenance approximately .8 of a mile from Virginia Power No. 362-A; thence return .8 mile, 300 feet to the east of State Route 625, to Virginia Power Pole No. 362-A.

Thence on a straight line south to the railroad bridge just south of Route 60 crossing Jackson River. Follow the Jackson River around the Mallow area to the corporate boundary.

Thence follow the corporate boundary to a point near Memorial Park at the intersection of Lexington Avenue and Merry Lane.

Thence leave the corporate boundary in a northwesterly direction to a point 500 feet south of Route 60 at Pole No. 1830. Thence parallel Route 60 west on a line 500 feet to the south to a point due south of Pole No. 1854.

Thence due north 1000 feet to the beginning point.

(All reference made to streets, alleys, poles, permanent landmarks, corporate limits, etc., as indicated on map of Covington and environs prepared by United States Department of the Interior Geological Survey, Photorevised 1969.)

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone Inc.

Original Sheet 5

ISSUED: August 1, 2012

EFFECTIVE: August 2, 2012

POTTS CREEK EXCHANGE

BASE RATE AREA

Using the Potts Creek exchange building as a center with a radius of 100 yards in all directions, the area so circumscribed will constitute the base rate area.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone Inc.

Original Sheet 6

ISSUED: August 1, 2012

EFFECTIVE: August 2, 2012

WAYNESBORO EXCHANGE

BASE RATE AREA

Beginning at Lumos Pole 1296 located on Bookerdale Road 2,967 feet south of Route 250, thence in a westerly direction paralleling and south of Route 250, a distance of one-half mile to a point on Route 640, 3,576 feet south of Route 250.

Thence north where Route 1021 and Route 250 intersect.

Thence from this point continuing north to the end of Route 1021, a distance of 2,875 feet.

Thence southeast 1,172 feet to a point 500 feet west of Route 640 and 2,488 feet north of Route 250.

Thence northwest of Route 640 maintaining a distance of 500 feet to a point where Route 640 intersects the C & O Railroad.

Thence east following the C & O Railroad to a point 1,775 feet northwest of the corporate line.

Thence east to a point 1,600 feet north of the corporate line on Route 254.

Thence southeast 2,400 feet joining the corporate line at the west point of Spring Branch 1,800 feet east of Route 254. From this point the corporate line is followed to the east to a point where the corporate line crosses the Norfolk and Western Railroad.

Thence north following the Norfolk and Western Railroad to the point it crosses Sawmill Run.

Thence east paralleling and to the north of Route 621 at a distance of 500 feet to the end of Route 621, a distance of 6,628 feet.

Thence south 1,500 feet; thence northwest paralleling Route 621 until the Gas Company pipe line right-of-way intersects.

Thence west along the Gas Company right-of-way to a point 1,419 feet east of Route 340.

Thence south paralleling and to the east of the corporate line 500 feet until the corporate line is met.

Thence south and west following the corporate line to a point where it intersects with Route 624.

Thence south to Interstate 64. Thence following Interstate 64 northwest 3,000 feet past Route 340. Thence northeast paralleling and to the north of Route 340 one-half mile to Lumos Pole 1296 on Bookerdale Road 2,967 feet south of Route 250.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone Inc.

Original Sheet 7

ISSUED: August 1, 2012

EFFECTIVE: August 2, 2012

WAYNESBORO EXCHANGE

BASE RATE AREA (continued)

(All reference made to streets, alleys, poles, permanent landmarks, corporate limits, etc., as indicated on map of Waynesboro environs prepared by United States Department of the Interior Geological Survey, Photorevised 1968.)

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

ACCESS LINE (2)

The serving central office line equipment and all Company plant facilities up to and including the Company-provided network interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.

ACCESSORIES (15)

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically, or inductively connected to the communications path of the telecommunications systems.

ADDITIONAL DIRECTORY LISTING (6)

Any listing of a name of other authorized information in connection with a customer's telephone number that is in addition to the listing(s) provided with the regular service.

ADDITIONAL PERIOD (TOLL) (18)

The unit of time used for measuring and charging in excess of the initial period. All additional period rates shown in this tariff are for each additional minute of any fraction thereof that the connection continues beyond the initial period.

ADVANCE PAYMENT (2)

A charge equal to one month's local service that applicants may be required to pay in addition to the established service connection charges.

AIRLINE MILEAGE (13)

See "Mileage Charges".

APPLICANT (2)

A person, firm, partnership, corporation, cooperative organization, governmental agency, etc., requesting service from the Company.

AUTHORIZED USER (2)

A person, firm, or corporation (other than the customer) on whose premises circuits are located and who may communicate over these circuits in accordance with the terms of this tariff.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

AUTOMATIC ANNOUNCEMENT SERVICE (13)

An announcement service providing the means for telephone access by the general public to brief announcements of time and temperature, weather and messages. The service is furnished by an electronic or electro-mechanical device. It may be publicly advertised. The announcements may contain advertising messages.

AUXILIARY LINE (14)

An additional main service line used for one-way (inward to the subscriber) service.

BASE RATE (3)

The rate for primary classes of exchange service which does not include extra exchange line mileage charges.

BASE RATE AREA (3)

A specified section of an exchange area within which primary classes of service are available without extra exchange line mileage or zone charges.

BASIC TERMINATION CHARGE (4)

See "Termination Charge".

BILL TO THIRD PARTY (18)

Denotes a billing arrangement where a call can be charged to an authorized line as determined by the Company other than the line originating the call or the line where the call is terminated.

BRIDGED SERVICE (13)

Provides for the serving of two or more different premises where one or more outside plant facilities must be bridged in the central office in order to be served by the same line circuit.

BUILDING (SAME) (13)

A structure under one roof, or two or more structures under separate roofs but connected by passageways in which the wires or cables of Company can be safely run, provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways, and the plant facility requirements for furnishing telephone service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduit are not considered passageways.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

BUSINESS SERVICE (2)

Exchange service furnished to a customer at a business address or where the service has a business listing in the directory or where the use of the service is primarily or substantially of a business, professional or occupational nature.

CALLING AREA (3)

See "Local Service Area".

CALLING CARD (18)

Denotes a billing arrangement where a call may be charged to an authorized Company calling card number.

CANCELLATION CHARGE (2) (4)

A charge applicable under certain conditions when application for service is canceled in whole or in part prior to the completion of the work involved.

CENTRAL OFFICE (2)

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

CENTREX SERVICE (2)

A central office-based communications system arrangement provided in connection with individual business lines from digital central office equipment located on Company premises.

CHANNEL (13) (20)

A path for communication furnished in such a manner as the Company may elect, whether by wire, radio or a combination, and whether or not by a single physical facility or route.

CHANNEL TERMINATION (20)

That portion of a channel required to terminate an interoffice or interexchange channel in a wire or rate center.

CIRCUIT (2)

A channel used for the transmission of electrical energy in the furnishing of telephone and other communications service.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

CLASS OF SERVICE (2)

A description of telecommunications service furnished to a customer which denotes the characteristics as nature of use (business or residence service) or type of rate (flat, measured or message).

COLLECT CALL (18)

The procedure where the charge for certain messages, upon request, may be reversed (charged to the called line) upon acceptance of the charge at the called line.

COMMISSION (2)

The term "Commission", as used in this tariff, refers to the Virginia State Corporation Commission.

COMPANY (2)

The term "Company", as used in this tariff, refers to Lumos Telephone LLC

CONNECTING ARRANGEMENT (15)

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

CONNECTING COMPANY (2)

A corporation, association, firm or individual licensed and operating as a communications common carrier with whom traffic is interchanged.

CONNECTION CHARGE (4)

See "Service Charge"

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

CONSTRUCTION CHARGE (5)

A separate initial charge made for the construction of facilities (pole lines, circuits, etc.) in excess of those included under the rates tarified for normal service charges.

CONTINUOUS PROPERTY (5)

A continuous plot of ground occupied by the customer which is not separated by a public thoroughfare or space occupied by others.

CREDIT CARD (18)

See "Calling Card".

CUSTOMER (2)

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

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (15)

Devices or apparatuses and their associated wirings, provided by customers, which do not constitute a communications system, and which are connected to the Company's exchange network either electrically, acoustically or inductively.

DATA ACCESS ARRANGEMENT (15)

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line, protective facilities and procedures to determine compliance with criteria set forth in Section 15 of this tariff.

DEMARCATIION POINT (3)

That point on the customer's premises that allows the disconnection of all Customer Premises Inside Wiring from the Company network through an industry registered jack of a type provided for in FCC Regulation Part 68.

DIRECT ELECTRICAL CONNECTION (15)

Denotes a physical connection of the electrical conductors in the communications path.

DIRECT INWARD DIALING (DID) (11)

A service that provides for Inward dialing from the telecommunications network directly to stations associated with switching equipment located on the customer's premises.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

DIRECTORY LISTING (6)

The publication in the Company's directory and/or information records of information relative to a subscriber's name, other identification and telephone number to enable callers to ascertain the number of a desired station.

- a. Caption Listing: The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.
- b. Dual-Name Listing: A directory listing consisting of a combination of name and/or initials of two individuals who share the same surname and reside at the same address or of one person known by two sets of first and/or middle names and/or initials.
- c. Foreign Exchange Listing: The listing of a subscriber in the alphabetical listings of an exchange other than that of the exchange from which the subscriber is served.
- d. Indented Listing: A directory listing indented under another listing.
- e. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

DISCONNECTION OF SERVICE (2)

An arrangement made at the request of the subscriber, or initiated by the Company for violation of tariff regulations by the subscriber, for a permanent interruption of telephone service. Once affected, Company equipment will be removed from the subscriber's premises and a "final" bill will be rendered showing monies owed to the Company at the date service was disconnected.

DROP WIRE (5)

Wires used to connect the circuits of aerial or underground distribution facilities to the point of demarcation on the customer's premises.

DUAL-NAME LISTING (6)

See "Directory Listing".

EMERGENCY NUMBER SERVICE 911 (24)

See "Universal Emergency Number 911 Service".

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

EXCHANGE (3)

A central office or group of central offices, together with the subscriber's connected lines and equipment, forming a local communications system furnishing a means of telephonic intercommunication without toll charge between customers within a specified area, usually a single city, town or village.

EXCHANGE LINE (13)

Any line (circuit) directly or indirectly connecting exchange service with a central office. Exchange lines are subdivided as follows:

- a. Central Office Line: A circuit extending from a central office to the location of an individual line or a PBX.
- b. Main Station Line: The circuit portion of a main station; the main station line extends from the main service location to the central office.
- c. Extension Service Line: The circuit portion of an extension; the extension service line extends from the extension service location to the main service location or a central connecting point to the main service. Extension service provides the capability of connecting terminal equipment at a location other than the location of the main service. Charges for extension service are applicable, in accordance with this tariff, for each additional equipment location whether or not the Company furnishes the terminal equipment.
- d. Extension Line: A circuit with characteristics similar to an extension service line.
- e. PBX Station Line: The circuit portion of a PBX station; the PBX station line extends from the PBX station service location to the PBX switchboard or dial switching equipment.
- f. Tie Line: A circuit connecting PBX and/or Automatic Call Distributor Systems.

EXCHANGE SERVICE (3)

The general telephone service rendered in accordance with tariff provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this tariff.

- a. Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
- b. Individual Service: A classification of exchange service which provides that only one access line shall be served by the connection of the access line with the central office or other switching unit.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 8

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

EXCHANGE SERVICE (3) (continued)

- c. Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.
- d. Measured Service: A classification of exchange service furnished to subscribers in specified exchanges where monthly rates are based upon access and telephone usage. The measured rate options included a specified number of calling units and are payable in advance.
- e. Pay Telephone Service: A classification of exchange service established under tariff provisions for the use at locations where coin or coinless telephones are provided.
- f. Touch Tone Calling Service: A classification of exchange service furnished from certain specified central offices where calls are originated through the use of push buttons in lieu of rotary dial.
- g. Universal Service: A classification of exchange service furnished to a subscriber who qualifies for the Virginia Universal Service Plan.

EXPANDED LOCAL CALLING PLANS (3A)

Local calling extended to areas outside an exchange's local and EAS calling scope for which charges to those areas are paid on a usage basis.

EXTENDED AREA SERVICE (EAS) (3)

A type of telephone service furnished under tariff provisions where subscribers of a given exchange may complete calls to, and where provided by the tariff, receive messages from one or more exchanges without the application of long distance charges.

FLAT RATE SERVICE (2)

See "Exchange Service".

FOREIGN EXCHANGE MILEAGE (9) (13)

See "Mileage Charges".

FOREIGN EXCHANGE SERVICE (3) (9)

See "Exchange Service"

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 9

ISSUED: December 1, 2021

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1. DEFINITION OF TERMS

GRADE OF SERVICE (2)

The grades of subscriber telephone service are individual line and branch exchange service (PBX).

GRANDFATHERED EQUIPMENT (15)

Nonregistered equipment that was directly connected to the telecommunications network without a Company-provided protective connecting arrangement or data access arrangement in accordance with Company tariffs on or before the grandfather eligibility date as specified in Part 68 of the Federal Communications Commission's Rules and Regulations.

HOLD

Hold is a feature which allows a user to hold a line, thus allowing the equipment user to access another line.

HOME EXCHANGE

The exchange in which the customer is physically located.

ILLUMINATION

Illumination is a feature which provides for visual identification of the status of a call or other conditions requiring visual indications.

INDENTED LISTING (6)

See "Directory Listing".

INDIVIDUAL LINE (2) (3)

An access line designed for the exclusive use of one subscriber.

INDUCTIVE CONNECTION (15)

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

INITIAL NON-RECURRING CHARGE (INC)

A non-recurring charge applying to the provision of certain items of equipment, facilities, or services as distinguished from the service charges applicable for establishing primary classes of telephone service. The non-recurring charge is normally associated with optional services, features or equipment.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 10

Issued: December 1, 2021

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1. DEFINITIONS OF TERMS

INITIAL PERIOD (TOLL) (18)

The interval of time allowed at the rate quoted for long distance connection between given points. All initial period rates specified in this tariff are for connections of the time periods specified in the various sections.

INITIAL SERVICE PERIOD (2)

The minimum period of time for which service, facilities and equipment are provided.

INSIDE WIRING (4) (5)

That wiring within a customer's premises that extends between the termination of the exchange access line at the demarcation point, and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line

INSTALLATION CHARGE (4)

A non-recurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "Initial" charge.

INTERCONNECTION (3)

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

INTEREXCHANGE CHANNEL (9) (13)

A Company-provided channel which interconnects two or more exchanges in which station terminals or channel terminals in Company offices are located.

INWATS (800 SERVICE) (19)

Inward Wide Area Telephone Service (800 Service) is the furnishing of facilities for dial-type telecommunication from points throughout the service area to a (WATS) access line.

JOINT USER SERVICE (3)

A classification of exchange service furnished to a joint user, in connection with subscribers' exchange service in accordance with tariff provisions, but who would not otherwise be entitled to the use of this service.

LATE PAYMENT CHARGE (2)

A late payment charge is applied to the current month's unpaid balance, both local and toll, but not applied to any amount billed as taxes by local governments.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 11

ISSUED: December 1, 2021

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1. DEFINITION OF TERMS

LINE (13)

See "Exchange Line".

LINK UP AMERICA (3)

A program designed to assist in the payment of service connection charges for qualified residential customers by providing lower service connection charges for the initial installation of service.

LISTING (6)

See "Directory Listing".

LOCAL ACCESS AND TRANSPORT AREA (LATA) (19)

Geographic area established for the purpose of defining the territory within which a local exchange company may offer its telecommunications service.

LOCAL CALLING AREA (3)

See "Local Service Area".

LOCAL CHANNEL (13) (20)

Denotes that portion of a service required for connecting, (1) the interoffice channel to a station location, or (2) station locations within the same wire center serving area.

LOCAL DIRECTORY ASSISTANCE SERVICE (3)

A service furnished by the Company to its local service subscribers for the obtaining of local telephone numbers of other Company subscribers. Generally, Local Directory Assistance Service is furnished by dialing "4-1-1".

LOCAL EXCHANGE SERVICE (3)

Exchange service which permits calling within the customer's local service area without the payment of long distance charges.

LOCAL MESSAGE (2)

See "Message".

LOCAL SERVICE AREA (3)

The area within which telephone service is furnished to subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 12

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (18)

The furnishing of facilities for telecommunication between stations in different local service areas in accordance with the regulations and system of charges specified in this tariff.

- a. Station-to-Station Call: A service where the person originating the call either dials the telephone number desired, or gives the Company operator the telephone number to be called, Miscellaneous Common Carrier connecting circuit, Centrex, PBX, or PBX station which is reached directly rather than through an attendant, or gives only the name and address under which the number is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX attendant.
- b. Person-to-Person: A service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department or office to be reached through a PBX attendant.

MAIN TERMINAL

A main terminal is the first station or the first appearance in a station of an exchange service, which enables the customer to establish communications connections through the telecommunications network.

MAINTENANCE VISIT CHARGE (4)

The charge for each visit by the Company to the premises of the customer, or authorized user, where the difficulty or trouble report results from the use of equipment provided by the customer or authorized user.

MEASURED SERVICE (3)

See "Exchange Service".

MESSAGE (2)

A completed telephone call regardless of length of call or time and distance involved. Messages may be classified as follows:

- a. Local Message: A message between stations within the same local service area.
- b. Expanded Local Calling Message: A message between stations with Expanded Local Calling Plans.
- c. Long Distance Message: A message between stations in different exchange areas for which a long distance message charge applies.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 13

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1. DEFINITION OF TERMS

MILEAGE CHARGES (13)

A charge applying for the use of part or all of a circuit furnished by the Company.

- a. Air Line Mileage: The shortest distance between two points.
- b. Extension Line Mileage: The measurement applying on an extension line, for the use of which a circuit charge is made in accordance with tariff provisions.
- c. Foreign Central Office Mileage: The measurement applying to a line within the exchange connecting a subscriber's main service or PBX system with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is made in addition to the base rate.
- d. Route Measurement: The actual length of a circuit between two points.
- e. Tie Line Mileage: The measurement upon which the rate for tie line service is based in accordance with tariff provisions.
- f. Zone Charges: A charge applying in addition to the base rate for service when a customer's main service is located outside the base rate area but is located within the exchange area.

MINIMUM CONTRACT PERIOD (2)

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

MISCELLANEOUS COMMON CARRIERS (15)

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

MISCELLANEOUS EQUIPMENT (13)

Equipment furnished at additional charges associated with the various classes of subscriber service.

MOBILE TELEPHONE SERVICE (17)

A communication service through a land radio telephone base station.

NETWORK CONTROL SIGNALING (15)

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

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 14

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

NETWORK INTERFACE DEVICE (NID) (4)

A registration jack provided by the Company to provide network interface. This device must readily permit the connection and disconnection of Customer Premises Wiring (CPW) by a plug, to and from the Company network for testing purposes.

NON-PUBLISHED SERVICE (6)

A non-published telephone number is one for which no listing appears in the alphabetical section of the Company-provided telephone directories or in the "Directory Assistance" records. Calls are completed to non-published service customers only when the number is given by the calling party.

OFF PREMISES EXTENSION (13)

A channel which extends an exchange service line to a different building. Not to be used to connect more than one household.

OUTWATS (19)

Our WATS service provides for the origination of calls from a station associated with a measured outward WATS access line located only in the service area, for telecommunications with stations in the specified service area.

PAY TELEPHONE SERVICE (7)

Pay Telephone Service is access line and other services provided to coin or coinless telephones.

PERSON-TO-PERSON CALL (18)

See "Long Distance Message Telecommunications Service".

PREMISES (SAME) (13)

The terms "Same Premises" (except in connection with inside moves) shall be interpreted to mean:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others;
- (b) the portion of the building occupied by the subscriber, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; or,
- (c) the continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves, the term "Same Premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of his business or as a residence or a combination thereof, and not intersected by a public thoroughfare, a corridor or space occupied by others.

In connection with inside moves, the term "Same Premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of business or as a residence or a combination thereof, and not intersected by a public thoroughfare, a corridor or space occupied by others.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 15

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

PRIVATE BRANCH EXCHANGE SERVICE (PBX SERVICE) (13)

An arrangement of equipment consisting of switching apparatus with attendant's telephone, trunks to a central office and stations connected with the switching apparatus, providing for intercommunication between these stations and communication with the general exchange and interexchange systems. Throughout this tariff, the commonly used abbreviation "PBX" will be substituted for the words Private Branch Exchange. Effective October 1, 1987, Company-provided switching equipment and stations are provided on a deregulated basis.

PRIVATE BRANCH EXCHANGE TRUNK (13)

A circuit connecting a private branch system (PBX) with a central office.

PRIVATE LINE SERVICE (20)

As opposed to exchange service, this refers to channels furnished to a customer for direct communication between various points without access to the Company's exchange switching network.

PRIVATE TELEPHONE NUMBER (6)

See "Non-Published Service".

RATE CENTER (3)

A geographical point used to calculate airline distances for the determination of long distance message telecommunications rates and interexchange channel rates.

REFERENCE LISTING (6)

See "Directory Listing".

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 16

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with Part 68 of the FCC Rules and Regulations.

RESIDENCE SERVICE (2)

Exchange service furnished to a customer at a residential address where the service is not listed as a business in the directory, and where the use of the service is primarily or substantially of a residential nature.

RESTORATION CHARGE (2)

A charge applying to restore service following a temporary suspension of the service for nonpayment of charges.

SAME PREMISES (13)

See "Premises".

SERVICE CHARGE (4)

A non-recurring charge applying to the establishment of basic telephone service for a subscriber and certain subsequent additions to that service.

SPECIAL REVERSED CHARGE TOLL SERVICE (ENTERPRISE SERVICE) (13)

A service plan by which a customer can offer his out-of-town customers in a selected exchange the privilege of calling him without payment of toll charges and without having to request that charges be reversed.

STATION (5)

The network control signaling unit or other terminal equipment on the customer's premises/property which enables the customer to establish the communications connections and to effect communications through the connections.

STATION-TO-STATION CALL (18)

See "Long Distance Message Telecommunications Service".

SUBSCRIBER (2)

See "Customer".

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 17

ISSUED: December 1, 2021

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1. DEFINITION OF TERMS

SUSPENSION OF SERVICE (2)

An arrangement made at the request of the subscriber, or initiated by the Company for violation of tariff regulations by the subscriber, for temporarily interrupting service. During the period of suspension, the Company's equipment remains at the customer's location; the service is rendered inoperable at the central office frame and billing continues. Facilities are reserved in anticipation that normal service will be resumed at some future date.

TARIFF (2)

The rates, charges, rules and regulations adapted and filed by the Company and approved by the Virginia State Corporation Commission.

TELECOMMUNICATIONS SERVICES (3)

The various services offered by the Company as specified in this General Customer Services Tariff.

TELEPHONE NUMBER (2)

A designation assigned to a telephone service for convenience in operating.

TEMPORARY SERVICE

A form of short-term service furnished where in the Company's judgment, the service is not of a permanent nature, i.e., at Fairs, for telephone solicitation of sales, etc.

TERMINATION CHARGE (4)

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for the item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

TIE LINE (13)

See "Exchange Line".

TIE LINE MILEAGE (13)

See "Mileage Charges".

TIME AND TEMPERATURE SERVICE

See "Automatic Announcement Service".

TOLL MESSAGE (LONG DISTANCE MESSAGE) (18)

See "Message".

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 18

ISSUED: December 1, 2021

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1. DEFINITION OF TERMS

TOLL RESTRICTION SERVICE (13)

A service which enables customers to restrict certain types of outgoing calls from being placed over their exchange access lines. This capability is provided only where facilities are available.

TOLL SERVICE (18)

See "Long Distance Message Telecommunications Service".

TOUCH CALLING SERVICE (13)

See "Exchange Service".

TRUNK (2) (3)

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

USOC

Uniform Service Order Code.

UNIVERSAL EMERGENCY NUMBER 911 SERVICE (24)

A telephone exchange service, where a Public Safety Answering Point (PSAP) designated by the customer, may receive and answer, transfer and dispatch emergency personnel in response to public emergency telephone calls.

VACATION DISCONNECT (2)

See "Suspension of Service".

WATS (19)

See "Wide Area Telecommunications Service", "INWATS" and "OUTWATS".

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 19

ISSUED: December 1, 2021

Effective: December 2, 2021

1. DEFINITION OF TERMS

WIDE AREA TELECOMMUNICATIONS SERVICE (19)

The furnishing of facilities for a dial type telephone communication between a wide area service access line and other exchange and toll station telephones in the area prescribed in the tariff. Also see "INWATS" and "OUTWATS".

ZONE CHARGES (3)

See "Mileage Charges".

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

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2. GENERAL REGULATIONS

2.1 APPLICATION

The regulations specified herein are in addition to the regulations contained in other sections of this General Customer Services Tariff.

2.2 LIMITATIONS AND USE OF SERVICE

2.2.1 Use of Customer's Service

Customer's telephone service is furnished only for communications by the customer, his family, employees or representatives, or persons residing in the customer's premises, except as the use of service may be extended to joint users.

2.2.2 Unauthorized Attachments or Connections

Customers must not use or permit to be used any electrical or mechanical apparatus or device in connection with the equipment or facilities furnished by the Company unless the equipment is registered or Grandfathered as covered by Part 68 of the FCC Rules. In case any instrument, apparatus or device of any kind other than as covered herein is attached to or connected with any part of the Company's property, the Company reserves the right to remove such instruments, apparatus or device or to terminate the service.

2.2.3 Identification of Automatic Announcements

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements is subject to the following conditions:

- A. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message, the name of the organization or individual responsible for the service and the address where the service is provided.
- B. Subscribers transmitting factual public announcements such as Time, Stock Market quotations, Airline schedules and similar information are excluded from the above condition.
- C. Non-published telephone service will not be furnished for use with recorded public announcements.
- D. Failure to comply with the provisions of this Tariff may result in termination of the service.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

Issued: December 1, 2021

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2. GENERAL REGULATIONS

2.2 LIMITATIONS AND USE OF SERVICE (continued)

2.2.4 Transmitting Messages

The Company will not transmit messages but offers the use of its facilities when available and will not be liable for errors in transmission or failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the lines of the Company or its connecting companies.

2.2.5 Use of Service for Unlawful Purposes

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises in writing that such service is being used or will be used in violation of law, or if the Telephone Company receives other evidence that such service is being or will be so used.

2.2.6 Denial or Disconnection of Service

The Company may, without notice, either suspend the service or terminate the service without suspension for the following:

- (a) the abandonment of service
- (b) the non-payment of any sum due for telephone service and/or equipment
- (c) the use of foul or profane language
- (d) impersonation of any other person
- (e) the making of nuisance calls
- (f) the use of telephone service by a customer in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such customer at or about the same time, or which may result in preventing, obstructing or delaying the telephone service of others
- (g) any violation of the Company's regulations, or
- (h) the non-payment of long distance charges excluding those incurred by Virginia Universal Service Plan customers.

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE

2.3.1 Availability of Facilities

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

2.3.2 Application for Service

Applications for the establishment of service must be made on such standard forms of application as the Company may adopt for this purpose. Requests from customers for additional service, equipment, etc., may be made verbally or in writing and may be made a part of the original application. Any change in rates or regulations authorized by the legally constituted authorities will act as a modification of the contract to the extent without further notice.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

Issued: December 1, 2021

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2. GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (continued)

2.3.3 Applications for Business and Residence Service

- A. Determination as to whether customer's service shall be furnished at business or residence rates is based on the character of use to be made of the service.
- B. Service shall be classified and charged for as business service where the use is primarily or substantially of a business professional or occupational nature. Where the business use, if any, is merely incidental and where the major use is of a social or domestic nature, service is classified as residence service.
- C. Although the location at which telephone service is established, or the type of directory listing may in some cases, serve as a satisfactory basis in determining whether business or residence rates apply, the character of use will be controlling in all instances regardless of location or type of directory listing.

2.3.4 Ownership and Use of Equipment

Equipment, instruments and lines on customer's premises, furnished by the Company, shall be and remain the property of the Company, whose agents shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting or repairing the instruments and lines, and upon termination of the service, for the purpose of removing such instruments and lines. Such equipment is 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 a party other than the Company without the written consent of the Company.

2.3.5 Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in the Company's Tariffs is borne by the Company. In case of damage to or destruction of any Telephone Company property not due to ordinary wear and tear, the customer except where such damage is not occasioned by his negligence, is held responsible for the cost of replacing the equipment destroyed or restoring the equipment to its original condition. Customers may not rearrange, disconnect or remove or permit others to rearrange, disconnect or remove any apparatus or wiring installed by the Company, except upon the written consent of the Company.

2.3.6 Arrangements with Other Companies

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

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

Issued: December 1, 2021

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2. GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (continued)

2.3.7 Alterations

The customer agrees to notify the Company promptly in writing whenever alterations or new construction on premises occupied by him necessitate changes in the Company's equipment and the customer agrees to pay the Company's current charges for such changes.

2.3.8 Special Assemblies and Arrangements

The rates quoted in the various sections of this Tariff contemplate the use of standard equipment involving standard wiring. Where special arrangements or assemblies are provided, the rates for such special arrangements or assemblies of equipment will be determined by the circumstances in each case. Also, where due to the peculiar construction of a building occupied by the applicant, it is necessary to make non-standard arrangement of telephone equipment, the Company reserves the right to require the applicant to bear the unusual expense involved.

2.3.9 Telephone Numbers

- A. The customer has no property right in the telephone number and no right to continuance of service through any particular central office, and the Company reserves the right to change the telephone number or central office designation of a customer whenever it deems it desirable in the conduct of its business.

- B. The Company is not responsible for errors or omissions in the assignment of a telephone number. The liability for damages or expenses arising out of mistakes, omissions, delays, errors, or duplication, in number assignment shall be limited to an amount equal to the charges applied to change the number (Service Order and Line Connection Charges).

2.3.10 Telephone Directories

Telephone directories are the property of the Company and loaned to customers only as an aid to the use of the telephone service. The Company reserves the right to make a charge for directories issued in replacement of directories defaced or mutilated while in possession of customers.

2.3.11 Initial Contract Periods

- A. Except as hereinafter provided, the initial contract period will be one month.

- B. The contract period for alternate call number listings and joint user service, where the listing actually appears in the directory, will extend to the end of the directory period.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

Issued: December 1, 2021

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2. GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (continued)

2.3.12 Suspension of Service

- A. Upon request, the service of a business or residence individual customer may be suspended.
- B. Suspension of service with a reduction in rate will not be permitted for periods of less than one month.
- C. The maximum period of suspension to which the rates for the suspended service will apply shall not exceed six months unless, because of the probability of reconnection, the removal of the equipment is not justified in the opinion of the Telephone Company, then the suspension may be continued for a second period of six months.
- D. The reduction in rate for the period of suspension will be equal to 50% of the customer's total monthly exchange service charge (VACRT).

2.3.13 Termination of Service

- A. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company a reasonable period in advance and upon payment of the charges given below in addition to all charges for the period service has been rendered.
 - 1. In the case of service for which the initial contract period is one month--the charges due for the balance of the month, and the case of telephone booths--the charges due for the balance of the year.
 - 2. In the case of joint user service, where the listing has appeared in the directory, the charges to the end of the directory period; except that the charges will be made to the end of the current month in the following cases:
 - a. Where the contract for main service has been discontinued.
 - b. Where the joint user becomes a customer of some class of business service at the same location.
 - c. Where the joint user moves to a new location.
 - 3. In case of listings of alternate call numbers, where the listing has appeared in the directory, the monthly rate for the period of listing in the directory, or until termination of contract for service connection with which the listing is furnished.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

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2. GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (continued)

2.3.13 Termination of Service (continued)

B. Service may be terminated after the expiration of the initial contract period, upon the Company being notified a reasonable period in advance (ten days in ordinary cases) and upon payment of all charges due to the date of termination of the service, except in the case of listings of alternate call numbers. Such listings which have once appeared in the directory, will be automatically included in each subsequent issue of the directory unless notice is received from the listed party prior to the closing of the directory list. Each directory period will be considered as a separate initial contract period and termination may be arranged for only under conditions specified in 2.3.11B.

1. For flat rate service, mileage charges and equipment not provided for above, the customer is charged at schedule rates up to the date of termination, the charge for the fractional part of the month being the proportionate part of the monthly rate.

2.3.14 Employee Discounts

- A. Employees of this Company will receive up to 50 percent discount for their residence service. The service must be established to benefit the employee or his immediate family and its use by others will not be permitted.
- B. The term "employee" as used in this section shall mean those classified as regular full-time or regular part-time employees.
- C. Discounts will not be allowed on restoral of service charges after denial for non-payment, construction charges, telegrams, toll service, non-listed, non-published service or directory assistance charges.

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES

The Company reserves the right to refuse service to applicants who are indebted to the Company for service previously rendered until the indebtedness is satisfied.

2.4.1 Advance Payments

Those applicants whose financial responsibility is not a matter of general knowledge or who are not connected in a substantial way with a firm, corporation or other concern of established credit may, in addition to the established service connection charge or any charge applicable as a result of unusual installation costs, be required to make an advance payment equal to at least one month's service, the latter payment being applied to any indebtedness under the contract, including charges for both local and toll messages.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

Issued: December 1, 2021

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2. GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.2 Deposits

A. Applicants for service unable to establish a satisfactory credit rating with the Company, or existing customers whose credit rating has become impaired, may be required to make a suitable cash deposit to be held as security for the payment of bills for telephone service; the amount of such deposit shall not, however, exceed the amount of charges for telephone service which it is estimated will accrue for a period of two months. However, after service has been established and experience demonstrates that the amount of the existing deposit is not suitable to safeguard the interests of the Company, the Company may require an adjustment of the deposit not exceeding the local and toll charges which it is estimated will accrue for a period of two months. When service is terminated, any balance of the deposit remaining after deduction of all sums due the Company will be returned to the customer, plus interest.

Customers eligible for VUSP Service (Section 3.7) are not required to pay a deposit if the customer voluntarily elects toll denial.

B. Interest on deposits will be paid each year at a rate which is established in January of each year to equal the average of the percent annual yields of one year Treasury bills (auction average issue date) for October, November, and December of the preceding year. The State Corporation Commission's General Director of Public Utilities shall notify utilities in January of each year of the rate prevailing for that year. Interest will be paid on the deposit for the entire period held during which service is rendered, unless such period is less than 90 days.

C. Customer deposits will be automatically reviewed annually on the anniversary date of the deposit. If a satisfactory credit rating has been established, the deposit, including interest, may be credited to the customer's subsequent bill, or if requested by the customer, refunded by check. The accrued interest will be credited annually to the bills of customers who have not achieved a satisfactory credit rating. Deposits will be retained for these customers until a satisfactory credit rating has been established.

D. The fact that a deposit is held by the Company shall in no way relieve the applicant or customer from compliance with the Company's regulations as to advance payments and payment for service, nor constitute a waiver or modification of the regulations pertaining to the discontinuance of service for non-payment of any sums due the Company for the service rendered.

E. Surety deposits in conjunction with special contracts for specific periods of time are not subject to the Automatic Annual Review and Refund. Refund of such deposits will be controlled by the provisions of said contracts.

F. When the total deposit required for residential service exceeds \$40.00, the customer will be permitted to pay in three (3) equal monthly payments; however, the Company shall have the discretion to allow payment of any deposit (more or less \$40.00 total) over a longer period of time to avoid undue hardship.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 8

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2. GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.3 Payment for Service

- A. The Customer shall pay, in accordance with the Company's established collection and billing practices, all charges for local service and equipment monthly in advance and for all toll messages, including miscellaneous services, upon rendition of bills. The customer assumes responsibility for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages received at the customer's telephone on which the charges have been reversed, i.e., sent collect. Where semi-public telephone service is furnished, the customer-agent agrees to redeem all slugs and spurious, mutilated or foreign coins deposited in the collecting device at the value for which they were deposited therein.
- B. If objection is not received by the Company within thirty days after account is rendered, such account shall be deemed correct and binding upon the customer.
- C. Customers receiving support under the VUSP will not be disconnected for non-payment of toll charges. Such customer may not be denied the re-establishment of local service because the customer was previously disconnected for toll charges, as long as all outstanding local charges have been paid. Partial payments from such customers are to be applied to local services first and then to toll charges.
- D. The customer is responsible for payment of any sales, gross receipts, excise, access or other local, state, federal and 911 taxes, telecommunications relay service fees, right-of-way fees, local number portability charges, and other charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of telephone services.

Whenever any state legislation or Commission regulation imposes a tax or fee upon the Company and allows the Company to recoup costs associated with such tax or fee imposed on the Company by the state, the Company may, upon notice to consumers and in compliance with such legislation or regulation, bill such tax or fee as a surcharge.

These charges will be billed as separate line items.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

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2. GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.4 Late Payment Charge

- A. A Late Payment Charge applies to any unpaid balance carried forward from a monthly bill to the next month's bill, including all long distance charges billed by the Telephone Company on behalf of interexchange carriers and alternate operator service providers.
- B. A bill will not be considered overdue if payment is received by the Company within 20 days of mailing.
- C. The Late Payment Charge will not be applied to any amount billed as taxes by Federal and Local Governments.
- D. Late Payment Charge.....1.5% of the total unpaid balance from the previous bill

2.5 LIABILITY OF THE COMPANY

2.5.1 General

In view of the fact that the customer has exclusive control over the use of the service and facilities furnished by the Telephone Company and because of unavailability of errors incident to the services and to the use of such facilities of the Telephone Company, services and facilities are furnished by the Telephone Company subject to the terms, conditions and limitation herein specified:

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 9

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2. GENERAL REGULATIONS

2.5 LIABILITY OF THE COMPANY (continued)

2.5.2 Service Irregularities

The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Telephone Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the service or facilities affected during the period such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities continues after notice and demand to the Telephone Company.

When facilities of others are used in establishing connections to points not reached by the Telephone Company facilities, the Telephone Company is not liable for any act of omission of others furnishing such facilities.

2.5.3 Claims of Misuse of Service

The Telephone Company shall be indemnified and saved harmless by the customer against claims for libel, slander, fraudulent or misleading advertisements or infringement or copyright arising directly or indirectly from the material transmitted over its facilities or the use thereof; against claims for infringement of patents arising from combining or using apparatus and systems of the customer with facilities of the Telephone Company; and against all other claims arising out of any act or omission of the customer in connection with the services and facilities provided by the Telephone Company.

2.5.4 Equipment in Explosive Atmosphere

The Telephone Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Telephone Company harmless from any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment so provided.

The Telephone Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

The customer shall furnish, install, and maintain sealed conduit with explosion-proof fittings between such equipment and points outside the hazardous area where connection may be made with regular facilities of the Telephone Company.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 10

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2. GENERAL REGULATIONS

2.5 LIABILITY OF THE COMPANY (continued)

2.5.5 Equipment in Hazardous or Inaccessible Locations

When the customer requests that equipment and facilities of the Telephone Company be located in areas which, in the opinion of the Telephone Company is hazardous to its employees or property or inaccessible to its employees, the customer may be required to furnish the equipment and facilities. The customer shall install and maintain equipment and facilities within inaccessible areas or areas where injury or damage to Telephone Company employees or property might result from the installation or maintenance of such equipment by the Telephone Company. All equipment and facilities furnished in such areas, either by the customer or the Telephone Company, shall be installed and maintained by the customer and in accordance with the Telephone Company's specifications.

The customer shall indemnify and hold the Telephone Company harmless from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

2.5.6 Limitations

The services furnished by the Telephone Company, in addition to the limitations set forth preceding, also are subject to the following limitations: the Telephone Company shall not be liable for damage arising out of mistakes, omission, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Telephone Company, caused by customer-provided equipment except where a contributing cause is the malfunctioning of a Telephone Company provided connecting arrangement, in which event the liability of the Telephone Company shall not exceed an amount equal to a proportional amount of the Telephone Company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs, not prevented by customer-provided equipment, but which would have been prevented had Telephone Company-provided equipment been used.

2.5.7 Interruption of Service

In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause therefore, the customer assumes all risks connected with the service except as follows: If service is interrupted otherwise than by negligence or willful act of customer, an allowance at the minimum rate for the telephone facilities and class of service in effect 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 an case attach to the Company.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 11

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2. GENERAL REGULATIONS

2.5 LIABILITY OF THE COMPANY (continued)

2.5.8 Listings

- A. The Telephone Company's liability arising from errors or omissions in directory listings (other than charged listings) shall be limited to the amount of actual impairment to the customer's service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to exchange service for network access lines and telephones, branch exchange telephones, network access trunks and switching equipment or mobile telephone service affected during the period covered by the directory in which the error or omission occurs.
- B. In cases of charged directory listings, the liability of the Telephone Company shall be limited to an amount not exceeding the amount of charges for the charged listing or listings involved during the period covered by the directory in which the error or omission occurs.
- C. In accepting listings as prescribed by applicants or subscribers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising by the subscribers or others as a result of listings published in its directories.

2.5.9 Defacement of Premises

No liability shall attach to the Company by reason of any defacement or damage to customers' premises resulting from the existence of the Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

Issued: December 1, 2021

Effective: December 2, 2021

2. GENERAL REGULATIONS

CONTENTS

2.1	APPLICATION.....	1
2.2	LIMITATIONS AND USE OF SERVICE	1
	2.2.1 Use of Customer's Service.....	1
	2.2.2 Unauthorized Attachments or Connections.....	1
	2.2.3 Identification of Automatic Announcements.....	1
	2.2.4 Transmitting Messages.....	2
	2.2.5 Use of Service for Unlawful Purposes.....	2
	2.2.6 Denial or Disconnection of Service.....	2
2.3	ESTABLISHMENT AND FURNISHING OF SERVICE.....	2
	2.3.1 Availability of Facilities.....	2
	2.3.2 Application for Service.....	2
	2.3.3 Applications for Business and Residence Service.....	3
	2.3.4 Ownership and Use of Equipment.....	3
	2.3.5 Maintenance and Repairs.....	3
	2.3.6 Arrangements with Other Companies.....	3
	2.3.7 Alterations	4
	2.3.8 Special Assemblies and Arrangements.....	4
	2.3.9 Telephone Numbers.....	4
	2.3.10 Telephone Directories.....	4
	2.3.11 Initial Contract Periods.....	4
	2.3.12 Suspension of Service.....	5
	2.3.13 Termination of Service.....	5
	2.3.14 Employee Discount	6
2.4	PAYMENT ARRANGEMENTS.....	6
	2.4.1 Advance Payments.....	6
	2.4.2 Deposits.....	7
	2.4.3 Payment for Service.....	8
	2.4.4 Late Payment Charge.....	8A
2.5	LIABILITY OF THE COMPANY.....	8A
	2.5.1 General.....	8A
	2.5.2 Service Irregularities.....	9
	2.5.3 Claims of Misuse of Service.....	9
	2.5.4 Equipment in Explosive Atmosphere.....	9
	2.5.5 Equipment in Hazardous or Inaccessible Locations.....	10
	2.5.6 Limitations.....	10
	2.5.7 Interruptions of Service.....	10
	2.5.8 Listings.....	11
	2.5.9 Defacement of Premises.....	11

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

First Revised Original Contents Sheet 1
Cancels Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3. LOCAL EXCHANGE SERVICE

CONTENTS

3.1	GENERAL	1
3.2	EXCHANGE RATE SCHEDULE.....	2
	3.2.1 Exchange Line Zone Charges.....	3
3.3	LOCAL CALLING AREAS	3
3.4	MEASURED RATE SERVICE	4
	3.4.1 General	4
	3.4.2 Rate Schedule.....	4
3.5	JOINT USER SERVICE	6
	3.5.1 General	6
	3.5.2 Rates.....	7
3.6	DIRECTORY ASSISTANCE SERVICE.....	7
	3.6.1 General	7
	3.6.2 Regulations	7
	3.6.3 Rates.....	8
3.7.	VIRGINIA UNIVERSAL SERVICE PLAN (VUSP)	8
	3.7.1 General	8
	3.7.2 Regulations	8
	3.7.4 Credit.....	10
3.8.	OPERATOR SERVICES	11
	3.8.1 Local Operator Services.....	11
	3.8.2 Verification and Interrupt.....	11
3.9.	SHARED TENANT SERVICE.....	12
	3.9.1 Definitions.....	13
	3.9.2 General	14
	3.9.3 Conditions For Resale – Customer Obligations	14
	3.9.4 Conditions For Resale – Company Obligations	16
	3.9.5 Rates and Charges.....	17

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

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EFFECTIVE: December 2, 2021

3. LOCAL EXCHANGE SERVICE

3.1 GENERAL

- A. The boundaries and description of Base Rate Areas are described in the General Customer Services Tariff for each individual exchange.
- B. Zone charges apply to service outside of the Base Rate Boundary and within the exchange areas as shown in Section 3.2.1 of this Tariff.
- C. This Tariff is subject to regulations shown as they now exist or as they may be revised or added to. The rates for services not specifically shown in this section are presented elsewhere in this Tariff.
- D. All systems (PBX or multi-functional) that permit access to outgoing central office lines through dial access, or systems that maintain within their operating capabilities features that permit dial access, will be billed the PBX trunk rate.
- E. Regulations and rates governing Measured Rate Service are included in Section 3.4.
- F. All subscribers will be permitted to connect customer premises equipment (CPE) to the telephone network. Such connection must be made through standard company provided jacks or equivalent in a manner to allow for easy and immediate disconnection from the telephone network. Upon request, customers must provide notice to the Company of the particular lines to which such connection is made. The customer may also be requested to provide the Company the FCC registration number and the ringer equivalence number of such CPE equipment.
- G. The Company will be responsible for advising the customer, upon request, of the technical variations that exist in connecting customer premises equipment (CPE) to the telephone network. The Company will also provide the specific ringer equivalence requirements to the customer if his equipment is not compatible to the network. Subscribers will be responsible for any necessary modifications required to their connections. The connection and use of customer-provided equipment is subject to the same guidelines and conditions as set forth in Section 15 of this tariff.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

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3. LOCAL EXCHANGE SERVICE

3.2 EXCHANGE RATE SCHEDULE

A. Monthly Local Exchange Service Rate in applicable exchanges.

MONTHLY LOCAL EXCHANGE SERVICE RATES

NETWORK ACCESS

NETWORK ACCESS

<u>Exchanges</u>	<u>Individual Line</u>	<u>Measured Rate*</u>	<u>Pay Telephone</u>	<u>PBX/ Hotel Trunk</u>		<u>Centrex Trunk</u>
Clifton Forge						
Business	\$38.00	\$25.00	\$54.00	\$54.00		\$35.00
Residence	\$26.00					
Covington						
Business	\$38.00	\$25.00	\$54.00	\$54.00		\$35.00
Residence	\$26.00					
Potts Creek						
Business	\$38.00	\$25.00	\$54.00	\$54.00		\$35.00
Residence	\$26.00					
Waynesboro						
Business	\$38.00	\$25.00	\$54.00	\$54.00		\$35.00
Residence	\$26.00					

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*NOTE: Residential Measured Service will no longer be offered to new customers after October 1, 2014. Existing customers will be upgraded to Individual Lines.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

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3. LOCAL EXCHANGE SERVICE

3.2 EXCHANGE RATE SCHEDULE (continued)

3.2.1 Exchange Line Zone Charges

A. Customers located outside the Base Rate Area as described in this Tariff will be charged a zone mileage charge computed on an airline basis from the nearest point on the boundary of the Base Rate Area to the location of the network interface device. Charges apply in connection with individual lines and private branch exchange trunks, and are in addition to the base rates for the class of service furnished.

B. Exchange Line Zone Charges:

Zone A (0-3 miles outside Base Rate Area) - \$1.50 1LX03

Zone B (over 3 miles outside Base Rate Area) - \$4.00 1LX06

3.3 LOCAL CALLING AREAS

The rates specified in Section 3.2 entitle subscribers to local messages to all telephones bearing the central office designations of additional exchanges as shown below:

<u>EXCHANGE</u>	<u>ADDITIONAL EXCHANGES</u>
Clifton Forge	Covington, Potts Creek, Crows-Hematite Eagle Rock, Fincastle
Covington	Clifton Forge, Potts Creek, Crows-Hematite Eagle Rock, Fincastle
Potts Creek	Clifton Forge, Covington, Crows-Hematite (Verizon)
Waynesboro	None

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

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3. LOCAL EXCHANGE SERVICE

3.4 MEASURED RATE SERVICE

3.4.1 General

- A. Business Measured Rate Service provides for calling to stations within the Local Calling Area as defined in Section 3.3 with each call charged on a per minute basis. Measured rate service calls are rated as shown in Section 3.4.3. Residential Measured Rate Service is no longer available. (C)
- B. For the purpose of determining charges, the following applies: (C)
 - 1. The rate for each message will be on a per minute basis, with fractional minutes computed.
 - 2. Chargeable time for all calls begins when connection is established between the calling line and the called line and ends when the calling line "hangs up" thereby releasing the network connection. If the called line "hangs up", but the calling line does not, chargeable time ends when the network connection is released by automatic timing equipment.
- C. Measured Rate Service and flat rate service will not be furnished to the same customer on the same premise. Measured Rate Service - Business is for individual line service and not for key or PABX trunk service.

3.4.2 Rate Schedule

Per Month

(D)

(D)

B. Business

Individual Line

See Section 3

C. Rates Per Minute

Initial

Additional
Minute

1. Home Exchange

Initial minute of use or fraction

thereof in the service local exchange

\$.03

\$.015

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

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3. LOCAL EXCHANGE SERVICE

3.4 MEASURED RATE SERVICE (continued)

3.4.2 Rate Schedule (continued)

C. Rates Per Minute (continued)

2. Between Home Exchange and EAS Exchanges

Rate per minute of use or fraction thereof between Clifton Forge (CF), Covington (COV), Potts Creek (PC), and Crows Hematite (CH) exchanges. Measured rate service is not available between Potts Creek and Crows Hematite.

Airline Miles <u>Between Rate Centers</u>		<u>Initial</u>	<u>Additional Minute</u>
(CF/COV, COV/PC, COV/CH)	0-16	\$.04	\$.02
(CF/PC, CF/CH)	17-25	\$.05	\$.025

3. Discounts

a. Evening

A discount of 40% applies to the combined monthly usage charges computed at the Day Rates for initial and additional minutes occurring in this Rate Period.

b. Night/Weekend

A discount of 60% applies to the combined monthly usage charges, computed at the Day Rates for initial and additional minutes occurring in this Rate Period.

4. Rate Periods

a. The Day, Evening, Night and Weekend rates apply to the portion of the message occurring within the rate periods stated below. The charges are determined separately for each rate period and the results are totaled.

b. Day, Evening, Night and Weekend rates apply as follows:

<u>Rate Periods</u>	<u>From</u>	<u>To But Not Including</u>	<u>Days Applicable</u>
Days*	8:00 A.M.	5:00 P.M.	Monday-Friday
Evening	5:00 P.M.	11:00 P.M.	Sunday-Friday
Night	11:00 P.M.	8:00 A.M.	Every Day
Weekend	8:00 A.M.	11:00 P.M.	Saturday
Weekend	8:00 A.M.	5:00 P.M.	Sunday

*Rates applicable on Certain Holidays

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3. LOCAL EXCHANGE SERVICE

3.4 MEASURED RATE SERVICE (continued)

3.4.2 Rate Schedule (continued)

C. Rates Per Minute (continued)

4. Rate Periods (continued)

- c. Discounts for the Evening, Night and Weekend reduced rate periods stated in the Rate Schedule are expressed as a percent reduction of the charge calculated at the Day Rates of initial minute and additional minutes. They are applied to that portion of the message occurring within the rate discount periods stated in the table.
- d. The discount is applied only to the sum of the initial minute and additional minute charges. The discount is computed separately for charges in each rate period and the results are then totaled.
- e. On New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November) and Christmas Day (December 25), the holiday rate applicable is the Evening Rate, unless a lower rate would normally apply.

3.5 JOINT USER SERVICE

3.5.1 General

- A. Joint user service, including a listing in the directory, is provided only in connection with business individual line and private branch exchange service.
- B. Joint user service is furnished only when the joint user is located on the same premises as the primary user of access line(s)
- C. In connection with individual line service not more than two joint users are permitted for each such line; for private branch exchange service, one joint user is permitted for each trunk line.
- D. Application for joint user service and for additional service, equipment or facilities connected therewith, must be executed by the original customer, who is responsible for payment of all charges incurred thereunder.
- E. Charges for joint user service date from the day the information records are posted.
- F. Joint user service may be discontinued at any time upon reasonable notice from the customer, subject to the regulations and charges specified in Section 2.
- G. Upon application of the customer, additional listings and miscellaneous services will be furnished for the use of the joint user at regular rates.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

ISSUED: December 1, 2021

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3. LOCAL EXCHANGE SERVICE

3.5 JOINT USER SERVICE (continued)

3.5.1 General (continued)

H. No separate telephone numbers or other distinctive designations will be provided for the purpose of signaling the joint user.

3.5.2 Rates

A. Joint user service, including one listing in the directory, will be furnished at the following monthly rates:

Individual Line Service - ½ Network Access Line Charge

Private Branch Exchange Service - ½ Network Access Trunk Charge

3.6 DIRECTORY ASSISTANCE SERVICE

3.6.1 General

The Telephone Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.

3.6.2 Regulations

A. The rates set for the following apply when customers request Telephone Company assistance in determining telephone numbers of customers who are located in the Roanoke, Virginia LATA.

B. For each line accessing the telecommunications network, a customer is allowed one Directory Assistance call per month at no charge.

C. Call allowances are not transferable between separate accounts of the same customer.

D. Charges for Directory Assistance Service are not applicable to calls placed from:

1. Coin Telephones

2. Hotel/Motel Telephones (With or without commission)

3. Hospital Telephones

4. Customers who affirm they are unable to use the Telephone Company provided directory due to a disability.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

First Revised Sheet 8
Cancels Original Sheet 8

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3. LOCAL EXCHANGE SERVICE

3.6 DIRECTORY ASSISTANCE SERVICE (continued)

3.6.3 Rates

Directory Assistance Service Calls

- A. Where direct dialed by a customer, per call* \$.75
- B. Where placed via a Telephone Company Operator, per call* \$.75

*Maximum of two requested telephone numbers per call.

3.7. VIRGINIA UNIVERSAL SERVICE PLAN (VUSP)

3.7.1 General

The Virginia Universal Service Plan (VUSP) is an offering designed to assist qualified customers to subscribe to and to retain Local Exchange Service. The VUSP consists of the Lifeline Assistance Program.

(C/T)

3.7.2 Regulations

- A. A Lifeline customer may subscribe to any local service offering available to other residential customers.
- B. Only one Lifeline Assistance credit is available per household. A household cannot receive benefits from multiple providers. A household is defined, for purposes of the Lifeline Assistance program, as any individual or group of individuals who live together at the same address and share income and expenses.
- C. Lifeline Assistance is available to all residential customers who are currently participating in one of the following Federal or State Assistance Programs:
 - 1. Medicaid
 - 2. Supplemental Nutrition Assistance Program (SNAP)
 - 3. Supplemental Security Income (SSI)
 - 4. Federal Public Housing Assistance (Section 8)
 - 5. Low-Income Home Energy Assistance Program (LIHEAP)
 - 6. National School Lunch Program
 - 7. Temporary Assistance for Needy Families (TANF)
 - 8. Household Income at or below 135% of the Federal Poverty Guidelines
- D. Lifeline Assistance will continue to be provided to a customer that meets the qualification criteria outlined above. Proof of eligibility shall be provided to the Company at the time of application for service. The Lifeline credit will not be established until the Company has received proof of eligibility.

(C/T)

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

First Revised Sheet 9
Cancels Original Sheet 9

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EFFECTIVE: December 2, 2021

3. LOCAL EXCHANGE SERVICE

3.7. VIRGINIA UNIVERSAL SERVICE PLAN (VUSP) (continued)

3.7.2 Regulations (continued)

- E. Annual Eligibility Re-Certification is required. When a customer is determined to be ineligible, the Company will notify the customer that the Lifeline Assistance Service will be discontinued.
- F. The Company will not disconnect local service for non-payment of toll charges but customer may be required to have toll denial placed on their account. Lifeline Assistance Service will not be connected if an outstanding balance associated with local service is owed by the customer.
- G. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
- H. Customers eligible for Lifeline Assistance Service deposit requirements may be waived if the customer elects to receive toll denial. As a participant in the Lifeline Assistance, customers are eligible to receive toll denial at no charge. However, acceptance of toll denial service will not be a condition for receiving Lifeline Assistance Service.

(C/T)

(C/T)

(D)

(D)

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

First Revised Sheet 10
Cancels Original Sheet 10

ISSUED: December 1, 2021

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3. LOCAL EXCHANGE SERVICE

3.7. VIRGINIA UNIVERSAL SERVICE PLAN (VUSP) (continued)

3.7.4 Credit

- A. The Lifeline Assistance Program provides for a credit for qualifying residential customers.
- B. Lifeline Assistance Program is supported by the Federal Universal support mechanism.
- C. Federal Monthly Credit

(D)

The monthly recurring and one-time connection discount provided to consumers through the Lifeline and Link Up programs is set forth in 47 C.F.R. part 54, subpart E of the Federal Communications Commission's rules.

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GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 11

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3. LOCAL EXCHANGE SERVICE

3.8 OPERATOR SERVICES

3.8.1 Local Operator Services

- A. Operator assisted local calls are calls placed within the customer's local service area through an operator.
- B. Local message charges for calls placed through an operator will be charged the same as for local calls dialed direct by the customer.
- C. Local message charges will not be billed to a Public Telephone service, Semi-public Telephone service or COCOT service. Operator assistance will not be furnished for calls placed from a COCOT telephone.
- D. Operator Assistance charges do not apply for the following calls:
 - calls to listed official public emergency agencies
 - calls to official Telephone Company numbers
 - calls to Directory Assistance
 - calls from persons experiencing dialing difficulty
 - calls from persons who are visually and/or physically disabled
- E. Rates - the following charges are in addition to any charges for local messages as specified in this tariff.

	<u>Charge, per call</u>
1. Operator serviced Calling Card	\$.60
2. Collect, billed to third number, or operator dialed	\$.75
3. Person-to-person	\$1.50

3.8.2 Verification and Interrupt

- A. Where possible upon request, the Telephone Company operator will verify that a conversation exists on a line and will interrupt a call in progress to announce that someone is trying to call.
- B. No charge will apply if during the verification it becomes apparent that a trouble condition exists.
- C. Charges are not applicable to calls to the operator from official public emergency agencies when the request is received on the agency's line from agency personnel. Charges are not applicable to calls to the operator from individuals who identify that the request is to an official public emergency agency.

D. Charges

Verification, each request	\$.75
Verification with Interrupt, each request	\$1.55

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 12

ISSUED: December 1, 2021

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3. LOCAL EXCHANGE SERVICE

3.9 SHARED TENANT SERVICE

3.9.1 Definitions

The following list of definitions is used throughout this section.

Customer of Record

Person, corporation or authorized representative responsible for the following:

- Administration, use and occupancy of the Shared Tenant Service Area by virtue of ownership, lease, management agreement or the like;
- Placing applications for service;
- Requesting additions, rearrangements, maintenance, or discontinuance of Telephone Company-provided service;
- Payment in full of charges incurred for the use of Telephone Company-provided service including, but not limited to, local and long distance message charges, local and long distance directory assistance charges, etc.;
- Providing the legal description of Shared Tenant Service Areas to the Telephone Company, where applicable.

Individual Customer

For purposes of this section, individual customer refers to a customer of telephone service, located within a Shared Tenant Service Area, who is directly served by the Telephone Company at the individual customer's request.

Shared Tenant Service

Shared Tenant Service is defined as the provision of Telephone Company exchange telecommunications service by a Reseller or sharing entity to one or more individuals or users, located within a Shared Tenant Service Area, through a common switching and billing arrangement.

Private Resale

Private resale is the subscription to telecommunications services and facilities by one entity and the limited reoffering, for profit, of those communications services and facilities not to the public but to a limited group possessing common features or attributes such as an association or membership corporation providing service to its members, or an organization set up to serve a well-defined industry group, or to closely located or affiliated buildings.

Shared Tenant Service Area

The area within which a Reseller provides local exchange telecommunications service.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 13

ISSUED: December 1, 2021

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3. LOCAL EXCHANGE SERVICE

3.9 SHARED TENANT SERVICE (cont.)

3.9.1 Definitions (cont.)

Shared Tenant Service Area Demarcation Point

The point on the customer's or Reseller's premises at which provision is made for connection of Reseller facilities to facilities provided by the Telephone Company. The Telephone Company will determine the location of the demarcation point on a case-by-case basis.

Reseller

A broker of Telephone Company service capacity, providing resold services in a profit arrangement with a Shared Tenant Service Area.

Reseller Facilities

For the purposes of this section, Reseller facilities are defined as the common switching apparatus, inside wire and riser cables located within the customer's premises, commencing at the point of demarcation.

Shared User

A customer who subscribes to telephone service, shares it with others and then collects from the users an amount equal to each user's pro rata usage under a nonprofit arrangement.

3.9.2 General

- A. Resale is permitted within the confines of specifically identified contiguous property areas, the Shared Tenant Service Area, under the control of the Customer of Record, (even if the contiguous area is intersected by public thoroughfares, or rights-of-way) and are either (a) under common ownership, which is either the same owners, common general partners, or common principal equity investors or (b) with a common development which is either an office or commercial complex, a shopping center, an apartment or condominium or cooperative complex, an airport, a hotel or motel, a college or university or a complex consisting of mixed uses of the type heretofore described, but not to include residential subdivisions consisting of single-family detached dwellings. Such private resale shall hereinafter be referred to as "Shared Tenant Service". In those instances where the Shared Tenant Service Area crosses public rights-of-way and/or public thoroughfares, the facilities crossing such rights-of-way must be provided by the Telephone Company. When a Shared Tenant Service Area is a building, all of that building must be designated as a Shared Tenant Service Area.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 14

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3. LOCAL EXCHANGE SERVICE

3.9 SHARED TENANT SERVICE (cont.)

3.9.2 General (cont.)

- B. To the extent that a Shared Tenant Service system does not meet the regulations listed above in 3.9.2 (A), the person or persons desiring to provide the Shared Tenant Service system shall have the right to petition the State Corporation Commission to obtain a waiver of these regulations. Notice of this petition shall be given to the Telephone Company and to any other persons designated by the Commission. The Commission may grant any such petition upon finding that the public interest is thereby served.
- C. These regulations shall apply only to those Shared Tenant Service systems sharing more than 16 access lines or more than 32 stations.
- D. The Telephone Company when providing service to Resellers may charge for the resale of local business service based upon the number of originating calls. Nothing in these regulations shall be construed to authorize or to preclude treatment by the Telephone Company of Resellers as a separate class of customers for the purpose of establishing rates and regulations of service. In exchanges for which the number or originating calls cannot be measured, the Telephone Company shall provide service to Resellers for resale of local business service at the flat rates applicable to other business PBX customers.
- E. Resellers are business customers. On behalf of their residential and business end users, such Resellers may subscribe to residential and business directory listings, respectively, at the rates established for such additional listings as shown in Section 6 of this tariff.

3.9.3 Conditions For Resale – Customer Obligations

- A. Facilities within the Shared Tenant Service Area for use by the Reseller may be provided by the Customer of Record or individual customer. Such facilities that are connected to the Company's facilities must be installed in accordance with technical standards furnished by the Telephone Company.
- B. All repairs and rearrangements behind and including the Reseller's common switching apparatus will be the responsibility of the Customer of Record, and are not regulated by the State Corporation Commission. However, the Reseller and individual customers may arrange for the Telephone Company to maintain their facilities, at the appropriate charge.
- C. Applications for Shared Tenant Service as well as requests for additions, rearrangements, or disconnections of service will be accepted only from the Customer of Record or from the Customer of Record's legally authorized and designated agent where that agent has been confirmed in writing.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 15

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3. LOCAL EXCHANGE SERVICE

3.9 SHARED TENANT SERVICE (cont.)

3.9.3 Conditions for Resale – Customer Obligations (cont.)

- D. All rates and charges in connection with Shared Tenant Service, including charges for Directory Assistance Service, will be billed to, and are the responsibility of, the Customer of Record.
- E. Resellers may provide their services only to customers located within their Shared Tenant Service Area. Customers desiring to resell exchange services provided by the Telephone Company must notify the Company in writing of their intent to resell, and provide a map or other sufficient documentation delineating the Shared Tenant Service Area within which it will resell service. In addition to the Shared Tenant Service Area layout map, the Customer of Record also must submit notice of intended development regarding new construction.
- F. The Customer of Record shall be the single point of contact for all Shared Tenant client services provided in connection with Shared Tenant Service.
- G. Customers who resell or share local exchange service must subscribe to Local Exchange Service pursuant to the rates filed in this tariff.
- H. It shall be the Reseller's obligation to provide distribution and inside wiring facilities for those customers within their resale area that request service directly from the Telephone Company.

The Telephone Company will pass on to the customer any charges levied by the Reseller for the use of those facilities. Facilities will be leased or purchased from the Reseller or Sharer on the basis of "Cost". The Reseller or Sharer must provide the Telephone Co. with a cost statement illustrating applicable cost elements including, but not limited to, labor, material, and other related items. It shall also be the Reseller's or Sharer's responsibility to furnish the Telephone Co. a lease agreement or bill of sale, as appropriate, covering each location and facility obtained. Such leases will be restricted to the period of time facilities are used to provide the end user service from the Telephone Co. Bills of sale shall carry Reseller or Sharer buy-back provisions in the event the facility is no longer required by the Telephone Co. Such leases and bills of sale shall contain provisions stating that the Telephone Co. and the Reseller or Sharer shall not be liable, one to the other, for damages (including, without limitations, service outages, service interruptions or transmission quality) caused by the Telephone Co. or the Reseller or Sharer, as the case may be. The Reseller or Sharer shall indemnify and hold harmless the Telephone Co. from such damages sought by end users of the Reseller or Sharer.

- I. It will be the Reseller's responsibility to provide E911 information to the appropriate City or County E911 Database that identifies specific tenants and locations to the local emergency center. The E911 information provided from the Telephone Company to the appropriate City or County E911 Database will only show the name of the property owner and address of the building.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 16

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3. LOCAL EXCHANGE SERVICE

3.9 SHARED TENANT SERVICE (cont.)

3.9.4 Conditions for Resale – Company Obligations

- A. The Telephone Company reserves both the right and obligation to directly service individual customers inside the Shared Tenant Service Area upon request.
- B. Any end user within a Shared Tenant Service building or facility has the right to subscribe to service directly from the Telephone Company.
- C. The Telephone Company will not be responsible for transmission quality beyond the point of interconnection with Reseller or customer-provided facilities.
- D. Whenever customer notification is required, the Telephone Company will not be responsible to give notice to any party other than the Customer of Record or its designated agent, and individual customers of the Telephone Company within the Shared Tenant Service Area.
- E. Whenever Telephone Company customer notification is required, the Customer of Record should notify those Shared Tenant Service customers located within his/her Shared Tenant Service Area.
- F. In the event an individual customer within a Shared Tenant Service Area (such as a multi-story building) requests Telephone Company service, the Telephone Company will provide the service. The Telephone Company is only obligated to furnish facilities up to the point of demarcation. Individuals desiring Telephone Company service are responsible for those facilities from their premises to the demarcation point necessary to connect to the facilities of the Telephone Company.
- G. In an instance where the individual customer requesting Telephone Company service is located in an industrial park Shared Tenant Service Area, and that industrial park has public rights-of-way, the Telephone Company can either connect service via public rights-of-way, at the rates specified in the construction tariff, if additional construction is required, through the point of interconnection, or the individual customer may elect to secure a line extension facility that meets the Telephone Company's point of demarcation.
- H. The Company will provide Local Exchange Service only in those exchanges where facilities and technology permits.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 17

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3. LOCAL EXCHANGE SERVICE

3.9 SHARED TENANT SERVICE (cont.)

3.9.5. Rates and Charges

- A. Business PBX Trunk rate as specified in Section 3.2 of this tariff will apply.
- B. The Subscriber Line Charge applicable to normal business service will apply for each Shared Tenant Service access line.
- C. Service charges are provided on the same basis as multi-line business service covered in Section 4 of this tariff.
- D. Zone charges as shown in Section 3.2 of this tariff will apply.
- E. Other regulations and rates contained in this tariff will apply.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3A. EXPANDED LOCAL CALLING PLANS

CONTENTS

3A.1	<u>GENERAL</u>	1
3A.2	<u>COMMUNITY CONNECTIONS</u>	1
3A.2.1	General	1
3A.2.2	Exchanges with Community Connections	2
3A.2.3	Usage Options and Rates	2

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3A. EXPANDED LOCAL CALLING PLANS

3A.1 GENERAL

Expanded Local Calling Plans provide for calling on a 7-digit dialing basis to specified exchanges located outside of the customer's Local Calling Area shown in Section 3.3. Calls to Expanded Local Calling exchanges are rated on a usage basis.

3A.2 COMMUNITY CONNECTIONS

3A.2.1 General

- A. Community Connections is an Expanded Local Calling Plan that provides 7-digit dialing to the exchanges shown in Section 3A.2.2.
- B. Charges for calls to the Community Connections calling areas for all classes of Local Exchange Service are either per minute or flat rate charges with the following exceptions:
- C. Community Connections calls do not apply toward any local service usage allowances.
- D. Community Connections options are applied on a per line basis and can be mixed within an account.
- E. Service charges for changes in Community Connections usage options are waived for six months after the customer's initial request for service. After the initial six-month period, the supplemental service order charge will be applied to changes in Community Connections usage options.
- F. The monthly flat rates for Local Exchange Service shown in Section 3.2 provide unlimited calling to the Local Calling Area (Section 3.3) and measured calling with usage options to Community Connections calling area.
- G. Transfer of Local Message charges and Directory Assistance charges as shown in other sections of this tariff are applicable under Community Connections.
- H. Customers subscribing to Measured Rate Service (Section 3.4) for calling to the Local Calling Area (Section 3.3) are restricted to the Economy Connections usage option for calling to Community Connections calling area.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3A. EXPANDED LOCAL CALLING PLANS

3A.2 COMMUNITY CONNECTIONS (continued)

3A.2.2 Exchanges with Community Connections

<u>Exchange</u>	<u>Community Connections Calling Area</u>
Waynesboro	Staunton, Greenwood, New Hope

3A.2.3 Usage Options and Rates

A. Premium Connections

1. Premium Connections provides customers with unlimited calling to Community Connections exchanges for a monthly flat rate. The Premium Connections flat rate is in addition to the Local Exchange Service monthly rates shown in Section 3.2.
2. Premium Connections monthly flat rates for usage are as follows:

	<u>Rates (per line)</u>	<u>USOC</u>
Residence Individual Line	\$14.80	CCPWB
Business Individual Line	\$24.35	CCPWB
Pay Telephone	\$ 0.00	
PBX/Hotel Trunk	\$39.60	CCPWB
Centrex Trunk	\$30.00	CCPWB

B. Value Connections

1. Value Connections provides customers with a reduced per minute calling rate to Community Connections calling area. To receive the reduced per minute rate, customers pay a small additional monthly rate in addition to the Local Exchange Service monthly rates shown in Section 3.2.
2. Value Connections per minute rates are:

	<u>Rates (per minute)</u>
Residence Lines	\$0.05
Business Lines	\$0.05

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

3A. EXPANDED LOCAL CALLING PLANS

3A.2 COMMUNITY CONNECTIONS (continued)

3A.2.3 Usage Options and Rates (continued)

B. Value Connections (continued)

3. Value Connections monthly adder:

	<u>Rates (per line)</u>	<u>USOC</u>
Residence Individual Line	\$2.30	CCVWB
Business Individual Line	\$4.35	CCVWB
PBX/Hotel Trunk	\$9.60	CCVWB
Centrex Trunk	\$7.50	CCVWB

C. Economy Connections

Economy Connections provides customers with calling to Community Connections calling areas for the per minute usage rate shown below. With this option, customers also pay the Local Exchange Service monthly rates shown in Section 3.2.

1. Economy Connections per minute rates are:

	<u>Rates (per minute)</u>
Residence Lines	\$.06
Business Lines	\$.06

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

4. SERVICE CHARGES

CONTENTS

4.1 GENERAL.....1

4.2 APPLICATION OF CHARGES1

 4.2.1 Order Processing Charge1

 4.2.2 Premises Visit Charge1

 4.2.3 Line Connection Charge.....1

 4.2.4 Miscellaneous Line Charges.....2

4.3 MAINTENANCE VISIT CHARGE2

4.4 DENIED SERVICE RESTORAL CHARGE2

4.5 SERVICE CHARGES3

4.6 SCHEDULE OF CHARGES4

 4.6.1 Order Charge4

 4.6.2 Line Charge4

4.7 MAINTENANCE OF SERVICE CHARGE5

4.8 DENIED SERVICE RESTORAL CHARGE5

4.9 RETURN CHECK CHARGE.....5

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

4. SERVICE CHARGES

4.1 GENERAL

Service Charges are those charges associated with work performed by the Telephone Company in connection with the provision of service for a customer.

4.2 APPLICATION OF CHARGES

4.2.1 Order Processing Charge

An Order Processing Charge applies per account for the processing of a customer request for service or equipment ordered for completion at one time.

4.2.2 Premises Visit Charge

- A. A Premises Visit Charge applies per account for each visit to a customer's premises to perform work requested by the customer.
- B. However, when a Telephone Company employee is on the customer's premises for the purpose of repair, maintenance or changes in class or grade of service necessitating a premises visit, or where the visit was initiated by the Telephone Company, no Premises Visit Charges apply.

4.2.3 Line Connection Charge

A Line Connection Charge applies for the connection of each exchange line, Private Branch Exchange (PBX) Trunk, Wide Area Telephone Service (WATS) access line, Centrex line, private line and tie line termination, and for the establishment of paging access line service. Line Connection Charges also apply to the transfer of existing service to a different premises or building.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

4. SERVICE CHARGES

4.2 APPLICATION OF CHARGES (continued)

4.2.4 Miscellaneous Line Charges

- A. Miscellaneous Line Charge applies for:
- B. Each line termination not subject to a Line Connection Charge connected or rearranged at the Network Interface Device (NID).
- C. Each line termination associated with the move or change of Centrex switching equipment.
- D. Each change in the restriction of a Centrex line.
- E. Each change of the telephone number of a Centrex line.

When any of the preceding activities are performed concurrently on the same line, only one Miscellaneous Line Charge applies for that line.

When any of the preceding activities are performed for one customer request on more than one line at the same time on the same premises for the same account, one Miscellaneous Line Charge at the full level applies for the first line and one Miscellaneous Line Charge at the reduced level applies for each additional line.

4.3 MAINTENANCE VISIT CHARGE

A Maintenance Visit Charge applies per visit to a customer's premises where a service difficulty or trouble report results from the use of equipment or facilities provided by other than the telephone company.

4.4 DENIED SERVICE RESTORAL CHARGE

A Denied Service Restoral Charge applies for the restoral of service to an individual service line or private branch exchange or Centrex system after denial of service for non-payment. No additional service order charges will apply.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

4. SERVICE CHARGES

4.5 SERVICE CHARGES

- A. Service Charges are in addition to all other rates and charges that may be applicable for service and equipment provided by the Telephone Company. Other rates and charges include, but are not limited to, Installation and Nonrecurring Charges.
1. Installation Charges apply when equipment with which the Installation Charge is associated is connected or moved unless otherwise specified.
 2. Nonrecurring Charges apply only for the initial installation of certain items of equipment.
- B. Service Charges do not apply to:
1. Visits to a customer's premises solely for the purpose of repair, maintenance or disconnection of telephone company provided service and equipment, except where Maintenance Visit Charges apply.
 2. Changes in the class or grade of service, or concurrent moves or changes necessitated by a change in the class or grade of service or by a change in central office operation.
 3. Customer orders when one customer accepts service and equipment from another customer without lapse in the rendition of service and no other work is required.
 4. Service reestablished after the destruction of the customer's premises by fire, flood or other similar causes beyond the customer's control, where the same amount of service is reestablished within a reasonable period of time at the same or different location. If, under the preceding conditions, service is installed at another location and then subsequently reestablished at the original location, Service Charges will apply for the subsequent installation.
 5. For the connection of additional residence local exchange lines for the same customer on the same property, when such lines are billed on the main account, service charges may be waived during Telephone Company sales campaigns.
 6. Service reconnected in place with the initial establishment of service when no change is made at the customer's request in the capacity, line terminations, location, type of equipment or the wiring on the customer's premises.
 7. Directory listings, billing name or billing address.
 8. A change of telephone number when initiated by the Telephone Company.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

4. SERVICE CHARGES

4.6 SCHEDULE OF CHARGES

4.6.1 Order Charge

A.	Order Processing Charge		
		<u>Supplemental</u>	<u>Initial</u>
		<u>Service Order</u>	<u>Service Order</u>
	Residence.....	\$ 8.75 (SC01A)	\$12.50(SC001)
	Business.....	\$10.00 (SC01A)	\$15.00(SC001)
B.	Premises Visit Charge	<u>Per Visit</u>	
	Residence.....	\$15.00(SC002)	
	Business.....	\$15.00(SC002)	

4.6.2 Line Charge

A.	Line Connection Charges		
1.	Exchange lines		
	Residence, each.....	\$20.00	SC003
	Business, each.....	\$25.00	SC003
	Pay Telephone, each	\$25.00	SC003
2.	PBX Trunks		
	Business, each	\$25.00	SC003
3.	WATS access lines, each.....	\$25.00	SC003
4.	Centrex main station lines, each..	\$25.00	SC003
5.	Private line terminations, each....	\$25.00	SC003
6.	Tie line terminations, each.....	\$25.00	SC003
7.	Establishment Access Line, each		
	Residence.....	\$ 8.00	SC03A
	Business.....	\$10.00	SC03A

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

4. SERVICE CHARGES

4.7 MAINTENANCE OF SERVICE CHARGE

The following charges apply to residence or business service when a visit is made to a customer's premises and the service difficulty is found to be caused by customer-provided equipment. A \$20.00 minimum charge for the first one-half (1/2) hour shall apply. Thereafter \$5.00 per one-quarter (1/4) hour, spent on the service difficulty applies. These charges include the repairman's travel time, work on premise, time required to process the order, and prepare the necessary billing.

Business

	<u>Rates</u>	<u>USOC</u>
Initial Rate	\$20.00	RPVIS
Additional Rate Per 1/4 Hour	\$ 5.00	

Residence

Initial Rate	\$20.00
Additional Rate Per 1/4 Hour	\$ 5.00

4.8 DENIED SERVICE RESTORAL CHARGE

	<u>Rates</u>	<u>USOC</u>
Residence	\$16.00	RECON
Business	\$19.00	RECON

4.9 RETURN CHECK CHARGE

A service charge will be applied in each case where a check issued for payment of a deposit or payment on an account is returned by the bank unpaid, as follows:

Service Charge per Occasion.....	\$ 30.00	NSF
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GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

Issued: December 1, 2021

Effective: December 2, 2021

5. CONSTRUCTION CHARGES

CONTENTS

5.1 GENERAL1

5.2 DEFINITIONS1

5.3. CONDITIONS FOR CHARGES.....3

5.4. APPLICATION OF CHARGES.....7

 5.4.1. Application of Charges - Normal Construction7

 5.4.2 Application of Charges - Special and Temporary Construction7

 5.4.3 Construction Charges8

 5.4.4 Refunds8

 5.4.5 Termination Charge8

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

Issued: December 1, 2021

Effective: December 2, 2021

5. CONSTRUCTION CHARGES

5.1 GENERAL

- A. Construction charges are applicable to customers under certain conditions for extending, establishing or rearranging telephone service when plant facilities are not available or when constructing the necessary facilities involves extensive costs. Construction charges do not apply to reinforcing or adding capacity to existing facilities.
- B. Construction charges are in addition to the rate for the class of service furnished and for any service charge, installation charge, nonrecurring charge, mileage charge or other similar charges that apply. When more than one section of this tariff applies, all charges are applicable.
- C. Ownership of all facilities, provided wholly or partly through construction charges applied under this tariff, shall be vested in the Telephone Company unless otherwise provided for in this Section. The responsibility for maintenance of such construction shall remain with the Telephone Company.

5.2 DEFINITIONS

- A. Actual Costs
Those costs recorded by the Telephone Company during construction.
- B. Aerial
Construction where cable or wires are supported above ground.
- C. Allowance
That portion of facilities which is provided to the customer without charge.
- D. Base Rate Area
See Definition of Terms.
- E. Buried
Construction where cables or wires are placed directly into the ground.
- F. Conduit
Any dedicated passageway which provides protection for the cables or wires.
- G. Cost
The word "cost" when used in this Section means those expenses incurred by the Telephone Company associated with the construction that will be recovered from the customer through construction charges. Generally, cost will include such items as loaded labor, engineering, materials, supervision and other overhead expenses. Cost will also include such items as obtaining and recording right-of-way, securing permits, payments to contractors, tree trimming, etc.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

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5. CONSTRUCTION CHARGES

5.2 DEFINITIONS (continued)

- H. Distribution Facilities
Those cables or wires (other than drop - wire) intended to serve customers in a given geographical area.
- I. Drop Wire
The wire or wires which connect the customer premises with the distribution facility.
- J. Estimated Costs
Those costs anticipated by the Telephone Company using their normal procedure for determining such costs.
- K. Network Interface Device
An apparatus that is located at the point of demarcation between inside wire and Telephone Company distribution facilities.
- L. Normal Construction
The type of construction which the Telephone Company would provide for the area and quantity and class of service involved if the decision rested solely with the Telephone Company.
- M. Permanent Service
Will be considered as providing continuous communications service for a period exceeding three years.
- N. Point of Connection
A predetermined point where the Telephone Company's facilities stop and the customer provided facilities start. In most instances this will be the station protector (or network interface device if installed), but could include any predetermined point (i.e., pedestal, terminal, etc.).
- O. Pole
Includes the anchors, braces, guys, stubs and other fixtures required to support the poles.
- P. Private Property
Land owned by individuals or nonpublic entities.
- Q. Public Roads
Roads owned or maintained by state or Federal bodies or political subdivisions or municipalities and which provide right-of-way for telephone facilities.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

Issued: December 1, 2021

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5. CONSTRUCTION CHARGES

5.2 DEFINITIONS (continued)

R. Special Construction

The type of construction other than that usually provided by the Telephone Company for the area and quantity and class of service furnished.

S. Service and Entrance Facilities

The reusable means provided for entrance into a structure on the customer's premises which includes, but is not limited to, poles, conduit, manholes and trenches.

T. Supporting Structure

The facility used to hold or house the cable or wire. It is normally a pole line, trench, or conduit.

U. Temporary Construction

Construction required for service where disconnection is anticipated prior to three years from the in-service date, and there is no immediate potential for reuse within six months.

V. Underground

Construction where conduit is placed below ground for cables or wires.

5.3. CONDITIONS FOR CHARGES

A. Construction charges stated in the following are not applicable when in the Telephone Company's judgement it can be demonstrated that the revenue to be received or the immediate prospect of securing sufficient additional revenue, or both, to justify the necessary investment.

B. Customer-Provided Construction

If the customer desires to provide construction in lieu of Telephone Company provided construction, the following guidelines will apply:

1. When a charge is applicable for construction on either a public road or on private property, the customer may undertake such construction in whole or in part, in lieu of the construction charges which apply. In all cases of construction by the customer, the material furnished and the method of construction are subject to the approval of the Telephone Company, no charge applying for the Telephone Company's supervision.
2. When an allowance would normally be applicable (See Section 5.3.D following) and the customer elects to provide the construction, the customer is entitled to the same allowance as if the company provided the construction.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

Issued: December 1, 2021

Effective: December 2, 2021

5. CONSTRUCTION CHARGES

5.3. CONDITIONS FOR CHARGES (continued)

B. Customer-Provided Construction (continued)

3. Any poles, conduit, underground or buried construction or other plant provided by the Telephone Company at the expense of the customer, on either a public road or on private property, shall not be used by the customer for any purpose other than service furnished by the Telephone Company, except upon approval of the Telephone Company.
4. When construction is provided by the customer, any poles, cable, conduit, buried or underground construction, etc., necessary to furnish service shall be maintained and replaced at the expense of the customer and shall remain the property of the customer.
5. The point of connection (i.e., network interface device, protector, box, etc.) will be specified and furnished by the Telephone Company.

C. Construction charges apply when one or more of the following conditions are present, and whenever more than one of the such conditions are present, the charge for each condition applies.

D. Normal Construction For Permanent Service Outside the Base Rate Area.

1. Construction charges will apply only for the supporting structure. The wire or facility carrying central office circuits will be furnished by the Telephone Company at no charge.
2. When construction is for permanent service, the customer will be required to bear the costs of construction as stated in Section 5.4 following under the following conditions:
 - a. The Telephone Company will construct at no charge the first 1,000 route feet of normal construction on private property for each customer requesting permanent service.
 - b. The Telephone Company will construct at no charge the first 2,000 route feet of normal construction along public roads for each customer requesting permanent service.
3. When a customer is located so that it is necessary to use private right-of-way to furnish service, the customer will be required to pay the entire cost involved in securing and clearing such right-of-way.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

Issued: December 1, 2021

Effective: December 2, 2021

5. CONSTRUCTION CHARGES

5.3. CONDITIONS FOR CHARGES (continued)

E. Special Construction

1. When the customer requests the Telephone Company to provide construction, either on a public road or on private property, which is other than that normally provided for the area and quantity and class of service furnished, the customer or other party requiring such special construction is required to pay the difference between the estimated cost of normal construction and the cost of the type of construction provided. Such special construction includes but is not limited to:
 - a. Routing facilities different from that which the Telephone Company would normally utilize.
 - b. Buried or underground construction where aerial construction would normally be provided.
 - c. Greater quantity or a different type of facilities than that which the Telephone Company would otherwise construct in order to fulfill the customer's requirements for service.
 - d. Expediting constructing facilities at greater expense than would otherwise be incurred.
 - e. Submarine Cable.
 - f. Fire Retardant Cable.
 - g. Changing the transmission characteristics from Telephone Company design (e.g., deloading or loading, 4-wire in lieu of 2-wire, etc.).
 - h. Locating the network interface device at a point other than that which the Telephone Company would normally use.

F. Temporary Construction

When construction is required for temporary service (less than three years), the customer is required to bear the costs of such construction plus the estimated cost of removal minus the estimated net salvage.

G. Service Entrance Facilities

1. It is the responsibility of the customer to provide a reusable means of entrance into a building or structure which is satisfactory to the Telephone Company.
2. If the customer desires the Telephone Company to provide a satisfactory reusable means of entry into a structure, the customer will be required to bear the associated costs.
3. If the customer desires the Telephone Company to rearrange the entrance facilities into a structure, the customer will be required to bear the costs of such rearrangements.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

Issued: December 1, 2021

Effective: December 2, 2021

5. CONSTRUCTION CHARGES

5.3. CONDITIONS FOR CHARGES (continued)

H. Relocations and Rearrangements

1. If the customer desires the Telephone Company to relocate or rearrange its facilities, drop wire, poles, etc., the customer will be required to bear the associated costs. However, this condition shall not preempt any conflicting right-of-way agreements that provide for relocation at the Company's expense.
2. When a political subdivision of the State, or any agency thereof, requires by ordinance, franchise provision, administrative ruling or otherwise that existing aerial facilities be relocated underground, or the transfer of existing overhead service from the front to the rear of property, the entire cost incurred by the Telephone Company properly attributable to such relocation, after deducting therefrom any reimbursements received, any increase in value of the new facility and any salvage value derived from the old facility, will be charged pro rata to the exchange customers receiving service within the political subdivision.

I. Construction for Real Estate Subdivisions

1. Where builders or developers require advance construction of facilities for the anticipated use of others, a guaranty or payment bond satisfactory to the Telephone Company to cover the cost of such construction may be required before work is started.
2. It will be the responsibility of the developer or contractor to provide, at no charge to the Telephone Company, a dedicated easement for the placement of telephone facilities serving the customers therein. The easement must provide access to each building lot and allow access for maintenance.

J. Construction for Political Subdivision:

When a political subdivision of the State, or any agency thereof, requires by ordinance, franchise, provision, administrative ruling or otherwise, the location, construction and maintenance of overhead service at the rear of property or underground service be required, which is other than that normally provided for the area, the additional cost incurred by the Telephone Company properly attributable to such location, construction and maintenance, will after deducting therefrom any reimbursements received, be charged pro rata to the exchange customers receiving service within the political subdivision.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

Issued: December 1, 2021

Effective: December 2, 2021

5. CONSTRUCTION CHARGES

5.4. APPLICATION OF CHARGES

5.4.1. Application of Charges - Normal Construction

A. When a construction charge applies for normal construction, it will be calculated as follows:

1. The total footage on private property less an allowance of 1000 feet per customer will be multiplied times the applicable rate in 5.4.1B following. That amount will be divided by the total number of customers requesting service. The resulting charge will be billed each customer.
2. The total footage along public roads less an allowance of 2000 feet per customer will be multiplied by the applicable rate in 5.4.1B following. That amount will be divided by the total number of customers requesting service. The resulting charge will be billed each customer.
3. If both components as described in 1 and 2 preceding apply to a customer requesting normal construction, the sum of two components will be billed to the customer.

B. When construction charges apply for normal construction, the following rate will be used:

1. The charge is cost per foot in excess of the allowance.
2. The points of measurement for the route distance shall be from the Telephone Company's closest existing distribution facilities to the point of connection with the customer provided facilities.

5.4.2 Application of Charges - Special and Temporary Construction

A. When it has been determined by the Telephone Company that special construction charges are applicable, the charges shall be in accordance with the following:

1. When a customer is required to pay construction charges prior to commencing construction, the charges will be the Telephone Company's estimated construction costs.
2. After the construction is completed, the Telephone Company will, at the customer's option, render a final billing in accordance with actual costs.
 - a. If the actual costs underrun the estimated costs paid by the customer by more than \$50, a refund without interest for the difference will be made to the customer.
 - b. If the actual costs exceed the estimated costs paid by the customer and there were no customer changes made subsequent to quoting charges, the customer shall not be required to pay for additional costs.
 - c. In those cases where the customer desires changes after construction has commenced, the customer will be billed total actual costs for the total project.
 - d. The minimum construction charge assessed will be \$50.00.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 8

Issued: December 1, 2021

Effective: December 2, 2021

5. CONSTRUCTION CHARGES

5.4. APPLICATION OF CHARGES (continued)

5.4.2 Application of Charges - Special and Temporary Construction (continued)

A. (continued)

3. When special construction is required by the customer in lieu of normal construction, the customer will be required to pay the estimated costs of the special construction less the estimated costs of normal construction. The final billing of actual costs will be rendered in accordance with 5.4.2.A2.

5.4.3 Construction Charges

Construction charges shall, at the option of the Telephone Company, be paid prior to commencing construction after notification by the Telephone Company that such charges apply. If the customer desires, the charges may be paid in equal monthly payments over a mutually agreed upon period of time. A written agreement will be signed by the customer.

5.4.4. Refunds

When the construction for which the Telephone Company has received a construction charge is utilized by the Telephone Company for the purpose of serving additional customers within a period of three (3) years from the date it was placed in service, refunds, without interest, will be made to those customers who have paid such charges, provided they are still served by such construction. The refund will be based on the difference between the construction charge actually paid by that customer and the construction charge which would have been paid if all customers served through that construction within the three (3) year period had been connected at the time of the original construction. The Telephone Company is responsible for notifying the customer of the refund. When the constructed facilities are used within a period of three years for supporting local or long distance facilities connecting central offices, the total amount of cash construction charges paid by the customers will be refunded without interest.

5.4.5 Termination Charge

When the construction is provided by the Telephone Company and the construction charge paid by the customer does not fully cover the company's actual costs, the customer is liable for the difference should service be discontinued within 10 years. This liability will be prorated based on the number of years service is continued, and will be reduced 10% per year. A written agreement will be signed by the customer. If the facilities are reused, a termination charge will not apply.

If there is more than one physical route or method available to provide service to a customer, the customer will be charged the least costly construction charge of all feasible routes or methods, regardless of the actual route or method the company elects to use.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

6. DIRECTORY LISTINGS

CONTENTS

6.1 GENERAL1

6.2 DUAL NAME LISTINGS - RESIDENCE.....1

6.3 REGULAR ADDITIONAL LISTINGS.....2

6.4 LISTING OF ALTERNATE CALL NUMBERS2

6.5 REFERENCE LISTINGS.....2

6.6 NIGHT, SUNDAY AND HOLIDAY SERVICE LISTINGS3

6.7 PRIVATE BRANCH EXCHANGE SYSTEMS.....3

6.8 LISTINGS OMITTED FROM INFORMATION RECORDS AND/OR DIRECTORY3

6.9 FOREIGN DIRECTORY LISTINGS5

6.10 VANITY NUMBER SERVICE5

 6.10.1 General5

 6.10.2 Application of Charges.....6

 6.10.3 Charges7

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

6. DIRECTORY LISTINGS

6.1 GENERAL

- A. The rates and regulations for directory listings in this Section apply only in connection with primary and additional listings in the alphabetical section of the telephone directory and/or listings in the information directory.
- B. The alphabetical list of names of customers is designed solely for the purpose of identifying customers and those entitled to use the customer's service as an aid to the use of the telephone system and special prominence or arrangement of names is not contemplated.
- C. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby.
- D. Listings must conform to the Company's specifications with respect to its directories.
- E. One listing without charge and additional listings are regularly provided only in connection with the following classes of service: business and residence individual and private branch exchange service and hotel service. When two or more lines are arranged in sequence, only the first or primary line will be listed.

6.2 DUAL NAME LISTINGS - RESIDENCE

- A. A residence dual name primary listing is comprised of a surname, two first names, address and telephone number. A residence dual name primary listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names.
- B. Dual name listings may be provided as the primary listing at no recurring charge for the addition of the second name of the listing.
- C. Dual name listings may be provided as an additional listing at the customer's option at the regular additional listing rate.
- D. A Residential Supplemental Order Service charge applies for (1) changing a primary single name directory listing to a primary dual name directory listing (2) changing an additional dual name directory listing to a primary dual name directory listing (3) changing the primary or additional dual name directory listing once established when not worked listing once established when not worked on an order for which a service order charge is applicable (4) no additional service order charge is made to establish dual listings if requested at the time of the initial installation.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

6. DIRECTORY LISTINGS

6.3 REGULAR ADDITIONAL LISTINGS

- A. In connection with business and residence service, regular additional listings are available only in the names of those persons having the right to use the customer's service as specified in Section 2.2.1 of this General Customer Services Tariff. In connection with semi-public telephone and hotel service, regular additional listings are available only to the customer-agent or his employees except that in connection with service at hotels and boarding houses, listings of permanent or season guests may be arranged by the management.
- B. Regular additional listings are provided at \$2.00 (CLT04) per month each.

6.4 LISTING OF ALTERNATE CALL NUMBERS

When it is desired to have calls for a listed telephone number placed for another listed telephone number, in case no answer is obtained on calls for the first listed telephone, arrangements may be made for listing the alternate call number in association with the listing of the primary call number, as indicated below, at \$.75 (ALCLT) per month. The customer desiring the listing of the alternate call number must submit written consent to this arrangement from the customer to whom the alternate call number is assigned, and must also make satisfactory arrangements for receiving calls at the station having the alternate call number.

Example:

Doe John grocer 14 Market NW	942-8184
If no answer call	942-7101

6.5 REFERENCE LISTINGS

Reference Listings may be provided when, in the opinion of the Company, a customer can be better identified by the public under a name different from that shown in the primary or regular additional listings. Such listings are not allowed when, in the opinion of the Company, the primary purpose is to secure advertising value or a preferential position in the directory. Reference listings are provided at \$1.00 (CR) per month.

Example:

Primary Listing under "G"	
Graybar Electric Company 114 N Main	942-8184
Reference Listing under "W"	
Western Electric Company	See Graybar Electric Co.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

6. DIRECTORY LISTINGS

6.6 NIGHT, SUNDAY AND HOLIDAY SERVICE LISTINGS

A. Individual and Party Lines

1. Night listings, i.e., listings referring calling parties to another telephone number at night and on Sundays and Holidays, are permitted in connection with individual and party lines.
2. Night listings are provided in the following general form and a charge of \$1.00 (CLT04) per month applies or each such listing.

Example:

Jones John, Produce 149 Main 862-5995
Night, Sundays and Holidays Call 862-3996

3. If customer desiring the night listing is not also the customer to the service to be listed, he must submit written consent to the arrangement from the customer to the service to be listed.

6.7 PRIVATE BRANCH EXCHANGE SYSTEMS

The arrangement specified in Section 6.6 preceding is also available for private branch exchange systems.

6.8 LISTINGS OMITTED FROM INFORMATION RECORDS AND/OR DIRECTORY

Upon request, a customer may have his name omitted from the directory but included on information records (non-listed) or omitted from both the directory and information records (non-published). Such arrangements are discouraged because of their effect on incoming calls, but they will be accepted subject to the following rates and conditions:

- A. Non-published, non-listed service will be furnished at a monthly charge of \$2.00 (NPN) (NLN) plus the applicable service charge for establishing the service.
- B. The applicable service charge will be made each time a non-listed, non-published, telephone number is changed to another number to be either non-listed or non-published.
- C. No charge will be made to change a non-listed or non-published number to a listed number.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

6. DIRECTORY LISTINGS

6.8 LISTINGS OMITTED FROM INFORMATION RECORDS AND/OR DIRECTORY (continued)

- D. Calls to subscribers with non-published numbers will be initiated by the Company only when the number is given by the calling party. The Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number.
- E. When non-published service is provided, the Telephone Company will not disclose the subscriber's telephone number to any person except as follows:
 - 1. When presented a court order by duly authorized representatives of law enforcement agencies.
 - 2. To the Telephone Company's own employees who are required to know the number in the conduct of its business.
- F. The Telephone Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be disclosed inadvertently.
- G. The following customers and/or service will not be subject to the monthly charge and non-recurring charge:
 - 1. Business or residence subscribers who have their primary telephone number published in the Company's directories and have other telephone numbers, associated with the same business or residence, deleted from the Company's directories.
 - 2. Pay Telephone service.
 - 3. Foreign Exchange Service where the subscriber is also furnished exchange service from the normal central office.
- H. There are no provisions for customers subscribing to non-listed or non-published service to have their number blocked from a party who subscribes to Calling Number Display (Section 13).

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

6. DIRECTORY LISTINGS

6.9 FOREIGN DIRECTORY LISTINGS

- A. Listings in the alphabetical section of the directories and/or listings in the information directories will be permitted for subscribers of other telephone companies subject to regulations contained in other paragraphs in this Section and subject to Section 2.5.3 the General Customer Services Tariff.
- B. Listings for the sole purpose of advertising a product and describing advertising and promoting a service will not be accepted.
- C. The Telephone Company reserves the right to limit the length of the listing and abbreviate if necessary when, in its judgment, the clearness of the listing and the identification of the customer are not impaired thereby.
- D. Foreign alphabetical and/or information listings are provided at \$1.00 (CLT04) per month for the name, address and telephone number up to two lines, if necessary. Additional lines required as part of the listing requested will be furnished at \$2.00 per month per line. All listings are payable in advance and will be billed on a monthly or annual basis as requested.

6.10 VANITY NUMBER SERVICE

6.10.1 General

- A. Subscribers of the Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the subscriber are available, the Company may assign the number or numbers to the subscriber.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

6. DIRECTORY LISTINGS

1.10 VANITY NUMBER SERVICE (continued)

6.10.1 General (continued)

- B. The Company reserves and retains the right:
1. To discontinue, change or reassign telephone numbers in any exchange area whenever it is necessary or appropriate in the conduct of business, or in accordance with the rules and procedures of the Company.
 2. To reject or refuse any request for specific telephone numbers for any reason including, but not limited to, numbers that may, in the Company's opinion, be offensive.
 3. Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any subscriber to another, except as otherwise provided in this tariff.
- C. The Company shall not be liable to any subscriber for direct, indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another subscriber whether prior to or after establishment of service. In any case the Company shall not be liable to any subscriber for an amount greater than the subscriber has paid to the company for the Vanity Number Service.

6.10.2 Application of Charges

- A. The Vanity Number Service Charge applies whenever a subscriber:
1. Requests a telephone number other than the next available number from the assignment control list.
 2. Requests a number change from the present number to a customized telephone number.
- B. Subscribers who request telephone numbers they formerly used for residential or business service will not incur the Vanity Number Service Charge if the telephone number requested is available for assignment and is listed in the present local directory under the same name as the new application.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

6. DIRECTORY LISTINGS

6.10 VANITY NUMBER SERVICE (continued)

6.10.3 Charges

- A. The following charge applies for Vanity Number Service in addition to the appropriate Service Charges described in Section 4 of this Tariff and to all other rates and charges applicable to the associated telephone service.

	<u>Monthly Charge</u>
B. Each Vanity Number Requested and placed in service	\$2.00 (DIR01)

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

7. PAY TELEPHONE SERVICE

CONTENTS

7.1 GENERAL 1

7.2 REGULATIONS 1

 7.2.1 Pay Telephone Lines and Features 1

 7.2.2 Pay Telephone Provider Obligations 2

7.3 RATES 2

 7.3.1 Monthly Charges 2

 7.3.2 TRS Message Charges 2

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

7. PAY TELEPHONE SERVICE

7.1 GENERAL

Pay Telephone Service is local exchange service for use by pay telephone providers (PTPs) to connect coin, coinless or combination coin/coinless telephones to the Telephone Company's network. In addition to the regulations following, customers must comply with all directives from the State Corporation Commission.

7.2 REGULATIONS

7.2.1 Pay Telephone Lines and Features

- A. Pay Telephone lines support coin stations and non-coin stations or a combination coin/coinless station.
- B. Network Coin Control is a feature provided by the Company that provides coin control capabilities, including coin collect and return features, and call rating and operator service capabilities.
- C. Pay Telephone lines may prevent the completion of outgoing direct dialed local and toll calls without the use of an operator.
- D. Pay Telephone lines used for Inmate Service will block calls to repair service, directory assistance, live operator, toll free numbers, 10XXX and 101XXXX, and public emergency (911).
- E. Other blocking/screening features available include: 1) inward screening that disallows the billing of collect or third number calls to the line, 2) originating line number toll screening that identifies outward call screening on the line, and 3) 700/900 blocking.
- F. Pay Telephone lines may be provisioned as two-way or one-way outgoing lines.
- G. Pay Telephone lines will be billed on an unlimited flat rate basis.
- H. Pay Telephones connected to a Pay Telephone line must be registered in compliance with Part 68 of the FCC's Code of Regulations.
- I. Only one pay telephone will be permitted to be connected to each Pay Telephone line. Extensions are not allowed.
- J. Pay Telephone lines are subject to Directory Assistance rates as shown in Section 3.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

7. PAY TELEPHONE SERVICE

7.2 REGULATIONS (continued)

7.2.2 Pay Telephone Provider (PTP) Obligations

- A. PTP telephones must accept any appropriate combination of nickels, dimes and quarters for local and long distance calling charges.
- B. The PTP telephone must be so arranged as to permit its user to place calls to Universal Emergency Number 911 Services, 800 Service Numbers and Switched Access Service Feature Group B without the requirement for a coin deposit.
- C. The PTP telephone must also be arranged as to permit the completion, both incoming and outgoing, of long distance calls and calls within the exchange area of the service. The telephone must be arranged to return deposited coins on uncompleted outgoing calls.
- D. Dialing instructions must be prominently displayed on the PTP telephone. The PTP telephone must be clearly identified as being provided by the customer and not the Telephone Company. Such information must also advise the user as to where and how to direct claims and inquiries and to report malfunctioning telephones. Further, the posted information must stipulate the applications of charges for long distance service where such charges are in excess of the tariffed rates of the long distance service provider.
- E. It is the responsibility of the customer to place a notice at outdoor location of PTP telephones, other than those installed on a temporary basis, that will identify the street address or other physical location of the telephone.

7.3 RATES

7.3.1 Monthly Charges

Per Month

- A. Pay Telephone Service Access Line Charge See Section 3
- B. Applicable mileage charges apply outside of the base rate area.
- C. Network Coin Control \$3.50 COINC

7.3.2 TRS Message Charges

- A. Local calls originating from pay telephones made through a telecommunications Relay Service (TRS) are free of charge. Toll calls originating from pay telephones made through a TRS will not exceed the rate applicable for a similar non-TRS toll call made using coin sent – paid service.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

8. TELEPHONE ANSWERING SERVICE FACILITIES

CONTENTS

8.1	SERVICE FOR TELEPHONE ANSWERING BUREAUS	1
8.1.1	General	1
8.1.2	Rates	2

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

8. TELEPHONE ANSWERING SERVICE FACILITIES

8.1 SERVICE FOR TELEPHONE ANSWERING BUREAUS

8.1.1 General

- A. Service and equipment for telephone answering purposes is furnished to an individual, firm or corporation, termed the Bureau, which has arranged to answer incoming calls for ten or more telephone customers who are its Patrons. The service may be provided by either the Direct Termination of the Patron's service on the premises of the Bureau or indirectly by means of an Answering Connection. Each termination or Answering Connection must be authorized by the Patron.
- B. Answering Connections are provided by such facilities as are deemed appropriate by the Company and may make use of concentrator-identifier equipment. The Bureau is required to provide on its premises such space and floor arrangements as may be necessary for the use of concentrator-identifier equipment.
- C. Direct Terminations and Answering Connections are furnished only for Patrons to whom the Company furnishes private branch exchange trunks and individual lines. They are not furnished for use with pay telephone service or hotel private branch exchange trunks.
- D. On the premises of the Bureau, the Patron's service or Answering Connections must be terminated in an answering board or in key equipment. The rates set forth in this Tariff contemplate that a Bureau and its Patrons will be located in the same exchange and that only one termination per line will be provided. When a portion of the service is furnished by another Company, the rates of such other Company apply for that portion in addition to the rates set forth herein.
- E. The Bureau must be a customer for business telephone service for its own management use. The telephone number of such service may be included in an alternate call number listing contracted for a Patron, or in an additional listing in the Patron's name contracted for by the Bureau. Trunks and individual lines for management use by the Bureau may be terminated in answering boards or key equipment, respectively, provided for telephone answering purposes.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

8. TELEPHONE ANSWERING SERVICE FACILITIES

8.1 SERVICE FOR TELEPHONE BUREAUS (continued)

8.1.1 General (continued)

- F. Direct Terminations or Answering Connections may not be used by a Bureau for outward calls nor may they be interconnected with any lines or telephones except administrative station lines of the Bureau. Administrative station lines are for use only in distributing incoming calls received over Direct Terminations or Answering Connections and for the conduct of the business of the Bureau. They may not be used by other than employees or representatives of the Bureau except as joint user service is contracted for by the Bureau. Answering Connections may not be used for interconnections between a Bureau and its Patrons.

8.1.2 Rates

	<u>Non-recurring Charge</u>	<u>Per Month</u>	
A. When Bureau and Patron are not within the same building and satisfactory transmission is available without special equipment or procedure (all measurements airline):			
1. Distance between Bureau's serving central office and Patron's premises, per 1/4 mile	See Section 4	\$.90	1LL03

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

9. FOREIGN EXCHANGE SERVICE

CONTENTS

9.1 GENERAL.....1

9.2 RATES1

9.2.1 Interexchange Channels.....1

9.3 CONSTRUCTION CHARGES1

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

9. FOREIGN EXCHANGE SERVICE

9.1 GENERAL

- A. Foreign exchange service is local exchange service of one exchange furnished at a location in another exchange.
- B. Foreign exchange service is limited to individual lines and branch exchange trunks and is furnished by means of facilities which best meet the plant and operating requirements of the Company.
- C. Subscribers to foreign exchange service are also required to contract for service in the exchange from which they would normally be served.
- D. Foreign exchange service furnished to business subscribers will be restricted to the use of the subscriber, his employees or representatives in the conduct of the business. Foreign exchange service furnished to residence subscribers will be restricted to use by members of his domestic establishment.
- E. All negotiations for the establishment of foreign exchange service and the billing for same, shall be between the prospective subscriber and the Telephone Company operating the exchange from which he normally is served.

9.2 RATES

- A. The rates and charges applicable for foreign exchange local service are the rates and charges applicable within the rate area of the foreign exchange and are subject to change when authority to change rates is given the Company operating the foreign exchange by the proper regulatory body. This shall include service or facilities used in connection with the foreign exchange service and service connection charges and charges for moves and changes. Miscellaneous equipment used at the normal exchange shall be at the rates of the normal company.

In addition, mileage charges apply as follows:

9.2.1 Interexchange Channels	<u>Per Month</u>
1. Mileage, measured airline between the normal and foreign rate center.	\$ 2.56
2. Channel Terminals	\$ 25.73

9.3 CONSTRUCTION CHARGES

- A. If the necessary facilities must be made available, a construction charge based on cost shall apply.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1 FRAME RELAY SERVICE

10.1.1 DESCRIPTION

- A. Frame Relay Service (FRS) is a fast packet network that provides the customer high speed access and throughput to different customer addresses. Utilizing statistical multiplexing, the frame relay network enables the customer to allocate circuit bandwidth to applications as needed, rather than assigning fixed channels to specific applications.
- B. Permanent Virtual Circuits (PVCs) are software-defined logical channels that connect ports on a frame relay switch or between frame relay switches. PVCs are end-to-end, bi-directional channels that are established and non-established via the service order process. A separate PVC must be established to each location that the customer desires to transmit data. These PVC channels are virtual because they are established in software tables and do not tie up facilities when not in use. Multiple PVCs can be defined over a single Frame Relay Access Line (FRAL), thereby providing a single access line the capability to transmit data to multiple destinations.
- C. Frame Relay Service requires the use of customer terminal equipment that functions as a multiplexer, bridge or router. This terminal equipment must be purchased separately from the frame relay network and must conform to Consultative Committee for International Telecommunication Union (ITU) and American National Standards Institute (ANSI) standards set forth in ITU: Q.933 Annex A, ANSI: T1.617 Annex D. The terminal equipment accumulates customer data and transfers it into a frame relay format suitable for transmission over the frame relay network.
- D. In the operation of FRS, Customer Premises Equipment (CPE), such as frame relay assemblers and disassemblers, encapsulate arriving data into variable length frames. The information contained in these frames is data link connection identifier (DLCI) addresses, which identifies the PVC in the network that should be used to forward the frame to its proper destination. The CPE then sends the frame into the frame relay network over a dedicated access facility called a User Network Interface (UNI). The frame relay switch reads identifying information and routes the frame to the proper destination based on pre-established PVC.
- E. Variable frame length capability is useful in communications between asynchronous Local Area Networks (LAN) and for transport of synchronous data traffic. FRS is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.
- F. FRS is provided to the customer in the form of a Frame Relay Access Line, Frame Relay Access Port and the Permanent Virtual Circuit.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1.1 DESCRIPTION (continued)

- G. The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed.
- H. Since multiple PVCs may be defined on one physical port, it is possible for the cumulative Committed Information Rates (CIRs) to exceed the physical bandwidth of that port. This is referred to as oversubscription and when this occurs, there can be no guarantee that the CIR defined for that port and PVC will be available at any point in time.
- I. The CIR and the Excess Burst Size (*Be*) are traffic management parameters that allow the customer to fine tune implementation of FRS in conjunction with PVCs offered.
- J. 64 Kbps Clear Channel Capability (CCC) will be provided upon request and where deemed applicable by the Company. Charges Applicable Under Special Arrangements, as defined in Section 5 of this tariff, may apply.

10.1.2 DEFINITIONS

- A. 64 Kbps Clear Channel Capability (CCC) - A channel connection that provides an end-to-end digital connection between the customer's premises and the customer's Serving Central Office in which all 64 Kbps of bandwidth are available for the customer's use.
- B. Committed Information Rate (CIR) - Defines the amount of data throughput on a designated PVC that the Company will support under normal operating conditions. Any data burst beyond the CIR may be labeled Discard Eligible (DE) if the data transfer rate exceeds the CIR of the PVC being used. If the frame relay network develops congestion, the frames marked DE may be discarded.
- C. Customer Designated Location (CDL) - The geographic location designated by the customer where the customer's CPE is first considered to enter the Company's network.
- D. Data Link Connection Identifier (DLCI) – The address information contained in the frame relay header that conveys to the network how an individual frame should be routed. The DLCI essentially defines the customer end point to which a particular frame should be sent.
- E. Excess Burst Size (*Be*) - Denotes the data above CIR at which customer data will be admitted to the FRS network. All Excess Burst data admitted to the network that exceeds the CIR would be designated Discard Eligible.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1.2 DEFINITIONS (continued)

- F. Frame - A sequence of contiguous bits delimited by beginning and ending flag sequences.
- G. Frame Relay Access Line (FRAL) – A UNI that provides access to the FRS network. A FRAL includes the provision of a frame relay access port and the physical facility from the customer designated location to the Company Central Office.
- H. Frame Relay Access Port (FRAP) – The FRAP is the physical entry point for PVCs. Ports include the electronic equipment used in connecting these service elements to the FRS network and enable customers to allocate bandwidth to applications as needed.
- I. Frame Relay Service (FRS) – A fast packet network that provides the customer high-speed access and throughput to different customer addresses. Utilizing statistical multiplexing, the frame relay network enables the customer to allocate bandwidth to applications as needed, rather than dedicating fixed channels to specific applications.
- J. Frame Relay Service Network Serving Area – Area encompassing certain serving area points. Serving area points are those Company central offices designated for the FRS Network Serving Area.
- K. Local Area Network (LAN) – A network permitting the interconnection and intercommunication of a group of computers, primarily for the sharing of resources such as data storage devices and printers.
- L. Logical Channel – A communications channel that allows two-way, simultaneous transmission of sequenced data packets through the network. No circuit capacity is preassigned to a logical channel. Capacity is made available as the data is transmitted. Each PVC is considered one logical channel or one virtual channel.
- M. Maximum Burst Rate (MBR) - Denotes the maximum information rate at which customer traffic will be admitted to the FRS network. Traffic rates in excess of MBR will be automatically discarded on ingress to the network. MBR is equal to the sum of the Committed Information Rate (CIR) and Excess Burst Size (Be).
- N. Network to Network Interface (NNI) – Specifies how a frame relay switch sends and receives data from the frame relay interexchange carrier's or other customer's network.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1.2 DEFINITIONS (continued)

- O. Permanent Virtual Circuit (PVC) - Provides a software-defined electronic path between the two ports within the frame relay network. A UNI or NNI port connection can be associated with multiple PVCs. Since all PVCs need not be in use at the same time, it is possible for the total CIR of all PVCs associated with one port to exceed the bandwidth of the port. It is not possible, however for the simultaneous aggregation of the PVCs throughput to exceed the bandwidth of the port. Such a relationship is referred to as oversubscription or overbooking. When oversubscription occurs, there is no guarantee that the bandwidth defined for that PVC will be available at any point in time.
- P. Protocol - A specific set of rules, procedures or conventions relating to format and timing of data transmission between two devices. It is a standard procedure that two data devices must accept and use in order to understand each other. Protocols break a file into parts called blocks or packets. When packets are sent, the receiving computer checks the arriving packets and sends an acknowledgment back to the sending computer.
- Q. Servicing Area Points - Geographical locations designated by the Company where FRS network ports are located and where the FRS network is accessed.
- R. Serving Central Office (SCO) - The Company central office from which the customer normally receives dial tone.
- S. Statistical Multiplexing – A multiplexing technique in which timeslots are dynamically allocated on the basis of need rather than being predetermined. The data is typically transmitted on a first come, first served basis.
- T. User to Network Interface (UNI) – A standard interface used to connect the end user to the Company frame relay network. It receives the data frame from the customer's network or CPE devices and verifies that the customer address destination is valid before relaying the frame.

10.1.3 GENERAL REGULATIONS

- A. FRS is available at Company Servicing Area Point locations. FRS is offered for use where Company facilities exist. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other tariffs and other sections of this tariff.
- B. FRS is provided subject to the availability of facilities.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1.3 GENERAL REGULATIONS (continued)

- C. FRS will be provided to the customer in the form of a FRAL and a PVC at a specified CIR. The access line and port form the customer access components to the frame relay network.
- D. The minimum service period for FRS is one month except when provided under a Term Discount Plan (TDP) arrangement. FRS may be ordered on a month-to-month basis or through a Term Discount Plan as specified in Section 10.1.6.
- E. The provision of suspension of service at the customer's request, as defined in Section 2 of this tariff, is not allowed for Frame Relay Service.
- F. The customer is responsible for payment of a Maintenance Visit Charge, as defined in Section 4 of this tariff, for visits by the Company to the customer premises when a service difficulty resulting in a trouble report is caused by the use of equipment or facilities provided by the customer.
- G. When the customer orders additional PVCs, nonrecurring charges apply. In addition, nonrecurring charges will apply to all changes made to a customer's FRS configuration at the customer's request, such as changes to add, delete, or rearrange the customer's configuration, and changes to PVC classes and CIRs. One PVC nonrecurring charge applies for each PVC changed.
- H. A customer subscribing to a FRAL and a PVC will be referred to as the Controller of the FRAL. A customer may request data transmission capability to a different customer's location. Both customers must subscribe to frame relay service. The customer requesting PVC connectivity to another customer's location as such must have written permission from the Controller of the FRAL for this data transmission capability.

The FRAL and PVC may be ordered and billed independently and can have different customers as Controllers. A request by one customer to discontinue a PVC does not result in the disconnection of the FRAL. Only the Controller of a FRAL may authorize the disconnection of that FRAL.

- I. Whenever facilities are provided jointly by the Company and one or more other telephone companies, the regulations, rates and charges of such other telephone companies apply for the equipment and facilities furnished by them for use in connection with the interexchange FRS provided by the Company.
- J. Where it is necessary to use interexchange or local channel facilities of another telephone company in order to furnish a private line service to interconnect to the Company's FRS, such service will be furnished only if satisfactory arrangements can be made with the other company.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1.3 GENERAL REGULATIONS (continued)

- K. Due to technical limitations, the distance between the SWC and the customer designated location (CDL) is limited to approximately 12,000 feet for 1.544 Mbps access or 18,000 feet for 56 Kbps access. A Company engineer may allow some deviation of this specification based on the gauge of wire used. For access lines that exceed this specification, the access line may be made operational by adding additional equipment. The Company will apply Charges Applicable Under Special Arrangements, as defined in Section 5 of this tariff, for the additional time and material required.
- L. Charges Applicable Under Special Arrangements, as defined in Section 5 of this tariff, may apply when technical limitations and/or the lack of facilities exist, or if it is necessary to construct facilities to satisfy service requests.

10.1.4 OBLIGATIONS OF THE COMPANY

- A. The responsibility of the Company is limited to furnishing network equipment suitable for FRS and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, the Company is not responsible for the through transmission of signals generated by the customer provided equipment or system, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.
- B. The Company is not responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by a customer or user. The Company is not responsible for adapting FRS to the technological requirements of any specific customer equipment.
- C. The Company is not responsible to the customer or user if changes in any of the equipment, operations or procedures of the Company used in the provision of FRS render any facilities provided by the customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements otherwise required by law.
- D. In order to maintain the quality of FRS, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as follows:

1. Scheduled Maintenance

Scheduled maintenance is used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is defined as occurring between midnight and 6 a.m., local time. The Company will provide advance notice of all scheduled maintenance.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1.4 OBLIGATIONS OF THE COMPANY (continued)

2. Demand Maintenance

Demand maintenance may occur as a result of unexpected events and is performed when FRS network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible; however, the customer will be informed when the maintenance has been completed.

10.1.5 OBLIGATIONS OF THE CUSTOMER

- A. The customer's frame relay compatible terminal equipment is responsible for re-transmitting frames that are discarded due to errors or network congestion.
- B. Where FRS is available for use in connection with communications systems or equipment provided by a customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that the equipment provided by the customer or user does not endanger the safety of Company employees or the public; does not damage, harm, require change in or alteration of the equipment or other services of the Company; does not interfere with the proper operation of the Company's equipment or does not otherwise injure the public in its use of Company services. Upon notice from the Company that the equipment provided by the customer or user is causing, or is likely to cause, such hazard or interference, the customer shall take the necessary steps to remove or prevent such hazard or interference.
- C. The customer, upon request, shall furnish such CPE information as may be required to permit the Company to design and maintain the FRS it offers and to assure that the service arrangement is in compliance with the regulations contained herein.
- D. Upon service subscription, the customer must specify the CIR class and *Be* of each PVC ordered. CIR is the maximum information rate at which the customer's traffic will be admitted to the FRS network without being designated eligible for discard. A default of fifty (50) percent of the smallest port size will be assigned as the CIR should the information not be provided. No individual PVC CIR shall exceed (95) percent of the FRAP access rate.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 8

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1.6 TERM DISCOUNT PLAN (TDP)

- A. Term Discount Plans (TDPs) are available for Frame Relay Access Lines (FRALs). The customer agrees to a service commitment period for FRS at the time the service is ordered. Customers may disconnect or move PVCs and not be subject to termination liability charges. The customer must order a TDP in writing to the Company. A TDP may be ordered based on the following plans:

One-Year Plan
Three-Year Plan
Five-Year Plan

- B. Prior to the completion of the selected TDP period, customer may elect to convert to a new TDP period of the same or different length, subject to the following conditions:

- No credit toward the new plan will be given for payments made under the original TDP.
- Non-Recurring charges will not be reapplied for existing services.
- If the new TDP period is shorter in length than the time remaining under the existing TDP, the change to the new TDP period constitutes a discontinuance of the existing TDP service and termination liability charges apply.
- Conversion to a different TDP will require Customer to submit a change order in writing.

- C. Termination Liability

When a TDP arrangement is discontinued prior to the end of the period, termination liability charges, as set forth below, will apply based on the remainder of the TDP period in effect at the time of disconnect.

One-Year Plan – 50% of any remaining portion of the first year's recurring charges for the in-service quantity.

Three-Year Plan – 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, customer will be liable for 10% of the total monthly recurring charges in that time period for the in-service quantity.

Five-Year Plan – 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, customer will be liable for 10% of the total monthly recurring charges in that time period for the in-service quantity.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 9

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1.6 TERM DISCOUNT PLAN (TDP) (continued)

- D. Rate increases or decreases as approved by the Virginia State Corporation Commission will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase causes a customer's rates to increase by 10% or more at any one time, the customer may cancel the TDP without incurring termination liability charges.
- E. At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the prevailing rates set forth in Section 10.1.8 following. If the customer does not select a new TDP, the rates will convert to the prevailing month-to-month rates. The customer will have a 90-day grace period to renew their TDP before month-to-month rates will be assessed.

10.1.7 SERVICE COMPONENTS

- A. Frame Relay Access Line (FRAL) - A nonrecurring charge and monthly rate applies based on the speed of the port connection for each physical connection. The FRAL includes the provision of a port.
- B. CIR and PVC - A monthly rate applies for each PVC based on the CIR requested by the customer. If no CIR is indicated, the CIR will be set at the default of 50% of the associated FRAL. A non-recurring charge applies for the establishment of each PVC and for each subsequent order of PVCs.
- C. Administrative Charge – This will be applied whenever a change is made to Customer's frame relay configuration (including changes to existing group addressing), at the customer's request. Such changes are defined as those rearrangements necessary to add, delete or rearrange the customer's configuration, including Customer's selected carrier. Although multiple changes may be caused by such actions, only one administrative charge will apply.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 10

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1.8 RATES

A. Frame Relay Access Line (FRAL) (includes Access Line and Port)

	<u>Rate</u>	<u>USOC</u>	<u>Non-Recurring Charge</u>	<u>USOC</u>
56/64* Kbps				
Month to Month	\$125.00	F5M	\$299.00	FNM
One-Year Plan	\$115.00	F51	\$199.00	FN1
Three-Year Plan	\$ 95.00	F53	\$ 99.00	FN3
Five-Year Plan	\$ 85.00	F55	\$ 0.00	-----
256 Kbps				
Month to Month	\$260.00	F25M	\$299.00	FNM
One-Year Plan	\$245.00	F251	\$199.00	FN1
Three-Year Plan	\$235.00	F253	\$ 99.00	FN3
Five-Year Plan	\$185.00	F255	\$ 0.00	-----
512 Kbps				
Month to Month	\$390.00	F51M	\$349.00	FN5M
One-Year Plan	\$375.00	F511	\$249.00	FN51
Three-Year Plan	\$335.00	F513	\$149.00	FN53
Five-Year Plan	\$275.00	F515	\$ 0.00	-----
1.544 Mbps				
Month to Month	\$495.00	FT1M	\$449.00	FNTM
One-Year Plan	\$475.00	FT11	\$349.00	FNT1
Three-Year Plan	\$425.00	FT13	\$249.00	FNT3
Five-Year Plan	\$375.00	FT15	\$ 0.00	-----

B. Permanent Virtual Circuit (PVC) – Based on CIR Requested

<u>PVC per CIR</u>	<u>Rate</u>	<u>USOC</u>	<u>Non-Recurring Charge</u>	<u>USOC</u>
0 - 64 Kbps	\$10.00	C64	\$20.00	NPVC
65 - 128 Kbps	\$15.00	C128	\$20.00	NPVC
129 - 256 Kbps	\$20.00	C256	\$20.00	NPVC
257 - 512 Kbps	\$40.00	C512	\$20.00	NPVC
513 - 768 Kbps	\$60.00	C768	\$20.00	NPVC
769 Kbps – 1.54 Mbps	\$80.00	CT1	\$20.00	NPVC

*64 Kbps Clear Channel Capability is provided upon request where facilities are available

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 11

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

10.1.8 RATES (continued)

	<u>Non-Recurring Rate</u>	<u>USOC</u>
C. Administrative Charge	\$50.00	FADM

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

10. FRAME RELAY SERVICE

CONTENTS

10.1.	<u>FRAME RELAY SERVICE</u>	<u>SHEET</u>
10.1.1	DESCRIPTION	1
10.1.2	DEFINITIONS	2
10.1.3	GENERAL REGULATIONS	4
10.1.4	OBLIGATIONS OF THE COMPANY	6
10.1.5	OBLIGATIONS OF THE CUSTOMER	7
10.1.6	TERM DISCOUNT PLAN	8
10.1.7	SERVICE COMPONENTS	9
10.1.8	RATES	10

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

11. PRIVATE BRANCH EXCHANGE SERVICE

CONTENTS

11.1 PBX TRUNK RATES.....1

11.2 DIRECT INWARD DIALING.....1

 11.2.1 General1

 11.2.2 Rates and Charges.....2

11.3 HOTEL BRANCH EXCHANGE SERVICE2

 11.3.1 General2

 11.3.2 Rates.....3

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

11. PRIVATE BRANCH EXCHANGE SERVICE

11.1 PBX TRUNK RATES

Per Month

Installation

See Section 3

See Section 4

11.2 DIRECT INWARD DIALING

11.2.1 General

- A. Direct Inward Dialing (DID) Service provides for inward dialing from the telecommunications network directly to stations associated with switching equipment located on the customer's premises. DID Service requires special equipment and will be provided only where DID facilities are available in the central office and the switching equipment located on the customer's premises is properly equipped for DID Service.
- B. DID Service must be provided on all trunks in a group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated.
- C. Customer-provided switching systems with which DID Service is associated must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.
- D. Where DID Service is requested from more than one wire center or from separate trunk groups within the same wire center, such service provided from each wire center or each trunk group within the same wire center shall be considered a separate service.
- E. DID Service is furnished upon the condition that the customer obtain adequate facilities to permit the use of DID Service without injurious effect upon it or any other services rendered by the Telephone Company. The Telephone Company may terminate or refuse to furnish service to any customer, without incurring any liability, if the use of the service would interfere with or impair other services provided by the Telephone Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail, or in person, of the Telephone Company's intention to terminate the service for such cause.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

11. PRIVATE BRANCH EXCHANGE SERVICE

11.2 DIRECT INWARD DIALING (continued)

11.2.2 Rates and Charges

		<u>Monthly Rate</u>	<u>Installation Charge</u>
Direct Inward Dialing Service for:*			
First 100 DID Station Numbers Per Group of 20	(DID01)	\$20.00	None
Second 100 DID Station Numbers Per Group of 20	(DID02)	\$15.00	None
Over 200 DID Station Numbers Per Group of 20	(DID03)	\$10.00	None

*In addition, rates and charges apply as specified for PBX trunks in this Company's Tariff, Section 3.

Direct Inward Dialing Service is subject to a one (1) year contract period.

For rates and regulations applicable to Hotel Branch Exchange Service, See Section 11.3 of this Tariff.

For initial contract periods and termination charges, see Section 2 of this Tariff.

11.3 HOTEL BRANCH EXCHANGE SERVICE

11.3.1 General

- A. The schedule given below applies at hotels, motels, clubs, and other locations of like character, where it is desired that the use of the service be available to others rather than the customer or representatives of the customer. Clubs only are, however, given the option of subscribing for service under this schedule or under any business private branch exchange schedule available. Any class and business private branch exchange schedule available. Any class and grade of business service regularly available will be furnished also to motels and hotels provided such service is confined to the use of management in the conduct of its business.
- B. The customer is responsible to the Telephone Company for all charges at the regular Tariff rates for telephone messages, sent-paid from or received-collect at stations of the hotel private branch exchange, whether sent or received by the hotel for its own account or for others.
- C. Telephones connected to the hotel private branch exchange switchboard may be located in shops, stores and other places of business in the same building as the hotel switchboard, provided that such telephones are used only for intercommunication with other hotel private branch exchange telephones and that a separate class of exchange service is also furnished at each such place of business.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

11. PRIVATE BRANCH EXCHANGE SERVICE

11.3 HOTEL BRANCH EXCHANGE SERVICE (continued)

11.3.1 General (continued)

- D. Except as otherwise provided herein, the regulations in Section 11.1 of this General Customer Services Tariff applicable to Private Branch Exchange Service and Section 13, Mileage Charges, are also applicable to Hotel Private Branch Exchange Service.

11.3.2 Rates

A. Hotel Trunk	<u>Per Month</u> See Section 3	<u>Installation</u> See Section 4
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GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

12. CENTREX

CONTENTS

12.1	GENERAL	1
12.2	FEATURES.....	1
12.3	LIABILITY OF THE TELEPHONE COMPANY	2
12.4	CONDITIONS	3
12.5	RATES	4
12.6	CENTREX CUSTOMER SERVICE - INVISTA.....	7
	12.6.1 General	7
	12.6.2 Features.....	7
	12.6.3 Liability of the Telephone Company	8
	12.6.4 Rates	8

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

12. CENTREX

12.1 GENERAL

- A. Digital Centrex is a local exchange telecommunications service available from suitably equipped central offices and remote switching units. Business customers located in the Base Rate or Zone A of the telephone company serving areas qualify for this service. The telephone company reserves the right to deny service if central office or cable facilities are not available. Digital Centrex is not offered in association with pay telephone service.
- B. Centrex Service is a service arrangement which consists of host central office interface equipment and software located on company premises. This service provides local exchange access, intrasystem communications, and feature packages as set forth in Section 12.2. following.

12.2 FEATURES

Centrex Service offers feature packages I, II, and III shown below at rates and charges set forth in Section 12.5 following.

Features provided via Centrex Service from host central office equipment and software include:

A. Centrex I

Call Transfer (Internal Only)	Direct Access to Private Facilities
Station Transfer Security	Attendant and Transfer (All Calls)
Consultation Hold-All Calls	DTMF/DP Dialing
Station-to-Station Dialing	Direct Outward Dialing
Tandem Tie Trunk Facility Dialing	Add on Conference
Call Transfer (All Calls)	Manual Lines
Direct Inward Dialing	Abbreviated Dialing
Call Transfer (outside)	Call Forward (no Answer)
Speed Call Individual Eight Numbers	Call Waiting
Call Forward (Fixed)	Call Pick-up
Call Forward (Busy)	Call Forward (Within Group Only)
Call Forward (All)	Call Transfer (To Fully Restricted Station)
Call Forward Variable	Call Hold
Call Transfer (Individual-Incoming Only)	Consultation Hold (Incoming Only)
Distinctive Alerting/Call Waiting Indication	Second Dial Tone
Trunk Answer from any Station	Code Call Access
Fully Restricted Termination	Immediate Ringing
Loud Speaker Paging Access	Toll Restriction
Simulated Facility Group (SFG) for In/Out Calls	Fully Restricted Origination
Denied Termination	CCSA/ESPCS Trunk Access
Denied Origination	Predetermined (Fixed) Night Answer
FX/Tie Trunk Access	Code Restrictions (3/6 Digits)
Semi-Restricted Originating	Voice Paging (Meet-Me-Trunk)
Semi-Restricted Terminating	Predetermined (Flexible) Night Answer

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

12. CENTREX

12.2 FEATURES (continued)

B. Centrex II - Centrex I plus:

Meet-Me-Conference	Automatic Callback (Station Camp-on)
Call Park	Speed Call Individual (30 Numbers)
Cancel Call Waiting	Direct Switched Line
Data Line Security	Expanded Direct Switched Line
Speed Calling (Group)	Recorded Telephone Dictation
Secretarial Hunt	Off-Hook Queuing

C. Centrex III - Centrex I and II plus:

Circular Hunting	Automatic Callback (Trunk Camp-on)
Conference Calling (16 port)	Add-On Conference (Incoming Only)
Station Forced Busy	Call Forward Busy (Incoming Only)
Saved Number Redialed	Call Forwarding to Private Facilities
Single Digit Dialing	Repeat Number Dialing
Call Forwarding-All Call (Incoming Only)	Call Forward-No Answer (Incoming Only)
Extended Dial Call Pick-up	Route Advance
Return to Home Hunting	Automatic Route Selection (ARS)
Distributive Hunting	Most Economical Route Selection (MERS)
Stop Hunt	Make Busy
Authorization Codes	Expensive Route Warning Tone
Remote Access to Features	

Definitions of features are kept on file in the Company Business Office.

12.3 LIABILITY OF THE TELEPHONE COMPANY

The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Centrex Service. Credit adjustments for interruptions of service will be made as provided in Section 2 of the General Customer Services Tariff.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

12. CENTREX

12.4 CONDITIONS

- A. The Company will furnish one alphabetical and one classified directory listing on a per Centrex Service summary account, without charge. Additional directory listings are offered subject to the provisions set forth in Section 6 of the General Customer Services Tariff.
- B. The rates and charges shown for Centrex Service apply to establishment of Centrex Service only. Other services as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.
- C. Each request for establishment of a Centrex Service system must be placed in writing by the customer. Should the customer elect to cancel such a request after acceptance by the Company and before the start of the initial contract period described below, he may do so subject to notice in writing and payment to the Company for all resulting non-recoverable labor and material costs.
- D. Centrex Service is offered on a contractual basis commencing on the date the service is established. The rates per Centrex Line, Feature package, Zone Mileage, and Line/Trunk charges as set forth in Section 12.5 following apply each month from the time the System is placed in service until the Centrex Service is discontinued.
- E. In the event that the Centrex Service is terminated by the customer prior to completion of the initial contract period, the Company will develop the applicable contract termination charge using the formula described below and levy it for payment by the customer.
 - 1. In the event of termination of Centrex Service during the contract period, the customer will remain liable for the balance of contract period rates adjusted to their then present worth equivalent, based on the then current authorized rate of return, which shall upon any such termination immediately become due and payable in its entirety.
 - 2. In the event the customer reduces the number of Centrex Service lines initially contracted, by 10 percent or more, the termination liability as specified in 12.4.E1 above is applicable and will be applied to the total number of lines rendered under the initial contract.
- F. Rotary dial stations are not capable of accessing all Centrex Service features shown in Section 12.2 of this Section.
- G. Centrex Service system lines are not eligible for Vacation Service Rates.
- H. Direct Inward Dialing Service Rates set forth in Section 11 of the General Customer Services Tariff do not apply to Centrex Service lines.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

12. CENTREX

12.4 CONDITIONS (continued)

- I. Centrex Service system lines are not subject to the Business Touch Calling Service Rates set forth in Section 13 of the General Customer Services Tariff.
- J. Centrex Service line rates shown herein do not include provisions for stations or inside wire maintenance.
- K. This Tariff contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
- L. This Tariff (including the rates and charges shown herein) for Centrex Service is subject to such changes or modifications as the appropriate regulatory authority may from time to time direct or allow in the exercise of its jurisdiction.

12.5 RATES

The following rates and charges apply.

- A. Centrex Service is offered via the following rate stability plans: 12 months, 36 months and 60 months. If an existing business line or PBX trunk is enhanced by software classification as a Centrex line, a contract is not needed if the 12-month rate stability plan rates are utilized.
- B. The rates and charges shown apply in addition to all other applicable rates and charges shown elsewhere in the General Customer Services Tariff.
- C. Upon the expiration of the contract period the customer must:
 - 1. Renegotiate a new contract for the services offered or,
 - 2. Revert to the 12-month rate stability plan rates.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

12. CENTREX

12.5 RATES (continued)

D. The following Centrex Service system line rates apply.

	<u>Rate Stability Plans</u>					
	<u>USOC</u>	<u>12</u> <u>Months</u>	<u>USOC</u>	<u>36</u> <u>Months</u>	<u>USOC</u>	<u>60</u> <u>Months</u>
2-150 lines per line	DCAL1	\$6.95	DCAL3	\$6.00	DCAL5	\$5.20

E. The following Feature Service rates apply per line as long as the system is in service.

	<u>USOC</u>	<u>RATE</u>
Centrex I	DCI	\$1.95 per line
Centrex II	DCII	\$2.45 per line
Centrex III	DCIII	\$2.95 per line

F. Centrex Service system lines are subject to Zone Charges as set forth in Section 3 of the General Customer Services Tariff.

G. If the digital centrex is provided as a line enhancement to the applicable Business Individual Line, or PBX Trunk rates as stated in Section 3 of the General Customer Services Tariff, the centrex line rate is billed in addition to the applicable line/trunk rate.

H. If the digital centrex is provided by serving each station with copper pairs and by the use of a simulated trunk group, the centrex line rate is billed in addition to the following centrex trunk rate.

	<u>USOC</u>	<u>RATE</u>
Centrex Trunk Rate		See
Waynesboro and Potts Creek	DCTRK	Section
Clifton Forge and Covington	DCTR5	3

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

12. CENTREX

12.5 RATES (continued)

- I. End user charges will apply for each centrex line.
- J. Appropriate Nonrecurring Charges set forth in Section 4 of the General Customer Services Tariff apply to installation of a Centrex Service System up to and including the Network Interface.
- K. Centrex data base program changes resulting from customer requested work activities.
 - 1. When the change is made to: (1) establish a new line, (2) change the class of service for an existing line, (3) establish or change a line's dial call pickup group assignment or feature series or (4) for any other modification in service.
 - a. First line programmed or reprogrammed
SCDCS.....\$25.00
 - b. Each additional line programmed or reprogrammed
SCDC1.....\$ 2.50
- L. Subsequent line additions/deletions.
 - 1. Subsequent line additions will be rated under the same rate stability plan contracted.
 - 2. Subsequent line deletions resulting in reductions equal to or exceeding 10% of the initial lines under a rate stability plan will be treated as set forth in Section 12.4.E.
- M. If a customer requests an upgrade of an existing feature package (i.e., from Centrex I to Centrex II or from Centrex II to Centrex III), the existing per line contract rate will be changed to reflect the appropriate rate applicable to the new feature package, as set forth in Section 12.5.E. The new rate would apply for the duration of the existing contract period. No down grade of feature packages will be permitted during the contract period.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

12. CENTREX

12.6 CENTREX CUSTOMER SERVICE - INVISTA

12.6.1 General

- A. Centrex as defined in this Individual Case Basis Tariff is designed to meet the telecommunications needs of the Invista in the Telephone Company's Waynesboro exchange.
- B. Centrex Service is a service arrangement which consists of host central office interface equipment and software located on Telephone Company premises. Due to the size of the customer, a remote line unit has also been placed at the customer's location. This service provides local exchange access, interexchange access, intrasystem communication and Centrex features as set forth in Section 12.6.2. following.

12.6.2 Features

Centrex Service offers features, as shown below at rates and charges set forth in Section 12.6.4 following.

System Features include:

Predetermined Night (Fixed) Answer	Trunk Answer Any Station
Listed Directory Number	Industry Standard Stations - ONS
Industry Dialing Plan	Flexible Dialing Plans
Second Dial Tone	Special Transfer Dial Tone
Immediate Ringing	Distinctive Alerting/Call Waiting Indication
Classes of Service	Denied Origination
Denied Termination	Fully Restricted (Origination/Termination)
Toll Restriction/Diversion to Attendant	Vacant Code Intercept
Vacant Number Intercept	Code Restriction (3/6 digits)
Six Digit Code Restriction	Code Diversion to Attendant
Route Advance	Automatic Route Selection (ARS)
Station Message Detail Recording	Multiple Trunk Groups
Outwats-Simulated Facility Group	Simulated Facility Groups for In/Out Calls
800 Service-Simulated Facility Group	FX Trunk Access
Tie Trunk Access	Return to Home Hunting
Distributive Hunting	CCSA Access
EPSCS Access	Radio Paging Emergency Access
Loudspeaker Paging	Code Calling
Voice Paging-Station Access to Held Trunk	Intercept Treatment-Recorded Announcement
Recorded Telephone Dictation	Computer Interface
CPE Equipment Interface	Predetermined (Flex) Night Answer (PNA)
Mixed Night Facilities	Semi-Restricted (Originating/Terminating)
Off-Hook Queuing	Most Economical Route Selection (MERS)
Customer Dialed Account Recording (CDAR)	Local RSU CO Trunk Access
Stop Hunt Key	Make Busy
Secretarial Hunting	Voice Paging Access

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 8

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

12. CENTREX

12.6 CENTREX CUSTOMER SERVICE - INVISTA (continued)

12.6.2 Features (continued)

Meet-Me With Trunk	Music On Hold
Remote Access to Business Group Features	Authorization Codes
Deluxe Queuing	On-Hook Queuing
Post-Queue Routing	Priority Queuing
Time-of-Day Routing Control	Expensive Route Warning Tone
Traveling Class Marks	Special Intercept Announcements
Preferential Multiline Hunting	Built-In Code Calling
Customer Access Treatment Code Restriction (CATCR)	

12.6.3 Liability of the Telephone Company

- A. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Centrex service features. Credit adjustments for interruptions of service will be made as provided in Section 1 of the General Customer Services Tariff.
- B. The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Centrex service features and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

12.6.4 Rates

The following rates apply exclusively to the Invista

- A. Centrex service rates are dependent upon the availability of equipment and facilities to the customer's location. The service is offered via 60-month stability plan.
- B. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Telephone Company's Tariff.
- C. The rates specified in Section 12.6.4D following apply during the initial contract period. Upon the expiration of the contract period the customer must:
 1. Renegotiate a new contract for the services offered or,
 2. Revert to the current tariff rates for the month-to-month payment plan.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 9

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

12. CENTREX

12.6 CENTREX CUSTOMER SERVICE - INVISTA (continued)

12.6.4 Rates (continued)

D. The following rates apply as a base for the initial contract period for Invista in the Telephone Company's Waynesboro exchange.

<u>Quantity</u>	<u>Basic Service</u>	<u>Rate</u>	<u>Monthly</u>	<u>USOC</u>
1,216	Centrex Lines	\$ 5.50	\$ 6,688.00	DDCS
65	Centrex Trunks	35.00	2,275.00	GDCT
1	Console Access	61.00	61.00	DDCC
1,216	End User Charge*	6.00	<u>7,256.00</u>	
			\$16,280.00	

*Current FCC Subscriber Line Charge

Nonrecurring Charge of \$10.00 per Centrex line applies for establishing service.

E. The following monthly rates apply for additions after initial installation:

	<u>Mo. Rate</u>	<u>USOC</u>
Centrex Station Lines - per station -	\$ 5.50	DDCS1
Centrex Trunk Access - per trunk -	\$35.00	GDCT

F. Appropriate Nonrecurring Charges, excluding the access line connection charge, set forth in Section 4 of the General Customer Services Tariff apply to the installation of a Centrex service system up to and including the Network Interface.

G. Centrex data base program changes resulting from customer requested work activities.

1. When a change is made to change the class of service mark, dial call pickup group assignment, feature series or any other modification in service.

- a. First line reprogrammed \$25.00
- b. Each additional line \$ 2.50

Note: Software changes made within thirty days of the system installation will be made at no charge to the customer.

H. Feature requests received from the customer that are available from subsequent software or hardware additions in the Telephone Company's switching equipment will be available under separate contract at rates that will be developed at that time.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

CONTENTS

13.1 EXTENSION SERVICE..... 1
13.1.1 General..... 1

13.2 EXTENSION AND TIE LINE MILEAGE 2
13.2.1 General..... 2
13.2.2 Rates 2
13.2.3 Interpretation of Building and Premises 3
13.2.4 Temporary Service 3
13.2.5 Other Mileage 3

13.3 TOUCH CALLING SERVICE 3
13.3.1 General..... 3

13.4 CUSTOM CALLING SERVICES 4
13.4.1 General..... 4
13.4.2 Regulations..... 4
13.4.3 Feature Descriptions 5
13.4.4 Rates 14

13.5 AUTOMATIC TIME AND TEMPERATURE ANNOUNCEMENT SYSTEMS 19
13.5.1 General..... 19
13.5.2 Rates 20

13.6 PROMOTIONAL OFFERINGS..... 21
13.6.1 General..... 21

13.7 FIXED CALL FORWARDING..... 21
13.7.1 General..... 21
13.7.2 Rates 22

13.8 RESERVED TELEPHONE NUMBER SERVICES 23
13.8.1 General..... 23
13.8.2 Regulations..... 23
13.8.3 Rates 23

13.9 NATIONAL 411 SERVICE 24
13.9.1 General..... 24
13.9.2 Regulations..... 24
13.9.3 Rates 25

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.1 EXTENSION SERVICE

13.1.1 General

- A. Extension Service is furnished in connection with all classes of main service, excluding Pay Telephone service.
- B. Extension Service is to be located where its use is restricted to those having the right to use the customer's service as specified in Section 2 of this Tariff, except that it may be terminated on the premises of someone other than the customer to provide for the answering of calls when the customer is not available at the main service.
 - 1. Extension Service will not be provided in different buildings on different premises when no other main service is located on that premises except when both locations are associated with one subscriber and are used in the conduct of one establishment or business.
 - 2. Due to the inability to administer answer only capabilities in a customer-provided equipment environment, extension service will be provided only to locations of different individuals, firms, or corporations who have and continue to have main service at the locations where the extension service is furnished.
- C. Mileage charges for circuits connecting Extension Service with Main Service not in the same premises, are shown in Section 13.2 of this tariff.
- D. Extension Service may be provided at any location designated by the subscriber (except as specified below), provided standard transmission can be secured and subject to any restriction that may apply.
 - 1. Where the subscriber has Access Line Service, Extension Service may be terminated on other premises of the subscriber when two or more premises of the same subscriber are used in the conduct on one establishment or business and providing facilities are available and technical equipment limitations permit.
 - 2. Extension Service will not be provided in any location where it would, in the opinion of the Company, replace main access line service.
 - 3. Business rates apply for Extension Service from a business premises when it terminates in a residence. If Extension Service from residence Main Service is installed in a business location, business rates apply for both the extension and the main access line service.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.2 EXTENSION AND TIE LINE MILEAGE

13.2.1 General

- A. Mileage charges apply under certain conditions as described herein. These are Extension and Tie Line Mileage and rates are shown in 13.2.2 following. If it is necessary to provide new construction to furnish any classes of circuit mentioned herein, such construction is provided only as specified in Construction Charges in Section 5 of this General Customers Services Tariff.
- B. An extension line is a channel connecting a station with another station, PBX station with a PBX system or with another PBX station or the primary termination of a main line with additional terminations of the main line, either directly or through some key arrangement. In connection with PBX Service, the rates quoted herein contemplate only two-point connections between a station in a different building or a different premises from the PBX with which it is connected.
- C. A tie line is a channel directly connecting PBX systems. The rates quoted herein do not contemplate the use of tie lines for communications involving one or more stations not on the same premises with the PBX systems or involving the use of trunking circuits to central offices.

13.2.2 Rates

- A. Charges apply for channels as follows, with mileage measured airline between customer premises:

	<u>Per Month</u>	<u>USOC</u>
1. Between points of connection on different or same premises in the same local exchange area, for each 1/4 mile airline or fraction thereof	\$1.50	1LL03
2. Between points of connection in different local service areas, for entire circuit, for each 1/4 mile or fraction thereof, airline measurement. (This application grandfathered effective July 1, 1995)	\$1.50	1LL04
3. Between points of connection located in different exchanges, see the rates for Voice Grade channels as shown in Section 20.3.		

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.2 EXTENSION AND TIE LINE MILEAGE (continued)

13.2.3 Interpretation of Building and Premises

- A. The term "Building" is to be interpreted to mean a building under one roof, or two or more buildings connected by passageways, not crossing a public thoroughfare, in which the wire or cable can be safely run. Pipes and conduits are not considered as passageways.
- B. The term "Premises" is to be interpreted to mean the continuous property (except railroad, power and gas company rights of way, etc.) occupied by a customer. In a building occupied by others in addition to the customer, the customer's premise is the continuous and contiguous floor space occupied by the customer.

13.2.4 Temporary Service

The charges for service furnished for periods of less than one month are billed one-month minimum charges, except interexchange circuits, which are furnished at twice the schedule charge for the number of days in service (maximum charge not to exceed the schedule charges for one month.).

13.2.5 Other Mileage

Rates and regulations applying to other types of mileage are in the following Tariff sections:

1. Foreign Exchange - Section 9
2. Private Line Telephone Service and Leased Lines - Section 20.

13.3 TOUCH CALLING SERVICE

13.3.1 General

- A. Touch Calling Service provides for the origination of telephone calls through the use of push button in lieu of a rotary dial.
- B. Touch Calling Service will be provided only where touch calling facilities are available.
- C. Touch Calling Service is provided in connection with all business and residence services except as provided for elsewhere in this tariff.
- D. Touch Calling Service is provided at no charge.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES

13.4.1 General

Custom Calling Services consist of optional service features for use in connection with a customer's local exchange service.

13.4.2 Regulations

- A. Custom Calling Services may be associated with residential and business individual line service.
- B. Custom Calling Services require special facilities and will be provided only where such facilities are available.
- C. The Company reserves the right to offer a promotional period of up to 30 days for a customer to assess the effectiveness of a Custom Calling Service feature requested by the customer. If during the promotional period the customer requests the feature or features be disconnected, the applicable monthly rate will not apply. If the customer retains any of the features beyond the 30-day promotional period, the monthly rates for the feature or features retained will apply from the end date of the promotional period.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.3 Feature Descriptions

A. The following Customer Calling Services are available at rates shown in Section 13.4.4.

1. Call Forwarding-Variable

Call Forwarding-Variable is an arrangement whereby incoming calls may be transferred to another telephone number by dialing a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to local (where applicable) and long distance message charges. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

2. 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 flashing the switchhook, is able to have alternate conversation between parties.

3. Extension Intercom

Extension Intercom is an arrangement whereby a customer may make another telephone on his line ring.

4. Reserved for future use

5. Reserved for future use

6. Call Forwarding-Busy/No Answer (Series Calling)

Call Forwarding-Busy/No Answer permits a customer's calls to be diverted from the line with the Call Forwarding-busy feature to an alternate destination when the line is busy or does not answer within a programmable interval.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 6

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.3 Feature Descriptions (continued)

7. Speed Calling

Speed Calling is an arrangement which provides for the calling of a local or long distance telephone number by dialing an abbreviated code. Two arrangements are available, either an eight-code capacity or a thirty-code capacity, but not both on the same line.

8. 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. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

8A. Three-Way Calling Transfer

Three-Way Calling Transfer allows the transfer of an incoming or outgoing call. Calls may be transferred to another local subscriber or to a subscriber in another dialing area. When calls are transferred to another dialing area, the subscriber initiating the transfer will pay for the toll charges even after disconnecting from the call. Subscribers having this service must also have Three-Way Calling.

9. Toll Denial

This service blocks access to the Long Distance Message Telecommunications Network, either by direct or operator assistance. This prevents the customer from dialing an operator for all purposes including emergencies, assistance and the placing of toll calls. The customer indemnifies and saves harmless the Telephone Company from any and all claims, losses or damages by restriction of access to operator services.

10. Cancel Call Waiting

Cancel Call Waiting is a feature which allows the customer with Call Waiting to inhibit the operation of Call Waiting for one call. When the customer dials the cancel code, a distinctive dial tone is returned and a call is then placed normally. During this call, Call Waiting Service is inactive so that anyone calling the Call Waiting customer will receive the normal busy treatment, and no Call Waiting tones will interrupt the customer's call.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 7

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.3 Feature Descriptions (continued)

11. Call Hold

Call Hold allows a station user to put any call in progress on hold by flashing the hookswitch and then dialing a hold code. This frees the line to originate another call. Only one call per station may be held at a time. The held call cannot be added to the other call. The original connection can be retrieved by dialing the hold code a second time. If the station user hangs up with a party on hold, the user is automatically rung back and reconnected when answered.

12. Reserved for future use

13. Reserved for future use

14. Automatic Call Back

The customer subscribing to this service can, after reaching a busy station, hook flash and dial the activation code. When the busy station goes on-hook and the calling station is on-hook, the calling station receives a distinctive ringing pattern. When answered, a call will automatically be completed to the previously busy station.

Automatic Call Back is available on a flat rate or usage sensitive basis. Under the usage sensitive offering, the customer will incur an activation charge regardless of whether the customer chooses to advance or abandon the call. Upon the customer's request, blocking of this feature is available at no charge.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 8

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.3 Feature Descriptions (continued)

15. Enhanced Ringing

This allows distinctive ringing to be applied to individual lines in addition to normal ringing by assigning two directory numbers to the same line. A distinctive ring for each number allows the customer to determine which number is being called.

16. Toll Control

This service provides individual line and multi line hunt customers with the capability to control placement of chargeable calls on the basis of the calling line identity and the caller themselves by the "authorized" user dialing a preselected access code.

17. Toll Denial (700/900)

This service restricts access to 1+700, 0+700, 1+900, and 0+900 calls by the outgoing party.

18. Toll Denial (700)

This service restricts access to 1+700 and 0+700 calls by the outgoing party.

19. Toll Denial (900)

This service restricts access to 1+900 and 0+900 calls by the outgoing party.

20. Residence Feature Package

This package combines selected features detailed in Section 13.4.4.

21. Custom Pak

This package combines selected features detailed in Section 13.4.4.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 9

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.3 Feature Descriptions (continued)

22. Rotary Line Break

This service is available to customers with multiple incoming lines or trunks. It provides a customer the ability to decrease the total number of trunks available for incoming calls. Feature activation and deactivation is accomplished by dialing an access and an activation or deactivation code on a trunk member. When requesting service, the customer must specify the number of incoming calls to be allowed after feature activation.

23. Caller ID

This service enables the customer to receive the calling party's directory number, if within a central office base unit, during the ringing cycle and to display the number on customer premises equipment.

24. Sense Points

This feature monitors for presence of a configurable condition (e.g., a ground) to in turn change the state of something (e.g., change the size of a trunk group or redirect a call from one line to another line).

25. Control Points

This feature generates a logic signal to control peripheral equipment based on conditions (e.g., time of day or sense points).

26. Call Trace (Customer Originated Trace)

At the request of the customer, for up to 60 days, the Company will activate the call trace feature. This service allows the subscriber receiving an obscene, harassing or threatening call the ability to request an automatic trace of the last call received. The call trace record is recorded on a printer located on the Telephone Company premises. The Telephone Company will provide this information to the appropriate law enforcement agency upon receipt of a valid court summons. This service is billed to the customer per call traced.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 10

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.3 Feature Descriptions (continued)

27. Select Call Acceptance (Selective Call Acceptance)

This service allows the subscriber to accept calls only from a pre-defined list of up to twelve directory numbers. Callers with directory numbers not found in the screening list will receive a message that the called number is not accepting calls at this time. Call Acceptance can be turned on and off by the subscriber.

28. Call Block (Selective Call Rejection)

This service allows the subscriber to reject calls from a pre-defined list of up to twelve directory numbers. Callers with directory numbers found in the screening list will receive a message that the called number is not accepting calls at this time. Call Block can be turned on and off by the subscriber.

29. Select Forward (Selective Call Forwarding)

This service allows the subscriber to only forward calls from a pre-defined list of up to twelve directory numbers. Callers with directory numbers not found in the screening list will receive standard ringing or busy indication. Selective Call Forwarding can be turned on and off by the subscriber.

30. Select Call waiting (Selective Call Waiting)

This service allows the subscriber to provide call waiting indication only from a pre-defined list of up to twelve directory numbers. Callers with directory numbers not found in the screening list will receive busy indication if the line is busy. Selective Call Waiting can be turned on and off by the subscriber.

31. Return Call

This service allows a subscriber to automatically recall the last incoming directory number to their line. This feature is accomplished without knowing the directory number of the last calling party.

Return Call is available on a flat rate or usage sensitive basis. Under the usage sensitive offering, the customer will incur an activation charge regardless of whether the customer chooses to advance or abandon the call. Upon the customer's request, blocking of this feature is available at no charge.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 11

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.3 Feature Descriptions (continued)

32. Priority Call (Distinctive Ringing/Call Waiting)

This service allows the subscriber to provide a distinctive ringing indication (or distinctive call waiting indication, if applicable) when calls are received from a pre-defined list of up to twelve directory numbers. Priority Call can be turned on and off by the subscriber.

33. Per-Line Blocking

This arrangement blocks the calling number from being displayed to others for every originating call made on a specific line.

34. Reserved for future use

35. Custom Calling Volume Discounts

Volume discounts apply for customers subscribing to two or more custom calling services listed in Section 13.4.3 with certain exceptions. Excluded from this volume discount plan are Toll Denial, Rotary line Break, Sense Points, Control Points, and Call Trace. Also excluded from this plan is Residence Feature Package (Section C.20.) And Custom Pak (Section C.21.). Discounts available through Residence Feature Package and Custom Pak will apply in lieu of this volume discount plan. The specific volume discounts applicable for two or more services will be provided to the customer as a monthly credit. Monthly credits available under the plan are detailed in Section 13.4.4.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 12

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.3 Feature Descriptions (continued)

36. Message Waiting

For subscribers utilizing a compatible Voice Message Service, this feature provides a message indication at the subscriber's station that messages are waiting. The message waiting indicator will be provided in the form of stutter dial tone or as a visual indication dependent upon the type of customer premises equipment used.

37. Per Call Blocking

Per Call Blocking allows a calling customer to block the display or delivery of his/her directory number on a terminating or called party set which has Caller ID as a purchased feature.

Activation of this feature is affected by dialing an activation code prior to placing a call. When the caller hangs up the feature is deactivated.

Per Call Blocking will be provided subject to availability of facilities and equipment both at the serving central office and customer's premises.

38. Anonymous Call Rejection

Anonymous Call Rejection is an arrangement, available to Caller ID customers and non-Caller ID customers, that allows a called party to reject calls from parties that have activated the per call blocking feature to prevent the display of their telephone numbers to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the per call blocking feature. Customers may activate or deactivate this arrangement by dialing an activation code.

39. Call Waiting with Distinctive Tone and Distinctive Ring

This feature allows Call Waiting customers to determine if an incoming call is long distance by providing either a distinctive tone when the customer is on a call or by providing a distinctive ring when the phone is on hook. The feature is also offered to non-Call Waiting customers who wish to have a distinctive ring inform them an incoming call is long distance

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 13

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.3 Feature Descriptions (continued)

40. Enhanced Caller ID

Enhanced Caller ID is an arrangement which permits a customer with Local Exchange Service (other than Foreign Exchange service) to receive the calling telephone number and the main listed name associated with the calling telephone number for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Enhanced Caller ID customer from seeing the calling telephone number and name display by activating Per Call Blocking. There is no charge for using Per Call Blocking. When the calling party uses this blocking capability, the Enhanced Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone number and name has been suppressed. Enhanced Caller ID customers may redirect incoming calls with Per Call Blocking to an announcement by activating the Anonymous Call Rejection arrangement. Where facilities permit and when requested by a subscriber to Call Waiting, the calling name and number will display when Call Waiting is activated, provided the customer has the proper version of Caller ID display equipment.

41. Remote Call Forwarding

Remote Call Forwarding allows customers to activate or deactivate Call Forwarding from a telephone other than the one to which the service is assigned. Customers dial a special number to access the Remote Call Forwarding service, then listen to instructions before dialing the telephone number which has Remote Call Forwarding. The customer then dials a Call Forwarding code followed by the new forward-to telephone number. There is no need to travel back to the home or office to change the forward-to number.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 14

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.4 Rates

A. Monthly Rates, per line:

Feature No.	Features	Residence Rate	USOC	Business Rate	USOC	Non-Recurring Charge
1.	Call Forwarding-Variable	\$1.50	CFV	\$2.00	CFV	
2.	Call Waiting	\$3.00	CW	\$3.00	CW	
3.	Extension Intercom	\$1.25	REVRT	\$1.75	REVRT	
4.	Reserved for future use					
5.	Reserved for future use					
6.	Call Forwarding a. Busy b. No Answer	\$1.35 \$1.35	SCB SCNA	\$1.85 \$1.85	SCB SCNA	
7.	Speed Calling a. Eight Calling b. Thirty Codes	\$1.50 \$2.35	SCV8 SCV30	\$2.00 \$2.85	SCV8 SCV30	
8.	Three-Way Calling	\$2.75	TWC	\$3.25	TWC	
8A.	Three-Way Calling Transfer	\$1.25	TWCT	\$1.75	TWCT	
9.	Toll Denial	\$1.50	TDYN	\$2.00	TDYN	
10.	Cancel Call Waiting	\$0.00		\$0.00		
11.	Call Hold	\$1.25	HOLD	\$1.75	HOLD	
12.	Reserved for future use					
13.	Reserved for future use					
14.	Automatic Call Back, per month Automatic Call Back, per activation	\$1.25 \$.50	ACB	\$1.75 \$.50	ACB	

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 15

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.4 Rates (continued)

A. Monthly Rates, per line: (continued)

Feature No.	Features	Residence Rate	USOC	Business Rate	USOC	Non-Recurring Charge
15.	Enhanced Ringing	\$1.25	ERING	\$1.75	ERING	
16.	Toll Control	\$1.75	TCTRL	\$2.25	TCTRL	
17.	Toll Denial (700/900)	\$0.00	TD79	\$0.00	TD79	
18.	Toll Denial (700)	\$0.00	TD700	\$0.00	TD700	
19.	Toll Denial (900)	\$0.00	TD900	\$0.00	TD900	
20.	Residence Feature Package					
	a. Call Waiting with Call Forwarding-Variable	\$2.60	---	---	---	
	b. Call Waiting with Speed Call-Eight codes	\$2.60	CWSC8	---	---	
	c. Call Waiting with Call Forwarding-Variable and Speed Calling-Eight Codes	\$3.80	CWCF8	---	---	
	d. Call Waiting with Call Forwarding-Variable, Three-Way Calling, and Speed Calling-Thirty Codes	\$6.70	CW3WF	---	---	
21.	Custom Pak Call Forwarding-Variable, Call Waiting, Speed Calling-Eight Codes, Three-Way Calling	\$3.95		\$5.95		

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 16

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.4 Rates (continued)

A. Monthly Rates, per line: (continued)

Feature No.	Features	Residence Rate	USOC	Business Rate	USOC	Non-Recurring Charge
22.	Rotary Line Break	---	---	\$7.50		
23.	Caller ID	\$5.95	CNUM	\$6.95	CNUM	
24.	Sense Points	---	---	\$1.00		
25.	Control Points	---	---	\$1.00		
26.	Call Trace (per trace)	\$3.00	COTUS	\$3.00	COTUS	
27.	Select Call Acceptance	\$2.75	SCA	\$3.25	SCA	
28.	Call Block	\$2.75	CBLK	\$3.25	CBLK	
29.	Select Forward	\$2.75	SCF	\$3.25	SCF	
30.	Select Call Waiting	\$2.75	SCW	\$3.25	SCW	
31.	Return Call, per month	\$2.75	ARC	\$3.25	ARC	
	Return Call Usage	\$.75	ARU	\$.75	ARU	
32.	Priority Call	\$2.75	VIPCL	\$3.25	VIPCL	
33.	Per-Line Blocking	\$2.00	PLBLK	\$2.00	PLBLK	
34.	Reserved for future use					

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 17

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.4 Rates (continued)

A. Monthly Rates, per line: (continued)

Feature No.	Features	Residence Rate	USOC	Business Rate	USOC	Non-Recurring Charge
35.	Custom Calling Volume Discounts: a. Credit For Two Features b. Credit for Three Features c. Credit for Four Features d. Credit for Five Features e. Credit for Six Features f. Credit for Seven Features g. Credit for Eight Features h. Credit for Nine or More	(\$0.25) (\$0.50) (\$0.75) (\$1.00) (\$1.25) (\$1.50) (\$1.75) (\$2.00)	CRED2 CRED3 CRED4 CRED5 CRED6 CRED7 CRED8 CRED9	(\$0.25) (\$0.50) (\$0.75) (\$1.00) (\$1.25) (\$1.50) (\$1.75) (\$2.00)	CRED2 CRED3 CRED4 CRED5 CRED6 CRED7 CRED8 CRED9	
36.	Message Waiting a. Stutter Dial Tone Per Line Residence Business (1-39 Lines) Business (Over 39 Lines) b. Visual Indication Per Line Residence Business (1-39 Lines) Business (Over 39 Lines)	\$0.85 --- --- \$0.85 --- ---		--- \$1.00 \$0.50 --- \$1.00 \$0.50		
37.	Per Call Blocking (Also No Charge Per Call)	\$0.00		\$0.00		
38.	Anonymous Call Rejection a. Caller ID Customers Non-Caller ID Customers	\$0.00 \$2.75	ACR	\$0.00 \$2.75	ACR	
39.	Call Waiting w/Distinctive Tone/Ring Non-Call Waiting w/Distinctive Ring	\$0.50 \$0.50	CWLD LDRNG	\$1.00 \$1.00	CWLD LDRNG	

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 18

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.4 Rates (continued)

A. Monthly Rates, per line (continued)

Feature No.	Features	Residence Rate	USOC	Business Rate	USOC	Non-Recurring Charge
40.	Enhanced Caller ID	\$8.00	CNAME	\$9.00	CNAME	
41.	Remote Call Forwarding *Rate is in addition to Call Forwarding rate	\$.75*	RCF	\$1.00*	RCF	

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 19

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.4 CUSTOM CALLING SERVICES (continued)

13.4.4 Rates (continued)

- B. When features are added or changed on an existing line, appropriate service order charges may apply.

13.5 AUTOMATIC TIME AND TEMPERATURE ANNOUNCEMENT SYSTEMS

13.5.1 General

The Company will provide facilities, when available, in the exchanges specified herein, for customers for their use in providing automatic time and temperature announcements by telephone to calling parties simultaneously, under the following conditions:

- A. The Company will furnish all facilities required for such announcements including the automatic announcement equipment, associated apparatus and announcement lines. The automatic announcement equipment shall be located on the premises of the Company.
- B. The customer will subscribe to as many announcement lines and terminal equipment initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to announcement equipment without impairing the Company's general telephone service or telephone plant.
- C. Facilities shall be used for time and temperature announcements, together with such other announcement as may be desired by the customer, provided, however, that the contents and length of such announcements shall be subject to the approval of the Company.
- D. The Company will furnish said time and temperature announcement facilities to its customers for use by such customers in providing announcements, only within the limits of the local service area serving the customer including the limits of other local service areas having access to the location of the announcement facilities on a local service basis. This limitation, however, is not intended to preclude the completion of any incoming sent-paid long distance message calls placed to the announcement number.
- E. Telephone users calling the announcement number are automatically disconnected after elapsing of time for one full announcement.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 20

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.5 AUTOMATIC TIME AND TEMPERATURE ANNOUNCEMENT SYSTEMS (continued)

13.5.1 General (continued)

- F. One directory listing without charge will be furnished with each service, said listing to appear under the caption heading "Time and Temperature".
- G. The Company is not obligated to furnish message changes prior to 30 days after date of an order for such record changes.
- H. Service will be furnished in any exchange where all the necessary facilities, as determined by the company, are available or can be made available within a reasonable time, at reasonable expense.
- I. Contracts for announcement equipment are taken for an initial period of one year for Audichron or equivalent equipment. In case of termination of the service before the expiration of the initial contract period, full monthly charges for the remainder of the initial contract period apply.

13.5.2 Rates

Rates for Automatic Time and Temperature Announcement Systems will be determined on an individual case basis.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 21

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.6 PROMOTIONAL OFFERINGS

13.6.1 General

- A. The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted service. No individual promotional offering will exceed six months in duration, and any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer.
- B. At the Company's option, a letter outlining the promotion may be filed with the Commission Staff in lieu of filing language in the tariff.

13.7 FIXED CALL FORWARDING

13.7.1 General

- A. Fixed Call Forwarding (FCF) is a network service that uses a telephone number and electronic central office facilities to automatically forward all calls dialed to the FCF telephone number to the customer's telephone number in another exchange (Terminating Telephone Number).
- B. Fixed Call Forwarding is offered subject to the availability of suitable facilities.
- C. A Fixed Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a terminating telephone number.
- D. Fixed Call Forwarding may be associated with PBX or Centrex Service and with individual line service, except Semi-Public Telephone Service.
- E. Fixed Call Forwarding is not represented as satisfactory for data transmission.
- F. The Custom Calling Feature, Call Forwarding, is not offered for use with a Fixed Call Forwarding terminating station.
- G. The Company will not provide identification of the originating telephone number to the Fixed Call Forwarding customer.

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

First Revised Sheet 22
Cancels Original Sheet 22

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.7 FIXED CALL FORWARDING (continued)

13.7.1 General (continued)

- H. Charges for calls from originating stations to a FCF telephone number are the responsibility of the originating station, unless the calls are accepted as collect at the terminating telephone number. Charges as shown in Section 13.7.2 for the forwarding of calls from the FCF number to the terminating telephone number are the responsibility of the Fixed Call Forwarding customer.
- I. For any collect calls placed to the FCF number, charges as shown in Section 13.7.2 for calls forwarded to the terminating telephone number, apply regardless of whether or not these calls are accepted as collect at the terminating telephone number.

13.7.2 Rates

- | | | | | | |
|----|-----------------------------------------------------------------|---------------------------|--------------------|-----------------------------|-----|
| A. | Each arrangement associated with a Fixed Call Forwarding Number | <u>Monthly</u>
\$21.00 | <u>USOC</u>
CFR | <u>NRC</u>
See Section 4 | (I) |
|----|-----------------------------------------------------------------|---------------------------|--------------------|-----------------------------|-----|

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 23

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.8 RESERVED TELEPHONE NUMBER SERVICES

13.8.1 General

- A. Reserved Telephone Number Service provides a customer with the option of having a telephone number or group of telephone numbers reserved for their assured future use. Reserved Telephone Number Service can be used either to withhold a telephone number associated with a disconnected Local Exchange Service from possible reassignment to another Local Exchange Service, or to reserve telephone numbers from the pool of currently available telephone numbers.

13.8.2 Regulations

- A. Reserved Telephone Number Service is offered only in connection with exchange service.
- B. Reservations of telephone numbers are initiated in response to customer requests and are terminated at the customer's request or at such time the service with which the telephone number is associated is established.
- C. The provision of a reserved number is based on current availability of the particular number requested.

13.8.3 Rates

	<u>Monthly</u>	<u>USOC</u>
A. Residential and Business Service		
For each reserved telephone number	\$1.00	TNRS

GENERAL CUSTOMER SERVICES TARIFF

LUMOS Telephone LLC

Original Sheet 24

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.9 NATIONAL 411 SERVICE

13.9.1 General

National 411 (N411) Service provides customers with the listings of individuals or businesses located outside the customer's local service area or LATA, but within the United States. Requests for listings that are within the local service area or LATA are provided and billed pursuant to Section 3.6 of this Tariff.

13.9.2 Regulations

- A. N411 Service is subject to the availability of facilities.
- B. The rate specified in 13.9.3. following will apply for all N411 requests, including requests for listings that are non-published, non-listed, or not found.
- C. A maximum of two requests for listings will be allowed per call; no discounts will apply on charges for N411 Service.
- D. No call allowances apply to N411 Service.
- E. Charges for N411 Service are not applicable to calls from telephones where the customer or a member of the customer's household has been affirmed as being unable to use a directory because of a visual or physical disability, pursuant to Section 3.6 of this Tariff.
- F. LUMOS shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the customer shall save LUMOS harmless against all claims that may arise from the use of such information.
- G. Upon request, customers will be given a one-time credit on N411 charges when they mistakenly believe local directory assistance rates apply to National 411 calls. This one-time credit would apply to all N411 calls on the first disputed bill.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 25

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

13. MISCELLANEOUS SERVICE ARRANGEMENT

13.9 NATIONAL 411 SERVICE (continued)

13.9.3 Rates

A. N411 Service, per call \$1.50

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

CONTENTS

14.1	INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES.....	1
14.1.1	General.....	1
14.1.2	Integrated Services Digital Network (ISDN)-Single Line and Basic Rate Interface.....	2
14.2	DIGITAL CHANNEL SERVICE.....	29
14.2.1	General.....	29
14.2.2	Digital Architecture.....	29
14.2.3	Definitions.....	30
14.2.4	Regulations.....	31
14.2.5	Application of Rates.....	34
14.2.6	Rates and Charges.....	35
14.3	PRIMARY RATE INTERFACE.....	38
14.3.1	General.....	38
14.3.2	Regulations.....	38
14.3.3	Definitions.....	38
14.3.4	Application of Rates.....	39
14.3.5	Service Components.....	39
14.3.6	Rates and Charges.....	40

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES

14.1.1 General

- A. ISDN Services are central office based service arrangements which may provide local exchange access, interexchange access, business group communications and feature packages. These services are available only to customers served from suitably equipped central offices.
- B. There are three basic ISDN Service arrangements:
 - ISDN Single Line Service (SLS)
 - ISDN Basic Rate Interface Service (BRI)
 - ISDN Primary Rate Interface Service (PRI)

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface

A. General (continued)

1. ISDN – Single Line Service and ISDN Basic Rate Interface are local exchange telecommunications services available only to customers served from suitably equipped central offices. They are central office based service arrangements which provide for local exchange access, interexchange access, business group communications and feature packages.
2. ISDN – SLS and ISDN-BRI are furnished from digital central office equipment located on Company premises and associated facilities.
3. ISDN – SLS and ISDN – BRI may be comprised of the following elements:

Channel Configuration

Features

ISDN Access

Single Line Access

4. ISDN – SLS and ISDN – BRI features will be grouped as follows:

Circuit Switched Data Features

Packet Switched Data Features

Voice Features

B. Regulations

1. ISDN – Single Line Service under this Tariff are available to those subscribers requiring one or two lines.
2. ISDN – Basic Rate Interface Services under this Tariff are available to those subscribers requiring four-hundred (400) lines or less. The minimum allowed line size is three (3) lines. All subscribers over the four-hundred (400) line maximum will be handled as a Special Service Arrangement.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

B. Regulations (continued)

3. ISDN – Single Line Service is required to conform to the Technical Reference Specifications as used by the Company. Refer to Bellcore TR #'s 393, 394, 397, 471, 793, and ANSI T1.601-620, T1.216-219. ISDN – SLS and BRI will be provided where local loops do not exceed 14,000 feet in length or a maximum 34db loss as measured at the customer's premises. Where these conditions cannot be met, the customer must subscribe to Individual Line Loop Extension. The Network Interface Device (NID) rules shown in Section 15 of this Tariff will apply to ISDN Service.
4. ISDN – SLS and BRI features as listed in Section 14.1.2.C. These features may require customer-provided compatible terminal equipment.
5. Access to the exchange network is provided via a residence one-party or a business one-party line.
6. Directory Listings will be furnished subject to the rates and regulations specified in Section 6 of this Tariff.
7. Service charges as specified in Section 4 of this Tariff apply in addition to the charges provided in Section 14.1.2 of this Tariff.
8. Rules and Regulations specified in Section 2 are applicable to ISDN – SLS unless otherwise specified elsewhere in this Tariff.
9. A single primary directory number (DN) is included with ISDN – SLS and BRI. Secondary directory numbers may be purchased as provided in Section 6 of this Tariff. A shared Primary DN is a primary DN that appears on more than one terminal but is not the primary DN on any of those terminals. A Secondary DN may function as a primary DN on a terminal within a business group.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

8.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

C. ISDN – Single Line and BRI Features

All features may not be available on all types of central office switches.

1. ISDN – SL and BRI Access and ISDN – SL and BRI Multipoint Access:

Direct Inward Dialing/Direct Outward Dialing (DID/DOD)

Distinctive Ringing

Touch Call

Station-to-Station Calling (Intercom)

Incoming Calling Number Identification (Station-to-Station within the Business Group)

2. Voice Features:

a. Electronic Key Telephone System (EKTS):

Analog Shared Directory Number

Automatic Callback on Busy

Bridging

Call Forwarding

Call Hold

Call Pickup

Call Transfer

Conference Calling

Drop

Feature Function Buttons

Feature Inspect

Intercom Function

Key System Coverage of Analog Lines

Manual Exclusion

Multiple Call Appearance

Multiple DN Buttons

Shared Call Appearances

Speed Calling

Terminal Management

Time and Data Display

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

C. ISDN – Single Line and BRI Features (continued)

2. Voice Features: (continued)

b. Electronic Key Telephone System Deluxe:

All of the above features offered in the EKTS plus:

Delayed and Abbreviated Ringing
Display for Ringing Call Appearance Only
Initiated Priority Calling
Inspect for ISDN Terminals
Intercom Alerting
Originating Priority Calling
Outgoing Called Line Identification for ISDN Terminals
Priority Calling Incoming Only

3. Circuit Switched Data Features:

a. Data Package 1:

Data Call Forward
Data Multi-Line Hunt Group
Data Speed Call-Short List
Data Toll Restriction

b. Data Package 2:

Data Package 1 Features Plus:

Data Call Back
Data Circular Hunting
Data Group Speed Calling 30
Data Speed Call-Long List

A single line may not be equipped for both Data Multi-Line Hunt and Data Circular Hunting.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

C. ISDN – Single Line and BRI Features (continued)

4. Packet Switching Features:

a. X25 Basic

Flow Control Parameter Negotiation
Incoming Calls Barred
Outgoing Calls Barred
Throughput Class Negotiation
Transit Delay Selection and Indication

b. X25 Enhanced:

Closed User Group
Fast Select
Fast Select Acceptance
Hunt Groups
One-Way Outgoing Logical Channels
Permanent Virtual Circuit

5. BRI Data Optional Features:

a. Data Closed User Group

b. Data Direct Connect

D. Definitions

1. Standard definitions:

“B” Channel – A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

Business System – The combination of Single Line plus ISDN access or BRI plus ISDN access forming a complete communications system for a single business group within a single central office.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions

1. Standard definitions: (continued)

“D” Channel – A 16 kbps channel primarily used for signaling messages and/or packet-switched user data. The bit rate is fixed as a function of the interface used.

Individual Line Loop Extension – An extended loop capability which transports ISDN – single Line usage between the customer’s premises and the local serving central office. Each ISDN- Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second, depending on technology.

ISDN – Basic Rate Interface Access – Provides the copper connection and facilities from the central office to the network demarcation point at the customer premise. It also provides exchange access and line termination at the serving central office.

ISDN – Basic Rate Interface Line Capacity (2B+D) – Two 64 kilobits per second (kbps) “B” channels and one 16 kbps “D” channel (2B+D).

ISDN – Basic Rate Interface Multipoint Access – Provides the copper connection and facilities from the central office to the network demarcation point at the customer premise and also the exchange access and line termination at the serving central office for multiple users sharing the same BRI line.

ISDN – Multipoint Access – Provides exchange access and line termination at the serving central office for multiple users sharing the same ISDN – Single Line.

ISDN – Single Line Access – Provides exchange access and line termination at the serving central office.

ISDN – Single Line Capacity (2B+D) – Two 64 kilobits per second (kbps) “B” channels and one 16 kbps “D” channel (2B+D).

Number Identification – A feature which permits incoming calling number identification in the same business group or between two or more ISDN Single Line or two or more BRI’s in the same business group.

Primary Directory Number (DN) – The single telephone number provided with each single line or BRI.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 8

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features:

a. ISDN – Single Line and BRI Electronic Key Telephone System (EKTS) features:

Analog Shared Directory Number allows analog lines that share directory numbers with ISDN electronic key telephones to be assigned to switching modules that does not contain ISDN software.

Automatic Callback on Busy allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating EKTS user. When the EKTS user goes off-hook, the call is placed.

Bridging allows the EKTS to bridge onto a currently active call by pressing the active call appearance button on the EKTS set and going off-hook. This establishes a 3-way call. This is different from standard Three-way Calling because the third party initiates the bridge to the active call. Bridging is inhibited if Manual Exclusion is activated at an EKTS set engaged in the active call. Only one additional shared call appearance user may bridge on an active 2-way call. Bridging is not allowed on an active multiway call.

Call Forwarding allows the EKTS user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward all Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

Call Pickup allows the EKTS user to pick up a call directed to another station in the customer group.

Conference Calling allows the EKTS user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected simultaneously.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 9

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features: (continued)

- a. ISDN – Single Line and BRI Electronic Key Telephone System (EKTS) features: (continued)

Drop feature allows the EKTS user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the EKTS set from the call.

Feature Function Buttons on the EKTS set can be assigned to activate certain features (any that can be activated by dialing an activation code). Indicator lights show the activation or deactivation status of the features. The number of function buttons may vary dependent on The EKTS set design. Some of the features that can be assigned to feature function buttons are:

Automatic Callback on Busy allows the user to activate this feature by pressing the function button assigned to automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating EKTS user. When the EKTS user goes off-hook, the call is placed.

Call Forwarding allows the EKTS user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

Call Pickup allows the EKTS user to pick up a call directed to another station in the customer group.

Conference Calling allows the EKTS user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected simultaneously.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 10

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features: (continued)

- a. ISDN – Single Line and BRI Electronic Key Telephone System (EKTS) features: (continued)

Feature Function Buttons (continued)

Drop features allows the EKTS user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the EKTS set from the call.

Hold allows the EKTS user to place a call on hold by pressing the function button. Any EKTS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Manual Exclusion allows an EKTS user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons provide access to more than one directory number (DN) on the EKTS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc).

Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

Transfer allows the EKTS user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 11

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features (continued)

- a. ISDN – Single Line and BRI Electronic Key Telephone System (EKTS) features (continued)

Feature Inspect – This provides service providers and end users that have display terminals with a method of determining the features and call appearances that are assigned to the buttons on the terminal. This is different from inspect for ISDN terminal Feature.

Hold allows the EKTS user to place a call on hold by pressing the function button. Any EKTS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Intercom Function allows the station set to emulate a dedicated wire to another station for priority conversations without tying up the station set from active or incoming calls.

Key System Coverage for Analog Lines allows an analog station set to share calls with the ISDN station set.

Manual Exclusion allows an EKTS user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons provide access to more than one directory number (DN) on the EKTS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc).

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 12

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features: (continued)

- a. ISDN – Single Line and BRI Electronic Key Telephone System (EKTS) features: (continued)

Shared Call Appearances of a Directory Number (DN) allows several EKTS station sets to share one or more DNs. Originating and terminating events on one station set affects all stations sharing that DN. The shared DNs can have multiple call appearances, multiple calls can exist on one DN, and more than one station sharing the DN can have a call active on that shared DN.

Speed Calling (also known as Abbreviated Dialing) permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One- and two-digit speed calling lists are available. The speed Calling Feature is available to individual lines, two-party lines, and members (some or all) of a multiline hunt group. Speed Calling lists assigned to individual lines can be shared by other lines at the customer's request. For the business and residential customer services feature, the service provider can define list sizes and up to three digit access codes. Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

Terminal Management provides a management function for the EKTS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

Adjunct Control automatically turns on the speakerphone at the station set, if appropriate for the particular feature.

Automatic Hold/Drop Preference automatically determines how to handle a call active on one call appearance when the user shifts to another appearance. Two types of treatment are provided: auto-drop and auto-hold.

Button Management provides generic buttons that can be used for features or call appearance.

Call Appearance Selection for Implicit Conference and Transfer automatically selects an idle appearance for the Implicit Conference and Transfer features.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 13

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features (continued)

- a. ISDN – Single Line and BRI Electronic Key Telephone System (EKTS) features: (continued)

Terminal Management (continued)

Display for Ringing Call Appearance Only will activate displays on an electronic key telephone only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where EKTS sets have large numbers of secondary call appearances to provide shared backup coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Button Inspection provides service providers and end users that have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal.

Inspecting a button is a two-step procedure:

(1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Idle Call Appearance Preference automatically selects an idle call appearance, if available, when an EKTS set with multiple call appearances goes off-hook. This selection occurs even if other call appearances are alerting the station set.

Inspect for ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Ringing Call Appearance Preference automatically selects the call appearance that has been alerting the longest when the user goes off-hook at an EKTS station set with multiple call appearances being alerted.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 14

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features: (continued)

- a. ISDN – Single Line and BRI Electronic Key Telephone System (EKTS) features: (continued)

Time and Date Display is a subscription feature for ISDN attendants and ISDN station set users. The 5ESS Switch provides the time and date to the ISDN station set.

Transfer allows the EKTS user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

Two-Digit Intercom Dialing – This feature allows a user to have a shortened dialing sequence (two digits) to reach a group of destination numbers in the business group. The maximum size that can reside in that intercom group cannot exceed 100 members.

- b. ISDN – Single Line Electronic Key Telephone System (EKTS) Deluxe features:

The features below are in addition to the ISDN Electronic Key Telephone System (EKTS) Features described in Section 14.1.2.D.2(a).

Delayed and Abbreviated Ringing alerts an EKTS set for a predetermined interval before ringing another designated EKTS set.

Display for Ringing Call Appearances Only will activate displays on an electronic key telephone only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where key telephones have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 15

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features: (continued)

- b. ISDN – Single Line Electronic Key Telephone System (EKTS) Deluxe features:

Initiated Priority Calling provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect for ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Intercom Alerting provides a distinctive ring and/or visual indicator to alert the EKTS user of an intercom call.

Originating Priority Calling provides an ISDN equivalent to Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

Outgoing Called Line Identification for ISDN Terminals provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 16

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features: (continued)

- b. ISDN – Single Line Electronic Key Telephone System (EKTS) Deluxe features: (continued)

Priority Calling Incoming Only provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

- c. Circuit Switched Data Features:

1. Data Package 1 Feature Packages:

Data Call Forward – This feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows: all calls, busy, and no answer.

Data Multi-Line Hunt Group – Only a pilot directory number is associated with his hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

Data Speed Call-Short List – The use of the Speed Calling short list is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers.

Data Toll Restriction – Toll calls attempted from Switched Data lines with this feature are denied.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 17

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features: (continued)

c. Circuit Switched Data Features: (continued)

2. Data Package 2 Feature Package:

Data Call Back – This feature allows a calling party upon encountering a busy line to be notified when the line becomes idle. The call is then automatically established.

Data Circular Hunting – Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached.

Data Group Speed Calling 30 – This feature provides storage for an abbreviated numbers list which is shared for use by a group of lines. The list may be updated by a service order. A maximum of thirty stored numbers is available.

Data Speed Call-Long List – The use of the Speed Calling Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty stored numbers.

d. Data Optional Features:

Data Closed User Group – This feature provides the partitioning of Switched Data lines into a group where calls within such a group are allowed, but calls between such groups are denied.

Data Direct Connect – This feature provides an automatic connection between a calling line that goes off-hook and a predetermined location.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 18

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features: (continued)

e. Package Switching Features:

1. ISDN X.25 Basic Feature Package:

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred feature prohibits a data terminal from terminating an incoming call. This feature is activated by a service order.

X.25 Outgoing Calls Barred feature prohibits a data terminal from originating outgoing virtual calls. This feature is activated by a service order.

X.25 Throughput Class Negotiation feature allows the calling data terminal to request specific throughput classes in the call request package for both directions of data transmission. This feature is activated by service order.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

2. ISDN X.25 Enhanced Feature Package:

X.25 Closed Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. Communication with users who are external to the closed user group is not permitted. The closed user groups are established by a service order. A user can belong to multiple closed user groups.

X.25 Fast Select allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 19

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

D. Definitions (continued)

2. Definitions of Features: (continued)

e. Package Switching Features: (continued)

2. ISDN X.25 Enhanced Feature Package: (continued)

X.25 Fast Select Acceptance allows the switch to transmit incoming call packet with the fast select facility to a destination terminal that has this feature.

X.25 Hunt Group allows a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is an available logical channel on any of the access lines within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the switch, but the Hunt group cannot span switches. A basic rate interface within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify some number of the logical channels to be used only for calls that they originate. This feature is activated by service order.

X.25 Permanent Virtual Circuit feature allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. The permanent virtual circuit is established by a service order.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 20

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

C. Additional Directory Numbers

1. One “primary” directory number (DN) is provided for the use of an ISDN-Single Line or BRI.
2. With ISDN Access, A single terminal may choose to order multiple Secondary directory numbers for the ISDN – Single Line or BRI.
3. A maximum of eight (8) terminals belonging to the same customer are permitted per ISDN-Single Line or BRI. At a minimum, one secondary directory number is required for each additional terminal.
4. Secondary directory numbers are available as specified in Section 14.1.2.I.

D. Payment Schedule

1. ISDN – Single Line Service and BRI are offered as a month-to-month payment plan.
2. ISDN – Single Line Service and BRI are subject to a one-(1) month minimum service period.

E. ISDN Multipoint Access

1. ISDN Multipoint Access provides support for connecting a maximum of eight (8) terminals, belonging to the same customer, to one ISDN – Single Line or BRI (2B+D).
2. A maximum of two (2) terminals will be allowed access to the “B” channels, the remaining terminals on the same ISDN – Single Line or BRI will have access to the “D” channel only.
3. All eight terminals can share the same “D” channel simultaneously in a “D” channel packet switching arrangement.
4. ISDN Multipoint Access includes a “primary” directory number. Secondary directory numbers to be used by the multiple users on the same ISDN – Single Line or BRI must be ordered by the customer as specified in Section 14.1.2.E.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 21

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

F. Rate Structure

1. ISDN – Single Line Service and BRI consists of six (6) basic elements:
 - “B” Circuit Switched Data Channel (B-CSD)
 - “B” Packet Switched Data Channel
 - “B” Voice Channel
 - “D” Packet Switched Data Channel
 - ISDN Single Line or BRI Multipoint Access
 - ISDN Single Line Access or BRI Access
2. Each ISDN – Single Line or BRI service is comprised of an ISDN – Single Line or BRI and ISDN Access element. The channel elements can be arranged to best suit the customers needs, no to exceed the maximum 2B+D per ISDN – Single Line or BRI capacity.
3. Each ISDN Single Line or BRI is allowed only one voice, one data and one packet feature package regardless of the number or mix of desired channels.
4. Each ISDN – Single Line or BRI within a business group can be individually suited by feature package and channel arrangement.
5. The rates and charges for ISDN Access specified in Section 14.1.2.I provide for the access to the basic exchange network and the line termination.
6. The customer can subscribe to ISDN Access as Voice or Data or a combination of Data and Voice on a single or multi-point service.
7. The rates and charges for Residence or Business one-party as specified in Section 3 of this Tariff are required.
8. The “B” Voice Channel element assigns voice traffic to one of two available “B” channels on the ISDN – Single Line or BRI.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 22

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

H. Rate Structure (continued)

9. The “B” Circuit Switched Data Channel (B-CSD) assigns circuit switched data traffic to one of two available “B” channels on the ISDN – Single Line or BRI. The CSD channel will operate at speeds up to 64 Kbps for intra-business group calling only. When the CSD channel is utilized at the 56 Kbps speed, the user is able to place calls within a business group and outside of the business group. If the customer desires that both available “B” channels be dedicated to CSD, the two (2) “B” CSD Channel elements would be required.
10. The “B” Packet Switched Data Channel dedicates a “B” channel to packet switched data. This channel is available for business group calling only. If the customer desires that both available “B” channels be dedicated to packet switched data service, than two (2) “B” Packet Switched Data Channel elements are required.
11. The “D” Packet Switched Data Channel allows the customer to utilize the “D” channel for packet switched data. This channel is available for business group calling only. A single “D” packet Switched Data Channel is available independent of the “B” channel configuration.
12. End User charges apply as appropriate.
13. Presubscription to a Carrier of Preference is required. All secondary directory numbers will be presubscribed to the same Carrier of Preference as the customer’s “primary” directory number. Access to other service providers will be via the 10XXX access code. Each Single Line or BRI Line may have one Carrier of Preference for switched voice and one Carrier of Preference for switched data.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

First Revised Sheet 23
Cancels Original Sheet 23

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line And Basic Rate Interface (continued)

G. Rates and Charges

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Tariffs.

1. Single Line Service (SLS) Recurring Charges

a. Access:

		<u>Monthly Rate</u>	<u>USOC</u>
1.	ISDN-Single Line(SL) Interface -per access line (Note 1 & 2)	\$ 15.00	ISD20
2.	ISDN-Single Line (SL) Multipoint Interface – per access line (Notes 1 & 2)	\$ 18.00	ISD21
3.	Residence Single Line, each	\$ 21.00	ISD47 (I/T)
	Business Single Line, each	\$ 35.00	ISD48 (I)

b. Single Line Service (SLS) Channels

		<u>Monthly Rate</u>	<u>USOC</u>
	For an ISDN-SL Capacity (2B+D), the Following channel elements apply per Each channel so arranged:		
	B-CSD Channel - Residence, each	\$ 8.00	
	B-CSD Channel – Business	\$ 16.00	ISD23
	B-Voice Only Channel, each	\$ 2.50	ISD24
	B-Packet Switched Data Channel, each	\$ 175.00	
	D-Packet Switched Data Channel, each	\$ 15.00	

Note 1: May be used for Voice or Data or a combination of Data and Voice on a single or multipoint service.

Note 2: Available to customers requiring no more than two lines.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 24

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

I. Rates and Charges (continued)

1. Single Line Service (SLS) Recurring Charges (continued)

c. Features – rates apply per ISDN-SL line:

	<u>Monthly Rate</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>
EKTS, per line Note 1	\$ 4.50		\$25.00
EKTS Deluxe, per line Note 1	\$5.50		\$25.00
Data Package 1, per line Note 2	\$ 3.00		\$15.00
Data Package 2, per line Note 2	\$ 4.00		\$15.00
X.25 Enhanced, per line Note 3	\$ 2.00		\$15.00
d. Secondary Directory Number, Per line	\$ 1.00	ISD32	-
e. ISDN-SL Individual Line Loop Extension, each (over 14,000 feet From Central Office)	\$20.00	ISD33	\$50.00

Note 1: The Voice Feature charge applies to only the ISDN-SL Access and ISDN-SL Multipoint Access elements, not to individual “B” Channels. A maximum of one voice feature package is allowed on a SL line regardless of the number or mix of “B” Channels.

Note 2: The Circuit Switch Data feature packages are optional and apply to the ISDN-SL Access and ISDN-SL Multipoint Access elements when the configuration is for data only.

Note 3: Packet Switching Features are available on both “B” and “D” Channels. The X.25 Basic features Included in the “B” or “D” Packet Switched Data Channel rate element.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 25

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14: DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

I. Rates and Charges (continued)

2. BRI Recurring Charges

a. Access:

		Monthly Rate	USOC
1.	ISDN-BRI Access – (Note 1)		
	3-25 Lines, per access line	\$21.00	ISD34
	26-49 Lines, per access line	20.75	
	50-100 Lines, per access line	20.50	
	101-250 Lines, per access line	20.25	
	251-400 Lines, per access line	20.00	
2.	ISDN-BRI Multipoint Access – (Note 1)		
	3-25 Lines, per access line	\$23.00	
	26-29 Lines, per access line	22.75	
	50-100 Lines, per access line	22.50	
	101-250 Lines, per access line	22.25	
	251-400 Lines, per access line	22.00	

b. Channels:

	Monthly Rate	USOC
For an ISDN – Basic Rate Interface Line Capacity (2B+D) the following channel elements apply per each channel so arranged:		
B-CSD Channel, each	\$ 9.00	
B-Voice Only Channel, each	3.00	ISD45
B-Packet Switched Data Channel, each	175.00	
D-Packet Switched Data Channel, each	15.00	

Note 1: May be used for Voice or Data or a combination of Data and Voice on a single or multipoint Service.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 26

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

I. Rates and Charges (continued)

2. BRI Recurring Charges (continued)

c. Features – rates apply per ISDN-Basic Rate Interface line:

	<u>Monthly Rate</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>
EKTS, per line (Note 1)	\$ 4.50		\$25.00
EKTS Deluxe, per line (Note 1)	\$ 5.50		\$25.00
Data Package 1, per line (Note 2)	\$ 3.00		\$15.00
Data Package 2, per line (Note 2)	\$4.00		\$15.00
X.25 Enhanced, per line (Note 3)	\$2.00		\$15.00
d. Secondary Directory Number, Per line	\$1.00	ISD32	-
f. ISDN-SL Individual Line Loop Extension, each	\$20.00	ISD33	\$50.00

Note 1: The Voice Feature charge applies to only the ISDN-BRI Access and ISDN-BRI Multipoint Access elements, not to individual “B” Channels. A maximum of one voice feature package is allowed on an BRI line regardless of the number or mix of “B” channels.

Note 2: The Circuit Switch Data feature packages are optional and apply to the ISDN-BRI Access and ISDN-BRI Multipoint Access elements when the configuration is for data only.

Note 3: Packet Switching Features are available on both “B” and “D” Channels. The X.25 Basic features are included in the “B” or “D” Packet Switched Data Channel rate element.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 27

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1.2 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

I. Rates and Charges (continued)

3. ISDN Nonrecurring Charges

The ISDN Single Line and BRI nonrecurring charge is in addition to any applicable service charges as described in Section 4 of this Tariff, and/or installation provided for in other sections of this Tariff.

		Nonrecurring Charge	<u>USOC</u>
a.	Data Base Changes*		
	1. Major Software Additions	\$50.00	
	a. Add Customized Dialing Plan		
	b. Add Customer Requested Data Base Profile		
	2. Routine Software Change**	\$50.00	
	a. Change Trunk Group		
	b. Change Custom Recording		
	c. Change ARS Translations		
	d. Change Translations Tables		
b.	Minor Software Change**	\$50.00	
	1. Change Subgroup		
	2. Hunt Group		
	3. ACD Hunt Group (1)		
	4. Simulated Facility Group		
	5. Queuing Groups (2)		
	6. Night Answer (INA/PNA) (3)		
	7. Paging/Public Address/Code Calling (4)		
	8. Conference Calling – 8, 16, 24 Ports		
	9. Remote Access Directory Number (5)		
	10. Authorization Code Validation (6)		
	11. Music On Hold Access		
	12. Dictation Link Access		
	13. Standard Recording		
	14. Extended Pick Up Code		
	15. Executive Busy Override		
	16. Multi-Level Restriction (7) (8)		

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 28

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES (continued)

14.1.2 Integrated Services Digital Network (ISDN) – Single Line and Basic Rate Interface (continued)

I. Rates and Charges (continued)

3. BRI Nonrecurring Charges (continued)

	<u>Nonrecurring Charge</u>	<u>USOC</u>
c. Software Reconfiguration Charge	\$50.00	

This charge applies for changes, deletions, additions for the following activities. The rate will apply on a per line, per service order basis regardless of the mix of activities. A Data Base Change Charge and a Software Reconfiguration Charge may be applicable on the same service order.

1. Feature Packages
2. Features Within a Feature Package
3. Programmable Buttons

1. Additional minor change charge for each recording, queuing, and station change.
2. Additional minor change charge for each trunk group.
3. Additional minor change charge for each PNA number, zone, area.
4. Additional minor change charge for each area.
5. Additional minor change charge for each authorization code.
6. Additional minor change charge for each 2 codes.
7. Additional minor change charge for each 10 codes.
8. Additional minor change charge to add toll control.

* Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per Hour, or fraction thereof, plus materials.

** Applies to changes in existing services.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 29

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.2 Digital Channel Service

14.2.1 General

- A. Digital Channel Service provides an intraexchange digital common line connection Between the end user's premises and the local serving wire center. The digital Transmission rate available is either DS1 (1.544 Mbps) or DS3 (44.736 Mbps).
- B. Digital Channel Service will be used by the customer to aggregate the customer's Telecommunication services onto a digital local loop. The services which can be combined include private line and switched services, intraexchange, intraLATA and Intrastate interLATA services. A representative list of services which can use Digital Channel Service facility includes:
 - 1. Exchange Dial Tone service, e.g. exchange lines/trunks, Centrex, Station Lines.
 - 2. Analog Transmission Services, e.g. foreign exchange service, Private Line, Off-premise extensions, Tie Lines, Intrastate WATS.
 - 3. Digital Data Services (2.4, 4.8, 9.6, 59 or 64 Kbps)
 - 4. DS1 (1.544 Mbps) Services
 - 5. DS3 (44.736 Mbps) Services
- C. Digital Channel Service is comprised of the following rate elements:
 - Digital Channel Capacity
 - Service Activation
 - 1. The Digital Channel Capacity and Service Activation will be at the rates and Charges as specified in 14.2.6 of this Tariff.
 - 2. Digital Channel Service customers will order capacity in quantities of DS1 or DS3 facilities, (increments of 24 channels for a DS1 facility or Increments of 28 channels for a DS3 facility).

14.2.2 Digital Architecture

- A. Digital Channel Service provides only the common line link between the End User And the local serving wire center. End-to-end private line and exchange services will utilize this digital link to the customer's premises, rather than the analog loop which might otherwise be provided. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 30

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.2 Digital Channel Service

14.2.2 Digital Architecture (continued)

- B. The time required to provision service is known as the service date interval. The Service date interval for Digital Channel Service and related network services Connected to Digital Channel Service will differ from the normal guidelines Applicable to end-to-end services.
- C. Digital Channel Service will be available on a digital basis at the network interface On a customer's premises. Traditional analog services, like off-premises Extensions and PBX trunks, can be provided on a digital basis to a customer's Premises by the Company when a customer desires them encoded in a DS1 bit Stream. Under those conditions, they will be provided on DS0 channels by the Company. Both Company and customer have joint responsibilities to ensure the Proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) or 44.736 Mbps (DS3) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within A DS1 or DS3 loop. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired channelized services. Any Channel Service Units (CSUs) necessary for digital services is the responsibility of the customer.

14.2.3 Definitions

- A. Digital Channel Capacity. A multifunctional DS1 or DS3 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated, multijurisdictional services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in quantities of DS1 or DS3 facilities.
- B. Service Activation. A service activation is the connection between the Digital Channel Service facility and the network service accessed.
- C. Channel Service Unit. The term CSU denotes network channel terminating equipment provided by the customer to terminate digital facilities on the customer's premises.
- D. DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmission rates may be limited to 56 Kbps by existing or available central office equipment.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 31

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.2 Digital Channel Service

14.2.3 Definitions (continued)

- E. DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not interface specifications are available from Lumos. DS1 facilities are normally provided on copper transmission medium.
- F. DS3. The term DS3 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. The required format and interface specifications are available from Lumos. DS3 facilities are normally provided on fiber optic transmission medium.

14.2.4 Regulations

- A. Digital Channel Service is furnished subject to availability and type of digital equipment located in a central office building owned, or leased by the Company. service inquiries will be necessary to determine availability.
- B. Construction Charges as specified in Section 5 of this Tariff may be applicable.
- C. The 1.544 Special Transport mileage as specified in Section 20 will apply when a customer's request for Digital Channel Service is provisioned in a central office other than the customer's local service wire center.
- D. The customer may activate any number or combination of digital channels within the limitations as set forth in Section 14.2.4G. Digital channels may be activated coincident with or at any time subsequent to the initial installation of Digital Channel Service.
- E. All Digital Channel Service Capacity/facilities must be terminated at a single equipment location on a customer's premises. Digital Channel Service Capacity cannot be split between premises, or multiple locations within a premises.
- F. When individual digital channels are activated to provide the local loop link for services offered in other sections of this Tariff, the regulations, rates and charges specified in this Tariff will apply.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 32

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.2 Digital Channel Service

14.2.4 Regulations (continued)

- G. The total number of digital channels activated by the customer may not, at any time, exceed the Digital Channel Capacity. Additionally, there are some types of service which require two DS0 channels to be combined. This restructuring of the channels within the DS1 or DS3 signal will reduce the normal quantity of channels available. The Company will notify the customer when the Digital Channel Capacity is altered by the types of services activated.
- H. Central Office Channelization (component of Digital Channel Capacity) generally provides analog to digital conversion, to permit individual exchange services and multi-jurisdictional dedicated services to be combined and transported over digital high capacity facilities. This channelization is also intended for use at Company locations where different high capacity network links terminate in the same Central Office, and must be converted to individual analog or digital channels before the service links can be cross connected.
- I. Channelization on a customer's premises will be provided by the customer. Joint provisioning of channelized services introduces joint responsibilities between customer and the Company as specified following:
 - 1. Responsibilities of the Company:
 - a) The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
 - b) The Company will provide the customer with information regarding the type and manufacturer of Central Office (C.O.) channelization equipment to be used in each application.
 - c) The Company will attempt to limit its selection of Central Office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
 - d) The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
 - e) The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes & schedule cooperative testing for cutover if required.
 - f) Digital synchronization timing for Digital Channel Service will be provided by the Company.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 33

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.2 Digital Channel Service

14.2.4 Regulations (continued)

- I. (continued)
 2. Responsibilities of the Customer:
 - a) The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.
 - b) The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.
 3. Trouble resolutions
 - a) The Company will assist the customer in resolving any installation or day-to-day channel service problems. However, the Company does not assure responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Maintenance of Service Charge as set forth in Section 4 to the customer.
- J. Channelized DS1 service is available only with D4 channel bank equipment or Compatible, equivalent equipment.
- K. Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line applications. Rates, charges, and availability of this equipment will be negotiated with the customer under a Special Service Arrangement.
- L. When a customer's Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a prorata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 34

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.2 Digital Channel Service

14.2.5 Application of Rates

- A. There are two rate elements; Digital Channel Capacity and Service Activation, which are applicable to each Digital Channel Service.
- B. The Digital Channel Capacity element provides for the transport between the end user premises and the serving central office. Digital Channel Capacity is offered on a month-to-month basis.
- C. Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis. For DS1 services, a DS1 Service Activation charge is applicable.
- D. Monthly rates and charges as specified in Section 14.2.6 for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.
- E. Rates and charges specified in other Tariff sections for services such as Touch Calling Service, Custom Calling features, Subscriber Line Charge, etc., are in addition to the monthly rates for Digital Channel Service. The rates and charges for other services connected to or extended beyond Digital Channel Service (i.e., off-premises extensions and private lines, etc.) are in addition to the rates specified in this Tariff for the Digital channel Service portion necessary to provide customer end-to-end service. This will also apply to Nonrecurring Charges and Service Connection Charges as specified in other tariffs for activities involving the non-Digital Channel Service portion of the customer end-to-end service.
- F. A Termination Liability Charge will be applicable should the customer discontinue service prior to the end of the year.
- G. The Termination Liability Charge will be equal to the sum of the monthly payments remaining to satisfy one year's service.
- H. Should customers request interconnection between different Digital Channel Services provisioned in two or more different local serving offices, 1.544 Special Transport mileage as specified in Section 20 of this Tariff will apply. This charge will apply in addition to Digital Channel Service charges for each premises for which Digital Channel Service is provisioned.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 35

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.2 Digital Channel Service

14.2.6 Rates and Charges

A. Nonrecurring Charges

1. Nonrecurring charges are one time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Digital Channel Services are those listed below.

2. Service Order Charges

a) Service Establishment Charge

This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations.

b) Service Change Charge

This charge is associated with a customer request for modifications To an existing Digital Channel Service. This would include Activities such as, but not limited to:

- Change of associated channel assignment.
- Additions of supplemental features.
- Activate/Deactivate Service Activations

c) Installation of Digital Channel Service

These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities. These charges apply at initial installation and for each service activation.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 36

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.2 Digital Channel Service

14.2.6 Rates and Charges (continued)

A. Nonrecurring Charges (continued)

2. Service Order Charges (continued)

d) Service Order Charges

	<u>Nonrecurring Charge</u>	<u>USOC</u>
(1) Service Establishment Charge, per Digital Channel Service	\$275.00	SCCHO
(2) Service Change/Addition Charge, Per Digital Channel Service Order	\$50.00	SCCHC

B. Digital Channel Capacity

The monthly and nonrecurring rates for Digital Channel Capacity without Activated Services are as follows:

1. Per System

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
1 st DS1 Facility (24 DS0 Channels)	\$189.58	\$181.00	CHAN1 SCCDS
Each Additional DS1 Facility	\$189.58	\$181.00	CHAN1 SCCDS
DS3 Facility (28 DS1 Channels) 1 – 3 DS3 Facilities	\$2,200.00	\$7,000.00	SCCD3
4 or more DS3 Facilities	ICB		

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 37

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.2 Digital Channel Service

14.2.6 Rates and Charges (continued)

C. Service Activations – Per Network Service

		<u>Monthly Rate</u>	<u>USOC</u>
1.	Exchange Line/Trunk	\$35.00	CHANL
2.	Centrex Station Lines	\$ 5.50	
3.	Foreign Exchange	\$25.00	
4.	Off-Premises Extension	\$25.00	
5.	Tie Line	\$25.00	
6.	Private Line	\$25.00	
7.	Switched Data	\$10.00	
8.	Digital Data Service		
	a) 2.4 kbps	\$25.00	
	b) 4.8 kbps	\$25.00	
	c) 9.6 kbps	\$25.00	
	d) 19.2 kbps	\$25.00	
	e) 56 kbps	\$25.00	
	f) 64 kbps	\$25.00	
9.	DS1 Service		
	1.544 Mbps	\$90.00	

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 38

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.3 PRIMARY RATE INTERFACE (PRI)

14.3.1 GENERAL

Primary Rate Interface Service is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The basic channel structure of Primary Rate Interface is twenty-three 64 Kbps B Channels and one 64 Kbps D Channel. PRI Service is a service for the transmission of digital signals only. PRI Service is provided from central offices where appropriate ISDN facilities are available as determined by the Company.

14.3.2 REGULATIONS

- A. Customer Premises Equipment (CPE) that is compatible with PRI Service is the responsibility of the customer.
- B. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of PRI Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- C. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
- D. The minimum service period for Primary Rate Access Service is one month.
- E. This service is available only from offices which have the necessary facilities to provide ISDN on the standard network platform.
- F. Voice service is limited to customers served by offices which have the necessary facilities to provide PRI on the standard network platform.
- G. This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electrically compatible facilities available, or where existing facilities can be made electrically compatible when regenerated or extension service is provisioned.

14.3.3 DEFINITIONS

B Channel – A bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission.

D Channel – A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capacity (CCC) – A B Channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 39

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.3 PRIMARY RATE INTERFACE (PRI)

14.3.4 APPLICATION OF RATES

- A. PRI Service Primary Rate Access Lines furnished between a serving central office and the customer designated premises will be charged at rates per each Primary Rate Access Line.
- B. PRI Primary Rate Access Line rates, including interoffice channels if applicable, apply in addition to Primary Rate Interface charges.

14.3.5 SERVICE COMPONENTS

- A. The customer may choose any number of channels up to twenty-three per Primary Rate Access (facility) to be active with a corresponding number of services (i.e., inward/outward trunks, WATS lines, 800/888 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.
- B. The components for PRI Service will be as follows:
 - Primary Rate Access Line
 - Primary Interface
 - Primary Rate Channels
 - Incoming Call Identification
 1. Primary Rate Access Line – will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop support Clear Channel Capability.
 2. Primary Rate Interface – provides the multiplexing to supports up to twenty-three (23) B channels at 64 Kbps and one (1) D channel for signaling also at 64 Kbps.
 3. Primary Rate Channels – will provide a flat rated channel that will allow either voice or data transmission up to 64 Kbps.
 - a. Voice calls may be completed to both ISDN and non-ISDN lines.
 - b. Data Transmission on the B Channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices.
 - c. The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800 series Service. The subscription to these services is in addition to the charges for ISDN-PRI Service.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 40

ISSUED: December 2, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.3.2 PRIMARY RATE INTERFACE (PRI)

14.3.5 SERVICE COMPONENTS (cont.)

- B. The components for PRI Service will be as follows: (cont.)
4. Incoming Call Identification – This optional feature provides the customer with the telephone number or name and number of the calling party. Incoming call identification is provided via the D Channel associated with incoming calls on a B Channel(s) to a PBX. Caller ID Blocking is available.
 5. D Channel Backup – This optional feature provides a backup for the primary D Channel under those circumstances where two or more Primary Rate Access Lines share a single D Channel. A predetermined channel on another connection would automatically take over call control signaling for Circuit Switched Voice and Data calls.

14.3.6 RATES AND CHARGES

- A. All usual and applicable Service Connection Charges and Nonrecurring Charges as specified in the Local Exchange Services Tariff apply to the activation, move, or change of channel equivalents within PRI Service packages as well as for installation of the basic system.

- B. PRI Primary Rate Access Line *

	<u>Per Month</u>	<u>USOC</u>	<u>Installation Charge</u>	<u>USOC</u>
Month-to-Month	\$275.00	PRIL	\$500.00	PRMI
3-Year Contract	\$175.00	PRI3	\$250.00	PRIN
5-Year Contract	\$160.00	PRI5	\$250.00	PRIN

- * Must be installed at the same customer designated premises on the same trip and placed on the same order.

- C. PRI Access Line Channel Mileage

PRI Channel Mileage is furnished when transmission facilities are required between serving central offices. Channel mileage monthly rates are per airline mile or fraction thereof.

<u>Channel Mileage Charge</u>	<u>Fixed (Per Month)</u>	<u>USOC</u>	<u>Facility (Per Month Per Mile)</u>	<u>USOC</u>
1.544 Mbps	\$57.00	PRIF	\$15.00	PRIM

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone

Revised First Sheet 4
Cancels Original Sheet 4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.3 PRIMARY RATE INTERFACE (PRI)

14.3.6 RATES AND CHARGES (cont.)

D. ISDN-PRI Services will be available in combinations of Primary Rate Channels according to the limits of the Company central office type. Customers will choose the most appropriate combination(s) and will be billed for the services as appropriate.

1. Primary Rate Interface Arrangements, each

	<u>Monthly</u>	<u>USOC</u>	<u>NRC</u>	<u>USOC</u>
23B+D				
Month-to-Month Option	\$270.00	PR23M	\$500.00	PRMI
3-Year Contract	\$255.00	PR233	\$250.00	PRIN
5-Year Contract	\$240.00	PR235	\$250.00	PRIN
24B				
Month-to-Month Option	\$300.00	PR24M	\$500.00	PRMI
3-Year Contract	\$285.00	PR243	\$250.00	PRIN
5-Year Contract	\$270.00	PR245	\$250.00	PRIN

2. Primary Rate Channels (Voice or Data)

a. One-Way Channel, Each channel	\$ 5.00	PR1WC	\$ 0.00	(I)
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Note: Without the two-way channel adder charge (See Section 9.2.6D.2.b) PRI channels will be arranged for one-way (from Central Office) communication (voice or data); only the Caller ID feature will be available in conjunction with one-way PRI channels.

b. Two-Way Channel Adder Charge, Each channel	\$ 2.00	PR2WC	
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3. Incoming Call Identification
(Name and Number)
Primary Rate Interface, each

Month-to-Month Option	\$100.00	PRCIM	
3-Year Contract	\$ 75.00	PRCI3	
5-Year Contract	\$ 50.00	PRCI5	

4. D Channel Backup** each channel	\$50.00	PRDCH	
---------------------------------------	---------	-------	--

** Certain equipment restrictions apply.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 42

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.3 PRIMARY RATE INTERFACE (PRI)

14.3.6 RATES AND CHARGES (cont.)

E. Move Charge

A move charge, per PRI Primary Rate Access Line, applies for each Primary Rate Access Line moved to a new location in the same building. This move charge is equal to the sum of the Primary Rate Access line nonrecurring charge, Service Change Charge – Inside Moves and Premises Visit Charge specified in F following.

F. Service Connection Charges.

1. Service Establishment Charges are applicable for each PRI Primary Rate access line ordered, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
2. Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing Primary Rate Access line. A Service Change Charge is applicable for each Primary Rate Access line associated with the customer request (in lieu of a Service Establishment Charge).
3. Premises Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

4. Charges for PRI Service

	<u>NRC</u>	<u>USOC</u>
(a) Service Change Charge per Primary Rate Access Line		
1. For termination change at the same premises, physical, each	\$300.00	PRCL
2. For termination change at the same premises, programming, each	\$ 65.00	PRCP

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 43

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

14. DIGITAL NETWORK SERVICES

14.3 PRIMARY RATE INTERFACE (PRI)

14.3.6 RATES AND CHARGES (cont.)

G. Termination Liability Charges

If prior to the end of the commitment period, the customer disconnects for any reason or is disconnected for non-payment of service, the customer agrees to pay the early termination liability charges and applicable taxes which is determined by the difference between the month-to-month price and the applicable term price times the number of months in service. If the customer disconnects before one year, the waived installation fees equal to the month-to-month option should be recovered in full.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

CONTENTS

15.1 NETWORK INTERFACE DEVICES1
15.1.1 General1
15.1.2 Applicable Charges.....1

15.2 CONNECTION OF CUSTOMER-PROVIDED DATA EQUIPMENT2
15.2.1 General2
15.2.2 Basis of Connection2
15.2.3 Responsibility of Telephone Company.....2
15.2.4 Obligation of the Customer3

15.3 CONNECTION OF CUSTOMER-PROVIDED ALARM SERVICES3
15.3.1 General3
15.3.2 Regulations.....3

15.4 CONNECTION WITH AUTOMATIC ANSWERING AND RECORDING DEVICES5
15.4.1 General5
15.4.2 Recording of Two-Way Telephone Conversations5
15.4.3 Responsibility of the Telephone Company.....7
15.4.4 Obligation of the Customer7
15.4.5 Customer-Provided Answering Devices.....8

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT.....9
15.5.1 General9
15.5.2 Data Transmitting and/or Receiving Terminal Equipment.....11
15.5.3 Connection of Customer-Provided Protective Circuitry or Terminal Equipment13
15.5.4 Liability15

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.1 NETWORK INTERFACE DEVICES

15.1.1 General

- A. All one and two access line installations accomplished on and subsequent to May 1, 1984, and requiring a premise visit, shall have a Network Interface Device (NID) installed. The NID will be of a type provided for in FCC Regulation Part 68, for testing purposes.
- B. In single or duplex residences or business structures, the NID will be located on the outside, unless impractical, or on the inside, if requested by the customer. If located inside a structure, the NID will be located at a point closest to the protector that is convenient to the customer. If the customer requests an inside installation, where an outside location is practical, associated costs shall be at the customer's expense. If a customer requests the installation of a NID at an existing location, the installation will be at the tariffed rates, as applicable.
- C. In multi-story or multi-occupancy buildings, campuses, malls, etc., the NID may be located in a provided telephone equipment room, wiring closet, inside or outside the customer premises, or other designated location that is accessible to the customer and acceptable to the Telephone Company. If the customer selects a location other than that selected by the Telephone Company, and it is mutually acceptable, associated costs shall be at the customer's expense.
- D. The Telephone Company will retain ownership of the NID and be responsible for maintenance up to and including the NID. Also, the Telephone Company will instruct the customer of the location, purpose and use of the NID.

15.1.2 Applicable Charges

	<u>Monthly Charge</u>	<u>Non-Recurring Charge</u>
A. Network Interface Device (NID)	None	*
B. NID (Customer Requested Location)	None	*

*Applicable charges for connecting devices and outlets found in other sections of the Tariff will apply.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.2 CONNECTION OF CUSTOMER-PROVIDED DATA EQUIPMENT

15.2.1 General

Customer-provided data transmitting and receiving equipment (includes teletypewriter equipment) and customer-provided teletypewriter equipment may be connected to lines of the Telephone Company for the transmission and reception of data signals.

15.2.2 Basis of Connection

Data transmitting and receiving equipment and teletypewriter equipment will be connected to lines of the Telephone Company by means of a DATA-PHONE Data Set furnished by the Telephone Company. This set is required to condition signals generated by data or teletypewriter equipment to signals suitable for transmission on Telephone Company facilities and to condition signals received from Telephone Company facilities for delivery to data or teletypewriter equipment.

The magnitude and the character of the voltages and currents delivered to the DATA-PHONE Data Set from customer-provided equipment and the operation and maintenance of such equipment shall be such as not to interfere with any of the services offered by the Telephone Company or interfere with others. Such equipment shall operate in such a manner as to avoid hazard of damage to Telephone Company plant or of injury to Telephone Company employees or customers because of the character or location of the customer-provided apparatus and of sources of power to which it is connected. 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.

15.2.3 Responsibility of Telephone Company

The Telephone Company shall not be responsible to the customer for damages arising of mistakes, omissions, interruptions, delays or errors or defects in transmission, except those caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service. The liability of the Telephone Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth in Section 2 of this General Customer Services Tariff.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.2 CONNECTION OF CUSTOMER-PROVIDED DATA EQUIPMENT (continued)

15.2.4 Obligation of the Customer

The customer indemnifies and saves the Telephone Company harmless against claims for infringement of patents arising from, combining with, or using in connection with, facilities of the Telephone Company, apparatus and 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.

15.3 CONNECTION OF CUSTOMER-PROVIDED ALARM SERVICES

15.3.1 General

Customer-provided alarm sending equipment may be connected with the facilities of the Telephone Company by means of an Alarm Coupler or Automatic Dialer.

An alarm coupler provides a one-way transmission path to connect a customer-provided alarm-sending device to an individual line, a private branch exchange line or a centrex line for transmission of the customer's signal. The alarm coupler is arranged so that a telephone instrument associated with the line can be used to monitor the progress of an alarm call.

15.3.2 Regulations

- A. The alarm coupler is provided for use as an adjunct to a regular or touch calling telephone service where facilities and operating conditions permit.
- B. Power outlets and power required for operation of the alarm coupler shall be provided by and at the expense of the customer.
- C. A customer-provided alarm sending device must provide signals acceptable to the Telephone Company for the operation of the alarm coupler.
- D. The alarm coupler is connected to a customer-provided alarm-sending device through a jack associated with the alarm coupler. The customer will provide a suitable plug, cable and any other equipment or arrangement necessary to connect an alarm-sending device to the alarm coupler.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

5.3 CONNECTION OF CUSTOMER-PROVIDED ALARM SERVICES (continued)

15.3.2 Regulations (continued)

- E. The Telephone Company does not represent the alarm coupler and the equipment and service associated with it to meet all requirements for burglar and fire alarms and other alarms essential to the protection of life and property.

- F. Responsibility of the Telephone Company - The Telephone Company shall not be responsible to the customer for damage arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, except those caused by its failure to furnish facilities in a manner proper for telephone service. The liability of the Telephone Company for damages caused by its failure to furnish suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth in the General Customer Services Tariff.

- G. Obligation of the Customer

The operating characteristics of the customer-provided alarm sending equipment shall be such that the equipment will function properly with the facilities of the Telephone Company and will not 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 hazards or interference.

The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander or infringement of copyright arising from the improper use of material transmitted over its facilities, 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 CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.4 CONNECTION WITH AUTOMATIC ANSWERING AND RECORDING DEVICES

15.4.1 General

- A. This service is available for use only with business and residence private line and private branch exchange stations where full selective ringing is employed.
- B. Either type of equipment automatically disconnects the called telephone after the completion of the period provided for the incoming message.
- C. Since the customer and calling parties have exclusive control over the quality and characteristics of speech used in the messages recorded, the Telephone Company has no liability for the quality of, or defects in, the recordings of such messages.
- D. The subscriber indemnifies and saves the Telephone Company harmless against all claims arising from the material transmitted over facilities furnished hereunder, including claims for libel, slander, fraudulent or misleading advertisements, infringement of copyright, or any other claims, and against all claims arising out of any act or omission of the subscriber or of the calling party in connection with facilities provided by the Telephone Company.

15.4.2 Recording of Two-Way Telephone Conversations

- A. Connection of customer-provided voice recording equipment with facilities of the Telephone Company for the recording of telephone conversations shall be made only through recorder connector equipment which contains a recorder tone 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 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. However, recorder connector equipment without the automatic tone device will be furnished:
 - 1. In connection with the lines of public fire and police departments provided that the proper public authority certifies that such lines will be used exclusively for the receipt of emergency fire and police calls.
 - 2. For Federal Communications Commission licensed broadcast stations for the purpose of recording two-way telephone conversations solely for broadcast over the air.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.4 CONNECTION WITH AUTOMATIC ANSWERING AND RECORDING DEVICES (continued)

15.4.2 Recording of Two-Way Telephone Conversations (continued)

- B. Permanent connection shall be made only through recorder connector equipment furnished, installed and maintained by the Telephone Company.
- C. When requested by a customer, a recorder connector with an amplifier-filter unit will be provided to lower the level of the warning tone on the recording and to approximately equalize the levels of the local and distant talkers. This unit is designed so that its use will not interfere with the reception of the warning tone by the distant talkers.
- D. The customer-provided 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.
- E. Recording of Incoming Messages Only
 - 1. Connection of customer-provided recording equipment with the facilities of the Telephone Company for the recording of incoming messages only shall be made through recorder coupler equipment furnished, installed and maintained by the Telephone Company. Such connecting equipment permits an attendant to use telephone sets furnished on the same line to monitor the recording of incoming messages, but physically prevents recording during two-way telephone conversations. A recorder tone is not required.
- F. Transmission of Prerecorded Messages
 - 1. Connection of customer-provided reproducing equipment with the facilities of the Telephone Company for the transmission of prerecorded messages shall be made through connecting equipment furnished, installed and maintained by the Telephone Company.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.4 CONNECTION WITH AUTOMATIC ANSWERING AND RECORDING DEVICES (continued)

15.4.3 Responsibility of the Telephone Company

- A. Telephone service furnished by the Telephone Company is not represented as adapted to the recording of telephone conversations or incoming messages, or to the transmission of prerecorded messages. The use of customer-provided recording, reproducing and automatic answering and 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 Telephone Company connecting equipment occurring in the course of furnishing service and not caused by the negligence of the customer, or of the Telephone Company in failing to maintain proper standards of maintenance and operation 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 Telephone Company connecting equipment occurs.

15.4.4 Obligation of the Customer

- A. Customer-provided recording, reproducing and automatic answering and recording equipment may be connected with facilities of the Telephone Company only when and for so long as the customer subscribes to a sufficient number of telephone lines to handle adequately the volume of telephone calls received without interfering with any of the services offered by the Telephone Company. In the event that the use of customer-provided equipment causes such interference, the Telephone Company shall have the right to discontinue service without prior notification to the customer.
- B. The magnitude and character of the electrical signals delivered to the Telephone Company connecting equipment from customer-provided equipment and the operation and maintenance of such customer-provided equipment shall be such as not to interfere with any of the services offered by the Telephone Company. The customer-provided equipment shall operate in such a manner as to avoid hazard or damage to Telephone Company plant or injury to Telephone Company employees or customers because of the character or location of the customer-provided equipment and of sources of power to which it is connected. 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 changes as may be necessary to remove or prevent such hazard or interference.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 8

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.4 CONNECTION WITH AUTOMATIC ANSWERING AND RECORDING DEVICES (continued)

15.4.4 Obligation of the Customer (continued)

- C. 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 or 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.

15.4.5 Customer-Provided Answering Devices

- A. Customer-provided conforming answering devices which meet the requirements set forth following, may be connected to facilities of the Telephone Company through a Telephone Company-provided interface termination.
 - 1. The customer shall notify the Telephone Company of his intention to connect a conforming answering device. Such notification shall include the location at which the conforming answering device is to be used as well as the conformance number of the conforming answering device.
 - 2. The conforming answering device shall only be connected by means of an appropriate interface termination provided by the Telephone Company.
 - 3. The conforming answering device shall not be used to originate calls or to transmit or receive data signals.
 - 4. The conforming answering device shall not be used with party line service or with any form of coin telephone service.
 - 5. The conforming answering device shall be operated and maintained in accordance with those instructions furnished with such conforming answering device as required by the accepted telephone industry technical standards for conforming answering devices.
- B. In the event that an answering device bearing a Conformance Number does not meet the requirements of the accepted telephone industry technical standards for Conforming Answering Devices, the customer using such answering device shall either disconnect the device from the Telephone Company facilities or arrange for connection of the device in accordance with other applicable provisions of this tariff governing Recording, Reproducing and Automatic Answering and Recording Equipment.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 9

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT

15.5.1 General

- A. Customer-provided terminal equipment and communications systems may be used with the facilities furnished by the Telephone Company for telecommunications services as provided in the following paragraphs of this section and as may be specifically provided for elsewhere in this General Customer Services Tariff. In all such cases the customer-provided terminal equipment or communications systems will be so constructed, maintained and operated as to work satisfactorily with the facilities of the Telephone Company.
- B. Where telecommunications service is available under this Tariff for use in connection with customer-provided terminal equipment or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's service. Upon notice from the Telephone Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of Telephone Company charges, as specified in Section 2 of this Tariff, for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or system.
- C. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications systems. Telecommunications service is not represented as adapted to the use of customer-provided terminal equipment or systems and where such are connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in such transmission, or equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 10

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.1 General (continued)

- D. The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities, operations or procedures of the Company render any customer-provided equipment or communications systems obsolete or require modification or alternation of such equipment or system or otherwise affect its use or performance.
- E. The Telephone Company will not be responsible for any loss or damage, nor for any impairment of failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Telephone Company.
- F. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of telecommunications service shall be performed by equipment or connected through the equipment furnished, installed and maintained by the Telephone Company.
- G. Where any customer-provided equipment or system is used with telecommunications service in violation of any of the provisions in this Tariff, the Telephone Company will take such immediate action as necessary for the protection of its services, and will promptly notify the customer of violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Tariff.
- H. Customer-provided terminal equipment or systems which serve a location which the Telephone Company considers it impracticable to serve because of hazard or inaccessibility may be connected with telecommunications service by means of connecting equipment furnished by the Telephone Company.
- I. The customer indemnifies and saves the Telephone Company harmless against claims for infringement of patents arising from combining such equipment or systems with, or using it in connection with, facilities of the Telephone Company; 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 CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 11

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.2 Data Transmitting and/or Receiving Terminal Equipment

Customer-provided data transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Telephone Company may be used with such facilities or telecommunications service either through a data set, or a data access arrangement, provided by the Telephone Company as described in a. and b. respectively. Use of such service is on a two-point basis.

A. Data Set

Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment with a data set furnished by the Telephone Company the data set shall perform the functions of:

1. Network control signaling
2. Conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Telephone Company facilities and
3. Conditioning signals transmitted by means of Telephone Company facilities to data signals suitable for reception by customer-provided equipment.

Teletypewriter equipment when used with a data set may be provided by the customer or the Telephone Company at the option of the customer.

For regulations, rates and charges covering data sets - see Section 15.2.

B. Data Access Arrangement

Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment through a data access arrangement:

1. The customer shall furnish the equipment which performs the functions of data signal conditioning referred to under Section 15.5.2 above.
2. The Telephone Company shall furnish the data access arrangement which provides a protective connecting arrangement for use with the network control-signaling unit.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 12

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.2 Data Transmitting and/or Receiving Terminal Equipment (continued)

B. Data Access Arrangement (continued)

3. To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the customer-provided data transmitting equipment must comply with the following minimum network protection criteria:
 - a. To prevent excessive noise and crosstalk in the network it is necessary that the power of the signal at the central office shall not exceed 12db below one milliwatt when averaged over any three-second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates from the central office to supply signal power which approximates the 12db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises will be specified for each customer's location, but in no case shall it exceed one milliwatt.
 - b. To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the Company interface located on the customer's premises meet the following limits:
 - The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18 db below the power of the signal as specified in 15.5.2 above.
 - The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
 - The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
 - The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
 - The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 13

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.2 Data Transmitting and/or Receiving Terminal Equipment (continued)

- C. To prevent the interruption or disconnection of a call, or interface with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Company interface located on the customer's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2350 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

15.5.3 Connection of Customer-Provided Protective Circuitry or Terminal Equipment

- A. Customer-Provided Protective Circuitry or Terminal Equipment may be connected to facilities furnished by the Telephone Company for use with Local Exchange Telecommunications Service on the same terms and conditions as set forth in Title 47, Code of Federal Regulations, Chapter 1, Part 68, as amended and interpreted from time to time by orders published in the Federal Register.
- B. The use of customer-provided circuitry or terminal equipment shall not require change in, or alteration of the equipment or other facilities of the Telephone Company.
- C. The Telephone Company may make changes in its communications facilities, equipment, operations or procedures, where such action is not inconsistent with applicable laws, rules and regulations.
- D. The customer shall notify the Telephone Company of his intention to connect registered circuitry or terminal equipment to Telephone Company facilities. Such notification shall include:
 - 1. The Federal Communications Commission Registration Number
 - 2. The Ringer Equivalency Number of the registered terminal equipment or protective circuitry, and
 - 3. Sufficient identifying information such as manufacturer's name, model and serial numbers to enable the Telephone Company to determine that grandfathered equipment is eligible for connection.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 14

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

15. INTERCONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.3 Connection of Customer-Provided Protective Circuitry or Terminal Equipment (continued)

D. (continued)

4. Other such information that may be required to assure the compatibility of the connected equipment and proper administration of applicable laws, rules and regulations. A customer who fails to notify the Telephone Company of such connection or is otherwise in violation of applicable laws, rules and regulations will be subject to discontinuance of service.
- E. Registered customer-provided circuitry or terminal equipment shall be connected only by means of the proper interface termination (i.e., F.C.C. standard jack arrangement) provided by the Telephone Company.
- F. Upon experiencing trouble, the customer shall disconnect all customer-provided circuitry or terminal equipment from the line and analyze it for malfunction. If any such circuitry or terminal equipment is found defective, its use shall be immediately discontinued until correction is made.
- G. In the event customer-provided terminal equipment causes harm, the Telephone Company will, when practicable, notify the customer that discontinuance of service may be required; however, where prior notice is not practicable, the Telephone Company may discontinue service forthwith. Where prior notice of discontinuance of service is not practicable, the Telephone Company will:
 1. Promptly notify the customer of such temporary discontinuance
 2. Afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance, and
 3. Inform the customer of his right to file a complaint with the Federal Communications Commission pursuant to the procedure set out in Title 47, Code of Federal Regulations, Chapter 1, Part 68.

As used in this paragraph, the term "harm" means:

Electrical hazards to telephone company personnel, damage to telephone company equipment, malfunction of Telephone Company billing equipment, and degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 15

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15. INTERCONNECTION WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.3 Connection of Customer-Provided Protective Circuitry or Terminal Equipment (continued)

- H. If trouble detected by or reported to the Telephone Company results in the Telephone Company dispatching one of its employees to the customer's premises and the trouble is determined not to be caused by Telephone Company equipment or facilities, the customer will be so notified and will be liable for the maintenance visit charge as set forth in this Tariff.

15.5.4 Liability

- A. Since the customer has exclusive control of his communications over the facilities furnished him by the Telephone Company, and of the other uses for which facilities may be furnished him by the Telephone Company, and since errors incident to the services and to the use of such facilities of at Telephone Company may be unavoidable, the services and facilities of the Telephone Company are furnished subject to the terms, conditions and limitations specified in 2, 3 or 4 following.
- B. The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Telephone Company, occurring in the course of furnishing service or other facilities and not caused by (1) the negligence of the customer, or (2) the negligence 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 equal to proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission, or failure or defect in facilities occurs. Refer to Section 1 for rules concerning credit for service interruptions.
- C. The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities: against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Telephone Company, apparatus and system 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.
- D. The Telephone Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Telephone Company, (1) caused by customer-provided equipment (except where a contributing cause is the malfunctioning of a Telephone Company provided connecting arrangement), or (2) not prevented by customer-provided equipment but which would have been prevented had Telephone Company-provided equipment been used.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

First Revised Contents Sheet 1
Cancels Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

17. BUNDLED SERVICES

CONTENTS

		<u>SHEET</u>	
17.1	Local Bundle	1	
17.2	Business Bundle	3	
17.3	Integrated Access	5	
17.4	Integrated Centrex	7	
17.5	Internet With Voice Installation Charge Bundle	12	(N)

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

17. BUNDLED SERVICES

This unique section contains service bundles consisting of regulated local exchange services combined with other communication services that are regulated under other tariffs of the Company filed with the Commission and/or services not regulated by the Commission. Examples of the other communication services that may be included in a bundle with regulated local services are: toll services, voice mail, and internet. Where other communication services not regulated under this local exchange service tariff are listed in the bundles they will be marked with an asterisk “*”.

17.1 LOCAL BUNDLE

17.1.1 General

Local Bundle is an optional residential service package which provides customers with a combination of offerings for one flat monthly rate. This bundle will be offered only in exchanges that offer residential service as listed in Section 3.2 of this Tariff where facilities are available.

17.1.2 Regulations

A. Local Bundle, *Unlimited Local Bundle*, consists of the following offerings:

- Local exchange line with unlimited usage
- Community Connections (unlimited usage plan, where applicable)
- Unlimited choices of customer calling features
- Lumos Long Distance Unlimited Plan *
- Or Lumos Long Distance 8 cents a minute Plan *
- Home Voicemail *

* Not regulated under this Tariff.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Third Revised Sheet 2
Cancels Second Sheet 2

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17. BUNDLED SERVICES

17.1.2 Regulations, continued

- B. The Local Bundle offer customers unlimited choices of custom calling service features as listed below:
- Anonymous Call Rejection
 - Automatic Call Back
 - Call Block
 - Call Forwarding
 - Call Hold
 - Call Waiting
 - Enhanced Caller ID (with name)
 - Enhanced Ringing
 - Extension Intercom
 - Return Call
 - Selective Call Acceptance
 - Selective Call Forward
 - Speed Calling – 8 *
 - Speed Calling – 30 *
 - Three-Way Calling with transfer
- C. The Local Bundle is not available to customers with the Virginia Universal Service Plan.
- D. Customers who purchase Local Bundle will not have to pay separate charges for their Community Connections Plan, where applicable. This charge is rolled into the monthly price of the Local Bundle Service.
- E. Long distance calls will be direct dialed and will not include collect, third party, directory assistance, or international calls. *

17.1.3 Rates

	<u>Monthly</u>	
Unlimited Local Bundle with Lumos Long Distance 8 cents a minute Plan*	\$42.99	(I)
Interstate and Intrastate Intralata, per minute*	\$0.08	
Unlimited Local Bundle with Lumos Long Distance Unlimited Plan*	\$52.99	(I)

* Not regulated under this Tariff

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

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17. BUNDLED SERVICES

17.2 BUSINESS BUNDLE

General

Business Bundle is an optional business service package, which provides customers with a combination of offerings.

17.2.1 Regulations

- A. Business Bundle, *Lumos Business Basic*, consists of the following offerings:
- Single business line with unlimited usage
 - Choice of three custom calling features
 - Voicemail Box with 15 messages* including call forwarding busy/no answer/stutter
 - Lumos Long Distance 5 cents a minute Plan *
Or Lumos Long Distance Unlimited Plan *
- B. Business Bundle, *Lumos Business Advantage Community*, consists of the following offerings:
- Single business line with unlimited usage
 - Community Connections (unlimited usage plan, where applicable)
 - Choice of three custom calling features
 - Voicemail Box with 15 messages* including call forwarding busy/no answer/stutter
 - Lumos Long Distance 5 cents a minute Plan *
Or Lumos Long Distance Unlimited Plan *
- C. Business Bundle is available only to customers who subscribe to Lumos as their carrier for local and interstate/intralata calls*.
- D. Business Bundle is not available with other discount plans.
- E. Detailed toll billing is not provided with Lumos Long Distance Unlimited Plan *.
- F. Community Connections is only offered in certain exchanges that offer expanded local calling as listed in Section 3A of this tariff.
- G. Long distance calls will be direct dialed and will not include collect, third party, directory assistance, or international calls. *

* Not regulated under this Tariff.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Second Revised Sheet 4
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17. BUNDLED SERVICES

17.2.2 RATES

	<u>Monthly</u>	
<u>Lumos Business Basic</u>		
Per Line with Lumos 5 Cents LD Plan*	\$42.95	(l)
Interstate and Intrastate Intralata, per minute*	\$0.05	
<u>Lumos Business Advantage Community</u>		
Per Line with Lumos 5 Cents LD Plan*	\$52.95	(l)
Interstate and Intrastate Intralata, per minute*	\$0.05	
Per Line with Lumos Unlimited LD Plan*	\$57.95	(l)
Interstate and Intrastate Intralata, unlimited*		

*Not regulated under this Tariff

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

First Revised Sheet 5
Cancels Original Sheet 5

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17. BUNDLED SERVICES

17.3 INTEGRATED ACCESS

17.3.1 General

Integrated Access is an optional business service package which combines voice grade line, long distance*, voicemail*, and broadband internet* access over a High Capacity Service or Fiber.

17.3.2 Regulations

- A. Integrated Access consists of the following offerings:
- Integrated voice grade line with unlimited usage within the Lumos' local calling areas.
 - All custom calling features except call trace.
 - Lumos' Long Distance Service for interstate and intralata intralata calls*
 - Voicemail*
 - Unlimited Internet access in increments as technology allows* (C/D)
 - Lumos' hosted email (up to 50 email addresses)*
- B. (Reserved for future use) (D)
- C. Integrated Access is not available with other discount plans.
- D. Integrated Access is available only to customers who subscribe to Lumos as their carrier for local service and interstate and intralata long distance for all lines.
- E. Integrated Access lines must have the same Lumos' Long Distance Plan on each line.*
- F. Long distance calls included in Integrated Access will be direct dialed. Additional charges will apply to collect, third party, directory assistance, international, or calls to Alaska or Hawaii.*
- G. Detailed toll billing is not provided on unlimited Long Distance plans or on calls made within the Lumos' local calling areas.
- H. Integrated Access includes use of Lumos' Integrated Access Device (IAD) which remains the property of Lumos and functions as the Network Interface Device (NID).

* Not regulated under this Tariff

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

First Revised Sheet 6
Cancels Original Sheet 6

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17. BUNDLED SERVICES

17.3.3 Regulations (continued)

- I. Integrated Access requires a contract of one year or longer.
- J. The Setup Charge is waived with a three-year contract.
- K. E911 location information for Integrated Access customers is provided to the appropriate 911 database using the physical location of the Integrated Access Device (IAD). The Company provisions 911 service for Integrated Access customers as set forth in Section 24 of this Tariff.

17.3.4 Rates

Integrated Access consists of several options as listed below: (C/D)

	<u>Monthly</u>	<u>NRC</u>	
A. Integrated Voice Grade Line	\$15.80		(C/R)
B. Lumos Long Distance Options:*			
Interstate and Intrastate Intralata Unlimited, per line*	\$15.00		
Interstate and Intrastate Intralata Per minute, per line*	\$ 0.05		
C. (Reserved for future use)			(D D)
D. Setup Charge**		\$199.00	
E. End user charges will apply for each Integrated Access line.			(N)

*Not regulated under this Tariff

**Includes both regulated and non-regulated service setup.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

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17.BUNDLED SERVICES

17.4 INTEGRATED CENTREX

17.4.1 General

- A. Integrated Centrex is an optional local business exchange telecommunications service available on pre-qualified Lumos Broadband Connections. The telephone company reserves the right to deny service if pre-qualification fails. Integrated Centrex is not offered in association with pay telephone service.
- B. Integrated Centrex Service is a service arrangement which consists of host central office interface equipment and software located on company premises. This service provides local exchange access and feature packages as set forth in Section 17.4.2 and 17.4.2.A following.
- C. Mobile E911 is an optional service and is only available to customers that agree to take full responsibility of updating their current physical address through a web portal via a third-party routing vendor. Customers must sign a contract agreeing to these terms and agree to pay a mobile routing fee as set forth in Section 17.4.5.C following.

17.4.2 Feature Packages

Integrated Centrex Service offers feature packages shown below at rates and charges set forth in Section 17.4.5.

Features provided via Integrated Centrex Service from host central office equipment and software include:

A. Office:

Anonymous Call Rejection	Authentication
Basic Call Logs	Call Forwarding Always
Call Forwarding Busy	Call Forwarding No Answer
Call Return	Call Transfer
Call Waiting	Calling Line ID Delivery Blocking
Calling Line ID (Internal/External)	Customer Originated Trace
Last Number Redial	Outlook Integration
Speed Dial 8	Three-Way Call
Voice Messaging	

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 8

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EFFECTIVE: December 2, 2021

17.BUNDLED SERVICES

17.4 INTEGRATED CENTREX (continued)

17.4.2 Feature Packages (continued)

B. Executive:

Alternate Numbers	Anonymous Call Rejection
Authentication	Barge-In Exempt
Basic Call Logs	Call Forwarding Always
Call Forwarding Busy	Call Forwarding No Answer
Call Forwarding Selective	Call Return
Call Transfer	Call Waiting
Calling Line ID Delivery Blocking	Calling Line ID (Internal/External)
Customer Originated Trace	Do not disturb
Last Number Redial	Multiple Call Arrangement
Outlook Integration	Priority Alert
Push to Talk	Remote Office
Selective Call Rejection	Shared Call Appearance
Speed Dial 100	Three-Way Call
Voice Messaging	

C. Assistant:

Alternate Numbers	Anonymous Call Rejection
Authentication	Basic Call Logs
Call Forwarding Always	Call Forwarding Busy
Call Forwarding No Answer	Call Forwarding Selective
Call Return	Call Transfer
Call Waiting	Calling Line ID Delivery Blocking
Calling Line ID (Internal/External)	Customer Originated Trace
Directed Call Pickup w/Barge-in	Last Number Redial
Multiple Call Arrangement	Outlook Integration
Priority Alert	Push to Talk
Selective Call Rejection	Shared Call Appearance
Speed Dial 100	Three-Way Call
Voice Messaging	

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 9

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

17.BUNDLED SERVICES

17.4 INTEGRATED CENTREX (continued)

17.4.2 Feature Packages (continued)

D. Lobby:

Authentication	Call Return
Call Transfer	Call Waiting
Calling Line ID Delivery Blocking	Calling Line ID (Internal/External)
Last Number Redial	Three-Way Call

E. Receptionist:

Alternate Numbers	Anonymous Call Rejection
Automatic Hold/Retrieve	Basic Call Logs
Call Forwarding Always	Call Forwarding Busy
Call Forwarding No Answer	Call Forwarding Selective
Call Return	Call Transfer
Call Waiting	Calling Line ID Delivery Blocking
Calling Line ID (Internal/External)	Customer Originated Trace
Directed Call Pickup w/Barge-in	Last Number Redial
Outlook Integration	Priority Alert
Push to Talk	Selective Call Rejection
Speed Dial 100	Three-Way Call
Voice Messaging	

If Hardware Based:

Busy Lamp Field

Definitions of the features are kept on file in the Company Business Office.

17.4.2.A Features

- A. Assistant Enterprise (Toolbar): A software application that allows Integrated Centrex customers to control their key features through an integrated toolbar interface within Outlook, Internet Explorer, or Firefox.
- B. Communicator (Softphone): A software application that allows Integrated Centrex customers to communicate with a software based IP phone using a standard Windows-based PC.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 10

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

17.BUNDLED SERVICES

17.4 INTEGRATED CENTREX (continued)

17.4.3 Liability of the Telephone Company

The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Integrated Centrex Service.

17.4.4 Conditions

- A. Integrated Centrex Service is a bundled service that requires Lumos Broadband service* and Lumos Long Distance*.
- B. The Company will furnish one alphabetical and one classified directory listing on a per Integrated Centrex Service summary account, without charge. Additional directory listings are offered subject to the provisions set forth in Section 6 of the General Customer Services Tariff.
- C. The rates and charges shown for Integrated Centrex Service apply to establishment of Integrated Centrex Service only. Other services as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.
- D. Integrated Centrex Service is offered on a contractual basis commencing on the date the service is established. The rates per Integrated Centrex Line, Feature package, and Line/Trunk charges are set forth in Section 17.4.5 following apply each month from the time the System is placed in service until the Integrated Centrex Service is discontinued.
- E. Customer-provided equipment for Integrated Centrex Service shall be selected from the Lumos Network Authorized List.
- F. Integrated Centrex Service line rates shown herein do not include provisions for stations or inside wire maintenance or any Customer Local Area Network maintenance.
- G. This Tariff contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
- H. This Tariff (including the rates and charges shown herein) for Integrated Centrex Service is subject to such changes or modifications as the appropriate regulatory authority may from time to time direct or allow in the exercise of its jurisdiction.

*Not regulated under this Tariff

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 11

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

17.BUNDLED SERVICES

17.4 INTEGRATED CENTREX (continued)

17.4.5 Rates

The following rates and charges apply.

A. The rates and charges shown apply in addition to all other applicable rates and charges shown elsewhere in the General Customer Services Tariff.

B. The following line rates apply:

	<u>USOC</u>	<u>MONTHLY</u>
Line Charge	VO4CL	\$13.75

C. The following Feature Package Service Rates apply per line.

	<u>USOC</u>	<u>MONTHLY</u>
Office	VOXOF	\$2.00
Executive	VOXEX	\$5.00
Assistant	VOXAS	\$4.00
Lobby	VOXLB	\$1.00
Receptionist	VOXRE	\$40.00

The following Feature Service Rates apply per line.

	<u>USOC</u>	<u>MONTHLY</u>
Assistant Enterprise (Toolbar)	VOXTB	\$1.95
Communicator (Softphone)	VOXSP	\$5.95
Mobile E911	VOX91	\$1.00

D. Lumos Long Distance Options:*

	<u>USOC</u>	<u>MONTHLY</u>
Interstate and Intrastate Intralata Unlimited, per line*	VOLDU	\$15.00
Interstate and Intrastate Intralata Per minute, per line*	VOLD5	\$0.05

E. End user charges will apply for each Integrated Centrex line.

F. Appropriate Nonrecurring Charges set forth in Section 4 of the General Customer Services Tariff apply to installation of an Integrated Centrex Service System up to and including the Network Interface.

*Not regulated under this Tariff

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17. BUNDLED SERVICES

17.5 INTERNET WITH VOICE INSTALLATION CHARGE BUNDLEGeneral

The Internet with Voice Installation Bundle offers the residential customer a one-time flat non-recurring installation charge for internet bundled with voice service.

17.5.1

RATES

	<u>NRC</u>
<u>Copper Standard Installation</u>	\$50.00**
<p>A. Copper Standard Installation is available in areas served by copper facilities. B. The Copper Standard Installation NRC includes recovery for the following service charges regulated in this tariff and non-regulated service connection charges.</p>	
	<u>Installation Charge</u>
a. Premise Visit	\$15.00
b. Service Order	\$12.50
c. Line Connection	\$20.00
d. Internet Connection*	\$ 2.50
	<u>NRC</u>
<u>Fiber Standard Installation</u>	\$75.00**
<p>C. Fiber Standard Installation is available in areas served by fiber facilities. D. The Fiber Standard Installation NRC includes recovery for the following service charges regulated in this tariff and service charges not regulated in this tariff.</p>	
	<u>Installation Charge</u>
a. Premise Visit	\$15.00
b. Initial Service order	\$12.50
c. Line Connection	\$20.00
d. Internet Connection*	\$27.50

*Not regulated under this Tariff.

**Includes both regulated and non-regulated service setup.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

CONTENTS

18.1	APPLICATION OF TARIFF	1
18.1.1	General	1
18.1.2	Regulations.....	1
18.2	TWO-POINT SERVICE.....	4
18.2.1	General	4
18.2.2	Regulations.....	4
18.2.3	Rates.....	7

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.1 APPLICATION OF TARIFF

18.1 APPLICATION OF TARIFF

18.1.1 General

This tariff applies to long distance message telecommunication services, furnished or made available by Lumos Telephone LLC. The regulations and rates contained herein are in addition to the applicable regulations and rates specified in other tariffs of the Telephone Company.

18.1.2. Regulations

A. Explanation of Terms

Bill to Third Party

Bill to third party denotes a billing arrangement by which a call may be charged to an authorized line as determined by the Telephone Company other than the line originating the call or the line where the call is completed.

Calling Card

Calling card denotes a billing arrangement by which a call may be charged to an authorized Telephone Company calling card number.

Collect Call

Collect call denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called line. A collect call may be billed to a calling card or third party number. In case of calls to coin telephones, the charges must be billed to a calling card or third party number, or the call may be reoriginated from the called lines.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.1 APPLICATION OF TARIFF (continued)

18.1.2. Regulations (continued)

A. Explanation of Terms (continued)

Long Distance Message Telecommunications Service

Long distance message telecommunications service is that of furnishing facilities for telecommunications between dial tone lines in different local service areas in accordance with the regulations and schedule of rates specified in this tariff. Long distance rates include no compensation for the use of exchange facilities.

Person-to-Person

Person-to-person is that service where the person originating the call specifies to the Telephone Company operator a particular person to be reached, or a particular station line, department or office to be reached through a branch exchange or Centrex attendant.

When, after the line, branch exchange or Centrex system called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person, or to any other station line, department or office to be reached through a branch exchange or Centrex attendant, the classification of the call remains person-to-person.

Station-to-Station

Station-to-station is that service where the person originating the call dials the telephone number desired, or gives to the Telephone Company operator the telephone number of the desired station line, branch exchange, branch exchange or Centrex line which is reached directly rather than through a branch exchange or Centrex attendant, or gives only the name and address under which the number of the desired line or branch exchange or Centrex system is listed, and does not specify a particular person to be reached, nor a particular line, department or office to be reached through a branch exchange or Centrex attendant.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.1 APPLICATION OF TARIFF (continued)

18.1.2. Regulations (continued)

B. Chargeable Time

Chargeable time for all long distance connections does not include time lost because of faults or defects in the service.

C. Use of Service

a. Resale of Service

A customer of the services, facilities and/or equipment in this tariff may offer such services, facilities and/or equipment to others (patrons), for profit.

D. Long Distance Directory Assistance Service

Regulations and rates are as specified for Directory Assistance Service in this Company's General Customer Services Tariff.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.2 TWO-POINT SERVICE

18.2.1 General

Two-point long distance service consists of telecommunications between two lines, Miscellaneous Common Carrier mobile radio, branch exchange or Centrex systems or any combination thereof, involving different local service areas.

18.2.2. Regulations

A. Classes of Service

1. Service is offered on a station-to-station or person-to-person basis. A station-to-station call can be established on a customer dialed or operator assisted basis, while a person-to-person call must be processed by the operator.

2. Station-to-Station

- a. Customer Dialed

The customer dialed schedule contemplates station-to-station calls dialed and completed by the customer without the assistance of a Telephone Company operator. The services of a Telephone Company operator are not to be used in connection with completing such calls, or in furnishing any information or assistance relating to billing or charges for such calls, except in the following cases:

1. to reestablish a call which has been interrupted after the called telephone number has been reached.
2. to reach the called telephone number where Direct Distance Dialing facilities are not available.
3. to record the originating telephone number where no automatic recording equipment is available.
4. to record a special identification number, issued by the Telephone Company for its billing purposes to students who reside at dormitories of colleges or universities equipped for Dormitory Centrex Service, for a call placed from a Dormitory Centrex station.
5. to place a call for a calling party who identified himself as being handicapped and unable to dial the call because of his handicap.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.2 TWO-POINT SERVICE (continued)

18.2.2. Regulations (continued)

A. Classes of Service (continued)

2. Station-to-Station (continued)

b. Customer Dialed Calling Card

The Customer Dialed Calling Card schedule contemplates that the person originating the call:

1. dials the digit zero, plus the telephone number, plus a calling card number (where equipment is available) to complete the call without operator assistance, or
2. dials the digit zero, plus the telephone number (0 + number) to complete the call. In such cases operator assistance is limited to recording the calling card number for billing purposes, or
3. dials the operator and places a calling card call when equipment capability precludes either of the foregoing.

c. Operator Assisted

The operator assisted schedule contemplates the required services of a Telephone Company operator in the completion of station-to-station calls or requests for any information or assistance relating to billing or charges for such calls, except as specified for customer dialed and Customer Dialed Calling Card calls.

3. Person-to-Person

The person-to-person schedule contemplates that all person-to-person calls be necessarily handled by a Telephone Company operator.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.2 TWO-POINT SERVICE (continued)

18.2.2. Regulations (continued)

B. Time Schedule

1. Peak and Off Peak Rate Periods apply as follows:

Option A

<u>Rate Period</u>	<u>From</u>	<u>To</u>	<u>Applicable Days</u>
Peak		8:00 AM 5:59 PM	Monday through Friday
Off Peak		6:00 PM 7:59 AM All Hours	Monday through Friday Saturday and Sunday

Option C:

Peak		7:00 AM 6:59 PM	Monday through Friday
Off Peak		7:00 PM 6:59 AM All Hours	Monday through Friday Saturday and Sunday

All Options: Off Peak rates apply to the following holidays:

January 1	New Year's Day
July 4	Independence Day
September (1 st Monday)	Labor Day
November (4 th Thursday)	Thanksgiving Day
December 25	Christmas Day

2. Chargeable time for all station-to-station calls begins when connection is established between the calling station and the called station, Miscellaneous Common Carrier mobile radio system, branch exchange or Centrex system and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.2 TWO-POINT SERVICE (continued)

18.2.2. Regulations (continued)

B. Time Schedule (continued)

3. Chargeable time for person-to-person calls begins when connection is established between the calling person and the particular person or station specified or an agreed alternate and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the Telephone Company network or by the Telephone Company operator.

18.2.3 Rates

A. Application of Rates

The rates for each message will be on a per minute basis. Each message will be billed in one (1) minute increments with fractional minutes rounded to the next full minute.

Residence customers who have been certified to the Telephone Company as having a hearing and/or speech impairment which requires them to communicate over telephone facilities by means other than voice and who use Data Transmitting and Receiving Terminals of speeds of 110 bauds or less, provided either by the Telephone Company or the customer, will be charged Off Peak rates for Customer Dialed Direct Station-to-Station messages.

The charges for station-to-station operator-assisted and person-to-person calls are as specified in 18.2.3.C.2 following for operator-assisted call charges and apply in addition to the charges for station-to-station customer-dialed rate.

No discounts apply to operator-assisted call charges

B. Long Distance Plan Descriptions

1. Option A: This option is offered to both residence and business customers. Customers can call during the peak period for one rate per minute. Off Peak calls are rated at a lower one rate per minute than the peak period.
2. Option B: This option provides residence customers with a one rate per minute plan, 24 hours a day.
3. Option C: This option is offered only to residential customers. The plan includes a monthly flat rate with different per minute rates for off peak hours for interstate and intrastate calls. All calls will be rated at the same per minute rate during peak hours.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7A

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.2 TWO-POINT SERVICE (continued)

18.2.3. Rates (continued)

B. Long Distance Plan Descriptions (continued)

4. Option D – Also called “Virginia Connections”, this option provides residence customers with a low rate on calls to any Virginia location. Residence customers pay a flat monthly rate per line/trunk and then pay a lower rate per minute, 24 hours a day.
5. Option E – This option provides business customers with a one rate per minute, 24 hours a day.
6. Option F – This option is offered to business customers. Business customers pay a flat monthly rate per line/trunk and then pay a one rate per minute, 24 hours a day.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 8

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.2 TWO-POINT SERVICE (continued)

18.2.3 Rates (continued)

C. Rate Schedule

1.	<u>Station-to-Station Customer Dialed</u>	<u>USOC</u>
a.	Option A: (available to residence and business customers) Peak \$0.21 per minute Off Peak \$0.13 per minute	
b.	Option B: (available to residence customers only) Peak \$0.10 per minute Off Peak \$0.10 per minute	
c.	Option C: (available to residence customers only) Per Month \$4.95 per line/trunk <i>Intrastate Calls:</i> Peak \$0.21 per minute Off Peak \$0.12 per minute	LD5CT
d.	Option D: (available to residence customers only) Per Month \$3.95 per line/trunk Peak \$0.09 per minute Off Peak \$0.09 per minute	LDFLR
e.	Option E: (available to business customers only) Peak \$0.08 per minute Off Peak \$0.08 per minute	
f.	Option F: (available to business customers only) Per Month \$2.95 per line/trunk Peak \$0.06 per minute Off Peak \$0.06 per minute	LDBW6

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 9

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.2 TWO-POINT SERVICE (continued)

18.2.3 Rates (continued)

C. Rate Schedule (continued)

2. Operator Assisted Call Charges

- a. Station-to-Station customer dialed Calling Card \$0.60
- b. Station-to-Station operator assisted other than
customer dialed Calling Card\$1.55
- c. Person-to-Person \$3.00

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

CONTENTS

19.1 APPLICATION OF TARIFF1
19.1.1 General1
19.1.2 Regulations.....1
19.2 OUTWARD SERVICE10
19.2.1 General10
19.2.2 Rates10
19.3 800 SERVICE11
19.3.1 General11
19.3.2 Regulations.....11
19.3.3 Rates11

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

19.1 APPLICATION OF TARIFF

19.1.1 General

This tariff applies to intraLATA intrastate Wide Area Telephone Service (WATS) furnished within the State of Virginia by this Company, or furnished jointly by this Company and the participating companies in which this Company concurs wholly between two or more points within the State of Virginia where the respective rate centers of such points are located in said State and are within the same LATA. The regulations and rates contained herein are in addition to the applicable regulations and rates specified in other tariffs of the Telephone Company. All interLATA intrastate usage is subject to the tariff of the interexchange carrier and the Telephone Company's Access Service Tariff.

19.1.2 Regulations

A. Explanation of Terms

Access Line

A WATS access line is a voice grade line between the first appearance of the WATS line customer's premises and the Telephone Company central office and is provided for the purpose of completing wide area service calls. Each such line will be arranged, at the customer's option, for either Outward or 800 Service, but not for both modes.

Dial Type Telecommunications

Dial type telecommunications as referred to herein is a call dialed from or to a WATS access line or, if facilities are not available for dial completion, a call placed with an operator from or to a WATS access line. The call may also be placed with an operator in the same manner if for any reason a completed dialed call has been interrupted.

Service Area

The service area of each WATS access line includes all exchanges within the LATA within the State of Virginia

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

19.1 APPLICATION OF TARIFF (continued)

19.1.2 Regulations (continued)

A. Explanation of Terms (continued)

Telephone Company

The term Telephone Company used herein denotes Lumos Telephone LLC

WATS

WATS is the furnishing of facilities for dial type telecommunications between stations associated with a WATS access line and station within its service area.

B. Service Offerings

1. Outward Service

Outward service provides for the origination of calls from a station associated with a measured outward WATS access line located only in the service area, for telecommunications with stations in the specified service area.

2. 800 Service

800 Service provides for the connection of calls from stations in the specified service area, for telecommunications with a station associated with a measured 800 Service access line located only in the service area.

C. Rate Periods

1. Rates applicable are based on the time of day, day of week as follows:

Business Day Period

8:00 a.m. to 5:00 p.m. Monday through Friday. The Business Day Period for holidays (New Year's Day, Independence Day, Thanksgiving Day, Labor Day, Christmas Day) is charged at Evening Period Rates.

Evening Period

5:00 p.m. to 11:00 p.m. Sunday through Friday.

Night/Weekend Period

11:00 p.m. to 8:00 a.m. all days.
8:00 a.m. to 11:00 p.m. Saturday.
8:00 a.m. to 5:00 p.m. Sunday.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

19.1 APPLICATION OF TARIFF (continued)

19.1.2 Regulations (continued)

C. Rate Periods (continued)

2. Minimum Average Time Requirement

Usage is subject to an average of one minute per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than one minute, billing will be based on an average duration of one minute per call.

D. Limitation of Service

1. A WATS access line will be connected only at a customer's premises located within the State of Virginia.
2. WATS does not include person-to-person, collect, conference, or other calls requiring operator handling.
3. WATS is not represented as adapted for connection to other services of the Telephone Company, except as provided in this tariff. The service contemplates the provision of satisfactory transmission only between the access line and the calling or called line.
4. 800 Service may not be connected on the station side of common equipment, e.g., PBX line connection or Centrex line connection, in switching equipment.

E. Method of Determining Usage Charges

1. Access Lines Equipped for Time-of-Day Recording

For all WATS access lines on which usage is recorded by the Telephone Company by time-of-day rate periods, the usage charge is determined using following steps:

- a. Determine the total number of completed calls for each rate period for each service group.
- b. Apply the Minimum Average Time Requirement of one minute by dividing the number of completed calls for each rate period in each service group by 60.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

19.1 APPLICATION OF TARIFF (continued)

19.1.2 Regulations (continued)

E. Method of Determining Usage Charges (continued)

1. Access Lines Equipped for Time-of-Day Recording (continued)

- c. Determine the total actual hours used for each rate period for each service group.
- d. Determine the total chargeable hours for each rate period for each service group. This is the greater of (b) or (c) above, rounded to the nearest tenth (one decimal place).
- e. Determine the number of access lines, within each service group, in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth (two decimal places). The same number of access lines is used for each rate period.
- f. Determine the average usage for each rate period for each access line in each service group by dividing the chargeable hours for each rate period in (d) above by the number of access lines in (e) above.
- g. Determine the usage charge per rate period for each access line by applying the rates shown for Outward WATS or for 800 Service.
- h. Determine the total usage charge for each rate period for each service group by multiplying the usage charge per rate period in (g) above by the number of access lines in (e) above.
- i. Determine the total usage charge for all rate periods in each service group by adding the results of (h) above.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

19.1 APPLICATION OF TARIFF (continued)

19.1.2 Regulations (continued)

E. Method of Determining Usage Charges (continued)

2. Access Lines Not Equipped for Time-of-Day Recording

For those WATS access lines on which usage is not recorded by the Telephone Company by time-of-day rate periods, for a temporary period until time-of-day usage is recorded by the Telephone Company, the usage charge is determined using following steps:

- a. Determine the total number of completed calls for each service group.
- b. Apply the Minimum Average Time Requirement of one minute by dividing the number of completed calls in each service group by 60.
- c. Determine the total actual hours used for each service group.
- d. Determine the total chargeable hours. This is the greater of (b) or (c) above, rounded to the nearest tenth (one decimal place).
- e. Determine the number of access lines, within each service group, in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth (two decimal places). The same number of access lines is used for each rate period.
- f. Determine the average chargeable usage per access line in the service group by dividing the chargeable hours in (d) above by the number of access lines in (e) above.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

19.1 APPLICATION OF TARIFF (continued)

19.1.2 Regulations (continued)

E. Method of Determining Usage Charges (continued)

2. Access Lines Not Equipped for Time-of-Day Recording (continued)

- g. Distribute the usage to the individual rate periods from the following chart by multiplying the percentages from the chart by the average chargeable use per access line from (f) above.

<u>Average Chargeable Usage Per Line</u>	<u>Rate Period Distribution of Usage</u>		
	<u>Business Day</u>	<u>Evening</u>	<u>Night/Weekend</u>
<u>Hours</u>			
0 to 80	80%	10%	10%
80.1 to 120	75%	13%	12%
120.1 to 160	66%	18%	16%
Over 160	50%	24%	26%

- h. Determine the usage charge per rate period for each access line by applying the rates shown for Outward WATS for 800 Service.
- i. Determine the total usage charge for each rate period for each service group by multiplying the usage charge per rate period in (h) above by the number of access lines in (e) above.
- j. Determine the total usage charge for all rate periods in each service group by adding the results of (i) above.

3. Timing of Calls

- a. Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called station, and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 7

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

19.1 APPLICATION OF TARIFF (continued)

19.1.2 Regulations (continued)

E. Method of Determining Usage Charges (continued)

3. Timing of Calls (continued)

- b. When a connection is established in one rate period and ends in another, the rate in effect for each rate period applies to the portion of the connection occurring within that rate period.
- c. The rate charged is determined by the day and time (standard or daylight savings) at the WATS access line location.
- d. When 800 Service is directly connected (i.e., not connected through a Multiline Connecting System) at a customer's premise to a communications system, chargeable time begins when the 800 service call connects in or passes through the first multiline connecting system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800 service so that chargeable time may begin.

F. Access Line Connections

WATS may be connected at:

1. The customer's premises to terminal equipment, multiline connecting systems or communications systems, or
2. The telephone company central office to telephone company provided switching equipment or to other common carrier communications system utilizing a WATS central office connecting facility.

G. Method of Determining Fractional Recurring Charges Other Than Usage (e.g., access lines, extensions, etc.)

Charges for a fraction of a month are determined by dividing the monthly rate by 30 to obtain a daily rate. That is multiplied by the number of days service is provided.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 8

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

19.1 APPLICATION OF TARIFF (continued)

19.1.2 Regulations (continued)

H. Initial Contract Period and Continuity of Service

The initial contract period of one day applies separately for Outward and 800 Service. If an access line is connected for a customer at a location where either mode of WATS has been disconnected at the customer's request less than two weeks previous, charges for the service so established will commence one day following the disconnect date of the prior service.

I. Allowance for Interruptions

Allowance for interruptions apply to each WATS access line as set forth in a. through the following:

1. When the WATS access line is interrupted for a period of less than 2 hours, no credit applies.
2. When the WATS access line is interrupted for a period of 2 hours to 24 hours, a credit of \$25.40 applies.
3. When the WATS access line is interrupted for a period of more than 24 hours, a credit of \$25.40 applies for each 24-hour period or any fraction thereof.
4. The credit in 1. and 2. above includes all credit to be applied for an interruption.
5. None of the preceding credit allowances will be made for:
 - noncompletion of WATS messages due to busy network conditions;
 - interruption of service due to customer-provided equipment or systems;
 - interruption of service due to the negligence of the customer;
 - interruption of service during any period in which the Telephone Company is not afforded access to the premises at which the WATS access line is connected;
 - interruption of service during any period when the customer has released the WATS access line to the Telephone Company for maintenance purposes, or implementation of a customer order for a change in service arrangement.
6. Long Distance Telephone Service furnished a customer, when the WATS is interrupted, is charged for at the long distance telephone rates specified in this Company's General Customer Services Tariff, Section 18.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 9

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

19.1 APPLICATION OF TARIFF (continued)

19.1.2 Regulations (continued)

J. Abuse or Fraudulent Use of Service

Abuse or fraudulent use of service includes the placing or acceptance of a WATS call by a WATS subscriber, his agent, employee or representative, in response to an uncompleted long distance message call, which was not completed in order to transmit or receive intelligence without the payment of the applicable long distance message charge.

K. Use of Service

1. Resale of Service

A customer of the services, facilities, and/or equipment in this tariff may offer such services, facilities, and/or equipment to others (patrons), for profit.

2. Sharing of Service

A customer of services, facilities, and/or equipment in this tariff may share such services, facilities, and/or equipment in long term agreement with others (users). The customer may, but does not have to, use the service which is to be shared.

Sharing arrangements must be nonprofit. The total charges to all participants in a sharing arrangement may not exceed the sum of the Telephone Company's charges for the service shared, plus the charges for any ancillary equipment that may be connected to such shared service. The allocation of charges to each participant shall be on a nonprofit pro rata basis.

Where the customer for a sharing arrangement is organized as a nonprofit entity, a not-for-profit fee, charged solely for the management of the sharing arrangement, may be allocated by the customer among the participants.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 10

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

19. WIDE AREA TELECOMMUNICATIONS SERVICE

19.2 OUTWARD SERVICE

19.2.1 General

Outward Wide Area Telephone Service (WATS) is the furnishing of facilities for dial type telecommunications from a WATS access line to points throughout the service area. The rates set forth in this tariff are in payment for the service furnished between the calling and called station.

19.2.2 Rates

1. Access

	<u>Per Month</u>
a. IntraLATA Service, provided by this Company, per line	\$31.65
b. IntraLATA Service, complementary to interLATA interstate service provided by an interexchange carrier, per end user account	
Initial Access Line	7.00
Additional Access Line	None

2. Measured Time Usage Charges, per hour

First 15 Hours

Business Day	\$ 12.00
Evening	10.50

Next 25 Hours

Business Day	11.05
Evening.....	9.50

Next 40 Hours

Business Day	10.50
Evening.....	9.00

Over 80 Hours

Business Day	
Evening	7.50

All Hours, Night/Weekend

6.50

10.50

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 11

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

WIDE AREA TELECOMMUNICATIONS SERVICE

19.3 800 SERVICE

19.3.1. General

800 Service is the furnishing of facilities for dial type telecommunication from points throughout the service area to a Wide Area Telephone Service (WATS) access line. The rates set forth in this tariff are in payment for the service furnished between the calling and called station.

19.3.2 Regulations

- A. 800 Service is furnished upon condition that the customer obtains adequate service to permit the use of this service without injurious effect upon it or any other service rendered by the Telephone Company. The Telephone Company may terminate or refuse to furnish 800 Service to any customer, without incurring any liability, if the use of the service would interfere with or impair WATS or any other service rendered by the Telephone Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail or in person of the Telephone Company's intention to terminate the service for such cause.

- B. For 800 Service, or the interexchange carrier's similar service, the interexchange carrier must block or return all intraLATA calls, after the 800 Service to WATS Terminating Number translations are made, or provide adequate call detail for the intraLATA usage.

19.3.3 Rates

	<u>Per Month</u>
A. <u>Access Line, per Line</u>	\$36.80
B. <u>Measured Time Usage Charges, per hour</u>	
<u>First 15 Hours</u>	
Business Day	\$16.25
Evening	13.50
<u>Next 25 Hours</u>	
Business Day	15.25
Evening.....	12.00
<u>Next 40 Hours</u>	
Business Day	15.00
Evening	11.00
<u>Over 80 Hours</u>	
Business Day	13.50
Evening	10.00
<u>All Hours, Night/Weekend</u>	9.00

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

CONTENTS

20.1	GENERAL.....	1
20.2	INTRAEXCHANGE RATES.....	1
20.3	INTEREXCHANGE RATES.....	2

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet

1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

20.1 GENERAL

- A. Private line telephone service is that of providing the requisite facilities, to enable the customer to communicate orally between specified locations for twenty-four hours per day, seven days a week. All facilities for this service are furnished by the Telephone Company
- B. Leased lines are channels furnished between specified locations for use with telegraph, buzzer, burglar alarm, clock, fire alarm, messenger services and other such similar service with telegraph characteristics, in connection with which the customer provides the terminal equipment. Such channels may, upon approval of the Telephone Company, be used to supplement channels owned and maintained by the customer, where the channel owned by the customer is located on his property or right-of-way as in the case of a railroad or where the customer has, under proper State or Municipal franchise, the right to maintain and use such channels for the desired purpose.
- C. The service and channels provided under this section are not furnished for the commercial transmission of communications between exchanges.
- D. The rates herein are applicable when facilities are available and when standard transmission can be provided without the use of special equipment.

20.2 INTRAEXCHANGE RATES

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
A. Between points in the same local service area for each 1/4 mile or fraction thereof, route measurement	See Section 4	\$1.50	LL01
B. Minimum Charge		6.00	LL02
C. Between points in different local service area for entire distance, per 1/4 mile or fraction thereof, See route measurement	Section 4	1.50	1LL06
D. Minimum Charge		7.00	

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet

2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

20.3 INTEREXCHANGE SERVICE

20.3.1 General

This tariff applies to channel services furnished or made available by the Company or furnished jointly with other local exchange companies between two or more points within a Local Access and Transport Area (LATA) within Virginia. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other sections of this tariff.

20.3.2 Definitions

- A. CHANNEL - A Channel is a path between two or more points furnished by means of any type facility over any route the Company may elect to use.
- B. CHANNEL MILEAGE TERMINAL - Is a rate element that recovers the cost for end office equipment associated with terminating the interexchange facility in the serving wire center.
- C. CHANNEL MILEAGE FACILITY - Is a rate element that recovers the per mile cost for the transmission path which extends between the Telephone Company serving wire centers.
- D. CHANNEL TERMINATION - Is a rate element that recovers the costs associated with the communications path between a customer-designated premises and the serving wire center of that premises.

20.3.3 Channel Types

The Company offers the following Interexchange channel types:

- A. Voice Grade - a channel for the transmission of analog signals within an approximate bandwidth of 300 to 3000 Hz. A Voice Grade channel will generally support analog data requirements.
- B. Digital Data - a channel for the digital transmission of synchronous serial data at rates of 2.4, 4.8, 9.6, 19.2, 56.0 or 64.0 Kbps.
- C. High Capacity - a channel for the transmission of isochronous serial digital data at rates of 1.544 or 44.736 Mbps.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC
3

Original Sheet

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

20.3 INTEREXCHANGE SERVICE (cont.)

20.3.4 Interexchange Rates

A.	Voice Grade Service	<u>Monthly Rate</u>	<u>USOC</u>	<u>One-Time Charge</u>	<u>USOC</u>
	1. Channel Termination, per termination				
	Two-Wire	\$25.00	ST04	\$161.00	SCVG
	Four-Wire	\$57.51	ST06	\$161.00	SCVG
	2. Channel Mileage Facility, per mile	\$2.56	1LH03		
	3. Channel Mileage Termination, per termination	\$25.73	2UE04		
	4. Optional Features and Functions				
	Voice Bridging, per port (2- or 4-wire)	\$ 6.10	BT8		
	Data Bridging, per port (2- or 4-wire)	\$ 6.10	BT8		
	Type C Conditioning	\$ 7.83	1LH07		
	Improved Return Loss (2- or 4-wire)	\$13.24	N/A		
	Signaling Capability, per termination	\$13.39	SAL		
	Data Capability, per termination	\$ 5.26	DCTVG		

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet

4

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

20.3 INTEREXCHANGE SERVICE (continued)

20.3.4 Interexchange Rates (continued)

B. Digital Data Service	<u>Monthly Rate</u>	<u>(USOC)</u>	<u>One-Time Charge</u>	<u>(USOC)</u>
Channel Termination, per termination				
1. 2.4 Kbps	\$ 66.50		\$177.00	SCDDC
2. 4.8 Kbps	\$ 66.50		\$177.00	
3. 9.6 Kbps	\$ 66.50		\$177.00	
4. 19.2 Kbps	\$ 66.50		\$177.00	
5. 56.0 Kbps	\$ 66.50	2DD56	\$177.00	
6. 64.0 Kbps	\$ 66.50		\$177.00	
Channel Mileage Facility, per mile				
1. 2.4 Kbps	\$ 2.56			
2. 4.8 Kbps	\$ 2.56			
3. 9.6 Kbps	\$ 2.56			
4. 19.2 Kbps	\$ 2.56			
5. 56.0 Kbps	\$ 5.12	2DDML		
6. 64.0 Kbps	\$ 5.12			
Channel Mileage Termination, per termination				
1. 2.4 Kbps	\$ 25.73			
2. 4.8 Kbps	\$ 25.73			
3. 9.6 Kbps	\$ 25.73			
4. 19.2 Kbps	\$ 25.73			
5. 56.0 Kbps	\$ 51.46	2DDCM		
6. 64.0 Kbps	\$ 51.46			
Optional Features and Functions				
1. Bridging, per port	\$ 7.78			

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 5

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

20.3 INTEREXCHANGE SERVICE (continued)

20.3.4 Interexchange Rates (continued)

C. High Capacity Service	<u>Monthly Rate</u>	<u>USOC</u>	<u>One-Time Charge</u>	<u>USOC</u>
Channel Termination, per termination				
1. DS1 (1.544 Mbps)	\$ 176.90	DALF	\$181.00	SCCDS
2. DS3 (44.736 Mbps)	\$1,857.00	DS3CT	\$500.00	SCCD3
Channel Mileage Facility, per mile				
1. DS1 (1.544 Mbps)	\$ 19.25	1LH08		
2. DS3 (44.736 Mbps)	\$ 120.00	1LHD3		
Channel Mileage Termination, per termination				
1. DS1 (1.544 Mbps)	\$ 96.35	DAMI		
2. DS3 (44.736 Mbps)	\$ 476.00	DS3MF		
Optional Features and Functions				
Multiplexing, DS3 to DS1	\$ 430.00	MUX		
Multiplexing, DS1 to DS0	\$ 180.70			
Multiplexing, DS1 to Voice Grade	\$ 182.70			
CrossConnect, per DS0	\$ 2.50	DS0XC		
CrossConnect, per DS1	\$ 7.50	DS1XC		
CrossConnect, per DS3	\$ 150.00	DS3XC		

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 6

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

20.3 INTEREXCHANGE SERVICE (continued)

20.3.4 Interexchange Rates (continued)

C.	High Capacity Service (continued)	Monthly <u>Rate</u>	<u>USOC</u>	One-Time <u>Charge</u>	<u>USOC</u>
	Optical Carrier Levels				
	Channel Termination, per termination				
1.	OC3	ICB			
2.	OC12	ICB			
3.	OC48	ICB			
	Channel Mileage Facility, per mile	ICB			
	Channel Mileage Fixed, per circuit	ICB			

Volume Discount Pricing:

Volume discount applies only to customers that purchase a minimum of an OC-48 SONET bandwidth and must achieve the minimum billed revenue as specified below. The volume discount will be applied per total billing, per customer, per month.

\$0	to	\$150,000	0%
\$150,001	to	\$200,000	5%
\$200,001	to	\$250,000	8%
\$250,001	to	Above	12%

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Contents Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

24. EMERGENCY 911 SERVICES

CONTENTS

24.1	GENERAL.....	1
24.2	PROVISION OF SERVICE AND RATES	1
24.3	CONDITIONS.....	2

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 1

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

24. EMERGENCY 911 SERVICES

24.1 GENERAL

- A. Emergency 911 Services provide customers a means of accessing a Public Safety Answering Point (PSAP) designated by a local government authority or its agent(s). The PSAP is accessed by dialing the telephone number 911.
- B. Local exchange facilities and other features or services provided by the Company for the local government authority's or its agent's use in administering Emergency 911 Services are offered subject to the General Regulations Section of this Tariff and, in particular, the liability of the Company's provisions as specified in that section of the Tariff.
- C. The Company's entire liability to any person for interruption or failure of Emergency 911 Services, whether due to the Company's network facilities, shall be limited to the terms set forth in this section and other sections of this and other applicable Company Tariffs.
- D. Agents of the local government authority for the purpose of administering this Tariff may include, but are not limited to, other local exchange telephone companies acting on behalf of local government authorities.

24.2 PROVISION OF SERVICE AND RATES

- A. The Company will provide local exchange facilities which interconnect PSAPs or other locations designated by local government authorities or their agent(s) to Company central offices based on the availability, rates, terms, and conditions specified in this Tariff or other applicable Company Tariffs from which facilities may be ordered.
- B. The Company will provide Automatic Number Identification (ANI) subject to the rates specified in 24.2.E.

Automatic Number Identification (ANI) provides for the transmission of the caller's telephone number to the public safety answering point where it may be recorded and/or displayed on the display and transfer unit, or another local telephone company where it is forwarded to the public safety answering point.

When the Automatic Number Identification (ANI) is provided by the Company, no separate Private Line or Special Access charges will apply for the Company's facilities which interconnect the Company's central office switch and the public safety answering point, or the Company's share of facilities jointly provided with another local telephone company which interconnect the Company's central office switch and the public safety answering point.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 2

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

24. EMERGENCY 911 SERVICES

24.2 PROVISION OF SERVICE AND RATES (continued)

- C. The Company will provide Automatic Location Identification (ALI) Database Updates subject to the rates specified in 24.2.E.

Automatic Location Identification (ALI) Database Updates will provide addresses or other available location information to assist local government authorities or their agent(s) for E911. The frequency and medium in which address or location information is provided will be mutually agreed upon by the Company and the local government authority or its agent(s). The Company cannot guarantee the existence or accuracy of address or location information provided. The Company will also follow the E911 data guidelines as shown in SCC Regulations: 20 VAC 5-425.

- D. The Company will provide Selective Routing subject to the rates specified in 24.2.E.

Selective Routing is a feature that routes an Enhanced 911 Service call from a central office to the designated primary public safety answering point based upon the identification number of the calling party.

Selective Routing will only be provided if the Company's central office is equipped to provide this feature.

E	Rates	<u>Per Month</u>	<u>USOC</u>
1.	Combined Automatic Number Identification (ANI) And Automatic Location Identification (ALI) Database Updates Per 1000 Local Exchange Service Lines	\$30.00	
2.	Combined Automatic Number Identification (ANI), Automatic Location Identification (ALI) Database Updates and Selective Routing, per 1000 Local Exchange Service Lines	\$93.00	ANI

24.3 CONDITIONS

- A. This service is offered solely as an aid in routing calls in connection with fire, police, and other emergency services. In the event of service interruption, the Company shall not be liable to any person, corporation, or other entity for any loss or damage. No allowance shall be made if the interruption is due to the negligence or willful act of the local government authority or its agent(s).
- B. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence of the local government authority or its agent(s), a pro rata adjustment of the fixed monthly charges involved may be allowed as covered by the General Regulations Section of this Tariff.

GENERAL CUSTOMER SERVICES TARIFF

Lumos Telephone LLC

Original Sheet 3

ISSUED: December 1, 2021

EFFECTIVE: December 2, 2021

24. EMERGENCY 911 SERVICES

24.3 CONDITIONS (continued)

- C. Each end user and local government authority or its agent(s) also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the end user, local government authority, or PSAP, for personal injury or death to any person or persons, or for any loss, damage or destruction of any property, whether owned by the end user, local government authority or others.
- D. The Company's liability for any loss or damage arising from errors, interruptions, defects or failures of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- E. The Local Government Authority and its agent(s) recognizes that addresses, location information, and Automatic Number Identification (ANI) are the business records of the Company and the Company cannot guarantee the accuracy in emergency situations.
- F. The 911 Service calling party forfeits the privacy by nonpublished telephone number service to the extent that the telephone number, address, and name associated with the originating station location are furnished to the PSAP.
- G. Data Base for the Automatic Location Identification (ALI) Feature of E911 Service System.
 - (1) The Local Government Authority and the Telephone Company recognize that the addresses provided with the ALI feature are the same addresses that the Telephone Company maintains for its Enhanced 911 Service data base and that neither the Local Government Authority nor the Telephone Company can guarantee their existence or accuracy in emergency situations. When the Local Government Authority becomes aware of any inaccuracies in the data provided by the ALI feature, it shall promptly notify the Telephone Company. The Telephone Company will make the correction within a reasonable time under the circumstances.
 - (2) Where the Local Government Authority who subscribes to the selective routing feature notifies the Telephone Company that an inaccuracy has resulted in improper routing to the PSAP, the Telephone Company will make the correction within a reasonable time under the circumstances after notification is received.