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**LUMOS TELEPHONE OF BOTETOURT LLC**

**GENERAL SUBSCRIBER SERVICE TARIFF**  
**CONSISTS OF THE FOLLOWING TARIFFS:**

**SCC Tariff No. 1A1 – GENERAL REGULATIONS TARIFF**

**SCC Tariff No. 1A2 – BASIC LOCAL EXCHANGE SERVICE TARIFF**

**SCC Tariff No. 1A3 - GENERAL SERVICES TARIFF**

**SCC Tariff No. 1A4 – CONNECTION WITH CERTAIN CUSTOMER  
PROVIDED FACILITIES TARIFF**

**SCC Tariff No. 1A5 – WIDE AREA TELEPHONE SERVICE TARIFF**

**SCC Tariff No. 1A6 – LONG DISTANCE SERVICES TARIFF**

Original Title Sheet

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**REGULATIONS AND SCHEDULE OF CHARGES  
APPLYING TO GENERAL AND LOCAL EXCHANGE  
COMMUNICATION SERVICES 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 – 9<sup>th</sup> Floor, 1300 East Main Street, Richmond, Virginia 23219.

This Tariff is also available for review at the Company's Corporate Office, Monday-Friday, 9:00 a.m.–5:00 p.m., located at Lumos Networks Inc., 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

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GENERAL REGULATIONS TARIFF

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DEFINITION OF TERMS

BASE RATE

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

BASIC TERMINATION CHARGE

See "Termination Charge"

BUILDING (SAME)

The term "same building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by passageways in which the wires or cables of the Company can be safely run provided the plant facility requirements are not 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 appreciable 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 conduits are not considered passageways.

CENTRAL OFFICE

A switching unit providing telephone service to subscribers connected thereto.

CENTREX SERVICE

A service arrangement of dial switching equipment and facilities which permits completion of inward and outward local and long distance calls from stations associated with the system without intermediate handling by the attendant.

CLASS OF SERVICE

A description of main station service furnished in terms of:

- a. For Exchange Service:
  1. Grade of Line—Individual Line, 2-Party Line, Multi-Party Line, etc.
  2. Type of Rate—Flat Rate



DEFINITION OF TERMS (Cont'd.)

CLASS OF SERVICE (Cont'd.)

3. Character of use—Business or Residence
  4. Dialing Method—Rotary; Touch-Tone
- b. For Long Distance Service:
- Type of Call—Station-to-Station or person-to-person

COIN BOX TELEPHONE

A Telephone station, either public or semi-public, equipped with a device for collecting money in payment of telephone messages.

COLLECT CALL

The procedure by which certain messages, upon request, may be reversed (charged to the call station) upon acceptance of the call at the called station.

COMPANY

Whenever used in this tariff, "Company" refers to the LUMOS TELEPHONE OF BOTETOURT LLC unless the context clearly indicates otherwise.

CONNECTING COMPANY

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

CONSTRUCTION CHARGE

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the tariff.

COST

Wherever the word, "Cost" is used in this tariff, it is intended to cover the cost of labor, materials, and incidentals, plus a charge for supervision.

DEFINITION OF TERMS (Cont'd.)

DATA ACCESS ARRANGEMENT

The term, "Data Access Arrangement", denotes a protective connection arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement for use with the network control signaling unit to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in this tariff.

DIRECTORY LISTING

The publication in the Company's directory and/or information records of information relative to a subscriber's telephone number, by which telephone and TWX users are enabled to ascertain the call 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. Foreign Exchange Listing—The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served.
- c. Indented Listing—A directory listing indented under another listing.
- d. Reference Listing—The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

DROP WIRE

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the inside wiring.

EXCHANGE

A central office or group of central offices, together with the subscribers' stations and lines connected thereto, forming a local system furnishing means of telephonic intercommunication without toll charges between subscribers within a specified area, usually a single city, town or village.

DEFINITION OF TERMS (Cont'd.)

EXCHANGE SERVICE AREA

The territory, including the base rate, suburban and rural areas served by an exchange, within which local telephone service is furnished at the exchange rates applicable within that area.

EXCHANGE SERVICE

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. Individual and Party Line:

Individual Line Service-A classification of exchange service which provides that only one main station shall be served by the circuit connecting such station with the central office or other switching unit.

b. Two-Party Line Service-The same central office circuit serving no more than two main stations.

c. Multi-Party Line Service-A term used to designate four-party service.

d. 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.

EXTENDED AREA SERVICE

A type of telephone service furnished under tariff provisions whereby 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 a long distance message telecommunications charges.

DEFINITION OF TERMS (Cont'd.)

EXTENSION RINGER

An additional ringer on the same premises and on the same circuit and generally operated in connection with the ringer at the station. Extension ringers are of two types.

- a. Extension Bell (ordinary type)- An additional bell of the type used on standard telephone instruments, connected with the same circuit as the first bell, but mounted separately and generally installed at some distance from the stations.
- b. Extension Gong (loud ringing type)- A loud sounding bell connected in the same manner as the ordinary type of extension bell, for use in noisy or other locations where common type of bell would not be heard.

INITIAL SERVICE PERIOD

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

INSTALLATION CHARGE

A charge applying to the installation of items of equipment or facilities as distinguished from basic telephone service.

INSTRUMENTALITY

The terminal equipment of a unit of telephone service on the premises of the subscriber, including block, drop or inside wiring.

JACK

A fixed socket, designed to permit the establishing of telephone connections by means of station equipped with cords ending in plug.

KEY TELEPHONE SYSTEMS

An arrangement of equipment in combination with telephone sets and associated keys to connect the associated telephone to any one of a limited number of exchange, PBX, intercommunicating or private lines. Line indicating, signaling, holding features, etc., are, or may be incorporated.

LOCAL SERVICE

A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.

DEFINITION OF TERMS (Cont'd.)

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

- a. Person-to-Person Call- A service whereby 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.
- b. Station-to-Station Call- A service whereby the person originating the call either dials the telephone number desired or gives to the Company operator the telephone number of the desired telephone.

MESSAGE

A communication between two telephone stations. Messages may be classified as follows:

- a. Local Message- A message between telephone stations within the same local service area.
- b. Long Distance Message- A message between telephone stations in different exchange areas for which a long distance message charge is made.

MILEAGE CHARGE

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

- a. Airline Measurement- The shortest distance between two points.
- b. Extra Exchange Line Mileage- A charge applying in addition to the base rate for service when a subscriber's station or PBX system is outside the base rate area but is located within the exchange area.
- c. 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.

DEFINITION OF TERMS (Cont'd.)

MILEAGE CHARGE (Cont'd.)

- d. Foreign Central Office Mileage- The measurement applying a circuit connecting a subscriber's main station, or PBX system with a foreign central office, for the use of which a separate circuit charge is made in addition to the base rate, plus extra exchange line mileage charges if any apply.
- e. Foreign Exchange Mileage- The measurement applying to a circuit connecting a subscriber's main station, or PBX system with a central office of an exchange other than that from which the subscriber would normally be served, for the use of which a separate charge is made in addition to the base rate, plus extra exchange line mileage if any apply.

MISCELLANEOUS EQUIPMENT

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

MULTI-PARTY SERVICE

A term used for both Multi-Party Line Service and Rural Line Service.

PREMISES (SAME)

The term "same premises" 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 interested by a public thoroughfare 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 interested by a public corridor or by space occupied by others.
- c. The continuous property operated as a single farm whether or not intersected by a public thoroughfare.

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 interested by a public thoroughfare, a corridor, or space occupied by others.

DEFINITION OF TERMS (Cont'd.)

PRIVATE BRANCH EXCHANGE (PBX)

- a. A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other subscribers.
- b. Circuits, equipment and facilities ordinarily furnished in connection with PBX service, include the following:
  1. PBX Station- A station connected with a PBX switchboard or dial switching equipment.
  2. PBX Trunk- A circuit connecting a PBX system with a central office.

PRIVATE, NON-PUBLISHED NUMBER

A telephone number associated with an exchange station which at the request of the subscriber has the listing omitted from the telephone directory and is not shown on records available to the general public.

PUBLIC TELEPHONE

An exchange main station installed on the Company's initiative, or at the Company's option, at a location chosen or accepted as suitable and necessary for furnishing service to the general public.

- a. Coin Box Public Telephone- A public telephone equipped with a coin collecting device into which all payments for the use of the telephone are deposited prior to (prepayment) or at (post payment) the time the desired connection is established.

SEMI-PUBLIC TELEPHONE

A classification of a coin box main station furnished at locations reasonably accessible to the public but not in the opinion of the Company suitable for the installation of public telephones.

SERVICE CONNECTION CHARGE

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

SUBSCRIBER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of its tariff.

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DEFINITION OF TERMS (Cont'd.)

SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of tariff regulations by the subscriber, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the subscriber's premises.

TELECOMMUNICATIONS SERVICES

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

TELEPHONE NUMBER

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

TELEPHONE STATION

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

- a. Extension Station- An additional station connected on the same circuit as the main station and subsidiary thereto.
- b. Main Station- A Company station, directly connected by means of an individual line or party line circuit with a central office.
- c. PBX Station- See "Private Branch Exchange".
- d. Public Telephone Station- See "Public Telephone".
- e. Semipublic Telephone Station- See "Semipublic Telephone".

TELETYPEWRITER STATION

The transmitting and/or receiving equipment located on the premises of the subscriber used with teletypewriter exchange service and data phone service.

TERMINATION CHARGE

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



DEFINITION OF TERMS (Cont'd.)

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message"

WIDE AREA TELEPHONE SERVICE

The furnishing of facilities for dial type telephone communication between a wide area service access line and other exchange and toll station telephones.

GENERAL REGULATIONS TARIFF

GENERAL RULES AND REGULATIONS

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6. Equipment in Explosive Atmosphere
7. Directory Errors and Omissions

GENERAL RULES AND REGULATIONS

A. APPLICATION

The regulations specified herein are application to all communications services offered in this tariff by the Lumos Telephone of Botetourt Inc., hereinafter, referred to as Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this tariff.

B. EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment, or regulation.
- (I) Signifies an increased rate or new treatment resulting in increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rates.
- (T) Signifies a change in text, but no change in rate, treatment or regulation.
- (X) Signifies text moved to/from another page.

GENERAL RULES AND REGULATIONS (Cont'd)

C. LIMITATIONS AND USE OF SERVICE

1. USE OF SUBSCRIBER'S SERVICE

Telephone equipment and facilities are furnished for the use of the subscriber, employees, agents or representatives of the subscriber or members of the subscriber's domestic establishment except in connection with semi-public telephone service.

2. UNAUTHORIZED ATTACHMENTS OR CONNECTIONS

No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this tariff. In case such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance or said attachments or connection; or to terminate the service.

3. UNLAWFUL USE OF SERVICE

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

4. CANCELLATION OF SERVICE FOR CAUSE

a. The Company may, after 5 days notice, either suspend service or terminate the subscriber's contract without suspension of service, or following a suspension of service, disconnect the service, and remove any of its equipment from the subscriber's premises upon:

1. Abandonment of the service.
2. Failure of a subscriber to make a suitable deposit as required by this tariff.
3. Impersonation of another with fraudulent intent.
4. Listening in on party line conversations.
5. Non-Payment of any sum due for exchange, long distance or other services.
6. Abuse or fraudulent use of service; such abuse or fraudulent use includes:
  - (a) the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telephone service by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation or false credit device or by or through any other fraudulent means or device whatsoever, with intent to avoid payment in whole or in part of regular charge for such service;
  - (b) the use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
  - (c) the use of obscene language;
  - (d) the use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.
7. Any other violation of the Company's regulations.

The Company reserves the right to immediately and without notice cancel any contract for service with and to discontinue service to any person where there is reasonable evidence of intent to defraud or where, in the judgment of the Company, continuation of the service would excessively increase the indebtedness of the subscriber to the Company.

GENERAL RULES AND REGULATIONS (Cont'd.)

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. AVAILABILITY OF FACILITIES

- a. The Company's obligations to furnish service are dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- b. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- c. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations set forth in this tariff under "Construction Charges", except as otherwise specified.

2. APPLICATION OF SERVICE

- a. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant who is a business associate or member of the same household desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.
- b. If telephone service is established and it is subsequently determined that either condition in "a" above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

GENERAL RULES AND REGULATIONS (Cont'd.)

ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

3. APPLICATION OF RATES FOR BUSINESS AND RESIDENCE SERVICE

- a. Although in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether subscriber service should be classified as business or residence is based on the character of use to be made of the service.
- b. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature or where the listing required is such as to indicate business use. Business rates apply for:
  1. Offices, stores, factories, mines and all other places of a strictly business nature.
  2. Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.
  3. Residence locations, where and extension station or extension bell is located in any place where business rates would apply under the provisions of this tariff.
  4. Service terminating solely on the secretarial facilities of a secretarial answering firm will carry business rates.
  5. Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as otherwise specified.
  6. All other locations where the subscriber's primary use of the service is for business purposes.
- c. Residence rates apply when the use of the service is of a domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:
  1. Private residences on service not employing business listings.
  2. Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the subscriber and business listings are not employed.



GENERAL RULES AND REGULATIONS (Cont'd.)

ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

3. The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon, or other medical practitioner or Christian Science practitioner, provided, the service is not installed in that portion of the subscriber's residence which is used as an office, but is located in the subscriber's domestic establishment, and provided no business designation is employed. Titles such as "Dr.," "Rev.," "Judge," "Professor" are not considered business designations.
  4. Private stable or garage when strictly a part of the subscriber's domestic establishment.
- d. Changes from business service to residence service are made only in the event of a change in the subscriber's arrangements which would entitle him to a residence classification of his service, as in "c" above.

The business telephone number may be continued for the residence service only if all the facts indicated that the service is no longer to be used substantially for business purposes.

- e. Changes from residence to business service may be made without change in telephone number, if the subscriber so desires.

4. **TRANSFER OF SERVICE BETWEEN SUBSCRIBERS**

- a. Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation, or in case of abandonment, provided there is no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways:
  1. If the new subscriber, fully understanding the regulations governing the service and the status of the amount, willingly assumes all obligations there under. Future bills are then rendered to him without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and directory listing.
  2. If the new subscriber does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the transfer is effective.

GENERAL RULES AND REGULATIONS (Cont'd.)

ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

TRANSFER OF SERVICE BETWEEN SUBSCRIBERS (Cont'd.)

- b. Under either method of transfer the reassignment of the old telephone number to the service of the new party is arranged for only after the former subscriber has given his consent to its use, and then only when, in the judgment of the Company, there exists no relationship, business or otherwise between the old and new subscribers, and when, in the judgment of the Company, a change in the telephone number is not required.
- c. When a relationship does exist, business or otherwise, between the old and new subscribers the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Company a change in the telephone number is not required.

5. INITIAL SERVICE PERIODS

- a. Unless otherwise specified, the initial service period for all services offered in this tariff is one month commencing with the date of installation of the service.
- b. The initial service period for all PBX service is sixty months at the same location (not including trunk lines and stations).
- c. The initial service period for other services furnished are as follows:
  - 1. For alternate call number listings and joint user service, where the listing actually appears in the directory, the initial service period will extend to the end of the directory period.
  - 2. Telephone booths, twelve months.
  - 3. Special reversed toll service, three months for each exchange selected.
  - 4. Improved mobile telephone service facilities, ninety days.
- d. The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

GENERAL RULES AND REGULATIONS (Cont'd.)

ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

6. PROVISION AND OWNERSHIP OF EQUIPMENT AND FACILITIES

- a. Equipment and facilities furnished by the Company on the premises or mobile unit of a subscriber, authorized user, or Company agent, are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in the tariff, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the subscriber's premises, or upon termination or cancellation of the service, to remove such equipment and facilities.

7. PROVISION AND OWNERSHIP OF DIRECTORIES

Telephone directories distributed from time to time by the Company remain the property of the Company, shall not be mutilated and shall be surrendered upon request. No binder, holder, insert or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the directories owned by the Company, except that this prohibition shall not apply to a subscriber provided binder, holder, insert, or auxiliary cover which is not so attached as to impede reference to essential service information or otherwise interferes with service.

8. PROVISION AND OWNERSHIP OF TELEPHONE NUMBERS

Telephone numbers are the property of the Company and are assigned to the service furnished the subscriber. The subscriber has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the subscriber, whenever the Company deems it necessary to do so in the conduct of its business.

9. MAINTENANCE AND REPAIRS

All ordinary expense of maintenance and repairs, unless otherwise specified in this tariff, is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the subscriber,

GENERAL RULES AND REGULATIONS (Cont'd.)

ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

MAINTENANCE AND REPAIRS (Cont'd)

the subscriber shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

10. COMPANY FACILITIES AT HAZARDOUS OR INACCESSIBLE LOCATIONS

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable, to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, any remuneration to be based on conditions involved.

11. WORK PERFORMED OUTSIDE REGULAR WORKING HOURS

The rates and charges specified in this tariff contemplate that all work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a subscriber request that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours or that work once begun be interrupted, so that the Company incurs costs that would not be otherwise incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional costs incurred by the Company as a result of the subscriber's special requirements.

12. SUSPENSION OF BUSINESS AND RESIDENCE SERVICE

- a. Upon request, a subscriber to business or residence service may arrange for the temporary suspension of such service. Suspension of service is available on a subscriber's complete service or on such portion thereof as can be suspended.
- b. When the period of suspension is less than one month, the regular charges for the full month of service shall apply.
- c. When a complete service, or portion thereof which can be suspended is subject to an initial service period of more than one month, the basic termination charge applicable thereto will be reduced at one-half the normal full rate of reduction while the service is on a suspended basis.

GENERAL RULES AND REGULATIONS (Cont'd.)

ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

SUSPENSION OF BUSINESS AND RESIDENCE SERVICE (Cont'd)

- d. In connection with the complete suspension of service, local or long distance service is not furnished during the period of suspension.
- e. The charge for the total suspension period may be collected in advance.

13. TERMINATION OF SERVICE

a. Termination of Service by the Company

- 1. Violation of any of the regulations contained in this tariff on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service, upon 5 days notice.
- 2. When the service is terminated on the initiative of the Company because of violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply.
- 3. The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere or impair, any other service rendered to the public by the company.

b. Termination of Service at the Subscriber's Request

Service may be terminated at any time upon reasonable notice from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

E. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES

1. ADVANCE PAYMENTS

An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other non-recurring charges plus charges for one month of service. Where construction charges are applicable the payment thereof may be required in advance of start of construction.

GENERAL RULES AND REGULATIONS (Cont'd.)

PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd.)

2. DEPOSITS

- A. Any applicant who is unable to establish a satisfactory credit standing with the Company or any subscriber whose credit standing has become impaired may also be required to deposit a sum up to an amount equal to either the charge for two month's local service or the charge for the estimated toll messages during a like period, or both. Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.
- B. Interest at a rate to be determined by the State Corporation Commission shall be as follows:

“All investor-owned utilities will pay interest on deposits, such rate being 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 Commission's General Director of Public Utilities shall notify utilities in January of each year of the rate prevailing for the year.”
- C. If the deposit exceeds \$40.00, the subscriber may pay this deposit in equal payments in three (3) consecutive months.
- D. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying to the Company's regulations as to advance payments and the prompt payment of bills on presentation nor constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company.

3. PAYMENT FOR SERVICE.

- A. All charges due by the subscriber are payable at the Company's Business Office or at any agency duly authorized to receive such payments. If objection in writing is not received by the Company within thirty days after the bill is rendered the account shall be deemed correct and binding upon the subscriber.

GENERAL RULES AND REGULATIONS (continued)

PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

3. PAYMENT FOR SERVICE (continued)

- B. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished to the subscriber including charges for services originated or charges accepted at the subscriber's station.
- C. Should service be suspended for non-payment for charges, it will be restored only as set forth in this tariff under "Restoration Charge".
- C1. 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 RULES AND REGULATIONS (Cont'd.)

PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd.)

- d. When the service has been disconnected for non-payment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provision of this tariff.
- e. In its discretion, the Company may restore or re-establish service which has been suspended or disconnected for non-payment of charges, prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver of any rights to suspend or disconnect service for non-payment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for non-payment of such account or of any other past due account.
- f. All bills are due when rendered and payable within twenty (20) days after the bill is rendered. In the event of failure to pay any regular bill within the billing cycle, a one and one-half percent (1 ½%) late payment charge on the overdue balance will be added to the next telephone bill. The Company may discontinue service after the subscriber has been given at least five (5) days written notice.
- g. Customers requesting copies of their toll bills shall be able to obtain such information at costs for providing such information. This shall apply for all months except the current billing month which will be provided at no charge. A current month shall be not more than 30 days from the date of the previous bill. The fee for this service will be \$15.00 for each month printed.

4. ALLOWANCE FOR INTERRUPTIONS

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the subscriber for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this tariff. For the purpose of administering this regulation, every month is considered to have thirty days.

5. PROVISIONS FOR CERTAIN LOCAL TAXES AND FEES

If a municipality or political subdivision collects or receives any payment or payments of any telephone service without charge or at reduced rates from the Company for or by reason of the use of the streets, alleys, or public places of a municipality or political subdivision or for or by any portion or phase thereof in the municipality or political subdivision and the Company, whether such payments or such service be



GENERAL RULES AND REGULATIONS (Cont'd.)

PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd.)

PAYMENT FOR SERVICE (Cont'd.)

5. PROVISIONS FOR CERTAIN LOCAL TAXES AND FEES (Cont'd.)

called a license, occupational, privilege, franchise or inspection tax or fee or otherwise, or whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits, or other facilities or otherwise, the aggregate amount of such payments and such service will be billed, insofar as practical, pro rata to the exchange customers within such municipality or political subdivision, provided, however, the foregoing shall not apply to any such service payment or payments or to any such telephone service without charge.

GENERAL RULES AND REGULATIONS (Cont'd.)

PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd.)

PROVISIONS FOR CERTAIN LOCAL TAXES AND FEES (Cont'd)

or at reduced rates during the term of any agreement or arrangement now in effect, and further provided that such payments are limited to an amount exceeding ½ of 1% of the aggregate amount.

F. LIABILITY OF THE COMPANY

1. SERVICE IRREGULARITIES

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the subscriber, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

2. USE OF FACILITIES OF OTHER CONNECTING CARRIERS

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

3. INDEMNIFYING AGREEMENT

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

GENERAL RULES AND REGULATIONS (Cont'd.)

LIABILITY OF THE COMPANY (Cont'd.)

4. DEFACEMENT OF PREMISES

The Company is not liable for any defacement of or damage to the premises of a subscriber resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises or mobile unit or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company.

5. PERIOD FOR THE PRESENTATION OF CLAIMS

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within the period established by law in this state.

6. EQUIPMENT IN EXPLOSIVE ATMOSPHERE

- a. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The subscriber shall indemnify and hold the 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 subscriber 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 property whether owned by the subscriber 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 said equipment so provided.
- b. The Company may require each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
- c. The subscriber shall furnish, install and maintain sealed conduit with explosive-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

GENERAL RULES AND REGULATIONS (Cont'd.)

LIABILITY OF THE COMPANY (Cont'd.)

7. DIRECTORY ERRORS AND OMISSIONS

No liability for damages arising from errors or omissions of free directory and/or "Information" listings shall be attached to the Company. In the case of charge listings the liability of the Company shall be limited to and satisfied by a refund or credit at the monthly rate for each charge listing for the charge period during which the error or omission continues. 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 between subscribers or others as a result of listings published in its directories.

NETWORK INTERFACE DEVICES

1. GENERAL

- A. All one and two access lines 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 of business structures, the NID will be located on the outside, unless impractical, or inside installation, 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 select 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.

II. APPLICABLE CHARGES

	<u>Equipment</u>	<u>Monthly Charge</u>	<u>Non-Recurring Charge</u>
A.	Network Interface Device (NID)	None	See Tariff 1A3, Sec. I
B.	NID (Customer Requested Location)	None	See Tariff 1A3, Sec. 2.F.

BASIC LOCAL EXCHANGE SERVICE TARIFF

CONTENTS

- A. RATE SCHEDULES
  - 1. Authorization
  
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  - 1. Rates, Troutville
  - 2. Rates, Fincastle
  - 3. Rates, Eagle Rock
  - 4. Rates, Oriskany
  
- C. LOCAL CALLING AREAS
  
- D. LOCAL EXCHANGE LINE MILEAGE

BASIC LOCAL EXCHANGE SERVICE

A. RATE SCHEDULES

1. AUTHORIZATION

All exchange rates are authorized by the Virginia State Corporation Commission.

B. LOCAL EXCHANGE TARIFFS

1. LOCAL EXCHANGE TARIFF, TROUTVILLE

a. This tariff is subject to the regulations shown in the General Exchange Tariff, which tariff, together with revised and added sheets or superseding issues thereof, is hereby made a part of this tariff.

b. The rates shown hereunder entitle the subscriber to local messages, as specified, to all stations bearing the designation of Eagle Rock, Fincastle, Troutville, Roanoke, Salem, and Buchanan.

MONTHLY LOCAL EXCHANGE RATES, TROUTVILLE

<u>Residence</u>	<u>Rotary Dial Service *</u>		<u>Touch-Tone Service</u>	
Network Access Line Charge	\$26.00	(I)	\$26.00	(I)
<u>Business</u>				
Network Access Line Charge	\$35.00		\$35.00	
Key Trunk			\$39.95	
PBX Trunk			\$44.00	
Trunk Termination Charge			\$5.00	

\*NOTE: Rotary dial service will no longer be offered to new customers after September 1, 2000, but will be "grandfathered" for existing customers.



B. LOCAL EXCHANGE TARIFFS (CONTINUED)

2. LOCAL EXCHANGE TARIFF, FINCASTLE

- a. This tariff is subject to the regulation shown in the General Exchange Tariff which tariff, together with revised and added sheets or superseding issues thereof, is hereby made a part of this tariff.
- b. The rates shown hereunder entitle the subscriber to local messages as specified to all stations bearing the designation of Clifton Forge, Covington, Eagle Rock, Fincastle, Troutville, Roanoke, Oriskany, and Buchanan.

MONTHLY LOCAL EXCHANGE SERVICE RATES, FINCASTLE

<u>Residence</u>	<u>Rotary Dial Service *</u>		<u>Touch-Tone Service</u>	
Network Access Line Charge	\$26.00	(I)	\$26.00	(I)
<u>Business</u>				
Network Access Line Charge			\$38.00	
Key Trunk			\$44.25	
Trunk Termination Charge			\$5.00	

\*NOTE: Rotary dial service will no longer be offered to new customers after September 1, 2000, but will grandfathered" for existing customers.

B. LOCAL EXCHANGE TARIFFS (CONTINUED)

3. LOCAL EXCHANGE TARIFF, EAGLE ROCK

- a. This tariff is subject to the regulation shown in the General Exchange Tariff which tariff, together with revised and added sheets or superseding issues thereof, is hereby made a part of this tariff.
- b. The rates shown hereunder entitle the subscriber to local messages as specified to all stations bearing the designation of Clifton Forge, Covington, Eagle Rock, Fincastle, Troutville, Oriskany, and Roanoke.

MONTHLY LOCAL EXCHANGE RATES, EAGLE ROCK

<u>Residence</u>	<u>Rotary Dial Service *</u>		<u>Touch-Tone Service</u>	
Network Access Line Charge	\$26.00	(I)	\$26.00	(I)
<u>Business</u>				
Network Access Line Charge			\$35.00	
PBX Trunk			\$42.25	
Trunk Termination Charge			\$5.00	

\*NOTE: Rotary dial service will no longer be offered to new customers after September 1, 2000, but will be "grandfathered" for existing customers.

LOCAL EXCHANGE TARIFFS (CONTINUED)

4. LOCAL EXCHANGE TARIFF, ORISKANY

- a. This tariff is subject to the regulations shown in the General Exchange Tariff which tariff, together with revised and added sheets or superseding issues thereof, is hereby made a part of this tariff.
- b. The rates shown hereunder entitle the subscriber to local messages, as specified, to all stations bearing the designation of Oriskany, Eagle Rock, New Castle, Fincastle, or Troutville.

MONTHLY LOCAL EXCHANGE SERVICE RATES, ORISKANY

<u>Residence</u>	<u>Rotary Dial Service *</u>		<u>Touch-Tone Service</u>	
Network Access Line Charge	\$26.00	(I)	\$26.00	(I)
<u>Business</u>				
Network Access Line Charge			\$30.00	

\*NOTE: Rotary dial service will no longer be offered to new customers after September 1, 2000, but will be "grandfathered" for existing customers.

C. LOCAL CALLING AREAS

<u>Exchange:</u>	<u>Exchanges Included in Local Calling Areas</u>
Troutville	Fincastle, Eagle Rock, Roanoke, Salem, Oriskany, Buchanan
Fincastle	Eagle Rock, Troutville, Roanoke, Buchanan, Oriskany Clifton Forge, Covington
Eagle Rock	Fincastle, Troutville, Oriskany, Roanoke Clifton Forge, Covington
Oriskany	Eagle Rock, New Castle, Fincastle, Troutville

D. LOCAL EXCHANGE LINE MILEAGE CHARGES

1. When extension stations are located in a different building from the main service, extension line mileage charges apply and are in addition to the schedule rate as follows:

First ¼ mile or fraction thereof.....\$2.50  
 Each additional ¼ mile or fraction thereof.....\$1.00

- a. Mileage charges are computed on air line measurements from the main station to the location of the extension.
- b. The above mileage charges apply monthly.

NOTE: a. and b. above will apply to item 2 below also.

2. When extension stations are located in a different building from the main service and across public highways, extension line mileage charges apply and are in addition to the schedule as follows:

First ¼ mile or fraction thereof.....\$2.50/\$7.50  
 Each additional ¼ mile or fraction thereof.....\$1.00

FOREIGN EXCHANGE SERVICE

CONTENTS

- A. Regulations
- B. Rates

FOREIGN EXCHANGE SERVICE

A. REGULATIONS

1. Foreign Exchange Service is local service of one exchange furnished at a location in another exchange.
2. 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.
3. Foreign Exchange Service will be furnished for local service only. Except in cases of emergency, no toll calls will be permitted over the foreign exchange facilities. Violation of this provision subjects the service to termination.
4. Subscribers to foreign exchange service are also required to contract for service in the exchange from which they would normally be served.
5. 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.
6. All negotiations for the establishment of Foreign Exchange Service and the billing for same, normally shall be between the prospective subscriber and the telephone company operating his normal exchange.
7. When the foreign exchange service requested is from an exchange that is part of an Extended Area Service network, the company may require the Foreign Exchange Service to the main exchange of that network.

B. RATES

1. The rates and charges applicable for Foreign Exchange Local Service are the rates and charges applicable of business rates within the rate area of the foreign exchange and are subject to change when authority to change rates is given the Company

FOREIGN EXCHANGE SERVICE (Cont'd.)

B. RATES (Cont'd.)

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 and foreign trunks, the rates for switching equipment stations and supplemental equipment are the rates applicable in which the equipment is located.

2. Interexchange Channels

A. Mileage

Between normal and foreign exchanges, airline measurement between toll rate centers. Per Month

Mileage, per mile or fraction thereof per circuit..... \$2.50

B. Channel Terminal, each..... \$24.00

Where the total channel mileage between rate centers does not exceed seven miles, the following rates apply for each channel terminal.

<u>Channel Length</u>	
Up to and including 1 mile.....	\$9.60
Over 1 mile up to and including 2 miles.....	\$11.75
Over 2 miles up to and including 3 miles.....	\$13.85
Over 3 miles up to and including 4 miles.....	\$16.00
Over 4 miles up to and including 5 miles.....	\$18.10
Over 5 miles up to and including 6 miles.....	\$20.25
Over 6 miles up to and including 7 miles.....	\$22.35

C. When Foreign Exchange Service is provided in an exchange contiguous with a metropolitan exchange having 1,000,000 or more main terminals and is subscribed to from the metropolitan zone having its rate center nearest the rate center of the normal exchange, the monthly charge for interexchange channel is \$8.95.

D. When Foreign Exchange Service as described in C. preceding is provided in an exchange contiguous with an exchange described in C. preceding, the maximum monthly charge for each channel is \$8.95 plus the applicable mileage and channel charges as specified in A. and B. preceding. Mileage is measured airline between the rate centers of the normal exchange and the exchange adjacent to the metropolitan exchange.

FOREIGN EXCHANGE SERVICE (Cont'd.)

B. RATES (Cont'd.)

3. Customer Terminal Equipment Locations

A. When the customer terminal equipment is within 2 miles of the normal exchange central office.....no charge

B. When the customer terminal equipment is beyond the 2 mile limit as described in 3A. above, local channel mileage charges of \$1.25 for each ½ mile or fraction thereof, airline measurement, will apply for the entire distance.

C. Extensions

Extensions for FX service will be the rates applicable  
for business extensions.....\$2.25

4. Construction Charges

If special facilities must be made available, a construction charge based on cost shall apply.



GENERAL SERVICES TARIFF

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SERVICE CHARGES

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SERVICE CHARGES

A. DEFINITIONS

1. SERVICE CHARGES OF A NONRECURRING NATURE ARE AS FOLLOWS:

- a. Service connection charge—a nonrecurring charge applying to the establishment of basic telephone service for a subscriber and subsequent additions to that service.
- b. Installation charge—a nonrecurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service connection charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called and “initial” charge.
- c. Change Charge—a charge applying when a subscriber requests a substitution of a different style, color, or type of telephone instrument, or a rearrangement of equipment or wiring which does not involve a change in location of the instrument, or a change of telephone number.
- d. Termination Charge—a charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such items.
- e. Restoration Charge—a charge applying to restore service following a temporary suspension of service for non-payment of charges.

## 1. SERVICE CHARGES

### A. DEFINITIONS

#### a. General

1. The charges contained herein pertain to the establishment of service, apparatus or wiring on the premises as requested by a customer and not specifically covered elsewhere in the Tariff.
2. Service Connection Charges are in addition to the established rates and any other charges provided for under the tariffs.
3. Service Connection Charges apply in addition to, but not in lieu of, mileage charges, or charges which may be incurred in special construction or installations of a temporary or speculative nature.
4. Installation charges for auxiliary terminal equipment and services are identified and presented throughout this tariff if applicable as a part of the offering of individual items of equipment or of service features. These charges apply in lieu of the charges listed in B.2. Schedule of Charges, following.
5. The installation charge for any item of auxiliary terminal equipment or service does not apply where service is established without wiring, connection, inside move, or change of that equipment.

#### b. Definitions

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

1. Service Order Charge – The charge that applies for work performed by the Telephone Company in connection with the receiving, recording, and processing of customer requests for service.
2. Connect Access Line Charge – Applicable for the work associated with the circuit extending from the cable or pole line to the protector on the customer's premises. (Drop wire)
3. Line Connection – The charge that applies for work performed as applicable for central office connecting functions and/or with regards to Key Systems and PBX Systems, the main frame work associated in the equipment rooms for installations, changes or rearrangements in a customer's facilities.

1. SERVICE CHARGES

DEFINITIONS (Continued)

4. Premises Visit Charge – Charge for a required trip to a customer’s premises to perform work involving establishment or rearrangement of service or equipment when requested by the customer.
5. Connect Outlet Charge – Applicable for installation of a jack or change of location of a jack on the subscriber’s premises which is required due to a subscriber’s request.
6. Connect Phone Charge – This charge is applicable for work done on the customer’s premises associated with connecting, changing or moving each telephone set and each item of auxiliary equipment as specified in other sections of this tariff.
7. Reconnect for Non-Payment – This charge is applicable for work done to reconnect service for a disconnect for non-payment. This will be associated with service order processing and office wiring charges.

SERVICE CHARGES (Cont'd.)

B. SERVICE CONNECTION CHARGES

1. APPLICATION OF CHARGES

- a. Except as provided hereinafter, the following services are subject to service connection charges:
  1. All classes of main station service
  2. Extension stations
  3. Centrex stations
  4. 1-A Key trunks
  5. PBX stations
  6. PBX trunks
  7. Tie lines
  8. Toll terminals
- b. Where the service desired necessitates the use of more than one item of service subject to a service connection charge, the total charge is the sum of the separate service connection charges for each item of service furnished except as hereinafter provided.
- c. Service connection charges do not apply in connection with changes in a subscriber's service when the service connection charge applicable to the service desired by the subscriber does not exceed the service connection charge applicable to his existing service. In case the service connection charges applicable to the service desired by the subscriber does exceed the service connection charge applicable to his existing service, the subscriber pays the excess amount.
- d. Service connection charges may be required to be paid at the time of application for service.

## SERVICE CHARGES (Cont'd.)

## B. SERVICE CONNECTION CHARGES (Cont'd.)

2.	<u>SCHEDULE OF CHARGES</u>	<u>Installation Charges</u>	
		<u>RES.</u>	<u>BUS.</u>
	Premises Visit	\$15.00	\$15.00
	Service Order	\$12.50	\$15.00
	Line Connection	\$20.00	\$25.00
	Connect Line	\$6.00	\$8.00
	Connect Outlet	\$4.00	\$4.00
	Reconnect for DNP	\$12.00	\$12.00
	Connect Phone	\$8.00	\$8.00
	Wire Outlet	\$13.00	\$13.00

C. INSTALLATION CHARGES

Installation charges where applicable are identified and presented throughout this tariff as part of the offering of individual items of equipment or of service features.

SERVICE CHARGES (Cont'd.)

SERVICE CONNECTION CHARGES (Cont'd.)

D. CHANGE CHARGE

1. See Tariff 1A3. Section I.
2. For rearrangement of drop wire or protector, a charge equal to the service connection charge for instrumentalities not in place as applicable to the main station, PBX trunk, or 1-A Key trunk served by the drop wire or protector being rearranged.
3. For changes of a telephone set from regular non-portable connection to portable or vice versa, a change of equipment charge applies, as covered in (1) preceding, except while an installer is on the subscriber's premises for the purpose of installing or connecting jack equipment for which and installation charge applies.
4. For all other changes in equipment or wiring, a charge based on the cost of labor and materials.

E. SERVICE CONNECTION CHARGES DO NOT APPLY TO THE FOLLOWING:

- a. Visits to a customer's premises solely for the purpose of repair, maintenance, or disconnection of telephone company provided service and equipment.
- b. Changes when initiated by the telephone company, for the convenience of the company.
- c. Charges for restoral of service or reconnect after suspension of service.



SERVICE CONNECTION CHARGES (cont'd.)

F. TERMINATION CHARGE

- a. A termination charge is determined by applying to the basic termination charge the percentage which the unexpired portion of the initial service period bears to the full initial services period. The basic termination charge and the initial service period are indicated in the section of this tariff covering the service items to which they apply.
- b. When a subscriber discontinues one or more units of a group of the same item, the equipment latest installed shall be considered as the equipment first discontinued.
- c. When a subscriber cancels an order for service carrying a basic termination charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained through disposal; the termination charge in this event will not exceed the basic termination charge.

G. RESTORATION CHARGE

In the event service is temporarily suspended for nonpayment of charge, such service will be restored upon payment of charges due, or at the discretion of the Company a substantial portion thereof, and in addition a restoration charge.

H. 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	3CHCK
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I. PROMOTIONAL OFFERINGS

The Company may take promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted service. Any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

CONTENTS

- A. CONSTRUCTION CHARGES
  - 1. General
  - 2. Construction on Public Highway or on Private Property to Serve Subscribers in General
  - 3. Construction on Private Property to Serve A Single Subscriber
  - 4. Special Construction
- B. UNDERGROUND INSTALLATION PLAN
- C. SPECIAL TYPES OF INSTALLATION
- D. TEMPORARY INSTALLATION
- E. MAINTENANCE SERVICE CHARGES

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A. CONSTRUCTION CHARGES

1. General

- a. Construction charges are nonrecurring charges made to subscribers under certain conditions to cover all or a portion of the costs involved in the establishment of service and are in addition to the rate for the class of service furnished and any service connection charges, installation, change or move charges, mileage charges or other similar charges that may apply.
- b. All rates and charges quoted in the Local Exchange Tariff and the other section of the General Exchange Tariff provide for the furnishing of service and/or equipment where suitable plant is available or when the construction of the necessary plant does not involve excessive costs.
- c. Except as otherwise provided herein, the rules and regulations in this section contemplate usual construction, i.e., the type of construction which the Company would provide for the area and for the quantity and class of service involved in the decision rested solely with it.
- d. Any poles, conduit, cable or other plant provided at the expenses of the subscriber, on either a public highway or on private property, shall not be used by the subscriber for any purpose other than service furnished by the Company or the support of crossarms, cable, wire or other apparatus of the Company, except upon approval of the Company.
- e. Provisions of this tariff may be subject to conditions of the Rural Electrification Administration concerning construction charges for companies receiving R.E.A. financing.

2. Construction on Public Highway or on Private Property To Service Subscribers in General

- a. Construction charges apply only when the construction is located outside the base rate area and the revenue to be received by the Company or the immediate prospect of receiving sufficient additional revenue, or both, do not justify the necessary investment. In such cases, the subscriber may be required to pay a construction charge under the following conditions.

CONSTRUCTION CHARGES (Cont'd.)

Construction on Public Highway or on Private Property to Serve Subscribers in General (Cont'd.)

- b. Where it is necessary to construct outside plant on public highway or private property to service subscribers in general, no charge is made for the first one-half per mile per subscriber, route measurement. For the route distance in excess of one-half mile per subscriber, the construction charge is determined upon the basis of the actual cost of the material and labor required for the excess construction.
- c. Ownership of all such outside plant will be vested in the Company.
- d. All such outside plant is maintained and replaced at the expense of the Company.

3. Construction on Private Property to Serve a Single Subscriber

- a. Where it is necessary to construct outside plant on private property to serve a single subscriber, no charge is made for the first 500 feet route measurement. For the route distance in excess of 500 feet the subscriber is charged the actual cost of the material and labor required for the excess construction.
- b. Ownership of such outside plant will be vested in the Company.
- c. All such outside plant is maintained and replaced at the expense of the Company.

4. Special Construction

- a. When the Company is required to provide outside plant construction, either on a public highway or on private property, of a type other than that usually provided for the area and the quantity and class of service furnished then the subscriber or other party requiring such special construction will be required to pay the difference between the cost of usual construction and the cost of the special type of construction provided.

A. CONSTRUCTION CHARGES (Cont'd.)

SPECIAL CONSTRUCTION (Cont'd.)

- b. The Company, will, in all cases, bear the same amount of the cost as in case of usual construction, as provided for under paragraphs B and C preceding. The subscriber or other party requiring the special construction will be required to pay the difference between the total cost of such special construction and the amount to be borne by the Company.
- c. Ownership of such outside plant will be vested in the Company.
- d. All such outside plant is maintained and replaced at the expense of the Company.

5. Relocation of facilities at Customer's Request

- a. When the Company is requested to relocated facilities either on a public highway or on private property by a customer, the customer will bear all costs required of such relocation of facilities. Such costs, as estimated by the Company, may be required to be paid in advance as determined by the Company.
- b. Ownership of all such outside plant will be vested in the Company.
- c. All such outside plant is maintained and replaced at the expense of the Company.

B. UNDERGROUND INSTALLATION PLAN

- 1. The property owner shall provide at no cost to the Company, the necessary right-of-way for the underground distribution and service laterals, make the strip into which the underground facilities are to be located accessible to the Company's equipment, remove all obstructions from the strip, grade and open the trench, and provide continuing access to the Company for operation, maintenance or replacement of the underground facilities. Shrubs, tress and grass requiring protection from the Company's equipment during installation and maintenance of underground facilities will be the responsibility of the property owner who will also add fill dirt and re-seed the trench cover where required.

B. UNDERGROUND INSTALLATION PLAN CONTINUED:

2. In the event the service laterals is to be located beneath a sidewalk, driveway, parking lot, patio, and/or in areas used for such purposes, the property owner shall provide two-inch (or larger where required) conduit in these areas.
3. The material and labor forces necessary to install underground telephone facilities are seldom immediately available, therefore, it is imperative that the maximum advanced request for underground facilities be made.

C. SPECIAL TYPES OF INSTALLATION

When a special type of installation is desired by a subscriber or where the individual requirements of a particular situation make the installation unusually expensive, the subscriber is required to bear the excess cost of such installation.

D. TEMPORARY INSTALLATION

When an installation is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such installation, over and above all other regular charges for service and equipment.

F. MAINTENANCE CHARGES

E. MAINTENANCE CHARGES

1. Optional Maintenance Services

Response and maintenance to service reports are performed during normal working hours except for Sundays and Holidays. Customers requiring maintenance after normal working hours, may subscribe to one of the following, for an additional charge

- a. After-Hour Maintenance Service (Including as part of basic service)
- b. Call-Out Maintenance Service

2. Customer-Provided Equipment Maintenance

Applies to residence or business service when a visit is made to the customer's premises and the service's difficulty is found to be caused by customer-provided equipment. A trip charge as states in Tariff 1A3, Section 1. B.2, applies for each trip.

3. Schedule of Charges

- a. After-Hour Maintenance  
25% of Local Service Charges
- b. Call-Out Maintenance  
(Minimum Call-Out Period – 3 Hours) 50% of Loaded  
Labor Cost-including overtime
- c. Customer-Provided Equipment Maintenance  
(Does Not include materials)  
  
\$6.25 per ¼ Hour (\$25.00 minimum charge) plus trip charge



DIRECTORY LISTINGS

CONTENTS

- A. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS
- B. BUSINESS LISTINGS
  - 1. Business Designations
- C. RESIDENCE LISTINGS
  - 1. Special Residence Designations
- D. PRIVATE, NONPUBLISHED TELEPHONE NUMBERS
  - 1. Rates and Charges
- E. SEMIPRIVATE, NONLISTED TELEPHONE NUMBERS
  - 1. Rates and Charges
- F. ADDITIONAL LISTING CHARGES
- G. MISCELLANEOUS LISTINGS
  - 1. Reference Listings
  - 2. Foreign Listings
  - 3. Additional Listings for Names Spelled More than one Way
  - 4. Alternate (Directive) Listings

## DIRECTORY LISTINGS

A. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS

- a. The rate and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone numbers and as an aid to the use of telephone service.
- b. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers the Company will not be a party to controversies between subscribers as a result of the publication of such listings in its directories.
- c. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgment such listing would tend to delay or impede the use of the service.
- d. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when in its judgment the clearness of the listing and the identification of the subscriber is not impaired thereby.
- e. Except as hereinafter provided only one listing is furnished without extra charge for each main service, joint user service, PBX system or 1-A Key system; where a number of main services are provided on a rotary basis they are considered as one service. If additional listings are required to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of station lines or PBX trunks associated with that service. Directory listings showing the appropriate station number may be furnished indented under the main listing of additional listings at the charge for additional listings. Such listings may be specific departments, locations or titles of key personnel.
- f. Additional listings on rotary numbers usually bear the call number of the first line of the rotary group but, at the subscriber's request, they may bear any one of the rotary numbers.
- g. Street numbers, followed by the names of streets, will be used in identifying the location of the subscriber except when in judgment of

A. DIRECTORY LISTINGS (Cont'd.)  
REGULATIONS APPLICABLE TO DIRECTORY LISTINGS (Cont'd.)  
g. (Cont'd.)

the Company names of buildings, apartment houses or communities serve as a better means of identification. Corner addresses are undesirable and will be used only where the street number is not available. The use of floor, room, or suite numbers of buildings or apartment houses or other such designations is not permitted.

- h. Listings are not provided in connection with public telephone service except when the listing will facilitate the operation of the Company. No additional listings are permitted. Listings in connection with semipublic telephone service are furnished under the same rates and regulations as other business service.
- i. When in the judgment of the Company the use of reference or other listings in excess of the number of listings permitted without extra charge as previously outlined, are needed for better identification of the subscriber or governmental offices to facilitate the Company's operations, such listings may be provided without charge.

B. BUSINESS LISTINGS

Generally, business listings consist of a name, a designation descriptive of the subscriber's business if not self-explanatory, the address at which service is rendered, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted, but may be that of a second party designated by the subscriber. Additional listings may be furnished in the names of partners or members of the firm, if the subscriber or joint user is a partnership or firm; the names of officers of the corporation where the subscriber or joint user is a corporation, and for any business establishment, the names of associates or employees of the subscriber or joint user.

- 1. BUSINESS DESIGNATIONS  
Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may for purposes of identification include abbreviated designations of titles and designations will be omitted when a degree is used which conveys adequate information.

C. RESIDENCE LISTINGS

Residence listings consist of a name, the address of the premises at which service is rendered, and the telephone number. The primary

DIRECTORY LISTINGS (Cont'd.)C. RESIDENCE LISTINGS (Cont'd.)

listing is ordinarily the name of the individual who subscribes for the service but the listing may be in the name of a second party so designated by the subscriber. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other person residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

## 1. SPECIAL RESIDENCE DESIGNATIONS

Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may, for the purposes of identification, include abbreviated designations of titles. Also, the title "Mrs." Or "Miss" is permitted.

D. PRIVATE, NONPUBLISHED TELEPHONE NUMBERS

Some subscribers request their telephone numbers be omitted from the directory and the Company's information records. Such requests, when presented in writing, may be fulfilled through the assignment of a private nonpublished telephone number subject to the regulations outlined below.

Incoming calls to private telephone numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may request. The acceptance by the Company of the subscriber's request to furnish a private telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability of damages arising from publishing a private telephone number in the directory or disclosing said number to any person shall be attached to the Company. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private, nonpublished telephone number or the disclosing of said number to any person.

## 1. RATES AND CHARGES

Change ListingNonrecurring

See Tariff 1A3, Section I

NonPublished Directory Listing

Monthly Rate

\$2.00

## DIRECTORY LISTINGS (Cont'd.)

E. SEMIPRIVATE, NONLISTED TELEPHONE NUMBERS

Semiprivate, nonlisted telephone numbers are not listed in the Company's alphabetical directory, but are maintained on informational records and will be furnished upon request of the calling party. The acceptance by the Company of the subscriber's request to furnish a semiprivate, nonlisted telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a private, nonlisted telephone number in the directory or disclosing said number to any person shall be attached to the Company. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private, nonlisted telephone number or the disclosing of said number to any person.

## 1. RATES AND CHARGES

Change ListingNonrecurring

(See Tariff 1A3, Section 1)

NonListed Directory Listing

Monthly Rate

\$2.00

F. ADDITIONAL LISTING CHARGES

1. Regular additional listings are available only in the names of those persons having the right to use the service as specified in Tariff 1A1, General Regulations Tariff. In connection with semi-public telephone and hotel service, regular additional listings are available only to the customer-agent or their employees except that in connection with service at hotels and boarding houses, listings of permanent or season guests may be arranged by the management.

2. RATES AND CHARGES

Regular Additional Directory Listings

Monthly Rate

\$1.50

G. MISCELLANEOUS LISTINGS

1. REFERENCE LISTINGS

Reference listings may be furnished to subscribers who change their names, absorb other businesses or subdivide their business and have authority to continue the use of the old name, and in other cases when in the judgment of the Company they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings. Following is an example of such a listing:

Long Lumber Co.....See South Lumber Co.

2. FOREIGN LISTINGS

Listings in the alphabetical section of the directory of an exchange other than the local exchange may be furnished to anyone listed at the regular rate for additional listings. An example of a chargeable foreign listing is as follows:

(To appear in the Roanoke alphabetical section)

Jones J. D. atty 104 Floyd Roanoke VA.....748-1234

3. ADDITIONAL LISTINGS FOR NAMES SPELLED MORE THAN ONE WAY

Subscribers whose names may be spelled different from the way such names are commonly pronounced may arrange for additional listings of their names alternately spelled, at the regular additional listing rate. For example:

Smith A B 291 White.....648-2488  
    And as listed under "Smith"  
Smith A B 291 White.....648-2488

Listings of alternate spelling are not allowed when in the judgment of the Company they are desired for the purpose of securing a preferential position in the directory or for advertising purposes.

4. ALTERNATE (DIRECTIVE) LISTINGS

Subscribers may obtain listings which refer calling parties to certain other telephone numbers; alternate listings are of two general types as described below:

a. Nights, Sundays, and Holidays –

1. This type of alternate listing refers calling parties to an alternate telephone number to be used after business hours and on Sundays and holidays. The monthly rate for such listing is 50 cents per month for each line.
2. Names of individuals are not permitted in listings of this type; however, telephone numbers may be shown of those entitled to use the service, in connection with which the alternate listing is to be provided, and who are agreeable to the use of their names in such alternate listing. Listings of this type may indicate the telephone numbers of members of the immediate family of the subscriber desiring the alternate listing.

b. If no answer, dial –

Alternate listings which refer calling parties to other telephone numbers in case no answer is received at the preceding listed telephone number may indicate the telephone numbers of subscribers who are agreeable to the use of their numbers in such listings. This type of alternate listing is charged for at a rate of 50 cents per month.

LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A3  
Section 4

RESERVED FOR FUTURE USE



KEY TELEPHONE SYSTEMS

CONTENTS

- A. GENERAL
- B. RATES AND CHARGES

KEY TELEPHONE SYSTEMS

A. GENERAL

- a. Key telephone systems are arrangements and equipment which, by means of keys either in the base of the telephone set or separately mounted, provide various operating features on one or more lines.
- b. All stations connected in any key telephone system should ordinarily be located in the same building. Under certain conditions, stations may be located in different buildings on the continuous property of the subscriber; and in connection with dial selective signaling intercommunicating systems, certain stations may be located off the continuous property of the subscriber.
- c. Key telephone systems are provided in connection with individual line service, PBS service, and private line service in dial central office or common battery manual central office areas.
- d. The charges specified herein for the various operating features are in addition to other rates and charges such as for lines and stations, extension bells, station auxiliary signals, and for installation and mileage charges, if any which may apply.
- e. Sufficient station bells, including bells in the key telephone sets, for the satisfactory operation of the key telephone system are provided without additional charge. For extension bells, regular rates are applied. The number of station bells and extension bells which may be provided is subject to the bell limitations per line.
- f. Service connection charges and move and change charges, as appropriate, apply to each main line, branch exchange station line, extension line, toll terminal line and private telephone line terminated at a key telephone station.
- g. Any power outlets and commercial power required for the operation of a key telephone system are provided by and at the expense of the customer.

## KEY TELEPHONE SYSTEMS (Cont'd.)

B. RATES AND CHARGES

The following rates, charges, and regulations apply for key equipment. Key telephone service is offered in connection with individual line business or residence service.

The following rates are in addition to the Local Exchange Rates for associated service and facilities, include mileage charges where applicable.

	<u>Installation Charge</u>	<u>Per Month</u>
3-9 Key Systems		
1. Common Power and Equipment	\$15.00	\$10.00
2. Extension Pick Up Feature—enables a telephone instrument to be connected to one or more trunks through operation of related keys. Each extension station arranged for pick-up per line.	\$7.50	\$1.00
3. Hold feature—enables a call to be held on a line while making or answering a call on another line.		
For each line arranged for holding		.50
For each station (phone) arranged for holding.		.25
4. Dial Selective Signaling—enables stations to signal each other by dialing a one or two digit code		
First six stations, Rotary	\$10.00	\$7.50
Tone Dial	\$10.00	\$10.00
Each additional station	\$1.00	\$1.00
5. Main Station Individual Line	\$15.00	
6. Steady and Flashing Lights		
	<u>With Holding</u>	<u>Without Holding</u>
	Each    Each	Each    Each
	<u>System</u> <u>Telephone</u>	<u>System</u> <u>Telephone</u>
First Line	\$3.00    \$.50	\$2.50    \$1.00
Each additional line	\$3.00    .25	\$2.50    \$.40

## KEY TELEPHONE SYSTEMS (Cont'd.)

B. RATES AND CHARGES (Cont'd.)	<u>Installation Charge</u>	<u>Per Month</u>
7. Paging Adaptor (Touch Tone or Dial)	\$15.00	\$2.50
8. Off Premises Extension (Keyphone) (Outside existing building of main equipment)	As Applicable Under Key System Rates	
*a. 1 <sup>st</sup> 300 ft.		\$10.00
*b. Each additional 100 ft.		\$10.00

\*(Plus standard key equipment charges as applicable.  
rate above for cable and power requirements for off  
premises extension keyphones only).

PRIVATE BRANCH EXCHANGE SERVICE

CONTENTS

- A. GENERAL – PRIVATE BRANCH EXCHANGE SERVICE
- B. RATES – PRIVATE BRANCH EXCHANGE SERVICE
- C. REGULATIONS – DIRECT INWARD DIALING
- D. RATES – DIRECT INWARD DIALING

PRIVATE BRANCH EXCHANGE SERVICE

A. GENERAL

1. Private Branch Exchange Service, commonly known as PBX Service provides an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance network to other subscribers.
2. Except as provided hereinafter, flat rate PBX Service is offered to both business and residence subscribers. Message rate PBX service is offered to business subscribers only at those exchanges quoting business individual line message rates and hotel and hospital service at all exchanges. Message rate PBX Service is not offered for residence service.
3. Hotel PBX Service is the only class of PBX Service available at hotels, motels and (yacht basins, tourist courts, etc., as appropriate) for the joint use of management and guests. It is also available for the use of tenants of apartment units in hotels and hotel-apartments. With certain types of dial systems, this class of service is furnished on a combined basis which permits flat rate use by management and message rate use by guests. The management may subscribe for separate business service for its Administrative use. Guests may individually subscribe to separate residence service.
4. Suitable building space and commercial power, including outlets, required for the operation of the PBX system shall be furnished by the subscriber. Suitable space is interpreted to be space that is free from conditions that potentially are hazardous to the satisfactory operation of the telephone equipment of the telephone equipment such as dust, corrosive atmosphere, water (i.e., sprinkler systems, water and sewer pipes) and temperature extremes. Floor coverings must be provided to control dust and the room should be air conditioned to maintain normal temperatures.
5. Provided that separate exchange service is also installed, PBX stations may be located on premises of other than the subscriber. Such stations are to be used only for communication with such other stations as are connected with the PBX switchboard and located on the premises of the subscriber.

PRIVATE BRANCH EXCHANGE SERVICE (Cont'd.)

A. GENERAL (Cont'd.)

6. These systems carry a five (5) year contract with termination liability.

This liability is reduced by 1/160 each month when the system is in use.

This liability is not applicable unless the contract for the service is terminated before the end of the five (5) year period.

- B. \*\*\*PABX trunk rates have been moved to the Basic Local Exchange Service Tariff 1A2, Section 1 for each Exchange.
- C. DIRECT INWARD DIALING
  - 1. Direct Inward Dialing Service (DID) is a service which allows incoming dialed calls from the exchange network to reach a specific PBX station line without the attendant's assistance.



DIRECT INWARD DIALING (CONT'D)

REGULATIONS: (CONT'D)

2. DID Service provided for inward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises is properly equipped for DID Service.
3. 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 group over a separate trunk group is not contemplated.
4. 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 line numbers.
5. The minimum contract period for the service is one year. In case of discontinuance or reduction of service within the minimum contract period, a termination charge equal to DID trunk equipment rate for each full month of service unexpired shall be applied.
6. The providing of directory listings will be in accordance with the regulations of the "Directory Listings" section of this tariff for PBX trunks. DID numbers furnished herein are not entitled to free directory listings.
7. DID Service is furnished upon the condition that the customer obtain adequate facilities to permit the use of DID Service without injurious affect 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.

D. DIRECT INWARD DIALING

RATES	<u>Monthly Rate</u>
DID Service for:	
First 100 DID station numbers Per group of 20	\$40.00
Second 100 DID station numbers Per group of 20	\$30.00
Over 200 DID station numbers Per group of 20	\$10.00
DID Central Office Connection Per Trunk*	\$15.00

Installation Charge for first 20 DID numbers - \$725.00

    Each additional 20 DID numbers - \$25.00

Installation Charge for DID Central Office

    Connection - \$75.00

\*In addition, rates and charges apply as specified for PBX trunks

LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A3  
Section 8

RESERVED FOR FUTURE USE

CONNECTION OF CUSTOMER-PROVIDED  
DATA TRANSMITTING AND RECEIVING EQUIPMENT

CONTENTS

- A. GENERAL
- B. CONNECTION
  - 1. Requirements
  - 2. Limitations
- C. RESPONSIBILITY OF THE TELEPHONE COMPANY
- D. OBLIGATION OF THE CUSTOMER
- E. RATES

CONNECTION OF CUSTOMER-PROVIDED  
DATA TRANSMITTING AND RECEIVING EQUIPMENT

A. GENERAL

Customer-provided data transmitting and receiving equipment may be connected to lines of the telephone company for the transmission and reception of data signals.

B. CONNECTION

1. REQUIREMENTS

- a. Data transmitting and receiving equipment will be connected to lines of the telephone company by means of a data set furnished by the subscriber. This set is required to condition signals generated by data equipment to signals suitable for transmission on telephone company facilities and to condition signals received from telephone company facilities for delivery to data equipment.

2. LIMITATIONS

- a. The magnitude and the character of the voltages and currents delivered to the data set from customer-provided 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 injury to telephone company employees or customers because of location of the customer-provided apparatus and 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.

C. RESPONSIBILITY OF THE TELEPHONE COMPANY

The telephone company shall not be responsible for damages rising out 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.

CONNECTION OF CUSTOMER-PROVIDED  
DATA TRANSMITTING AND RECEIVING EQUIPMENT (Cont'd.)

## D. OBLIGATION OF THE CUSTOMER

The customer indemnifies and holds the telephone company harmless against claims for infringements 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.

## E. RATES

1. One (1) Data Set (113)	
Installation	\$25.00
Rate Per Month	\$11.00
2. One (1) 208A Data Set	
Installation Testing, and Alignment	\$50.00
Rate Per Month	\$145.50
2A. One (1) 401E Data Set	
Installation	\$40.00
Rate Per Month	\$14.35
3. Trunks – The rates for trunks	
Are the present Individual	
Business Rates	

DIRECTORY ASSISTANCE SERVICE

CONTENTS

- A. GENERAL
- B. REGULATIONS
- C. RATES

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

Directory Assistance Service provides the means whereby customers may request Telephone Company assistance in determining telephone numbers available from the Telephone Company's records. This service is furnished to supplement the information available in published directories.

B. APPLICATION AND REGULATION

1. The rates set forth below apply when customers request Telephone Company assistance in determining the telephone number of customers in the Roanoke LATA, in the State of Virginia.
2. For each line accessing the telecommunications network, a customer is allowed one Directory Assistance call per month at no charge.
3. Call allowances cannot be transferred between separate accounts of the same customer.
4. 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.



10. DIRECTORY ASSISTANCE SERVICE

Application and Regulation (Cont'd.)

5. Charges

Directory Assistance Service Calls

Where direct dialed by a customer, per call\* .....\$ .75

Where placed via a Telephone Company operator, per call\* .....\$ .75

\*Maximum of two requested telephone numbers per call.

LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A3  
Section 10A  
Original Sheet 1

SPECIAL OPERATOR SERVICES

- A. GENERAL
- B. CHARGES

Issued: December 1, 2021

Effective: December 2, 2021

SPECIAL OPERATOR SERVICES

A. GENERAL

Upon request, subject to technical limitations, the Telephone Company's operator will verify that a conversation exists on a line and will interrupt a communication in progress to announce someone is trying to call.

No charge will apply if, during the line verification, such verification indicates that a trouble condition exists necessitating repair of the Telephone Company equipment or facilities.

B. CHARGES

1. Verification, each request.....\$ .20
2. Verification with Interrupt, each request.....\$ .60

TELEPHONE ANSWERING SERVICE FACILITIES

- A. GENERAL
- B. REGULATIONS
- C. BILLING
- D. RATES

TELEPHONE ANSWERING SERVICE FACILITIES

A. GENERAL

The Telephone Company furnishes connections of subscriber lines to an answering service for the purpose of allowing subscribers phones to be answered when they are not available.

B. REGULATIONS

1. The rates set forth following apply when customers request the Telephone Company to connect their phone in the location of a telephone answering service.
2. The phone located in the answering service shall be used for answering only.
3. Main Station and local private line terminations may also be provided where the subscriber contracts with a telephone answering bureau to receive all incoming calls or where the telephone answering bureau wishes to terminate administrative service for answering purposes only. Main station lines of this nature will be restricted to one-party service.

C. BILLING

1. The answering service shall be billed for all facilities located within its premises for its use in answering client's calls.
2. Clients of the answering service shall be billed for the installation of service and the monthly line charges of the phone to be answered.
3. The calculations for billing of the clients are to be as follows:
  - a. Line mileage shall apply for connection of client's phone to answering service.
  - b. Line mileage shall be calculated in air line miles from CDO (wire center) to answering service location.
  - c. Installation charges shall apply as described in Tariff 1A3, Section 1.

D. RATES

1. The following rates are to be used in calculation air line mileage from CDO to answering service location for billing to its clients within the same CDO exchange area.

First ½ mile or less.....\$6.00 per month

TELEPHONE ANSWERING SERVICE FACILITIES (Cont'd.)

D. RATES (Cont'd.)

From ½ mile, but not more than 2 miles.....	\$8.75 per month
From 2 miles, but not more than 5 miles.....	\$13.50 per month
From 5 miles, but not more than 10 miles.....	\$18.25 per month
From 10 miles and over.....	\$22.50 per month

2. In addition, if client is located in another exchange area (CDO), then interexchange rates are applicable.

Interexchange mileage rate, See Tariff 1A2, Section 2.

3. Direct Terminations:

Main station lines of clients terminated only in telephone answering facilities for answering purpose only.

A. Troutville (992) Exchange:

Residence (One Party).....	\$ 9.25
Business (One Party).....	\$15.00

LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A3  
Section 12

RESERVED FOR FUTURE USE

R.I.N.G. SERVICE

(“Ring the Individual, Not the Group”)

A. GENERAL

A residence one party line subscriber, who desires to have incoming calls identified for one or more members of the family by means of a different ring may arrange for such service by contracting for a separate directory number as follows:

A different directory number is bridged to the line and may be listed in the alphabetical section of the telephone directory. Whenever this additional directory number is called, the telephone bell will ring either one (1) long or two (2) short rings, whichever is opposite of the ring assigned to the main directory number. Calls received can thereby be identified for adults versus teenagers or husband versus wife.

B. REGULATIONS

1. R.I.N.G. Service will be limited to one (1) party residential subscriber.
2. One (1) directory listing only will be provided with R.I.N.G. Service. Additional directory listings may be added at regular additional listing charges.

C. RATES

The following monthly rates apply under this service:

For second directory number (R.I.N.G.).....	\$1.00
For additional directory listing.....	Additional Listing Charge
For each Extension Telephone.....	Extension Rate

Normal installation charges as applicable



ECONOMY SERVICE

CONTENTS

- A. General
- B. Regulations
- C. Rates

ECONOMY SERVICE

A. GENERAL

Business Economy is no longer available but will be grandfathered for existing customers. (C/D)

Residential Economy Service is not available.

(C)

B. REGULATIONS

1. Economy Service is limited to 1-Party customers.

2. Each customer shall have a basic usage and an overtime usage rate.

3. Detailed called list shall not normally be provided on monthly billings.

4. Detailed lists of calls may be acquired. The Company shall bill for this service, on the basis of costs involved and on an individual case-by-case basis.

5. UNIT MEASUREMENT

a. A unit is 1 minute or fraction of minute talked. There is also a 5 unit charge per call set up.

b. Each access line is allowed 300 units per month at no additional charge.

6. New basic units shall be allocated to each customer after each monthly billing. No units will be allowed to carry over from a previous month.

7. Message Rate or Measured Rate Service with Flat Rate Service on the same premises.

A combination of either message rate or measured rate service with flat rate service will not be furnished on the same premises where the local service areas of the two services are identical.

8. This includes local calls from Troutville, Fincastle, Eagle Rock and Oriskany Exchanges only. All long distance calls are charged at the normal rate and do not have unit charges applicable.

(D)

(D)

ECONOMY SERVICE (continued)

C. RATES:

Touch Tone Service

(D)

(D)

FINCASTLE:

Business.....

\$35.00

(D)  
(I)

TROUTVILLE:

Business.....

\$25.00

(I)

EAGLE ROCK:

Business.....

\$30.00

(I)

Overtime Units..... \$.05

CUSTOM CALLING SERVICES

CONTENTS

- A. GENERAL
- B. TYPES OF CUSTOM CALLING
- C. RATES

CUSTOM CALLING FEATURES

A. GENERAL

1. Custom Calling Services consist of optional service features for use in connection with a customer's local exchange service.
2. Custom Calling Services may be associated with residence individual line service and business individual line service excluding public, coinless and semi-public telephone service.
3. Custom Calling Services require special facilities and will be provided only where such facilities are available at the Troutville (992, 966), Fincastle (473), Eagle Rock (884), and Oriskany (567) Exchanges.

B. ENHANCED CUSTOM CALLING AND CLASS FEATURES

1. AUTOMATIC WAKE-UP

Automatic Wake Up Call provides the customer with a facility to register a time at which he wishes to receive a wake-up call.

2. CALL FORWARDING

Call Forwarding is an arrangement whereby incoming calls may be transferred to another telephone number by dialing an access code and the telephone number of the service to which calls are to be transferred.

1. All Calls: Transfers calls to another telephone number when the service is activated by the customer.
2. No Answer: When activated by the customer, transfers a call to another telephone number when a call is not answered within 30 seconds.
3. Busy: When activated by the customer, transfers a call to another telephone number when the customer's line is busy.
4. Call Forward-Usage Sensitive: This feature allows the specified subscriber to activate the call forwarding feature according to the actual usage basis as reported in the central office equipment.

CUSTOM CALLING FEATURES CONTINUED

B. ENHANCED CUSTOM CALLING AND CLASS FEATURES (CONTINUED)

Remote Activation of Call Forwarding: This feature provides a subscriber, who is assigned to call forwarding, variable service with the optional capability to activate and deactivate the call forwarding service at a remote telephone terminal in the same or other central offices.

NOTE: Call Forward All Calls takes precedence over no answer or busy. But the services can be used when Call Forward All Calls is deactivated.

3a. CALLER ID

Caller ID is an arrangement which permits a customer to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's local exchange service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multiline hunting group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded.

3b. ENHANCED CALLER ID

Enhanced Caller ID is an arrangement which permits a customer to receive the main listed number associated with 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. For calls originating from a line within a multiline hunting group, only the main number and name will be delivered. If the calling telephone number

CUSTOM CALLING FEATURES CONTINUED

ENHANCED CUSTOM CALLING AND CLASS FEATURES (CONTINUED)

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 Calling Name Delivery customer from seeing the calling number and name display by activating Per Call Block Blocking. There is no charge for using Per Call Blocking. When the calling party uses this blocking capability, the customer will receive an indication that the calling number and name has been suppressed. The customer may redirect to an announcement, incoming calls with Per Call Blocking activated, by activating the Anonymous Call Rejection arrangement.

3c. CALL NUMBER DELIVERY BLOCKING

Call Number Delivery Blocking is a feature that allows a customer to block the delivery of their number to a telephone line that has Caller ID service. This service is provided at no charge.

3d. ANONYMOUS CALL REJECTION (Block the Blocker)

Anonymous Call Rejection is a service that allows a customer to reject a call from another customer if the calling party is not willing to deliver his number to the called party.

\*There is no charge for Anonymous Call Rejection (Block the Blocker) if the customer has Caller I.D.

4. CALL 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 in the telephone company premises. The telephone company will provide this information to the appropriate law enforcement agency upon the receipt of a valid court summons. This service is billed to the customer per call trace.

CUSTOM CALLING FEATURES CONTINUED

5. CALL WAITING

A busy called party with this service will receive an audible indication that another call is waiting. The calling party will receive normal ring-back tone. The called party will use this hook switch to place the first party on hold while talking to the second party. The called party may switch back and forth between the two parties by using the hook switch.

6. CANCEL CALL WAITING

Cancel Call Waiting is an arrangement which permits a customer with call waiting to turn off the call waiting feature to avoid interruptions on a call.

7. DISTINCTIVE 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.

8. HOT LINE

Hot Line is a feature whereby a customer goes off-hook and a pre-determined telephone number is automatically dialed. Calls cannot be made to any other telephone number.



CUSTOM CALLING FEATURES (CONTINUED)

9. OUTGOING CALL MANAGEMENT

Outgoing Call Management is a service that provides customers the ability to block or allow calls initiated from their line. Customers can activate, deactivate, and modify the parameters through the use of touch tone telephone. Outgoing Call Management allows the subscriber to use a Personal Identification Number (PIN) during an interactive announcement to override any call restriction.

The subscriber will be able to maintain and modify screening lists from a touch tone telephone. The list can be divided into two subsets, dialed numbers to be allowed, the Allowed Number List, and dialed numbers to be restricted, the Blocked Numbers List. The Allowed Numbers List will handle up to 20 different entries while the Blocked Number List will handle up to 10 different entries. The Allowed Number List can be set up to allow certain specified numbers, area codes, or local exchange prefixes. The Blocked Number List can be set up to restrict certain numbers, area codes, or local exchange prefixes.

Call to Emergency Services Code 9-1-1 cannot be restricted.

When calls are placed and the network determines that the call is to be rejected, the calling party will receive an Interactive announcement. The calling party can then override this rejection through the use of a PIN which is customer changeable through a touch tone telephone.

From a touch tone telephone, and with a PIN code, the subscriber will be able to modify any of the service features described.

The standard Calling Options menu includes:

Allow All Calls

Block All Calls (except 9-1-1)

Block All calls except those on the Allowed Numbers List (Except 9-1-1)

CUSTOM CALLING FEATURES (continued)

9. OUTGOING CALL MANAGEMENT (continued)

Block calls on the Blocked Numbers List and allow those calls on the Allowed Numbers List. Directory Assistance, Operator and International calls can be blocked when using this option.

A subscriber may modify Outgoing Call Management service parameters on their line from any touch tone telephone by dialing an access number and following the directions provided.

Outgoing Call Management service is offered only where the customers location is served by a central office switch equipped with Advanced Intelligent Network (AIN) and Common Channel Signaling/Signaling System 7 (CCS/SS7) architecture and software.

Outgoing Call Management is available for use with Residence and Business Dial Tone Lines.

Outgoing Call Management service does not relieve the customer of the responsibility for calls charged to their telephone number.

The Company shall not be liable to the customer or any other person or entity for damages of any nature of kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any telephone number.

CUSTOM CALLING FEATURES (continued)

10. PRIORITY CALL

Priority Call is an arrangement which provides for one distinctive audible signal to the customer when a call is received from one of up to eight pre-specified telephone numbers. If the customer also subscribes to call waiting and an incoming call arrives while the line is busy, the usual call waiting tone is altered with a distinctive pattern. For calls originating from a line within a multi-line hunting group, the distinctive signal is only produced when the caller's main telephone number is one of those pre-specified.

11. REPEAT CALL (REDIAL)

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. This feature only applies to two stations in our local serving area.

12. RETURN CALL

Return Call is an arrangement which permits the customer to return the most recent incoming call whether it is answered or not. If the called line is found busy, a 30 minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the status of the called line until both lines are found idle or the queuing process expires.

CUSTOM CALLING FEATURES CONTINUED

13. SELECTIVE CALL FORWARDING

Selective Call Forwarding is an arrangement which permits a customer to pre-specify up to a maximum of eight (8) telephone numbers from which calls are to be forwarded to a remote number. During the period that selective call forwarding is activated, only calls from one of the lines of the presubscribed numbers will be forwarded. For calls from a line within a multi-line hunting group, the call will be forwarded only when the main telephone number has been pre-specified.

14. SELECTIVE CALL REJECTION (CALL BLOCKING)

Selective Call Rejection is an arrangement which prevents a customer from receiving calls from up to eight (8) pre-specified telephone numbers, including the most recent incoming call from an unknown telephone number. Callers from the pre-specified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from within a multi-line hunting group, the call will be blocked only when the main telephone is included as one of the eight pre-specified telephone numbers.

15. SPEED CALLING (ABBREVIATED DIALING)

Speed Calling provides for the calling of a regular telephone number by an abbreviated code. Arrangements are available in repertories of eight (8) or thirty (30) numbers.

16. THREE-WAY CALLING

1. Three-Way Calling permits a subscriber to set up a three-way conference call without the aid of an operator.
2. Three-Way Calling-Usage Sensitive

This service is the same as three-way calling except the customer may activate the service when they desire. This service is charged on a per call basis.

CUSTOM CALLING FEATURES (Continued)

17. TOLL DENIAL

This service blocks access to the Long Distance Message Telecommunications Network by direct and 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.

18. HOME INTERCOM

Home Intercom is a service that allows the subscriber to dial his own line and converse with extensions on that line.

The customer picks up the handset and dials their own seven (7) digit telephone number; when the customer hears a busy signal, they hang up the phone. The phone will ring at all extensions. When the phone stops ringing, the person originating the call picks up the handset and can talk to the other parties.

19. PER-LINE BLOCKING

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

## CUSTOM CALLING FEATURES CONTINUED

## C. RATES

Automatic Wake-Up.....	\$1.50	
Call Forward		
a. All Calls .....	\$1.50	
b. No Answer .....	\$1.50	
c. Busy .....	\$1.50	
d. Call forward usage base .....	\$0.50 per call	
e. Remote activation .....	\$1.50	
Caller ID .....	\$6.00 Residential .....	\$8.00 Business
Enhanced Caller ID .....	\$8.00 Residential .....	\$9.00 Business
Call Trace .....	\$3.00 per trace	
Call Waiting .....	\$3.00	
Cancel Call Waiting .....	\$2.00	
Distinctive Ringing .....	\$3.00	
Home Intercom .....	\$3.00	
Hot Line .....	\$1.50	
Outgoing Call Management .....	\$4.00 Residential .....	\$3.00 Business
Priority Call .....	\$3.00	
Repeat Call .....	\$2.00	
Repeat Number Dialed .....	\$2.00	
Return Call .....	\$3.00	
Return Call-Usage .....	\$0.75 per call	
Selective Call Acceptance .....	\$3.00	
Selective Call Forwarding .....	\$3.00	
Selective Call Rejection .....	\$3.00	
Selective Call Waiting .....	\$3.00	
Speed Call 8 Numbers .....	\$1.50	
Speed Call 30 Numbers .....	\$2.50	
Three-Way Call Regular .....	\$3.00	
Three-Way Call Usage Sensitive .....	\$0.50 per call	
Per-Line Blocking .....	\$2.00 per line	

## CUSTOM CALLING FEATURES CONTINUED

## C. RATES (continued)

The following Calling Feature Packages are standalone packages that can be added to an individual access line.

Calling Feature Packages	USOC	Residential	Business
Enhanced Caller ID, Repeat Call, Return Call	3PKGG+3NAME	\$11.00	\$13.00
Enhanced Caller ID, Home VoiceMail*	3PKGH+3NAME 3VM15*	\$11.00	\$13.00
Enhanced Caller ID, Call Waiting, Home VoiceMail*	3PKGI+3NAME 3VM15*	\$13.00	\$15.00
Enhanced Caller ID, Call Waiting	3PKGL+3NAME	\$9.50	\$11.50

\*Not regulated under this Tariff

LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A3  
Section 16  
Original Sheet 1

PAY TELEPHONE SERVICE

CONTENTS

- A. General
- B. Regulations
- C. Rates

Issued: December 1, 2021

Effective: December 2, 2021



PAY TELEPHONE SERVICE

A. GENERAL

Pay Telephone Lines (PTL) are individually dial tone local exchange services for use by pay phone service providers to connect coin, coinless or combination coin/coinless pay telephones to the Telephone Company's network.

B. REGULATIONS

1. Four types of PTL are available: Network Controlled Coin Line (NCCL), Network Controlled Non-Coin Line (NCNL), Network Controlled Inmate Line (NCIL), and Customer-Owned Coin Operated Telephones (COCOTS).

2. Explanation of Terms

Network Controlled Coin Line (NCCL)

Network Controlled Coin Line (NCCL) is a Local Exchange service dial tone line for use with coin-operated pay telephones.

The NCCL is equipped with network coin control capability which includes coin collect and return features, call rating capabilities and unique operator services which allow an end user to signal the operator during the call.

Network Controlled Inmate line (NCIL)

The Network Controlled Inmate Line (NCIL) is a Local Exchange service dial tone line for use with coinless or coin-operated telephones provided on the premises of city, county, state or federal prisons where institutionally authorized telephone programs warrant the service.

\*Existing COCOTS tariff information was changed due to FCC 1996 ruling to deregulation of Public Pay Phones. All New Text.

REGULATIONS CONTINUED

2. Explanation of Terms (Cont'd.)

NCIL is provided for the purpose of originating: collect messages from coinless telephone and collect and local sent-paid messages from coin-operated telephones to numbers in the Telephone Company's North American Numbering Plan.

Calls to Telephone Company numbers such as Repair Service, Directory Assistance, Live Operator (O), Toll Free Numbers, 10xxx, and public emergency number such as 811 and 911 will be blocked from all Network Controlled Inmate Lines.

1. Toll Billing Exception – is an inward screening that disallows the billing of collect or third number calls to the line.
2. Originating Line Number Toll Screening – provides special screening codes to the O operator identifying any outward call screening on the line.
3. 700/900 blocking – prevents an exchange user from accessing 700 and 900 service telephone numbers.

CUSTOMER PROVIDED COIN OPERATED TELEPHONE SERVICE (COCOTS)

Customer Provided Coin Operated Telephone Service (COCOTS) is a Local Exchange service, dial tone line that is designed for use with station controlled pay telephones.

Call Screening, when used in conjunction with COCOTS, is an optional arrangement whereby outgoing calls, which are routed to the Telephone Company operator, will be processed only on a bill-to-third party number collect call or calling card basis, as instructed by the calling party.

REGULATIONS CONTINUED

3. NCCL and NCNL pay telephone exchange lines may be provisioned as two-way or one-way, outgoing exchange lines.
4. NCCL and NCNL pay telephone exchange lines prevent the completion of incoming collect or third number calls, when such calls originate within the continental United States.
5. Directory Listings are not available with One-Way, outgoing Only NCCL or One-Way Outgoing only NCNL pay telephone exchange lines.
6. Directory Listings are available with NCCL Two-Way, NCCL Two-way and COCOTS pay telephone lines subject to the regulations applicable to listings for individual line business service.
7. NCCL, NCNL, and COCOTS may be provided with 700/900 Call Restrictions at no extra charge at the request of the provider.
8. Line Side Answer Supervision may be provided on NCNL and COCOTS exchange lines. This is an optional feature that detects and provides signaling to activate billing mechanisms upon connection of a call and deactivate billing mechanisms when the call is terminated.
9. Part telephones connected to a PTL exchange line must be registered in compliance with Part 68 of the FCC's Code of Regulations.
10. Only one pay telephone will be permitted to be connected to each PTL exchange line. Extensions must be configured and wired so that only one telephone will operate on the line at one time.
11. NCCL, NCNL, and COCOTS subscribers are subject to the same Directory Assistance rates applicable to business service specified in Tariff 1A3, Section 10 of this Tariff.

REGULATIONS CONTINUED

12. Exchange users of NCCL, NCNL, and COCOTS must be permitted access at no charge to Universal Emergency Number 911 Services, the Telephone Company's Operator, Toll Free Service Numbers and Switched Access Service Feature Group.
13. Pay Telephones connected to a PTL exchange line must be arranged to permit the completion of long distance calls and calls within the local service area where the service is located. Pay telephones connected to NCCL exchange lines must be arranged to return deposited coins on incomplete outgoing calls.
14. Non Published and Non Listed Telephone Service will be provided at no charge upon the subscriber's request.
15. Failure of the subscriber to comply with the provisions of the Tariff may result in the suspension or disconnection of the subscriber's service.
16. The PTL subscriber shall be responsible for the installation, operation and maintenance of any pay telephone used in connection with this service.
17. The PTL subscriber shall be responsible for payment of all charges, including applicable local, toll and FCC charges, associated with the provisioning of this service.
18. NCIL may be provisioned as a:
  - (1) Coin One-Way Outgoing Mechanized Collect Access Line
  - (2) Coinless One-Way, Outgoing Mechanized Collect Only Access Line
  - (3) Coinless Two-Way Access Line

C. Rates

1. The rate for PTL access line is 80% of the stated and approved PBX trunk rate for the exchange in which the service is provided, plus \$.11 per message (call).

Per Month

- |    |                         |        |
|----|-------------------------|--------|
| 2. | Call Screening Per Line | \$2.00 |
| 3. | Network Coin Control    | \$4.00 |

TEENLINE

CONTENTS

- A. General
- B. Regulations
- C. Rates

TEENLINE

A. GENERAL

Teenline provides for a specified feature package in association with an additional residence individual dial tone line.

B. REGULATIONS

1. Teenline includes, at the rates specified in C. following the provision of Touch-Tone Calling Service, Toll Denial Service, and the Custom Calling Services of 8 Code Abbreviated Dialing, and Three-Way Calling on an additional residence individual dial tone line.
2. The Teenline will only be provided in association with a main residence individual dial tone line on the same premises.
3. The Teenline individual dial tone line must be the same class of service as the main residence individual dial tone line with which it is associated. In addition, the regulations, rates and charges specified for a Residence Individual Dial Tone Line in this and other tariffs apply to the Teenline individual dial tone line.
4. The regulations applicable to the provision of Touch-Tone Calling Service, Toll Denial Service, and the Custom Calling Services of Call Waiting and Three-Way Calling, also apply to Teenline Service.
5. No substitutions or deletion of any feature associated with Teenline, as appropriate, with the associated main residence dial tone line.
6. Charges applicable to the Teenline will be billed on the same telephone bill as the associated main residence individual dial tone line.

C. RATES

Teenline Features Package	\$26.00 Troutville	(l)
	\$26.00 Fincastle	(l)
	\$26.00 Eagle Rock	(l)
	\$26.00 Oriskany	(l)



BUNDLED SERVICES

CONTENTS

17A.1	Local Bundle	1	
17A.2	Business Bundle	4	
17A.3	Integrated Access	6	
17A.4	Integrated Centrex	8	
17A.5	Internet with Voice Installation Charge Bundle	13	(N)

## 17A. 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 "\*".

17A.1 LOCAL BUNDLE17A.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 Tariff 1A2, Section 1, of the General Services Tariff where facilities are available.

17A.1.2 Regulations

A. Local Bundle, *Unlimited Local Bundle*, consists of the following offerings:

- Local exchange line with unlimited usage
- Unlimited choices of custom calling features
- Lumos Long Distance Unlimited Plan\*
- Or Lumos Long Distance 8 cents a minute Plan \*
- Home Voicemail \*

\* Not regulated under this Tariff

17A.1.2 Regulations, continued

- B. The Local Bundle offers 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. Long distance calls will be direct dialed and will not include collect, third party, directory assistance, or international calls.\*

17A.1.3 Rates

	<u>Monthly</u>	
Unlimited Local Bundle with Lumos Long Distance 8 cents a minute Plan*	\$42.99	(l)
Interstate and Intrastate Intralata, per minute*	\$0.08	
Unlimited Local Bundle with Lumos Long Distance Unlimited Plan*	\$52.99	(l)

\* Not regulated under this Tariff

17A.2 BUSINESS BUNDLE

General

Business Bundle is an optional business service package, which provides customers with a combination of offerings.

17A.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 is available only to customers who subscribe to Lumos as their carrier for local and interstate/intralata calls\*.
- C. Business Bundle is not available with other discount plans.
- D. Detailed toll billing is not provided with Lumos Long Distance Unlimited Plan \*.
- E. Long distance calls will be direct dialed and will not include collect, third party, directory assistance, or international calls. \*

\* Not regulated under this Tariff

17A.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	
Per Line with Lumos Unlimited LD Plan*		
Interstate Intrastate Intralata, unlimited*	\$57.95	(l)

\* Not regulated under this Tariff

### 17A.3 INTEGRATED ACCESS

#### 17A.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.

#### 17A.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 intrastate intralata calls\*
  - Voicemail\*
  - Unlimited symmetrical Internet access starting at 256K with upgrades in 256K increments\*
  - Lumos' hosted email (up to 50 email addresses)\*
- B. Integrated Access is available only to customers with minimum monthly revenue of \$495.95.
- 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

17A.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 Tariff 1A3, Section 22 of the General Services Tariff.

17A.3.4 Rates

Integrated Access consists of several options listed below that must meet a monthly revenue requirement of \$495.95. The options are listed below:

	<u>Monthly</u>	<u>NRC</u>
A. Integrated Voice Grade Line	\$25.00	
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. Internet Options:*		
Dedicated Internet 256K*	\$219.95	
Dedicated Internet 512K*	\$319.95	
Dedicated Internet 768K*	\$369.95	
D. Setup Charge**		\$199.00

\*Not regulated under this Tariff

\*\*Includes both regulated and non-regulated service setup.

17A.4 INTEGRATED CENTREX

17A.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 17A.4.2 and 17A.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 17A.4.5.C following.

17A.4.2 Feature Packages

Integrated Centrex Service offers feature packages shown below at rates and charges set forth in Section 17A.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                     |                                   |



17A.4 INTEGRATED CENTREX (continued)

17A.4.2 Feature Packages (continued)

B. Executive:

Alternate Numbers  
Authentication  
Basic Call Logs  
Call Forwarding Busy  
Call Forwarding Selective  
Call Transfer  
Calling Line ID Delivery Blocking  
Customer Originated Trace  
Last Number Redial  
Outlook Integration  
Push to Talk  
Selective Call Rejection  
Speed Dial 100  
Voice Messaging

Anonymous Call Rejection  
Barge-In Exempt  
Call Forwarding Always  
Call Forwarding No Answer  
Call Return  
Call Waiting  
Calling Line ID (Internal/External)  
Do not disturb  
Multiple Call Arrangement  
Priority Alert  
Remote Office  
Shared Call Appearance  
Three-Way Call

C. Assistant:

Alternate Numbers  
Authentication  
Call Forwarding Always  
Call Forwarding No Answer  
Call Return  
Call Waiting  
Calling Line ID (Internal/External)  
Directed Call Pickup w/Barge-in  
Multiple Call Arrangement  
Priority Alert  
Selective Call Rejection  
Speed Dial 100  
Voice Messaging

Anonymous Call Rejection  
Basic Call Logs  
Call Forwarding Busy  
Call Forwarding Selective  
Call Transfer  
Calling Line ID Delivery Blocking  
Customer Originated Trace  
Last Number Redial  
Outlook Integration  
Push to Talk  
Shared Call Appearance  
Three-Way Call

17A.4 INTEGRATED CENTREX (continued)

17A.4.2 Feature Packages (continued)

D. Lobby:

Authentication  
Call Transfer  
Calling Line ID Delivery Blocking  
Last Number Redial

Call Return  
Call Waiting  
Calling Line ID (Internal/External)  
Three-Way Call

E. Receptionist:

Alternate Numbers  
Automatic Hold/Retrieve  
Call Forwarding Always  
Call Forwarding No Answer  
Call Return  
Call Waiting  
Calling Line ID (Internal/External)  
Directed Call Pickup w/Barge-in  
Outlook Integration  
Push to Talk  
Speed Dial 100  
Voice Messaging

Anonymous Call Rejection  
Basic Call Logs  
Call Forwarding Busy  
Call Forwarding Selective  
Call Transfer  
Calling Line ID Delivery Blocking  
Customer Originated Trace  
Last Number Redial  
Priority Alert  
Selective Call Rejection  
Three-Way Call

If Hardware Based:  
Busy Lamp Field

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

17A.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.

17A.4 INTEGRATED CENTREX (continued)

17A.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.

17A.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 Tariff 1A3, Section 3 of the General 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 17A.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

17A.4 INTEGRATED CENTREX (continued)17A.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 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 Service Charges set forth in the General Services Tariff apply to installation of an Integrated Centrex Service System up to and including the Network Interface.

\*Not regulated under this Tariff

17A.5 Internet with Voice Installation Charge Bundle

(N)

17A1.1 General

The Internet with Voice Installation Bundle offers the residential customer a one-time flat non-recurring installation charge for internet bundled with voice service. This bundle will be offered only in exchanges that offer residential service as listed in Tariff 1A2, Section 1, of the General Services Tariff where facilities are available.

17A5.1 Rates

	<u>NRC</u>
<u>Copper Standard Installation</u>	\$50.00**

- 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.

	<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**

- 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.

	<u>Installation Chg.</u>
a. Premise Visit	\$15.00
b. 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.

LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A3  
Section 18A  
Original Sheet 1

PREFERED TELEPHONE NUMBER SERVICE

- A. GENERAL
- B. REGULATIONS
- C. RATES

Issued: December 1, 2021

Effective: December 2, 2021

PREFERRED TELEPHONE NUMBER SERVICE

A. GENERAL

Preferred Telephone Number Service provides for the assignment of a telephone number (last four digits) which is selected by the customer, rather than the telephone number normally assigned by the Telephone Company.

B. REGULATIONS

1. Preferred Telephone Number Service is offered in connection with exchange services.
2. Preferred Telephone Number Service may be established only in association with the initial establishment of a service, the relocation of an existing service or a customer-requested change in an existing telephone number.
3. The provision of a preferred telephone number is based upon the current availability of that telephone number.
4. In connection with Centrex Service and branch exchange services, Preferred Telephone Number Service is offered only on the telephone number associated with the primary Directory Listing for such services.
5. In connection with a hunting service arrangement, Preferred Telephone Number Service rates and charges apply only to the first telephone number in the hunting group provided the Telephone Company selects the additional lines in the hunting group.
6. Rates and charges associated with Preferred Telephone Number Service will not apply when a customer disconnects service other than Preferred Telephone Number Service, and, on a separate occasion within 30 days of disconnection, requests to have the disconnected telephone number (s) placed back in service or held on reserve.

B. REGULATIONS (Cont'd)

7. A telephone number associated with exchange service which meets the criteria for Preferred Telephone Number Service may be reserved either after it has been in service as a preferred telephone number or prior to its anticipated use. During the period of time the telephone number is being reserved, rates and charges as specified in Section 18B of this tariff for Reserved Telephone Number Service will apply.

C. RATES

For Preferred Telephone Numbers Associated With:		<u>EST</u> <u>CHARGES</u>	<u>PER</u> <u>MONTH</u>	<u>USOC</u>
1.	Residence services, per preferred telephone number.....	\$4.00	\$1.50	RNCSP
2.	Business services, per preferred telephone number.....	\$7.00	\$3.50	RNCSP



LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A3  
Section 18B  
Original Sheet 1

RESERVED TELEPHONE NUMBER SERVICE

- A. GENERAL
- B. REGULATIONS
- C. RATES

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RESERVED TELEPHONE NUMBER SERVICE

## A. GENERAL

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, or to reserve telephone numbers from the pool of currently available telephone numbers.

## B. REGULATIONS

1. Reserved Telephone Number Service is offered only in connection with exchange service.
2. 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.
3. The provision of a reserved number is based on current availability of the particular number requested.

## C. RATES

For Reserved Telephone Numbers Associated with:

	<u>Monthly</u>	<u>USOC</u>
1. Residence and Business Service		
Per each reserved telephone number	\$1.00	RSVE
2. Business Service		
Per each reserved telephone number	\$1.00	RSVE

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LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A3  
Section 19

RESERVED FOR FUTURE USE

TOLL RESTRICTION SERVICE

CONTENTS

- A. General
- B. Regulations
- C. Toll Restriction Options
- D. Rates

A. GENERAL

Toll Restriction Service is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines or trunks. This service is available to residential, business, key and PBX trunks.

B. REGULATIONS

1. Customers may subscribe to any of the options available, but are limited to only one (1) option per line or trunk.
2. Toll Restriction Service is provided from central offices equipped to this service and where facilities are available.
3. The Company shall not be liable to any person for damage of any nature or kind arising out of or resulting from or in connection with the provision of this service, including but not limited to the inability of access to the operator for any purpose, or any other restricted code specified for the options listed below.

C. TOLL RESTRICTION OPTIONS

1. Option 1: Restrict all 1 + and 0 +calls.
2. Option 2: Restrict 1 + 900, 0 + 900

\*Monthly charge will be waived for residential customers.

D. RATES

1. Normal installation charges will apply.  
(See Tariff 1A3, Section 1)
2. Monthly recurring charges will be the same for either option:

Monthly Recurring Charges.....\$1.50

CENTREX SERVICE

- A. GENERAL
- B. LIABILITY OF THE COMPANY
- C. CONDITIONS
- D. RATES

CENTREX SERVICEA. GENERAL

1. Digital centrex is a local exchange telecommunications service available from suitably equipped central offices and remote switching units. The telephone company reserves the right to deny service if central office or cable facilities are not available.
2. Centrex service is a service arrangement which consist 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 paragraph a.3 following.
3. Centrex Service offers feature packages I, II, and III shown below at rates and charges shown later in the tariff. Features provided via Centrex Service from host central office equipment and software includes:
  - a. Centrex I – Call Transfer, Direct Access to Private Facilities, Station Transfer Security, Attendant Transfer (All Calls), Consultation, Hold All Calls, DTMF Dialing, Station to Station Dialing, Add on Conference Call, 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 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 for In/Out Calls, Fully Restricted Origination, Denied Termination, Denied Origination, Predetermined (Fixed) Night Answer, FX/Tie Trunk Access, Code Restriction, Semi-Restricted Originating, Voice Page (Meet-Me-Page Trunk), Semi/Restricted Terminating, and Predetermined (Flexible) Night Answer.
  - 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 Switched Line, Speed Call (Group), Recorded Telephone Dictation, Secretarial Hunt, Off-Hook Queuing.
  - c. Centrex III-Centrex I and II Plus: Circular Hunting, Automatic Callback (Trunk Camo-On), Conference Calling, 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 Calls (Incoming Only), Call Forwarding-No Answer (Incoming Only).

B. 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 Tariff 1A1, Section 2 of this Tariff.

C. CONDITIONS

1. 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 Tariff 1A1, Section 3.
2. 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.
3. 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 written notice in writing and payment to the Company for all resulting non-recoverable labor and material costs.
4. Centrex Service is offered on a contractual basis commencing on the date the service is established. The rates per Centrex Line, Feature package, and Line/Trunk charge as set forth in D.1.d., D. 1. e., D. 1. f., following apply each month from the time the system is placed in service until the Centrex Service is discontinued.
5. In the event that 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.
  - a. In the event of termination of Centrex Service during the contract period, the customer will remain liable for the balance of the 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.
  - b. 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 C. 5.a. above is applicable and will be applied to the total number of lines rendered under the initial contract.



LIABILITY OF THE TELEPHONE COMPANY (CONTINUED)C. CONDITIONS (CONTINUED)

6. Centrex Service line rates shown herein do not include provisions for stations or inside wire.
7. The 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.
8. The Tariff (including the rates and charges shown herein) for Centrex Service is subject to such changes or modifications as the appropriate regularity authority may from time to time direct or allow in the exercise of its jurisdiction.

D. RATES

1. The following rates and charges apply.
  - a. Centrex Service is offered via the following rate plans: Monthly, 12 months, 24 months, 36 months, 48 months, and 60 months. If an existing business line, key trunk or PABX trunk is enhanced by software classification as a centrex line, a contract is not needed if the monthly rate 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 Services Tariff.
  - c. Upon the expiration of the contract period, the customer must:
    1. Renegotiate a new contract for services offered or,
    2. Revert to the monthly rate plan.
  - d. The following rates apply to Centrex Service:
    1. Extension Line Rate

Number	<u>12</u>	<u>24</u>	<u>36</u>	<u>48</u>	<u>60</u>	
<u>Extensions</u>	<u>Monthly</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	
2-6	\$11.30	\$9.80	\$9.50	\$9.20	\$8.90	\$8.60
7-15	\$11.10	\$9.60	\$9.30	\$9.00	\$8.70	\$8.40
16-30	\$10.90	\$9.40	\$9.10	\$8.80	\$8.50	\$8.20
31-50	\$10.70	\$9.20	\$8.90	\$8.60	\$8.30	\$8.00
51-100	\$10.50	\$9.00	\$8.70	\$8.40	\$8.10	\$7.80
Over-100	\$10.30	\$8.80	\$8.50	\$8.20	\$7.90	\$7.60

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LIABILITY OF THE TELEPHONE COMPANY (continued)

D. RATES (continued)

d. 2. RATES (continued)

Centrex I	\$1.95 per extension
Centrex II	\$2.45 per extension
Centrex III	\$2.95 per extension

3. Trunk Charges

Troutville Centrex Trunk Rate.....	\$41.50 per trunk
Fincastle Centrex Trunk Rate.....	\$57.50 per trunk
Eagle Rock Centrex Trunk Rate.....	\$45.25 per trunk

e. The Centrex Line Extension rate applies in addition to the Centrex Trunk.

f. End user charges apply for each Centrex Line Extension.

g. Appropriate Non Recurring Charges set forth in Tariff 1A3, Section 1, of the General Services Tariff apply to installation of a Centrex Service System up to and including the Network Interface.

h. Centrex data base program changes resulting from customer work activities.

1. When the change is made to:

- (1) establish a new line,
- (2) change the class of service of 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.....	\$25.00
b. Each additional programmed or reprogrammed.....	\$ 2.50

LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A3  
Section 22  
Original Sheet 1

EMERGENCY 911 SERVICES

CONTENTS

General

Provision of Service and Rates

Conditions

Issued: December 1, 2021

Effective: December 2, 2021

EMERGENCY 911 SERVICES

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 local government authority's or its agent's use in administering Emergency 911 Services are offered subject to the General Regulations Section of the 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.

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 E. following.

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.

EMERGENCY 911 SERVICES

- C. The Company will provide Automatic Location Identification (ALI) Database Updates subject to the rates specified in E. following.

Automatic Location Identification (ALI) Database Updates will provide addresses or other available location information to assist local government authorities or their agents(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 E. following.

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	3EANI
2. Combined Automatic Number Identification (ANI), Automatic Local Identification (ALI) Database Updates And Selective Routing Per 1000 Local Exchange Service Lines	\$93.00	

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 serviced 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.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE

- A. GENERAL
- B. REGULATIONS
- C. RATES
- D. PRI (Primary Rate Interface) (N)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE

A. GENERAL

1. Integrated Service Digital Network (ISDN) describes the end-to-end digital telecommunications network architecture which provide for the simultaneous access, transmission and switching of voice, data, and video services. These functions are provided via channelized transport facilities. The ISDN architecture consists of digital switching systems which connect Basic Rate Interface (BRI) lines in their serving central office.
2. BRI is an optional service arrangement which can be used in conjunction with a customer's Individual Line Business or Residence service. It uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission, and switching of voice, data, and video services via channelized transport. In addition, BRI provides the customer with access to Circuit Switched Voice Service, and Circuit Switch Data Service.
3. All rates are in addition to any Basic Local Exchange Service.

B. REGULATIONS

1. Explanation of Terms

A BRI arrangement obtains its capabilities from a properly equipped telephone central office switch. The BRI arrangement consists of two ("B" channels and one "D" channel. (2B+D)

## REGULATIONS (CONTINUED)

### B Channels

The B Channels are 64 kilobit per second (Kbps) channels used for information transfer between users. The B channels may be used in conjunction with circuit-switched service.

### D Channel

The D channel is a 16 kilobit per second packet-switched channel that carries signaling and control for the B channels.

### Circuit Switching

Circuit Switching is a switching technique in which an entire circuit or in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

### Integrated Services Digital Network

(ISDN) describes the end-to-end digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice, data and video services. These functions are provided via channelized transport facilities over a limited number of standard user- network interfaces. The ISDN architecture consists of digital switching systems which connect to Basic Rate Interface lines to their serving central office.

### Multiple Access BRI

Multiple Access BRI utilizes the B channels of the ISDN architecture for either circuit switched voice, circuit-switched data or alternate circuit-switched voice and data.



REGULATIONS (CONTINUED)

Network Interfaces

ISDN Basic Rate Interface is comprised of a limited set of standard user-network interfaces. The BRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface.

A two-wire interface is the physical interface between a switch equipped with ISDN and the network termination (NT1). The NT1 is customer Premises equipment which is necessary for terminating a telephone circuit of facility at the customer premises.

Packet Switching

A switching technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. The maximum packet transmission rate for Basic Rate Interface is 16 kbps on the D channel.

Secondary Directory Number

An ISDN Secondary Directory Number (SDN) is a software defined number that is assigned to a station with an actual telephone number and provides the user the capability to originate and receive calls over the SDN, SDN calls utilize the same facilities as the primary directory number and originating calls assume the characteristics of the station that the SDN is assigned to.

REGULATIONS (CONTINUED)

X.25 Protocol

1. X.25 is the Consultative Committee on International Telephone and Telegraph's (CCITT) recommended and internationally accepted standard for connection of computers to packet switched networks.
2. Customers subscribing to this service must comply with ISDN Basic Rate Interface specifications as specified by the Telephone Company.
3. Service Capabilities

Customers can configure the BRI line using the following service capabilities:

- a. Featured voice on the B channel(s).
- b. Circuit-switched data on the B channel (s) at speeds up to 64 Kbps.
- c. Packet-switched data on the D channel at speeds up to 16 kbps.
- d. Alternating circuit-switched voice and circuit-switched data on the same B channel.

4. Conditions

This service is offered subject to the following conditions:

- a. Existing local usage charges apply to circuit-switched voice calls and D channel packet-switched data calls.
- b. Circuit-switched data calls will be billed on a local usage-sensitive basis as specified in this Tariff. Toll charges will apply when circuit-switched data calls are made outside the Local Service Area, excluding exchanges with Extended Local Service.

REGULATIONS (CONTINUED)

4. Conditions (Continued)

- c. Packet data calls and features will be billed the Public Data Network rates specified in the Telephone Company's appropriate tariffs.
- d. ISDN compatible terminal equipment is a requirement for operation. It is the
- e. ISDN charges are in addition to applicable rates and charges associated with Local Exchange Service.
- f. This service is available only from offices which have the necessary facilities to provide ISDN on the standard ISDN network platform. In addition the customer's service location must be within distance limitations determined by the Telephone Company to be technically feasible. When a customer requests ISDN service and requires the installation of additional facilities due to exceeding the distance limitations determined by the Telephone Company, and where, in the judgment of the Telephone Company it is practical to provide such facilities the customer will be charges rates and charges based on the cost of providing the necessary additional facilities to the standard rates for ISDN service.

REGULATIONS (CONTINUED)

Conditions (Continued)

5. Electronic Key Features provides the customer with the ability to access the following features where available. Use of these features requires customer provided ISDN compatible CPE and/or software.

a. Automatic Exclusion

Automatically inhibits other stations from picking up a call on hold or bridging onto a call that is active at that station. This feature must be used in conjunction with Shared Call Appearances for a Directory Number.

b. Drop

Allows the user to drop the last party added to a conference call. This feature must be used with three way calling.

c. Feature Function Button

Allows the user to assign certain features to a particular button on the user's ISDN set. When depressed, the button will activate the assigned feature.

d. Hold

Allows the user to place a call on hold.

e. Individual Calling Line Identification

Allows the user to have access to the directory number of the calling Party.

REGULATIONS (CONTINUED)

5. Electronic Key Features Package (continued)

f. Key System Coverage for Analog Lines

Allows an ISDN set to provide call coverage for an analog set.

g. Multiple Call Appearances of a Directory Number

Allows the user to have more than one appearance of the user's set, providing the capability of multiple incoming or outgoing calls associated with that directory number. Multiple incoming calls to this directory number can be terminated to the telephone if idle call appearances are available to accept the calls. Analog sets may only have one call appearance.

h. Outgoing Called Line Identification for ISDN Sets

Provides the user originating a call with the number of the called party.

i. Shared Call appearances for a Directory Number

Allows a directory number from one terminal to appear as a call appearance on the terminals of other users.

j. Short Hunt

Permits incoming calls to hunt over a set of directory number appearances in search of an idle directory number on which to terminate.

REGULATIONS (CONTINUED)

Electronic Key Features Package (Continued)

6. X.25 Packet Data Features

X. 25 Packet Data Features provides the customer with the ability to access the following features where available.

a. Fast Select

Allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.

b. Fast Select Acceptance

Allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

c. Flow Control Parameter Negotiation

Permits negotiation on a per call basis of the flow control parameters. Automatically negotiates the maximum packet size and window size for each direction of data transmission.

d. Hunt Groups

Allows a grouping of access lines such that an incoming packet switched data call to the hunt group is completed if there is a logical channel on any access lines within the hunt group. The hunt group cannot span switches.

e. Incoming Calls Barred

REGULATIONS (CONTINUED)

Packet Data Features (Continued)

Prohibits a data terminal from receiving an incoming call.

f. Non-Standard Default Packet Sizes

Allows the user to subscribe to a larger maximum packet size of 256 octets for each direction of communication than the default 128 octets normally provided. In order to have this capability, the user must also subscribe to the Flow Control Parameter Negotiation feature.

g. Non-Standard Default Window Sizes

Allows the user to subscribe to values for outgoing and incoming window sizes which are differed than the standard network default. In order to have this capability, the user must also subscribe to the Flow Control Parameter Negotiation feature.

h. Outgoing Calls Barred

Prohibits a data terminal from originating outgoing calls.

i. Throughput Class Negotiation

Allows the calling data terminal to request specific throughput classes in the call request packet for both directions of data transmission.

REGULATIONS (CONTINUED)

Flat Rate Service Capability Packages\*

Customers shall subscribe to one of the following configurations specifying the assignment of each B channel.

1. Package 1:  
1 – B Voice only  
1 – B Circuit-switched data only
  
2. Package 2: High Speed data only application. End points must support Bonding (multiplexing) of the bearer channels for 128 kbps circuit-switched data.  
1 – B Circuit-switched data only  
1 – B Circuit-switched data only
  
3. Package 3:  
1 – B Circuit-switched data only  
1 – B Alternate voice/circuit-switched data
  
4. Package 4:  
1 – B Alternate voice/circuit-switched data  
1 – B Alternate voice/circuit-switched data

\*ISDN terminal equipment must support the subscriber chosen configuration and is the customer's responsibility.

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## C. RATE AND CHARGES

1. The following rates and charges apply to the appropriate Local Exchange Services Charges shown elsewhere in the Company's tariffs.
2. Flat Service

Individual Line Access includes 2 "B" channels, 1 "D" channel for signaling only, and Caller Number Identification

<u>Service Capability Package</u>	<u>Monthly Rate</u>	<u>USOC</u>	<u>One-Time Charge</u>	<u>USOC</u>
Package 1	\$58.50	3ISP1	\$100.00	3ISIN
Package 2	\$67.50	3ISP2	\$100.00	3ISIN
Package 3	\$72.00	3ISP3	\$100.00	3ISIN
Package 4	\$76.50	3ISP4	\$100.00	3ISIN

Data Base Additions or charges not listed in this tariff will be charged a rate of \$50.00 per man-hour, or fraction thereof, plus materials.

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D. PRIMARY RATE INTERFACE (PRI)

(N)

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.

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.

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.

(N)

D. PRIMARY RATE INTERFACE (PRI)

(N)

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.

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.

(N)

D. PRIMARY RATE INTERFACE (PRI)

(N)

## .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.

## 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 \*

Per Month

Month-to-Month	\$275.00
3-Year Contract	\$175.00
5-Year Contract	\$160.00

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

C. 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.

Primary Rate Interface Arrangements, each

Monthly

23B+D	
Month-to-Month Option	\$270.00
3-Year Contract	\$255.00
5-Year Contract	\$240.00

(N)

6 RATES AND CHARGES (cont'd)

(N)

24B	
Month-to-Month Option	\$300.00
3-Year Contract	\$285.00
5-Year Contract	\$270.00

D. Primary Rate Channels (Voice or Data)

a. One-Way Channel,	
Each channel	\$ 5.00

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	\$ 5.00	PR2WC

E. Incoming Call Identification  
 (Name and Number)  
 Primary Rate Interface, each

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

F. D Channel Backup	
each channel	\$50.00

7. 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.

(N)

CONTENTS

1. GENERAL
2. REGULATIONS
3. CREDIT

(C/D)  
(N)

VIRGINIA UNIVERSAL SERVICE PLAN (VUSP)

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 consist of the Lifeline Assistance Program.

(C/T)

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.
- 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.

(C/T)

VIRGINIA UNIVERSAL SERVICE PLAN (VUSP) CONTINUED

REGULATIONS (CONTINUED)

G. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

(C/T)

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)

(D)

(D)



VIRGINIA UNIVERSAL SERVICE PLAN (VUSP) (continued)

3. 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 Support Discount

(C/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.

(N)

(N)

(N)

NATIONAL 411 SERVICE

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2. REGULATIONS	1
3. RATES	2

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 10 of this Tariff.

2. REGULATIONS

A. N411 is subject to the availability of facilities.

B. The rates specified in 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 residential 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 10 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.

3. RATES

A. National 411 Service, per call

\$1.50

CONNECTION WITH CERTAIN CUSTOMER  
PROVIDED FACILITIES TARIFF

SECTION 1. Connection with Certain Facilities and/or  
Equipment of Others

- A. General
- B. Direct Electrical Connections
- C. Customer-Provided Communication Systems
- D. Connecting Arrangements Systems
- E. Maintenance Service Charge

CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

CONTENTS

- A. General
- B. Direct Electrical Connections
- C. Customer-Provided Communications Systems
  - 1. Application
  - 2. Network Protection Criteria
- D. Connecting Arrangements Systems
  - 1. Termination Contract
  - 2. Common Equipment 1 -10 Arrangements
  - 3. Per Automatic Arrangements in Connection  
With Two-Way Service to Customer Owned Key  
System, STC
  - 4. Single Line Phones
- E. Maintenance Service Charge

CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

A. GENERAL

- a. Customer-provided terminal equipment and communications systems may be used with the facilities of the Company for telecommunications services as provided in the following paragraph of this Section. 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 Company.
- b. Customer-provided accessories may be used with the facilities furnished by the Company for telecommunications service provided that such accessories comply with provisions specified in d. and i. following.
- c. Where the use of any customer-provided terminal equipment as specified in this tariff involves direct electrical connection to the facilities furnished by the Company such connection shall be made through a connecting arrangement, at charges specified in this and other sections of this tariff.
- d. 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 Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the 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 Company's services. Upon notice from the 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 payment of Company charges, as specified in Section 5 for visits by the Company to the customer's premises where a service difficulty or trouble report results from the customer-provided equipment or system.

GENERAL (Cont'd.)

- e. 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 (2) the reception of signals by customer-provided equipment or systems.
- f. The Company shall not be responsible to the customer if changes in 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 alteration of such equipment or systems or otherwise affect its use or performance.
- g. The Company will not be responsible for any loss or damage, nor for any impairment or 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 Company.
- h. Where any customer-provided equipment or system is used with telecommunications service in violation of any of the provisions in this tariff, the Company will take such immediate action as necessary for the protection of its services and will promptly notify the customer of the 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 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 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.



GENERAL (Cont'd.)

- i. Customer-provided terminal equipment of systems which serve a location which the Company considers impracticable to service because of hazard or inaccessibility may be used or connected through connecting equipment with facilities of the Company for telecommunications service furnished by the Company.
- j. The customer indemnifies and saves the Company harmless against claims of infringement of patents arising from combining such equipment or system with, or using it in connecting with, facilities of the Company; and against all other claims arising out of any or omission of the customer in connection with facilities provided by the Company.
- k. A subscriber who fails to notify the telephone company of connection of grandfathered or registered terminal equipment or protective circuitry or is otherwise in violation of the applicable laws, rules and regulations will be subject to discontinuation of service.
- l. Customer-provided terminal equipment or protective circuitry may not be connected to a party line or coin telephone service.
- m. In the event of a trouble caused by customer-owned and maintained terminal equipment the customer shall disconnect their equipment and it shall remain disconnected until said equipment is repaired. Should the telephone company receive a complaint about service and attempt to determine cause of trouble, Tariff 1A4, Section 1, Item E. shall be in effect.
- n. The customer shall notify the telephone company of his intentions to connect a registered or grandfathered equipment to the telephone company facilities. Such notification shall include the following where applicable:
  - 1. The F.C.C. Registration number.
  - 2. The ringer equivalency number of the registered terminal equipment or protective circuitry.
  - 3. Sufficient identifying information such as the manufactures name, model and serial numbers to enable the telephone company to determine that the grandfathered equipment is eligible for connection.
  - 4. Other such information that may be required to assure the capability of the connected equipment and proper administration of applicable laws, rules and regulations.

GENERAL (Cont'd.)

- o. LIABILITY – 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 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 failure or defect in facilities occurs.

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 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.

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 equipment but which would have been prevented had Telephone Company provided equipment been used.

B. DIRECT ELECTRICAL CONNECTIONS

- a. Customer-provided voice transmitting and/or receiving terminal equipment which involved direct electrical connection to the facilities furnished by the Company for telecommunications service may be used with such facilities in accordance with (1) and (2) following, except where otherwise specified in this tariff.
1. The connection shall be made through a connecting arrangement as specified by the Federal Communications Commission (Standard jack and plug arrangement)
  2. To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the customer-provided voice 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 not exceed 12 db below one milliwatt when averaged over any three second interval, but in no case shall exceed 7 db below one milliwatt, averaged over any three second interval.

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LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A4  
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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:

- (i) 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 (2) (a) above.
- (ii) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16 db below one milliwatt.
- (iii) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24 db below one milliwatt.
- (iv) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36 db below one milliwatt.
- (v) The power in the band above 40,000 Hertz shall not exceed 50 db below one milliwatt.

C. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS

1. APPLICATION

a. Customer-provided communications systems (including channels derived from such systems), not exceeding voice grade, may be connected with telecommunications service at the premises of the customer where the customer has a regular and continuing requirement for the origination or termination of communications over the customer-provided system provide that:

- (1) The normal mode of operation of the customer-provided communications system shall be to provide communications originating or terminating at the premises on which the connection is made.
- (2) The connection shall be made as specified by F.C.C. order.
- (3) The provisions relating to minimum network protection criteria set forth in Section 2, (1) shall apply, as appropriate, to the connection of customer-provided communications systems.

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APPLICATIONS (Cont'd.)

b. Telephone instruments furnished by the Company in connection with local exchange and private line telephone services may be used alternately with customer-provided private mobile radio telephone systems. Transfer of Company instruments to the alternate position for communications with the private mobile radiotelephone system will be made by means of a key or footswitch furnished by the Company. If such alternate use arrangements are required at more than one location a multi-point operations channel terminated in a key or footswitch at the respective locations will be provided by the Company.

2. NETWORK PROTECTION CRITERIA

To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the signal from the customer-provided communications system to the telecommunications network must comply with the following minimum network protection criteria:

a. Where the customer-provided communications system is connected with telecommunications service through a connecting arrangement and furnished by the Company, the customer-providing communications system must comply with the following criteria:

(1) to prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceeds 12db below one milliwatt when averaged over any three second interval. To insure that this limit is not exceeded the power if the signal which may be applied by the customer-provided equipment to the Company interface located on the customer's premises will be specified for each type of connecting arrangement, but in no case shall it exceed one milliwatt.

(2) 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 meets the following limits:

CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Cont'd.)

- (a) The power in the band from 3,995 to 4,005 Hertz shall be at least 18db below the power of the signal as specified in 2. proceeding.
  - (b) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
  - (c) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24 db below one milliwatt.
  - (d) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36 db below one milliwatt.
  - (e) The power in the band above 40,000 Hertz shall not exceed 50 db below one milliwatt.
- (3) to prevent the interruption or disconnection of a call, or interference 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 time in the 800 to 2450 Hertz band.

## D. CONNECTING ARRANGEMENT SYSTEMS

Equipment acquired to provide mounting, common equipment and power supply for 1 to 10 arrangements and is in addition to the monthly rate for interconnect arrangements with which it is associated.

## 1. TERMINATION CONTRACT

The minimum contract period for interface service is for 36 months; and payment for all services and facilities is to monthly in advance. Termination accomplished prior to the end of the 36 months period, upon payment of a charge equal to the total of the monthly charges remaining in the 36 month period. (Decreased by 1/3 each month).

	<u>Inst. &amp; Test</u>	<u>Monthly Rate</u>
2. Common Equipment 1 – 10 arrangements	\$50.00	\$15.00
3. Per automatic arrangements in connection with two-way service to customer owned key system. STC	\$20.00	\$9.60

## 4. SINGLE LINE PHONES:

Where customer provides their own extension telephone set, or auxiliary equipment, provided it is approved by the rules established by the F.C.C., Part 68; a credit shall be allowed on:

1 FR & 1 FB line, rotary, for an extension	\$0.75
1 FR & 1 FB line, push-button, for an extension	\$1.15

Service connection charges for “standard jacks” shall be as listed in Tariff 1A3, Section 1.

E. MAINTENANCE SERVICE CHARGE

A maintenance charge will apply for each repair visit to a customer's premises in connection with a service difficulty associated with a customer-provided terminal equipment or communications system which is arranged for connection to Company facilities when it is determined that the telephone Company facilities are not causing the difficulty.

The rate is listed below:

1 <sup>st</sup> ½ Hour of Testing .....	\$10.00
Each Additional ½ Hour .....	\$8.00

LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A5  
Section 1  
Original Sheet 1

WIDE AREA TELEPHONE SERVICE TARIFF

Containing

Regulations and Rates Applicable to the Furnishing of  
Wide Area Telephone Service  
Within Virginia

By

LUMOS TELEPHONE OF BOTETOURT LLC

Issued: December 1, 2021

Effective: December 2, 2021



LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A5  
Section 1  
Original Sheet 2

WIDE AREA TELEPHONE SERVICE TARIFF

CONTENTS

Application of Tariff

Outward Service

800 Service

Issued: December 1, 2021

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APPLICATION OF TARIFF

A. GENERAL

This tariff applies to intraLATA\* intrastate Wide Area Telephone Service (WATS) furnished within the State of Virginia by this Company. The regulation 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 Tariff.

B. REGULATIONS

1. 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.

Telephone Company

The term Telephone Company used herein denotes LUMOS TELEPHONE OF BOTETOURT 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.

\*Local Access and Transport Area

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B. REGULATIONS (Cont'd.)

2. Service Offerings

a. 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.

b. 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.

3. Rate Periods

a. Rates applicable are based on the time of day, day of week as follows:

(1) Business Day Period

8AM to 5PM 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.

(2) Evening Period

5PM to 11PM Sunday through Friday.

(3) Night/Weekend Period

11PM to 8AM all days  
8AM to 11PM Saturday  
8AM to 5PM Sunday

b. 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.

REGULATIONS (Cont'd.)

4. Limitation of Service

- a. A WATS access line will be connected only at a customer's premises located within the State of Virginia.
- b. WATS does not include person-to-person, collect, conference, or other calls requiring operator handling except as provided in B.1.e. preceding.
- c. WATS is not represented as adapted for connection to other service 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.
- d. 800 Service may not be connected on the station side of common equipment e.q., PBX line connection or Centrex line connection, in switching equipment.

5. Method of Determining Usage Charges

a. Access Lines Equipped for Time-of Day Recording

For all WATS access line on which usage is recorded by the Telephone Company by time-of-day rate periods, the usage charge is determined using steps (1) through (9) following:

- (1) Determine the total number of completed calls for each rate period. For each service group.
- (2) 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.
- (3) Determine the total actual hours used for each rate period for each service group.
- (4) Determine the total chargeable hours for each rate period for each service group. This is the greater of (2) or (3) above, rounded to the nearest tenth (one decimal place).
- (5) 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.

REGULATIONS (Cont'd.)

5. Method of Determining Usage Charges (Cont'd.)

a. Access Lines Equipped for Time-of-Day Recording Unit (Cont'd.)

- (6) 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 (4) above by the number of access lines in (5) above.
- (7) Determine the usage charge rate period for each access line by applying the rates shown for Outward WATS or for 800 Service.
- (8) Determine the total usage charge for each rate period for each service group by multiplying the usage charge per rate period in (7) above by the number of access lines in (5) above.
- (9) Determine the total usage charge for all rate periods in each service group by adding the results of (8) above.

b. 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 steps (1) through (10) following.

- (1) Determine the total number of completed calls for each service group.
- (2) Apply the Minimum Average Time Requirement of one minute by dividing the number of completed calls in each service group by 60.
- (3) Determine the total actual hours used for each service group.
- (4) Determine the total chargeable hours. This is the greater of (2) or (3) above, rounded to the nearest tenth (one decimal place).

## REGULATIONS (Cont'd.)

## b. Access Lines not Equipped for Time-of-Day Recording (Cont'd.)

- (5) 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.
- (6) Determine the average chargeable usage per access line in the service group by dividing the chargeable hours in (4) above by the number of access lines in (5) above.
- (7) 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 (6) above).

Average Chargeable Usage per Line	Rate Period Distribution of Usage		
	<u>Business Day</u>	<u>Evening</u>	<u>Night/Weekend</u>
<u>Hours</u>			
0 to 80	80%	10%	10%
80 to 120	75%	13%	12%
120.1 to 160	66%	18%	16%
Over 160	50%	24%	26%

- (8) Determine the usage charge per rate period for each access line by applying the rates shown for Outward WATS for 800 Service.
- (9) Determine the total usage charge for each rate period for each service group by multiplying the usage charge per rate period in (8) above by the number of access lines in (5) above.
- (10) Determine the total usage charge for all rate periods in each service group by adding the results of (9) above.

B. REGULATIONS (Cont'd.)

6. 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.

7. Allowance for Interruptions

Allowance for interruptions apply to each WATS access line as set forth in a. thru f. following:

- a. When the WATS access line is interrupted for a period of less than 2 hours no credit applies.
- b. When the WATS access line is interrupted for a period of 2 hours to 24 hours a credit of \$25.40 applies.
- c. 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.

d. The credit in a. and b. above includes all credit to be applied for an interruption.

e. 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.

REGULATIONS (Cont'd.)

7. Allowance for Interruptions (Cont'd.)

f. Long Distance Telephone Service furnished a customer, when the WATS is interrupted, is charged for the long distance telephone rates specified in this Company's Long Distance Services Tariff.

8. 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.

9. 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.

b. 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 services 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.



OUTWARD SERVICE

A. 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.

B. RATES

1. Access

	<u>Per Month</u>
a. IntraLATA* Service, provided by this Company per Line .....	\$31.65
b. IntraLATA* Service, complimentary 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

<u>First 15 Hours</u>	
Business Day.....	\$12.00
Evening.....	\$10.50
<u>Next 25 Hours</u>	
Business Day.....	\$11.05
Evening.....	\$ 9.05
<u>Next 40 Hours</u>	
Business Day.....	\$10.50
Evening.....	\$ 9.00
<u>Over 80 Hours</u>	
Business Day.....	\$10.50
Evening.....	\$ 7.50
All Hours, Night/Weekend.....	\$ 6.50

\*Local Access and Transport Area.

800 SERVICE

A. 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.

B. REGULATIONS

1. 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.
2. For 800 Service, or the interexchange carrier's similar service, the interexchange carrier must block or return all intraLATA\*, after the 800 Service to WATS Terminating Number translations are made, or provide adequate call detail for the intraLATA usage.

C. RATES

	<u>Per Month</u>
1. Access Line, per line .....	\$36.80
2. Measured Time Usage Charges, per hour	
<u>First 15 Hours</u>	
Business Day.....	\$16.50
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

\*Local Access and Transport Area

C. RATES (Cont'd.)

2. Measured Time Usage Charges, per hour (cont'd.)

<u>Over 80 Hours</u>	
Business Day.....	\$13.50
Evening.....	\$10.00
All Hours, Night/Weekend.....	\$ 9.00

LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A6  
Section 1  
Original Sheet 1

LONG DISTANCE SERVICES TARIFF

Containing

Regulations and Rates applicable to the furnishing of  
Long Distance Message Telecommunications Services  
Within Virginia

by

LUMOS TELEPHONE OF BOTETOURT LLC

Issued: December 1, 2021

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LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A6  
Section 1  
Original Sheet 2

LONG DISTANCE SERVICE TARIFF

CONTENTS

Application of Tariff

Two-Point Service

Issued: December 1, 2021

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APPLICATION OF TARIFF

A. GENERAL

This tariff applies to long distance message telecommunications services, furnishing or made available by the LUMOS TELEPHONE OF BOTETOURT LLC. The regulations and rates contained herein are in addition to the applicable regulations and rates specified in other tariffs of the Telephone Company.

B. REGULATIONS

1. Explanation of Terms

Additional Period

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

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 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.

Initial Period

The initial period is the interval of time allowed at the rate quoted for a long distance connection between given points. All initial period rates specified in this tariff are for connections of the time period or any fractions thereof found elsewhere in this tariff.

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.

B. REGULATIONS (continued)

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, 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.

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 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 remains a person-to-person call.

2. Chargeable Time

Chargeable time for all long distance connections does not include time lost because of faults or defects in the service.

3. 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.

REGULATIONS (continued)

C. Long Distance Directory Assistance Service

Regulations and rates are specified for Directory Assistance Service in this Company's General Services Tariff.



TWO-POINT SERVICE

A. GENERAL

Two-Point Long Distance Service consist of telecommunications between two lines, miscellaneous common carrier mobile radio, branch exchange or centrex systems or any combination thereof, involving different local service areas.

B. REGULATIONS

1. Classes of Service

a. 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.

b. Station-to-Station

1. Customer Dialed

The customer dialed schedule contemplates station-to-station calls dialed and completed by the customer from other than a public or semi-public coin telephone 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:

- a. To reestablish a call which has been interrupted after the called telephone number has been reached.
- b. To reach the called telephone number where the direct distance dialing facilities are not available.
- c. To record the originating telephone number where no automatic recording equipment is available.
- d. 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.
- e. To place a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

## B. REGULATIONS (continued)

## 2. Customer Dialed Calling Card

The customer dialed calling card schedule contemplates that the person originating the call:

- a. 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
- b. 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
- c. Dials the operator and places a calling card call when equipment capability precludes either of the foregoing.

## 3. 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.

## c. Person-to-Person

The person-to-person schedule contemplates that all person-to-person calls be necessarily handled by a Telephone Company operator.

## 2. Time Schedule

The time schedule as specified in B.2.a.b. following will be grandfathered to existing customers prior to October 25, 2003.

## a. Day, Evening, Night and Weekend rate apply as follows:\*

<u>Rates</u>	<u>From</u>	<u>Time Applicable To But Not Including</u>	<u>Days Applicable</u>
Day	8:00 A.M.	5:00 P.M.	Monday through Friday
Evening	5:00 P.M.	11:00 P.M.	Sunday through 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.

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B. REGULATIONS (continued)

2. Time Schedule (continued)

Holidays:

January 1	New Years Day
July 4	Independence Day
September (1 <sup>st</sup> Monday)	Labor Day
November (4 <sup>th</sup> Thursday)	Thanksgiving Day
December 25	Christmas Day

The holiday rate applicable is the evening rate, unless a lower rate would normally apply as specified in C.2.a. only.

- b. 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 rates for initial minute and additional minutes. They are applied to that portion of the messages occurring within the rate discount periods stated in the table.

For all classes of service, 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.

- c. Chargeable time for all station-to-station calls begin 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 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.
- d. 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 is released either by automatic timing equipment in the Telephone Company network or by the Telephone Company operator.

B. REGULATIONS (continued)

2. Time Schedule (continued)

b. Peak and Off Peak Rate Periods apply to Option Plans as specified in C.2.c.d. following.

<u>Rate Period</u>	<u>From</u>	<u>To</u>	<u>Applicable Days</u>
Peak	8:00 a.m.	5:59 p.m.	Monday through Friday
Off Peak	6:00 p.m. All Hours	7:59 a.m.	Monday through Friday Saturday and Sunday

Off Peak rates apply to holidays as specified to Option Plans as specified in C.2.c.d. following.

C. RATES

1. Application of Rates

Rates for service between points are based on the airline mileage between rate centers. Airline mileages between rate centers are determined as specified in Section 4 of this tariff. Rates applicable for the mileages obtained are as specified in 2. Following, except as follows: \*

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 as follows for Customer dialed Direct Station-to-Station messages.

- Day connections will be charged for at Evening Rates \*
- Evening connections will be charged for at Night and Weekend Rates \*
- Night and Weekend connections will be charged for at Night and Weekend rates \*

\*Application of Rates will be grandfathered to existing customers prior to October 25, 2003.

The charges for Station-to-Station Operator-assisted and Person-to-Person calls are as specified in C.2.b. following for Operator-assisted Call Charges and apply in addition to the charges to Station-to-Station Customer-Dialed rate.

No discounts apply to Operator-assisted Call Charges.

2. Rate Schedule

a. Station-to-Station Customer Dialed. Rates specified in C.2.a. following will be grandfathered to existing customers prior to October 25, 2003.

RATES		RATES				
AIRLINE MILES		CUSTOMER DIALED DIRECT STATION-TO-STATION				
		DAY				
Over	Up to and Including	Initial period	Additional Period Each	Evening	Night and Weekend	
		1 minute	1 minute			
0	- 8	0.21	0.12	A discount	A discount	
8	- 13	0.25	0.14	of 40%	of 60%	
13	- 18	0.30	0.19	less than	less than	
18	- 23	0.34	0.20	Day rates	Day rates	
23	- 28	0.37	0.22	Applies.	Applies.	
28	- 38	0.37	0.22			

C. RATES (continued)

2. Rate Schedule (continued)

a. Station-to-Station Customer Dialed (continued)

RATES		RATES			
AIRLINE MILES		CUSTOMER DIALED DIRECT STATION-TO-STATION			
		DAY			
Over	Up to and Including	Initial period	Additional Period Each	Evening	Night and Weekend
		1 minute	1 minute		
38	- 48	0.46	0.29	A discount	A discount
48	- 58	0.48	0.31	of 40%	of 60%
58	- 78	0.50	0.32	less than	less than
78	- 118	0.51	0.33	Day rates	Day rates
118	- 194	0.52	0.37	Applies.	Applies.
194	- 495	0.54	0.39		

b. Operator Assisted Call Charges

- 1. Station-to-Station Customer Dialed Calling Card \$0.60
- 2. Station-to-Station Operator Assisted other than customer dialed calling card \$1.55
- 3. Person-to-Person \$3.00

C. RATES

2. Rate Schedule (continued)

c. Long Distance Plan Descriptions

1. Option A: This option is offered to both residential and business customers. Customers can call during the peak period for one rate per minute. Off Peak calls are rated at lower one rate per minute than the peak period.
2. Option B: Provides residential customers with a one rate per minute plan, 24 hours a day.
3. Option C: Provides business customers with a one rate per minute plan, 24 hours a day.
4. Option D: This option is offered to business customers. Business customers pay a flat monthly rate per line/trunk plus a lower rate per minute, 24 hours a day.

d. Station-to-Station Customer Dialed for Option Plans:

1. Option A: (available to residence and business customers)

Peak        \$0.21 per minute  
Off Peak    \$0.13 per minute

2. Option B: (available to residence customers only)

Peak        \$0.10 per minute  
Off Peak    \$0.10 per minute

3. Option C: (available to business customers only)

Peak        \$0.08 per minute  
Off Peak    \$0.08 per minute

4. Option D: (available to business customers only)

Peak Month \$2.95 per line/trunk  
Peak        \$0.06 per minute  
Off Peak    \$0.06 per minute

LUMOS TELEPHONE OF BOTETOURT LLC

SCC Tariff No. 1A6  
Section 1  
Original Sheet 13

Material formerly found for Long Distance Conference Service is hereby withdrawn and cancelled.