

SJI, LLC dba Vision Communications  
Larose, Louisiana

Louisiana Tariff No. 2  
Original Title Page

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO LOCAL EXCHANGE SERVICE  
WITHIN THE STATE OF LOUISIANA

SJI, LLC dba Vision Communications  
112 West 10<sup>th</sup> Blvd.  
Larose, Louisiana 70373  
985-693-4567

This Tariff is governed and interpreted according to the laws of Louisiana. This Tariff describes generally the regulations and rates applicable to the provision of Local Telecommunications Services between points within the State of Louisiana. This Tariff is on file with the Louisiana Public Service Commission and copies may be inspected during normal business hours at the Company's principal place of business.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## TABLE OF CONTENTS AND GENERAL INDEX

### TABLE OF CONTENTS

<u>Section Title</u>	<u>Page</u>
Title Page.....	Cover
Table of Contents.....	1
Subject Index.....	4
Explanation of Symbols.....	9
Description and Area of Operations.....	10
Section 1 – Definitions of Terms.....	11
Section 2 – General Rules and Regulations	
General Applications.....	33
Establishing Service.....	33
Furnishing of Service.....	37
Use of Service And Facilities.....	41
Disconnection, Termination or Suspension of Service.....	43
Customer Relations.....	47
Liability of The Company.....	53
Individual Case Basis (ICB) Arrangements.....	58
Contracts.....	58
Temporary Promotional Agreements.....	59
Application of Rates.....	59

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## TABLE OF CONTENTS AND GENERAL INDEX

### TABLE OF CONTENTS

<u>Section Title</u>	<u>Page</u>
Section 3 – Service Charges	
Definition.....	62
Application of Charges.....	62
Schedule of Charges for Connecting or Changing Service.....	66
Termination Charge.....	67
Returned Check Charge.....	67
Restoration of Service Charge.....	67
Louisiana Universal Service Fund (“LUSF”).....	68
Section 4 – Local Exchange Service	
Local Exchange Rates.....	70
Section 5 – Directory Publication and Use	
Directory Listings.....	77
Provision and Ownership of Directories.....	79

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## TABLE OF CONTENTS AND GENERAL INDEX

### TABLE OF CONTENTS

<u>Section Title</u>	<u>Page</u>
Section 6 – Miscellaneous Service Arrangements	
Local Directory Assistance Service.....	80
Toll Restriction Service.....	80
Local Operator Service.....	81
Enhanced Digital Voice Services.....	84
Emergency Number Service.....	91
Inside Wire Maintenance.....	92
Section 7 – Customer Provided Equipment and Facilities	
Connection On Customer Premise.....	94
Service Charges.....	101
Section 8 – Lifeline	
Lifeline.....	102

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## TABLE OF CONTENTS AND GENERAL INDEX

### SUBJECT INDEX

<b><u>Subject</u></b>	<b><u>Page</u></b>
Accessories Provided by the Customer.....	42
Account.....	62
Additional Directory Listings.....	75
Adjustment of Charges for Overbilling and Underbilling.....	51
Allowance for Interruptions.....	51
Application for Service.....	34
Application of Returned Check Charge.....	67
Availability of Facilities.....	33
Busy Line Verify and Line Interrupt Service.....	83
Cancellation or Change in Application for Service.....	34

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## TABLE OF CONTENTS AND GENERAL INDEX

### SUBJECT INDEX

<u>Subject</u>	<u>Page</u>
Charges Based on Distance.....	60
Charges Based on Duration of Use.....	59
Classifications of Service.....	39
Company Facilities at Hazardous or Inaccessible Location.....	38
Connection at Hazardous of Inaccessible Locations.....	98
Connections of Registered Equipment.....	98
Customer Complaints.....	47
Damages to Facilities.....	101
Description of Service.....	102
Discontinuance of Service.....	43
Discounts.....	59
Disputed Bills.....	52

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## TABLE OF CONTENTS AND GENERAL INDEX

### SUBJECT INDEX

<u>Subject</u>	<u>Page</u>
Failure of Acceptance Tests.....	101
General Regulations.....	68
Installation, Maintenance, and Repair of Facilities.....	40
Liability For Directory Listing Service.....	77
Liability of the Company.....	95
Limit on Communication.....	42
Line Conditioning or Treatment.....	101
Local Exchange Rates.....	71
LUSP Recovery Charge.....	69
Minimum Service Periods.....	36
Non-listed Telephone Number Service.....	77
Non-Published Telephone Number Service.....	75
Operator Assisted Charges.....	81
Payment for Service.....	48

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## TABLE OF CONTENTS AND GENERAL INDEX

### SUBJECT INDEX

<u>Subject</u>	<u>Page</u>
Primary Directory Listings.....	75
Priority of Establishment of Service.....	36
Protective Equipment.....	38
Provision and Ownership of Service and Facilities.....	37
Provision of Directory Listings.....	74
Rates and Charges.....	66,67,78,92,105
Refusal of Service.....	35
Regulations.....	102
Responsibility of the Company.....	94
Responsibility of the Customer .....	96
Restoration of Service.....	46
Service Charge Elements.....	62
Service Description.....	84
Service Irregularities.....	53
Services Designated by the LPSC as part of Universal Service.....	73

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## TABLE OF CONTENTS AND GENERAL INDEX

### SUBJECT INDEX

<u>Subject</u>	<u>Page</u>
Specific Application of Service Charges.....	64
Telecommunications Relay Service.....	72
Telephone Numbers.....	39
Termination of Service.....	45
Transfer or Assignment of Service.....	36
Unlawful, Abusive, or Fraudulent Use of Service.....	43
Use of Service.....	41
Work Performed Outside Regular Hours.....	41

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **EXPLANATION OF SYMBOLS**

### **General**

The following symbols will be utilized for all changes of material within the General Exchange Tariff:

- C** - Change in Regulation
- D** - Discontinued Rate, Regulation or Text.
- E** - Correction of an error made prior to current revision of Tariff
- I** - Increase in Rate
- M** - Moved Rate, Regulation or Text from one page to another with no change in Rate, Regulation or Text.
- N** - New Rate, Regulation or Text.
- R** - Reduction in Rate
- T** - Text Change, but no change in Rate or Regulation

SJI, LLC dba Vision Communications  
Larose, Louisiana

Louisiana Tariff No. 2  
Original Page 10

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **DESCRIPTION AND AREA OF OPERATIONS**

SJI, LLC dba Vision Communications (“Company”) is a public utility providing telecommunications service in the areas certificated to the Company by the Louisiana Public Service Commission.

Headquarters for the Company are located at:

**112 West 10<sup>th</sup> Blvd  
Larose, Louisiana**

Company representatives may be contacted at **985-693-4567**

### **Areas of Operation**

**State of Louisiana**

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **DEFINITION OF TERMS**

**ACCESS LINE** - A central office circuit or channel which provides access to the telephone network for local and long distance telephone services.

**AIR LINE MEASUREMENT** - The shortest distance between two points. A measurement for computation of mileage charges between termination points.

**ANCILLARY DEVICES** - All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

**ANSWERING EQUIPMENT** - Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

**APPLICANT** - Any person, partnership, corporation, or any combination thereof requesting service or action from the Company.

**AUTHORIZED PROTECTIVE CONNECTING MODULE** - A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

**AUTHORIZED USER** - A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose premises a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

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

**BUSINESS SERVICE** - Telecommunications service furnished to Customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

**CALL** - An attempted communication, whether completed or not.

**CALLING AREA** - See "Local Service Area."

**CANCELLATION CHARGES** - A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

**CENTRAL OFFICE** - A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

**CHANNEL** - A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**CIRCUIT** - A channel used for the transmission of energy in the furnishing of telephone and other communication services further described as:

- (a) Two-wire circuit: A circuit using one transmission path, which may be one carrier pair or one pair (two wires) of metallic conductors.
- (b) Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors.

**CLASS OF SERVICE** - A description of telecommunications service furnished a Customer which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-party line.

**COMMUNICATIONS SYSTEMS** - Channels and other facilities which are capable, when not connected to exchange telecommunication service, of two-way communication between Customer-provided terminal equipment.

**COMPANY** - SJI, LLC d/b/a Vision Communications

**COMPLEX SERVICE** - The provision of a circuit requiring special treatment, special equipment or special engineering design.

**CONDUIT** - A tubular runway for cable facilities.

**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.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**CONNECTION** - Denotes the establishment of telephone service. A move of existing service to a different premise requires a connection.

**CONNECTION CHARGE** - See "Service Charges."

**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.

**CONTINUOUS PROPERTY** - The plot of ground, together with any building thereon, occupied by the Customer, which is not divided by public highways or separated by property occupied by others. Where a Customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property, provided local wire or cable facilities are used and the Customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

**CONTRACT** - The service agreement between a Customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the Customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

**CONTRACT PERIOD** - The length of time for which a Customer is responsible for the charges associated with the services, facilities, and equipment under contract.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **DEFINITION OF TERMS**

**COST OR COST BASIS** - Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the Call-out of Company personnel.

**CUSTOM CALLING SERVICES** - Customer Calling Services provide for call features like Call Waiting and Call Forwarding and is furnished in connection with individual line service (private line).

**CUSTOMER LOCAL AREA SIGNALING SERVICES (CLASS)** - Customer Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7) technology. CLASS is furnished in connection with individual line service (private line).

**CUSTOMER** - Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The Customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

**CUSTOMER PREMISES INSIDE WIRE** - All wire within a Customer's premise, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes house, riser, buried, and aerial cable.

**CUSTOMER-PROVIDED TERMINAL EQUIPMENT** - Devices or apparatus and their associated wiring provided by a Customer, which may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**CUSTOMER TROUBLE REPORT** - Any oral or written report from a Customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one Customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

**DEMARCATION POINT** - The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a Customer's premise. The demarcation point is located on the Customer's side of the Company's protector or equivalent.

**DETACHED ACCESS LINE** - An additional circuit connected to an access line either directly or through a switching device which uses Company facilities.

**DIRECT BURIAL** - The installation of cables or conductors directly in the earth and not in conduit or duct.

**DIRECT CONNECTION** - Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

**DIRECT ELECTRICAL CONNECTION** - The physical connection of electrical conductors in the communications path.

**DIRECTORY** - A book which typically lists each telephone Customer alphabetically, with his/her service location and telephone number.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **DEFINITION OF TERMS**

**DIRECTORY ASSISTANCE SERVICE** - Directory assistance service is furnished to supplement the information available in the Company directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

**DIRECTORY LISTING** - The publication of the Company's directory and/or directory assistance records of information relative to a Customer's telephone number, by which telephone users are able to ascertain the telephone number of a desired party.

**DISCONNECT NOTICE** - The written notice sent to a Customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

**DISCONNECTION OF SERVICE** - An arrangement for a permanent interruption of telephone service, made at the request of the Customer, or initiated by the Company for violation of Tariff regulations by the Customer. A "final" bill would be rendered showing moneys owed to the Company net of any amounts to be refunded, such as deposits, as of the date the service was disconnected.

**DROP WIRE** - Wires used to connect the aerial, buried or underground distribution facilities to the point where connection is made with a Customer's premise.

**E-911 SERVICE** - See Emergency Number Service.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**EMERGENCY NUMBER SERVICE** - A telephone exchange communication service whereby a public safety answering point designated by the Customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

**ENTRANCE FACILITIES** - Facilities extending from the point of entrance on private property to the premise on which service is furnished.

**EXCHANGE** - The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

**EXCHANGE AREA** - The area within which the Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

**EXCHANGE SERVICE** - Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

- (a) Flat rate service: A classification of exchange service furnished a Customer for which a stipulated charge is made regardless of the amount of use.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**FACILITIES** - All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

**FLAT RATE SERVICE** - A classification of exchange service furnished a customer for which a stipulated charge is made regardless of the amount of use.

**GENERAL EXCHANGE SERVICES** - Services furnished by the Company connected to or associated with primary local exchange service.

**HARM** - Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

**HIGH CAPACITY CIRCUIT (HI CAP)** - Digital-data transmission service equal to, or in excess of T1 data rates (1,544 Mbits).

**HOUSEHOLD** - A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**IDENTIFICATION NUMBER** - An identifying number of a particular model of “Conforming Device” attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission’s Part 68.

**INDIVIDUAL LINE SERVICE** - A classification of exchange service furnished under Tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

**INITIAL NONRECURRING CHARGE** - A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

**INITIAL SERVICE PERIOD** - The minimum period of time for which service is provided, which is typically one month unless otherwise specified in the Tariff.

**INSIDE WIRE MAINTENANCE** - Inside Wire Maintenance is a maintenance plan that covers all customer owned telephone wire including jacks and junction boxes inside the customer’s premises starting from the customer’s side of the Network Interface Device (“NID”).

**INSTALLATION CHARGE** - A nonrecurring charge associated with optional service features and may sometimes be called an “initial” charge, and may apply in addition to service connection charges.

**INTEREXCHANGE PRIVATE LINE** - A communication path between two or more serving areas not connected for exchange telephone service.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

### **INTERFACE -**

- (a) The junction or point of interconnection between two systems or equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.
- (b) The point of interconnection between Company equipment and communications facilities on the premise of the Customer. Also referred to as demarcation point.

**INTERFACE EQUIPMENT** - Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

**INTERLATA** - Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

**INTRALATA** - Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

**INTRAEXCHANGE CHANNEL SERVICE** - Channel connecting two or more "primary terminations" in the same exchange.

**INTRAEXCHANGE SERVICE** - Telecommunications service confined wholly within a single exchange.

**JACK** - A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

**KEY EQUIPMENT** - Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to communicate with other telephones in the Customer's communications system.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **DEFINITION OF TERMS**

**KEY SYSTEM LINE** - A circuit connecting key system equipment with a central office.

**KEY TELEPHONE SET** - A telephone set equipped with keys or buttons in the housing.

**KEY TELEPHONE SYSTEM** - An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, intercom or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

**LINE** - See "Access Line."

**LOCAL ACCESS AND TRANSPORT AREA (LATA)** - Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company serving area which are grouped to serve common social, economic, and miscellaneous purposes.

**LOCAL CALLING AREA** - See "Local Service Area."

**LOCAL CHANNEL** - Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **DEFINITION OF TERMS**

**LOCAL EXCHANGE SERVICE** - Telecommunications service provided within an exchange for the purpose of establishing connections between Customer premise within the exchange, including connections between a Customer premise and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

**LOCAL MESSAGE** - A communication between two or more exchange access lines within the local service area of the calling telephone.

**LOCAL MESSAGE CHARGE** - The charge that applies for a completed message that is made when the calling exchange access line and the called exchange access line are both within the same local calling area where a local message charge is applicable.

**LOCAL SERVICE** - The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different serving area between which no toll rates apply.

**LOCAL SERVICE AREA (LOCAL CALLING AREA)** - The area within which telephone service is furnished customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

**LOCAL SERVICE CHARGE** - The charge for furnishing facilities to enable a Customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

**LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE** - Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the regulations and system of charges specified by the Company.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**MAINTENANCE SERVICE CHARGE** - A nonrecurring maintenance charge applied when service difficulty or trouble results from the use of Customer-provided equipment or inside wiring.

**MESSAGE** - A communication between two or more exchange access lines. Messages may be classified as local or toll.

**MILEAGE** - The measurement (airline, route, etc..) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

**MINIMUM CONTRACT PERIOD** - The minimum length of time for which a Customer is obligated to pay for service, facilities and equipment, whether or not retained by the Customer for such minimum length of time.

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

**NONPUBLISHED TELEPHONE NUMBER** - A telephone number associated with an exchange access line which, at the request of the Customer, is not listed in the telephone directory and is not made available to the general public by the Company.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**NONRECURRING CHARGE** - A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

**OFF PREMISE EXTENSION (OPX)** - A telephone located in a different office or building from the main phone system.

**ONE PARTY SERVICE** - Any exchange access line designed for the provision of exchange service to one premise.

**PERMANENT DISCONNECT** - A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

**PERSON** - Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

**PREMISE** - The same premise consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b) the portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c) the continuous property operated as a single farm whether or not intersected by a public road.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**PREMISE WIRING** - All wire within a Customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premises inside wire excludes riser, buried and aerial cable.

**PREASSIGNED NUMBER** - A telephone number preassigned before service is actually established.

**PREWIRING** - Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

**PRIMARY SERVICE** - The initial provision of voice grade access between the Customer's premise and the switched telecommunications network. This includes the initial connection to a new Customer, the move of an existing Customer to a new premise, or the change of a telephone number.

**PRIMARY TERMINATION** - Applies to channels which extend beyond the continuous property of a Customer or the confines of a single building housing the first premises of more than one Customer "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a customer. When more than one Customer's premises is located within the same building, the first termination of such a channel at the building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **DEFINITION OF TERMS**

**PRIVATE BRANCH EXCHANGE** - An arrangement of equipment situated on a customer's premises consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The Private Branch Exchange provides for intercommunications between these telephones, for communication with the general exchange network, and for long distance message telecommunications service.

**PRIVATE BRANCH EXCHANGE LINE** - A channel connecting the Private Branch Exchange (PBX) station or other terminal equipment with the PBX switching equipment.

**PRIVATE BRANCH EXCHANGE TRUNKS** - Trunks connecting a private branch exchange system with a central office for communication with the general exchange network and for long distance message telecommunications service.

**PRIVATE LINE** - A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

**PRIVATE LINE SERVICE** - The channels furnished to a Customer for communication between specified locations.

**PROTECTIVE CONNECTING ARRANGEMENT** - Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**PUBLIC THOROUGHFARE** - A road, street, highway, lane or alley under the control of and kept by the public.

**PUBLISHED TELEPHONE NUMBER** - A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

**RATE CENTER** - A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

**REFERENCE LISTING** - The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

**REGISTERED PROTECTIVE CIRCUITRY** - Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with part 68 of the Federal Communications Commission's Rules and Regulations.

**REGISTERED TERMINAL EQUIPMENT** - Terminal equipment which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

**REMOTE CALL FORWARDING** - Utilizes a telephone number and central office facilities to automatically forward all incoming calls, dialed to that telephone number, to another telephone in the same exchange or in a different exchange.

**RESIDENTIAL SERVICE** - Telecommunications service furnished to Customers when the actual or obvious use is for domestic purposes.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**ROTARY HUNTING SERVICE** - A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

**SERVICE CHARGE** - A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

**SERVICE DROP** - Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a Customer's telephone.

**SERVING CENTRAL OFFICE** - The central office from which a Customer's telephone service is normally provided.

**SIGNAL CONDITIONING EQUIPMENT** - That equipment connected to a channel to condition signals generated by data terminal equipment.

**SINGLE CHANNEL (Half Duplex)** - A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

**SPECIALIZED CUSTOMER PREMISE EQUIPMENT** - Terminal equipment required by persons with impaired hearing, speech, vision or mobility.

**STATION EQUIPMENT** - Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **DEFINITION OF TERMS**

**SUPPLEMENTAL CONTRACT** - A contract for service, equipment or facilities in addition to that provided for under the original contract.

**SUSPENSION OF SERVICE** - An arrangement made at the request of the Customer, or initiated by the Company, for temporarily interrupting service.

**TARIFF** - The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the Customer class filed with the Commission.

**TELECOMMUNICATIONS SERVICES** - The various services offered by the Company as specified in this Tariff.

**TELEPHONE COMPANY** - See "Company."

**TELEPHONE NUMBER** - A numerical designation assigned to a Customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "central office designation."

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **DEFINITION OF TERMS**

**TELEPHONE SOLICITATION** - An unsolicited telephone call.

**TEMPORARY DISCONNECTION** - See "Suspension of Service."

**TEMPORARY SERVICE** - The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as, but not limited to, service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

**TERMINATION AGREEMENT** - An agreement between the Company and the Customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the Customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

**TERMINATION CHARGE** - A charge made to liquidate a Customer's obligations for termination of service prior to the expiration of the initial contract period.

**TERMINATION OF SERVICE** - The discontinuance of service or facilities provided by the Company, either at the request of the Customer or by the Company under its regulations concerning cancellation for cause.

**TIE LINE** - A circuit connecting two switching systems (e.g., Private Branch Exchange and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the stations connected.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## DEFINITION OF TERMS

**TOLL MESSAGE** - A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

**TOLL RATE** - The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between serving area.

**TOLL SERVICE** - That part of the total telephone service rendered by the Company which is furnished between different local service areas in accordance with the rates and regulations specified in the Long Distance Message Telecommunications Tariff as may be issued or concurred in by the Company.

**TRANSFER OF SERVICE** - An Applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a Customer discontinuing that service when the Applicant is to take service on the premise where service is being rendered, and if a notice to that effect from both the Customer and the Applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

**TRUNK LINE** - A telephone communication channel between a central office and a Private Branch Exchange, or a Key System for the common use of all calls or one class between its two terminals.

**UNDERGROUND SERVICE CONNECTION** - A drop wire or cable which is run underground from a pole line or an underground distributing cable.

**VOICE GRADE FACILITY** - A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

**WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)** - A service designed to meet the needs of customers who make or receive substantial volumes of long distance telephone calls. This service is only provided on an inward or outward basis.

**WIRE CENTER** - A central office location where telephone feeder and distribution cables are terminated.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.1 GENERAL APPLICATIONS**

- 2.1.1 The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory.
- 2.1.2 Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.
- 2.1.3 Failure on the part of any customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.
- 2.1.4 This tariff shall be interpreted and governed by the laws of the State of Louisiana without regard for its choice of laws provision.
- 2.1.5 In any action between the parties to enforce any provisions of this tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.

### **2.2 ESTABLISHING SERVICE**

- 2.2.1 Availability of Facilities
  - A. The rates and charges quoted in this Tariff provide for the furnishing of service and facilities where suitable facilities are available.
  - B. The Company shall not be liable for failure to furnish service.
  - C. When service and facilities are provided in part by the Company and in part by other connecting companies the regulations of the Company apply to that portion of the service and facilities furnished by the Company.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.2 ESTABLISHING SERVICE (Cont'd)**

#### **2.2.2 Application for Service**

- A. Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. An applicant may be required to make an advance payment at the time the application or Service Order is accepted. The amount of the payment will be based on applicable Service Connection Charges and the first month's charges for Exchange Service. The provisions of this paragraph affect the initial payment only and regular monthly charges for service as well as billing and collection practices discussed within this Tariff are otherwise applicable.
- C. The Company does not require or collect Customer Deposits.

#### **2.2.3 Cancellation or Change in Application for Service**

- A. Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.
- B. Where installation of service has been started prior to the cancellation, a Cancellation Charge equal to the Service Charge shall apply.
- C. When a Customer requests a change in location of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the Customer is also required to pay the amount of additional costs and expenses incurred by the Company in completing the work as changed.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.2 ESTABLISHING SERVICE (Cont'd)**

#### 2.2.4 Refusal of Service

##### A. Grounds for Refusal of Service:

1. The Company may refuse to serve an Applicant for any one of the following reasons:
  - a. The Applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be given.
  - b. In extraordinary circumstances where an Applicant's unlimited access to the network may result in substantial loss of revenue to the Company.
  - c. Facilities or equipment necessary to serve the Customer are not reasonably available to the Company.
  - d. 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 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.
  - e. If telephone service is established and it is subsequently determined that either condition in 2.2.4.A.1.d preceding exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

##### B. Applicant's Recourse

In the event the Company refuses to serve an Applicant, the Company will inform the Applicant of the reasons for its refusal.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.2 ESTABLISHING SERVICE (Cont'd)**

#### 2.2.5 Transfer or Assignment of Service

- A. Service previously furnished to one (1) Customer may not be assumed by a new Customer without lapse in the rendition of service. The new Customer must execute a new service agreement subject to the provisions of this Tariff.

#### 2.2.6 Minimum Service Periods

- A. Unless otherwise specified, the initial period for all services offered in this Tariff is one month commencing with the date of installation of the service.
- B. For all other services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated in brackets following the basic charge listed in that section of the Tariff containing the service offered.
- C. The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

#### 2.2.7 Priority of Establishment of Service

Applications for service in a particular exchange will be completed in the chronological order of their receipt to the extent practical and economical, and depending on the availability of facilities.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.3 FURNISHING OF SERVICE**

#### **2.3.1 Provision and Ownership of Service and Facilities**

Service and facilities furnished by the Company on the premise of a Customer or Authorized User are the property of the Company and are provided upon the condition that such service and facilities, except as expressly provided in this Tariff, must be installed, relocated, and maintained by the Company. Company employees and agents may enter said premise at any reasonable hour to install, to inspect, or to repair any part of the Company's facilities on the Customer's premise, or to remove such facilities which are no longer necessary for the provision of service.

The customer agrees to operate any Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service, if any, and may make the Customer responsible for damage to Company-provided equipment pursuant to the terms below.

The Customer agrees to return to the Company all Company-provided equipment upon termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to the Customer's failure to comply with this provision.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.3 FURNISHING OF SERVICE (Cont'd)**

#### **2.3.2 Company Facilities at Hazardous or Inaccessible Locations**

- A. Where service is to be established or maintained at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the Company may refuse to furnish such service and/or the Customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company. The Customer will reimburse the Company for any unusual costs involved.
- B. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, or damage by reason of the installation and maintenance of such service and/or facilities.

#### **2.3.3 Protective Equipment**

- A. Protective equipment is required when a hazardous electrical environment is present at a Customer's premise and when the estimated rise in ground potential is sufficient to cause damage to Company facilities or to endanger the safety of the Company's employees or Customers. The Customer must provide the protective equipment subject to Company specifications.
- B. Other special protective equipment and/or neutralizing transformers, isolating transformers, drain coils for use in providing service to Customer's premise where there are high ground potentials, even though not required, may be provided by the Customer, subject to specifications, or in accordance with the rates, terms and conditions of Section 7 of this Tariff.
- C. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.3 FURNISHING OF SERVICE (Cont'd)**

#### 2.3.4 Telephone Numbers

- A. Telephone numbers are the property of the Company and are assigned to the service furnished the Customer. The Company reserves the right to change such numbers and/or the central office name associated with such numbers assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- B. The Company shall list each Customer with directory assistance except those numbers not listed at the Customer's request.

Customer is solely responsible for any expense or loss resulting from Customer's use, publication or dissemination of these numbers. The Customer has no property right in the telephone numbers associated with the Company's telephone service; however, if Customer ports telephone numbers from another carrier to the Company, subject to federal or state law, or telephone industry guidelines, the Company will use such numbers with Customer's telephone service. After activation, the Company reserves the right to change telephone numbers subject to federal or state law, or telephone industry guidelines.

#### 2.3.5 Classifications of Service

##### A. Basis for Classification

1. The determination as to whether Customer service should be classified as business or residence service is based on the character of the use to be made of the service and facilities. This consideration is, in all cases, the basis upon which the rates for any particular service are classified, and any indices of such character of use should be applied with this primary definition in mind.
2. The Company reserves the right to classify any local service furnished a Customer as business or residence service, in compliance with this Tariff.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.3 FURNISHING OF SERVICE (Cont'd)**

#### 2.3.5 Classifications of Service (Cont'd)

##### B. Application of Business Rates

Business rates apply whenever the use of the service is primarily or substantially of a commercial, professional, institutional, or otherwise occupational nature, or where the listing required is such as to indicate business use.

##### C. Application of Residence Rates

Residence rates apply when the use of the service is of a domestic nature, provided that service is not used substantially for occupational purposes.

D. Changes in classification from residence to business service may be made without change in telephone number if the Customer so desires. However, business to residence may be restricted if the telephone number is advertised as a business in a telephone directory.

#### 2.3.6 Installation, Maintenance, and Repair of Facilities

A. All ordinary expense of installation, maintenance, and repairs of Company equipment and facilities, unless otherwise specified in this Tariff, is borne by the Company. Where special conditions or requirements of the Customer involve unusual construction or installation costs, the Customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the Customer or other persons authorized to use the service and not due to ordinary wear and tear, the Customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.

B. The Customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the Customer for losses experienced as a result of unauthorized tampering.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.3 FURNISHING OF SERVICE (Cont'd)**

#### **2.3.6 Installation, Maintenance, and Repair of Facilities (Cont'd)**

- C. The Customer may be billed the applicable Minimum Service Charge for each service call to the Customer's premise where off-hook condition is found.

#### **2.3.7 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 will be performed during regular working hours. Whenever a Customer requests that work necessarily required in the furnishing or arranging of his service be performed outside the Company's regular working hours, or that work already started should be interrupted, the Customer may be required to pay the amount of additional costs the Company incurs as a result of the Customer's special requirements, in addition to the other rates and charges specified in this Tariff.

### **2.4 USE OF SERVICE AND FACILITIES**

#### **2.4.1 Use of Service**

- A. The Company may refuse to install or may terminate a Customer's service if it is located on premise of a public or semi-public nature or in a business establishment, where the public in general or patrons of the Customer may make use of the service.
- B. Services provided by the Company may not be resold by the Customer or used in any manner for which the Customer receives compensation from the user except as provided herein:
  - 1. Access services provided pursuant to Interstate or Intrastate Access Services Tariffs the Company issues or concurs in.
  - 2. Services provided to hotels, motels, hospitals, and cellular and paging Customers when such services are resold to guests, patients, or Customers.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.4 USE OF SERVICE AND FACILITIES (Cont'd)**

#### 2.4.1 Use of Service (Cont'd)

C. The Customer is responsible for payment of all charges of the Company for all services ordered by the Customer, including those that are shared or resold as provided herein, regardless of whether such charges are associated with the Customer's usage or that of any Authorized Users and regardless of whether such Authorized Users have paid the Customer for their share of the Company's charges.

#### 2.4.2 Accessories Provided by the Customer

No equipment, accessory, apparatus, circuit or device shall be attached to or connected with the Company facilities except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection, or to disconnect service. The Customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his/her premises because of the use of such attachments or connections.

#### 2.4.3 Limit On Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.4 USE OF SERVICE AND FACILITIES (Cont'd)**

#### **2.4.4 Unlawful, Abusive, or Fraudulent Use of Service**

- A. The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued, after proper written notice, 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. The Company shall in no event be liable for any damage resulting from any action taken or threatened pursuant to this Section.
  
- B. The Company may suspend or terminate telephone service to any person(s), firm or corporation who uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company, or impersonates or permits impersonation of any other individual with fraudulent or malicious intent, or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another, or uses the service in such a manner as to interfere in any way with the service of others.

### **2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE**

#### **2.5.1 Discontinuance of Service**

##### **A. Non-payment Service Interruption**

In the event of a proposed disconnection of Basic Local Service only, the following procedures shall apply:

1. No Local Service shall be disconnected for non-payment of Local Service Charges until at least twenty-five (25) days from the date of the bill.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

#### 2.5.1 Discontinuance of Service (Cont'd)

##### A. Non-payment Service Interruption (Cont'd)

2. Notice that Local Service can be disconnected for non-payment of Local Service Charges unless the Company has received payment by the due date is provided in each customer bill, which includes the following information:
  - a. Amount due;
  - b. The payment due date; and
  - c. The telephone number which the Customer may call for information about the bill.
3. If a Customer's check is returned for insufficient funds or dishonored by the bank, the disconnection process of Section 2.5.1.B following shall apply.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

#### 2.5.1 Discontinuance of Service (Cont'd)

##### B. Disconnection With Notice

Services may be disconnected for any of the following reasons after proper notice:<sup>1</sup>

1. Failure to pay a delinquent account,.
2. Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment when a reasonable attempt has been made to notify the Customer and the Customer is provided with a reasonable opportunity to remedy the situation.

##### C. Service may be disconnected without notice under either of the following conditions:

1. Where a known dangerous condition exists for as long as the condition exists. Where reasonable given the nature of the hazardous condition, a written statement providing notice of disconnection and the reason therefore shall be posted at the place of common entry or upon the front door of each affected residential unit as soon as possible after service has been disconnected.
2. Where service is connected without authority by a person who has not made application for service, or who has reconnected service without authority following termination of service for nonpayment, or in instances of tampering with the Company's equipment or bypassing the same.

#### 2.5.2 Termination of Service

##### A. Termination of Service by the Company

1. When the service is terminated on the initiative of the Company because of violation of its regulations by the Customer, the regulations stipulated in the paragraph below for termination of service by the Customer apply.
2. Should service be terminated for nonpayment of charges, restoration of service will be made only as prescribed in Section 2.5.3 of this Tariff.

---

<sup>1</sup> Company provides five (5) days prior written notice of disconnect.  
PD.3857353.1

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

#### 2.5.2 Termination of Service (Cont'd)

##### B. Termination of Service by the Customer

Service may be terminated at any time upon reasonable notice from the Customer to the Company. Upon such termination, the Customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period and applicable Termination Charges, if any.

#### 2.5.3 Restoration of Service

- A. For restoration of a Customer's Telecommunications Service when service has been disconnected, the following conditions are applicable. Service Charges are discussed in Section 3 of this Tariff.
- B. If the Customer's service has been terminated, the Customer must reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.
- C. At 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 by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.6 CUSTOMER RELATIONS**

#### 2.6.1 General

- A. The Company will maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. Each central location will have available up-to-date maps or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants and others entitled to the information, as to the facilities available for serving that locality.
- B. The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company, as filed with the Commission, are available for inspection.

#### 2.6.2 Customer Complaints

- A. Upon complaint to the Company by a Customer, either at the Company's office by letter or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof.
- B. Upon receipt of a complaint, either by letter or by telephone, from the Louisiana Public Service Commission on behalf of a Customer, the Company shall make a suitable investigation and reply to the complaint within thirty (30) days of the results thereof.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.6 CUSTOMER RELATIONS (Cont'd)**

#### **2.6.3 Payment for Service**

A Customer shall be responsible for the payment of all charges for services and equipment furnished the Customer, including charges for services originated and/or charges accepted at the Customer telephone. Failure to receive a bill or disconnect notice does not relieve the Customer of the responsibility for payment provided the Company has followed procedures for proper Customer notification. The services or facilities furnished by the Company may be suspended for failure of the Customer to pay any sum due as set forth under Sections concerning discontinuance of service.

##### **A. Billing Period and Charges**

1. Bills for telephone service will normally be rendered monthly. Bills may be rendered more frequently, however, when it is considered necessary or advisable by the Company. Bills shall show the Company name, telephone number, period of time covered by the billings, and shall show a clear listing of all charges due and payable, including outstanding amounts in the same Customer class that the Company may have chosen to transfer from a Customer's prior delinquent account(s). Payment of charges for moves and changes and other Nonrecurring Charges may be required prior to completion.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.6 CUSTOMER RELATIONS (Cont'd)**

#### **2.6.3 Payment for Service (Cont'd)**

##### **A. Billing Period and Charges (Cont'd)**

2. Charges for local services and facilities are payable monthly in advance.
3. The Customer is responsible for payment of any sales, use, gross receipts, excise or other local, state and federal taxes, charges or assessments, however designated (excluding taxes on the Company's net income), imposed on or based upon the provision, sale or use of the Company's services.
4. Special charges, fees, and taxes – An additional charge shall be added to the Customer's bill for service, which is equal to the pro rata share of any occupation, franchise, business, license, excise, privilege, or other similar charge or tax, now or hereafter imposed by any municipal taxing body or municipal authority whether by statute, ordinance, law, or otherwise, and whether presently due or to hereafter become due, in accordance with any applicable rules and orders of the Louisiana Public Service Commission.
5. The Company will provide the Customer with a breakdown of Local Service Charges at the time service is initially installed or modified, or if requested by the Customer, at a reasonable charge. The Customer may also choose to receive an itemized breakdown of Local Service Charges monthly or annually which will be provided by the Company at a reasonable charge.
6. A late payment charge of 5 percent applies to each subscriber's bill (including amounts billed in accordance with the Tariff) when the previous month's bill has not been paid in full prior to the next billing date. The 5 percent charge is applied to the total unpaid amount carried forward less any penalty charges previously assessed and is included in the total amount due on the subscriber's current bill.

##### **B. Pro Rating of Charges**

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be prorated.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.6 CUSTOMER RELATIONS (Cont'd)**

#### **2.6.3 Payment for Service (Cont'd)**

##### **C. Suspended or Disconnected Service**

1. Should service be suspended for nonpayment of charges, it will be restored only as provided in Section 2.5.3 of this Tariff.
2. When service has been disconnected for nonpayment, 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 provisions of this Tariff.

##### **D. Payment Arrangements**

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill but before the due date of the next bill if a Customer so requests. If the Customer does not fulfill the terms of such payment arrangements, the Company shall have the right to disconnect service.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.6 CUSTOMER RELATIONS (Cont'd)**

#### **2.6.4 Allowance for Interruptions**

In the event a Customer's service is interrupted other than by the negligence or willful act of the Customer or for mechanical problems past the Company's facility connection point with the Customer, and it remains out of order for twenty-four (24) hours or longer after being reported to be out of order and after access to the premise is made available, appropriate adjustments or refunds shall be made to the Customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the Customer shall be the pro-rata part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative.

The Company shall have the right to make necessary repairs or changes in its facilities and systems at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its facilities and systems.

#### **2.6.5 Adjustment of Charges for Overbilling and Underbilling**

If billings for Telecommunications Service are found to differ from the Company's lawful rates for the services being purchased by the Customer, or if the Company fails to bill the Customer for such services, a billing adjustment shall be calculated by the Company.

The backbilling for both overcharges and undercharges to the Customer shall not exceed ninety (90) days.

If such undercharges are one hundred dollars (\$100.00) or more, the Company shall offer the Customer a deferred payment plan option for the same length of time as that of the underbilling.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## GENERAL RULES AND REGULATIONS

### 2.6 CUSTOMER RELATIONS (Cont'd)

#### 2.6.6 Disputed Bills

A. In the event of a dispute between a Customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the Customer and, in the event the dispute is not resolved, the Customer may file an appropriate complaint with the Louisiana Public Service Commission at the following address:

**Louisiana Public Service Commission**

Galvez Building, 12th Floor  
602 North Fifth Street  
Post Office Box 91154  
Baton Rouge, Louisiana 70821-9154

225-342-4404  
800-256-2397  
225-342-2831 (Fax)

Billing inquiries may be directed to the Company at 1-985-693-0123 .

- B. A Customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute, but in no event to exceed thirty (30) days. The Customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.
- C. Any Customer or Applicant for service requesting the opportunity to dispute any action or determination of the Company under the Customer service rules as set out in the Company's Tariff shall be given an opportunity for a supervisory review by the Company. If the Company is unable to provide a supervisory review immediately following the Customer's request for such review, arrangements for the review shall be made for the earliest possible date. Service shall not be disconnected pending completion of the review. If the Customer chooses not to participate in such review or to make arrangements for such review to take place within thirty (30) days after requesting it, the Company may disconnect service, providing notice has been issued under standard disconnect procedures.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.7 LIABILITY OF THE COMPANY**

#### 2.7.1 Service Irregularities

- A. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, other defects, or representations by the Company, or use of these services, or damages arising out of the failure to furnish the service whether caused by acts or omissions, shall be limited to the extension of allowances for interruption as set forth in Section 2.6.4 above. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

However any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or failure or defects in facilities furnished by the Company which are caused or contributed to by the negligence or willful act of the Customer, Authorized User, or Joint User or which arise from the use of Customer provided premise equipment shall not result in the imposition of any liability whatsoever upon the Company.

- B. The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this Tariff. With respect to any other claim or suit, by a Customer or by any others, for damages (including any such claim or suit arising out of or related to the reservation of any specific number for use with a service), associated with the ordinary installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this Tariff, and subject to the provisions of Section 2.6.4, the Company's liability, if any, shall be limited as provided herein.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.7 LIABILITY OF THE COMPANY**

#### 2.7.1 Service Irregularities (Cont'd)

- C. The Company shall not be liable for any delay or failure of performance or equipment or service interruption due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; terrorism, civil commotions, any law, order, regulation, direction, action or request of the United States government or of any other government including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; hurricanes; storms; or other state or natural disasters; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages or other labor difficulties beyond the direct control of the Company.
- D. The Company shall not be liable for: (1) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (2) for the acts or omissions of other common carriers or warehousemen.
- E. The Company shall not be liable for any damages or losses nor for any impairment or failure of service arising from or in connection with the use of Customer-owned facilities or equipment.
- F. The Customer 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 any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location or use of any installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of these provisions of this section as a condition precedent to such installations.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.7 LIABILITY OF THE COMPANY**

#### 2.7.1 Service Irregularities (Cont'd)

- G. The Company shall not be liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's employees or agents. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.
- H. The Company shall be indemnified, defended and held harmless by the Customer or by others authorized by it to use the Company's service against any claim, loss or damage arising from Customer's use of services furnished under this Tariff, including: (1) claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; (2) patent infringement claims arising from combining or connecting the service offered by the Company with apparatus and systems of the Customer or others; and, (3) all other claims arising out of any act or omission of the Customer or others in connection with any service provided by the Company to Customer.
- I. The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one (1) year after the service is rendered.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.7 LIABILITY OF THE COMPANY**

#### **2.7.1 Service Irregularities (Cont'd)**

- J. The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- K. The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.
- L. The Company does not guarantee or make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer 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 Customer or by any other party, for any personal injury to, or death of, any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate maintenance, removal, presence, condition, locations or use of service furnished by the Company at such locations.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## GENERAL RULES AND REGULATIONS

### 2.7 LIABILITY OF THE COMPANY

#### 2.7.1 Service Irregularities (Cont'd)

- M. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies, for interconnecting the terminal equipment or communications systems of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of the proper mode, bandwidth, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set for by the Company and in this Tariff, and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company personnel, equipment, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense, and notify the Customer that if such measures are not taken, or fail to produce satisfactory results, the Company may terminate service after a twenty-four (24) hour cure period.
- N. In conjunction with a nonpublished telephone number, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company shall not be liable should such number be divulged.
- O. When a Customer with a nonpublished telephone number places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service from the Company, Customer acknowledges and agrees with the release of information as described above.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.7 LIABILITY OF THE COMPANY**

#### **2.7.1 Service Irregularities (Cont'd)**

- P. In connection with Busy Line Verification and Interrupt Service, the Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.
- Q. When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

### **2.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS**

#### **2.8.1 General**

Arrangements will be developed on a case-by-case basis in response to bona-fide request from a Customer or Applicant to develop a competitive bid for a service offered under this Tariff. Rates quoted in response to such competitive request may be different than those specified for the services in this Tariff. ICB rates will be offered to the Customer or Applicant in writing and on a nondiscriminatory basis.

### **2.9 CONTRACTS**

- 2.9.1 The Company may provide any of the services offered under this tariff, or combinations of services, to Customers on a contractual basis. The terms and conditions of each contract offering are subject to the agreement of both the Customer and Company. Such contract offerings will be made available to similarly situated Customers in substantially similar circumstances. Rates in other sections of this tariff do not apply to Customers who agree to contract arrangements, with respect to services within the scope of the contract. Notwithstanding the foregoing, the Company reserves the right to increase rates during the term thereof subject to the rates, terms and conditions as set forth in this tariff. Such rate increases will take effect following customer notification as required by Commission rules. Services provided under contract are not eligible for any promotional offerings which may be offered by the Company from time to time.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **GENERAL RULES AND REGULATIONS**

### **2.10 PROMOTIONAL PROGRAMS/SERVICE COMBINATIONS**

#### 2.10.1 General

The Company may establish promotional programs and service combination packages for new and/or existing Customers wherein it may waive or reduce nonrecurring and/or recurring charges of new or existing services or combinations of services. These promotional programs and service combination packages are subject to the availability of services and facilities and may be limited in duration and scope based on geographical area, category of Customers, combination of services and packages.

### **2.11 APPLICATION OF RATES**

#### 2.11.1 Discounts

The Company may, from time to time, offer discounts of the tariff rates based on monthly volume, service combinations, or other criteria determined by the Company considering competitive and other factors, including, when appropriate, monthly revenue commitment, service combinations, and/or time of day discounts, etc.

#### 2.11.2 Charges Based on Duration of Use

Where charges for a service are based on duration of use, i.e. the duration of the telephone call, the call will be measured in terms of initial and additional increments. All fractions of an increment will be rounded to the next whole increment.

On Station-to Station calls, chargeable time begins when connection is established between the calling station and the called station, Miscellaneous Common Carrier mobile radio system, or PBX system.

On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.

Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## GENERAL RULES AND REGULATIONS

### 2.11 APPLICATION OF RATES (Cont'd)

#### 2.11.3 Charges Based on Distance

A. Where charges for a service are based on distance the distance between the two points will be measured in airline mileage. Airline mileage will be calculated as follows:

1. Obtain the "V" and "H" coordinates for each rate center.
2. Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates. The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.
3. Divide each of the differences obtained in 2.11.3.A.2. by three, rounding each quotient to the nearer integer.
4. Square these two integers and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained in 2.11.3.A.3. by three and repeat 2.11.3.A.4. Repeat this process until the sum of the squares obtained in 2.11.3.A.4. is less than 1778.
5. The number of successive divisions by three in 2.11.3.A.3. and 4. determines the value of "N". Multiply the final sum of the two squares obtained in 2.11.3.A.4. by the multiplier specified in the following table for the value of "N" preceding.

<b>N</b>	<b>Multiplier</b>	<b>Minimum Rate Mileage</b>
1	0.9	
2	8.1	41
3	72.9	121
4	656.1	361
5	5,904.9	1,081
6	53,144.1	3,241

6. Obtain square root of product in 2.11.3.A.5. and with any resulting fraction, round up to next higher integer. This is the message rate mileage except that when the mileage so obtained is less than the minimum rate mileage shown in 2.11.3.A.5. preceding, the minimum rate mileage corresponding to the "N" value is applicable.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## GENERAL RULES AND REGULATIONS

### 2.11 APPLICATION OF RATES (Cont'd)

#### 2.11.3 Charges Based on Distance (Cont'd)

a. EXAMPLE:

The message rate difference is required between Shreveport, Louisiana, and New Orleans, Louisiana

	V	H
(1) Shreveport	8272	3495
New Orleans	8483	2638
(2) Difference	211	857

(3) Dividing each difference by three and rounding to nearer integer = 70 and 286.

(4) Squaring integers and adding,	$70 \times 70 = 4900$
	$286 \times 286 = 81796$
Sum of squared integers	86696

(5) Sum of squared integers is greater than 1777 so divide integers in 2.11.3.A.6.a.(3) by three and repeat (4).

(6) Dividing integers in 2.11.3.A.6.a.(3) by three and rounding = 23 and 95.

(7) Squaring integers and adding	$23 \times 23 = 529$
	$95 \times 95 = 9,025$
Sum of squared integers	9,554

(8) Sum of squared integers is greater than 1,777, so divide integers in (6) by three and repeat (7).

(9) Squaring integers and adding	$8 \times 8 = 64$
	$32 \times 32 = 1,024$
Sum of squared integers	1,088

This sum of squared integers is less than 1,778 and was obtained after three successive divisions by three; therefore "N" = 3.

(10) Multiply final sum of squared integers by factor 72.9 (corresponding to "N" = 3)	1,088
	72.9
	79,315.2

(11) Square root of 79,315.2 = 281 and a fraction, which is rounded up to 282 miles (fractional miles being considered full miles). The 282 miles is larger than the minimum of 121 rate miles applicable when "N" = 3, so the message rate mileage is 282 miles.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **SERVICE CHARGES**

### **3.1 DEFINITIONS**

#### 3.1.1 Account

A Customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one (1) or more premises as long as it is part of his/her main telephone system and billed to the main telephone number.

#### 3.1.2 Service Charge Elements

##### A. A Service Charge

The Company's charge associated with the receipt, recording and processing of information in connection with a Customer's or Applicant's request for service to be provided to the same account, at the same time and on the same premise or continuous property.

##### B. Customer Premise Visit Charge

The Company's charge associated with a trip to the Customer/Applicant's premise to comply with the Customer/Applicant's request to establish service.

### **3.2 APPLICATION OF CHARGES**

#### 3.2.1 General

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout.
- B. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **SERVICE CHARGES**

### **3.2 APPLICATION OF CHARGES (Cont'd)**

#### **3.2.1 General (Cont'd)**

- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the published normal business hours, or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.
- F. Service Charges are not applicable for:
  - 1. Moves or changes required for normal maintenance and repair of the Company's service.
  - 2. An up-grade or re-grade of service for Company reasons.
  - 3. Telephone number changes for Company reasons.
  - 4. When existing Customers disconnect their Local Exchange Access Service.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **SERVICE CHARGES**

### **3.2 APPLICATION OF CHARGES (Cont'd)**

#### 3.2.1 General (Cont'd)

##### F. Service Charges are not applicable for: (Cont'd)

5. Blocking access to 900, 976 and 700 informational number Service will be provided by the Company at no charge in all exchanges where facilities and conditions permit.

#### 3.2.2 Specific Application of Service Charges

##### A. Service Charges

###### 1. Service Charges are applicable:

- a. For requests to establish an account for initial connection of service.
- b. For connection of additional local exchange access lines, private lines or detached access lines to an established service.
- c. For changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
- d. For restoration of service disconnected for non-payment of telephone bills.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **SERVICE CHARGES**

### **3.2 APPLICATION OF CHARGES (Cont'd)**

#### 3.2.2 Specific Application of Service Charges (Cont'd)

##### A. Service Order Charges (Cont'd)

##### 1. Service Order Charges are applicable: (Cont'd)

- e. For subsequent requests for service or for restoration of service at the Customer's request.
- f. For service ordered while that Customer has a pending service order and which requests services that cannot be included on the pending service order.
- g. For additions, moves or changes of lines in the same building or in different buildings on the same premise.
- h. For each telephone number changed at the Customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by the Company.
- i. For changes to a directory listing.

By: Tony Duet, President  
Issued: March 21, 2011

## SERVICE CHARGES

### 3.3 SCHEDULE OF CHARGES FOR CONNECTING OR CHANGING SERVICE

#### 3.3.1 Rates and Charges

**A. Line Connection Charge**

1. Applies per exchange access line.

	Business	Residence	
(a) First Line	\$91.93	\$43.00	(I)
(b) Additional Line (each)	34.76	14.75	(I)

**B. Line Change Charge**

1. Applies per exchange access line.

(a) First Line	\$48.80	\$10.61	(I)
(b) Additional Line (each)	25.75	10.00	

**C. Secondary Service Charge**

1. Applies per customer request

(a) Each	\$28.00	\$18.50	
----------	---------	---------	--

**D. Premises Work Charge**

1. First 15-minute increment or fraction thereof

(a) Per increment	\$27.50	\$27.50	(I)
-------------------	---------	---------	-----

2. Each additional 15-minute increment or fraction thereof

(a) Per increment	\$12.62	\$12.62	(I)
-------------------	---------	---------	-----

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## SERVICE CHARGES

### 3.4 TERMINATION CHARGE

#### 3.4.1 General

When a Customer cancels an order for service prior to the establishment of service or the expiration of the initial contract period, a Termination Charge may be applicable.

### 3.5 RETURNED CHECK CHARGE

#### 3.5.1 Application of Returned Check Charge

The Company will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

	Business	Residence
A. Returned Check Charge		
1. For instances where a check is returned or dishonored by a bank or equivalent business.	\$20.00	\$20.00

### 3.6 RESTORATION OF SERVICE CHARGE

#### 3.6.1 General

When service is temporarily suspended for non-payment of charges and the service will be restored upon payment of past-due charges, as discussed in Section 2 of this Tariff. In addition, a Restoration of Service charge will be applied.

#### 3.6.2 Rates and Charges

	Business	Residence
A. Restoration of Service Charge:		
1. For restoration of a Customer's Telecommunications Service has been disconnected.	\$49.50	\$29.50

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **SERVICE CHARGES**

### **3.7 LOUISIANA UNIVERSAL SERVICE FUND (“LUSF”)**

#### **3.7.1 General Regulations**

- (A) Contributions to the LUSF are assessed as a uniform percentage of the telecommunications carrier’s total retail-billed intrastate telecommunications revenue for a 12-month period identified by the LUSF Administrator. This percentage is established quarterly pursuant to an Order issued by the Louisiana Public Service Commission.
- (B) Pursuant to LPSC Order, a telecommunications carrier may, at its option, recover the amount of its contributions to the Louisiana State Universal Service Fund (LUSF) from its retail customers. Such recovery shall be made in a fair, equitable and nondiscriminatory manner.
- (C) Recovery shall be assessed by either a flat recovery fee or a percentage recovery charge, as described below.
- (D) Recovery shall be assessed on the same retail revenues as those used for contribution purposes.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **SERVICE CHARGES**

### **3.7 LOUISIANA UNIVERSAL SERVICE FUND (“LUSF”) (cont’d)**

#### **3.7.2 LUSF Recovery Charge (Percentage or Flat Fee)**

- (A) Recovery of the LUSF contribution from retail customers shall be made by a uniform monthly flat fee or percentage, which shall be applied to each retail customer in addition to any other applicable rates and charges as provided for in this tariff. The LUSF Recovery charge is intended to recover the total dollar amount paid into the LUSF, and shall be adjusted to compensate for any over-recovery or under-recovery from retail customers.
- (B) The results of such calculation(s) shall be rounded to the penny for the purpose of applying this amount to retail customer’s bills.
- (C) The resulting LUSF recovery amounts are not revenues of the Company, and therefore, are not subject to state or local taxes, franchise fees, or any other assessments or fees. The Company shall not include the LUSF Recovery Charge in the calculation of such taxes, fees, or assessment in the customer’s bill.
- (D) If recovery is made pursuant to this tariff from the retail customers, the amount resulting from the LUSF Recovery Charge will be stated separately in the customer’s monthly bill.
- (E) Records shall be kept by the Company which reflect the LUSF contributions paid by the Company for each period along with all amounts recovered by the Company through the Recovery of LUSF Contributions Tariff. This information shall be provided to the Commission along with any changes to the LUSF Recovery Charge.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **LOCAL EXCHANGE SERVICE**

### **4.1 LOCAL EXCHANGE RATES**

#### **4.1.1 General**

Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different serving area at monthly rates set forth in this Tariff. The facilities, plant and equipment used to provide Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.

Basic Local Exchange Flat Rate Service provides residence and business Customers with a single, voice grade dial tone which allows unlimited local calls for one (1) flat monthly rate. Basic Service is provided with touch-tone as a standard feature. Basic Local Exchange Flat Rate Service is available with the features described in Section 6.

Business Multi line service rates apply for customers with two or more business lines.

Standard Telephone Service is a Custom Calling Service package available to Residential customers comprised of Residential Basic Local Exchange Flat Rate Service (R1), Call Waiting and Call Forwarding. Rates for the custom calling services which are combined in this package are discounted appropriately. The R1 residential flat rate service is not discounted.

Second Line (Teen Line) service is offered to residential subscribers that have at least one existing residential line. The billing address must be the same for both numbers and the service installed at the same premises. The directory listing for a second line must be different than for the primary line, but the family name must be the same. The rate for this service is 75% of the monthly recurring residential rate for Basic Local Exchange Flat Service.

By: Tony Duet, President

Issued: March 21, 2011

Effective Date: April 4, 2011

## LOCAL EXCHANGE SERVICE

### 4.1 LOCAL EXCHANGE RATES (Cont'd)

4.1.2 Local Exchange Rates include the following:

A.	Basic Local Exchange Flat Rate Service		
1.	Residential Single Line per line	\$14.78	(I)
2.	Business Single Line per line	\$40.45	(I)
B.	Business Multi line Flat Rate Service		
1.	Per line	\$44.55	(I)
C.	Standard Telephone Service		
1.	Per line	\$19.99	
D.	Second Line (Teen Line) Service		
1.	Per line	\$11.08	(I)

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **LOCAL EXCHANGE SERVICE**

### **4.1 LOCAL EXCHANGE RATES (Cont'd)**

#### **4.1.3 Telecommunications Relay Service**

Telecommunications Relay Service permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. The Company concurs with the rates, rules and regulations filed with the Louisiana Public Service Commission as they relate to the provision of this service. The Company will apply the required surcharge to Customer bills in accordance with the aforementioned rules.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **LOCAL EXCHANGE SERVICE**

### **4.1 LOCAL EXCHANGE RATES (Cont'd)**

4.1.5 The Company will furnish all services that are designated by the LPSC as part of universal service. The services are as follows:

1. Voice grade access to the public switched network.
2. Touch tone capability.
3. White page directory listing.
4. Access to directory assistance.
5. Directory distribution (publication and distribution of at least one annual local directory).
6. Access to emergency services.
7. Access to long distance carriers and operator services.
8. Access to telephone relay services.
9. Access to 8XX services; and
10. Lifeline rate for eligible customers.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## DIRECTORY PUBLICATION AND USE

### 5.1 DIRECTORY LISTINGS

#### 5.1.1 Provision of Directory Listings

- A. For each Customer of Company provided Local Exchange Service, the Company will arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Company in the area at no additional charge.
- B. At a Customer's option, the Company will arrange for additional listings at the rates set forth in the following:

	Residence	Business
1. Additional Listing Charge (monthly)	\$2.15	\$2.15

- C. Listings are regularly provided in connection with all classes of exchange service unless the Customer subscribes to Non-Published Number Service.
- D. Directory listings are provided to aid in the use of telephone service through the identification of Customers' telephone numbers.
- E. The contract period of directory listings where the primary or additional listing appears in the directory is the directory period.
- F. Non-published Telephone Number Service is provided by the Company. This is a type of service where the Customer's number is not included in the published directory, but is included in the information records and is provided by the directory assistance operator upon request.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **DIRECTORY PUBLICATION AND USE**

### **5.1 DIRECTORY LISTINGS (Cont'd)**

#### 5.1.2 Primary Directory Listings

##### A. Number of Listings Provided Without Charge

Except as provided in this Tariff, one (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

#### 5.1.3 Additional Directory Listings

##### A. General

1. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
2. Additional listing charges are automatically discontinued upon termination of the main service.

#### 5.1.4 Non-Published Telephone Number Service

##### A. General

1. Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing from the directory.
2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Telephone Number Service.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **DIRECTORY PUBLICATION AND USE**

### **5.1 DIRECTORY LISTINGS (Cont'd)**

#### 5.1.4 Non-Published Telephone Number Service. (Cont'd)

##### A. General (Cont'd)

3. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.
4. The rate for Non-Published Telephone Number Service does not apply to:
  - a. additional service furnished to the same Customer who has other service listed in the directory at the same address.
  - b. a Customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the Customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
  - c. service which is installed for a temporary period.
5. A Customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Telephone Number Service to the extent that the Customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **DIRECTORY PUBLICATION AND USE**

### **5.1 DIRECTORY LISTINGS (Cont'd)**

#### 5.1.5 Non-listed Telephone Number Service

- A. A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.
- B. A Service Ordering Charge, as stated in Section 3 of this Tariff, applies to the establishment or change of non-listed telephone numbers.

#### 5.1.6 Liability For Directory Listing Service

##### A. General

1. The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The Customer agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from such error, omissions, or other failures.
2. The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.
3. In accepting listings as prescribed by Applicants or Customers, 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 Customers or others as a result of listings published in the directory.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## DIRECTORY PUBLICATION AND USE

### 5.1 DIRECTORY LISTINGS (Cont'd)

#### 5.1.7 Rates and Charges

##### A. Recurring Monthly Rate

Primary Service Listing	No Charge
-------------------------	-----------

Additional Listings	\$2.15
---------------------	--------

Non-Published Telephone Number Service	\$4.40
---	--------

Non-listed Telephone Number Service	\$2.00
--	--------

##### B. Service Charges

1. For all orders to establish or change non-published telephone numbers a Service Charge applies.

	Business	Residence
Service Charges	\$28.00	\$18.50

2. When directory listings are ordered at the same time as the initial installation of local access line service no additional Service Charges will be applied for the directory listing(s).

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **DIRECTORY PUBLICATION AND USE**

### **5.2 PROVISION AND OWNERSHIP OF DIRECTORIES**

- A. One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.
  
- B. Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its Customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Company's liability for damages arising from errors or omissions in making up or printing of its directories is addressed in Section 5.1.6 of this Tariff.

By: Tony Duet, President  
Issued: March 21, 2011

Effective Date: April 4, 2011

## MISCELLANEOUS SERVICE ARRANGEMENTS

- 6.1 DIRECTORY ASSISTANCE SERVICE (T)**
- 6.1.1 General (N)**  
Customers may obtain directory assistance in determining telephone numbers for a charge by calling the Directory Assistance (D.A.) operator. A credit will be given for calls to Directory Assistance when the customer experiences poor transmission or is cut off during the call.
- 6.1.1.2 Local Directory Assistance Service (N)
- |    |   |        |     |
|----|---|--------|-----|
| A. | D.A. charge Per Call                                  | \$ .76 | (I) |
| B. | Public and semi public coin telephone charge Per Call | \$ .40 | (I) |
- 6.1.1.3 Non-Local Directory Assistance Service (N)  
Customers obtaining directory assistance in determining telephone numbers outside the local calling area may choose a call completion option.
- |    |   |        |     |
|----|---|--------|-----|
| A. | D.A. charge Per Call                                  | \$ .76 | (I) |
| B. | Public and semi public coin telephone charge Per Call | \$ .40 | (I) |
| C. | Call Completion charge per minute                     | \$ .25 | (N) |
- 6.2 TOLL RESTRICTION SERVICE**
- 6.2.1 General**
- A. Toll Restriction Service is an optional service that prevents the origination of unauthorized toll calls from a Customer's line, by means of blocking at the Company's central office
  - B. This arrangement denies all outgoing calls starting with the digit "1" or "0".
  - C. All local calls will be permitted from the Customer's line.
  - D. All local calls to directory assistance will be permitted, except those that require 1+or 0+ dialing.
  - E. This service will not block all toll calls a Customer might make or receive, such as collect calls and/or long distance calls placed by dialing digits other than "1" (i.e., 976, if available).
  - F. The Customer accepts full responsibility for denial of access to the toll network.
  - G. The Customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".

By: Tony Duet, President  
Issued: March 21, 2011

Effective Date: April 4, 2011

### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 6.2 TOLL RESTRICTION SERVICE (Cont'd)

##### 6.2.1 General (Cont'd)

- H. The Customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1" or "0".
- I. This service is available only where facilities permit.
- J. Rates for Toll Restriction Service:

	Business	Residence
Monthly Rate Per Line	\$5.00	\$5.00
Non recurring charge		
Per order, subsequent to		
Initial service	\$28.00	\$18.50

#### 6.3 LOCAL OPERATOR SERVICE

- 6.3.1 The Company provides access to operator services through third party operator service providers (N)
  - A. (D)
    - 1. (D)
      - a. (D)
  - B. (D)
    - 1. (D)
      - a. (D)

SJI, LLC dba Vision Communications  
Larose, Louisiana

Louisiana Tariff No. 2  
Section 6  
Cancels Original Page 82  
First Revised Page 82

By: Tony Duet, President  
Issued: March 21, 2011

Effective Date: April 4, 2011

### MISCELLANEOUS SERVICE ARRANGEMENTS

- 6.3 LOCAL OPERATOR SERVICE (Cont'd) (D)**
- 6.3.1 (D)
- 1. (D)
- 2. (D)
- 3. (D)

By: Tony Duet, President  
Issued: March 21, 2011

Cancels Original Page 83  
First Revised Page 83  
Effective Date: April 4, 2011

## MISCELLANEOUS SERVICE ARRANGEMENTS

<b>6.3</b>	<b>LOCAL OPERATOR SERVICE (Cont'd)</b>	<b>(D)</b>
	6.3.2	<b>(D)</b>
		<b>(D)</b>
		<b>(D)</b>
		<b>(D)</b>
	A.	<b>(D)</b>
	1.	<b>(D)</b>
	2.	<b>(D)</b>
	3.	<b>(D)</b>
	B.	<b>(D)</b>
		<b>(D)</b>
	C.	<b>(D)</b>
		<b>(D)</b>
	D.	<b>(D)</b>
	1.	<b>(D)</b>
	2.	<b>(D)</b>

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 6.4 ENHANCED DIGITAL VOICE SERVICES

#### 6.4.1 GENERAL

Enhanced Digital Voice Services are optional communications services, as described below, which are available to both residential and business customers. The services are provided by a feature server using Internet Protocols (IP). Accordingly, a broadband connection, but not internet service, is required. Services are subject to availability of facilities and compatibility with customer premise equipment. These services will be offered in Packs, or groups, due to licensing requirements of the feature server. Also, these communications services will be offered in conjunction with various other deregulated information services.

#### 6.4.2 Service Descriptions

	<u>Business</u>	<u>Residence</u>
1. <b>Call Forwarding Busy Line</b> Call Forwarding Busy Line allows calls to be transferred automatically to a pre-designated telephone number when the line is busy.	\$5.30	\$4.00
2. <b>Call Forwarding Don't Answer</b> Call Forwarding Don't Answer allows calls to be transferred automatically to a pre-designated telephone number when the line is unanswered.	\$5.30	\$4.00
3. <b>Call Forwarding Multi-path</b> Call Forwarding Multi-path allows the Customer to specify the number of simultaneous calls to transfer automatically to the forwarding number.	\$3.60	\$3.00

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 6.4 ENHANCED DIGITAL VOICE SERVICES (Cont'd)

#### 6.4.2 Service Descriptions (Cont'd)

	<u>Business</u>	<u>Residence</u>
4. <b>Calling Name and Number Delivery (Caller ID)</b> Calling Name and Number Delivery will enable the customer to receive the name of the caller, the time, the date and the calling number on an incoming call. The name and number will be delivered to the called party's CPE in the interval between the first and second ring. The displayed name is the name associated with the calling party number.	\$11.00	\$7.50

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 6.4 ENHANCED DIGITAL VOICE SERVICES (Cont'd)

#### 6.4.2 Service Descriptions (Cont'd)

	Business	Residence
5. <b>Calling Number Delivery Blocking (Call Block)</b> Calling Number Delivery Blocking will allow the calling party to suppress a directory number such that the called part with Calling Number Delivery does not receive the information. The called party will receive a "private" message instead of the calling party's directory number. Calling Number Delivery Blocking on a per line basis is available for no charge.	\$5.00	\$4.00
6. <b>Call Return</b> Call Return allows a Customer to have a call set up performed automatically to the calling party of the last incoming call. Call Return is also available on a per call basis.	\$5.40	\$4.80
7. <b>Call Selector</b> Call Selector allows a Customer to define a list of calling telephone numbers that will be accepted. Any calling telephone number not on the list will be routed to announcements and rejected.	\$5.00	\$4.00

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 6.4 ENHANCED DIGITAL VOICE SERVICES (Cont'd)

#### 6.4.2 Service Descriptions (Cont'd)

	Business	Residence
8. <b>Call Waiting</b> Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered.	\$5.50	\$5.50
9. <b>Customer-Originated Trace (Call Tracing)</b> Customer-Originated Trace allows the Customer to initiate a trace of the last incoming call. The results of the trace may not be provided directly to the Customer initiating the trace. An additional charge of \$13.20 per activated trace will apply, in addition to the monthly recurring charge for this service.	\$6.00	\$4.00
10. <b>Preferred Call Forwarding</b> Preferred Call Forwarding allows the Customer to forward calls from a list of up to six (6) telephone numbers. Forwarded calls are limited to just the telephone numbers on the list.	\$5.00	\$4.00

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 6.4 ENHANCED DIGITAL VOICE SERVICES (Cont'd)

#### 6.4.2 Service Descriptions (Cont'd)

	Business	Residence
11. <b>Remote Call Forwarding</b> Remote Call Forwarding allows the Customer to establish a local presence in distant areas by forwarding calls to just about anywhere.	\$18.50	\$16.72
12. <b>Repeat Dialing</b> Repeat Dialing continues dialing a number where the line is busy or there is no answer. Repeat Dialing is also available on a per use basis.	\$5.40	\$4.00

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 6.4 ENHANCED DIGITAL VOICE SERVICES (Cont'd)

#### 6.4.2 Service Descriptions (Cont'd)

	Business	Residence
13. <b>Abbreviated Dial (30) Speed Calling</b> 30 enables a Customer to a list of up to thirty (30) preselected telephone numbers by dialing a two (2) digit code.	\$6.00	\$4.50
14. <b>Three Way Calling</b> Three Way Calling allows a Customer to add a third party to an existing call, enabling a simultaneous conference between parties at multiple locations.	\$6.00	\$4.92

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 6.4 ENHANCED DIGITAL VOICE SERVICES (Cont'd)

#### 6.4.2 Service Descriptions (Cont'd)

	<u>Business</u>	<u>Residence</u>
20. <b>Anonymous Call Rejection</b> This feature automatically rejects incoming calls when the calling party has blocked the delivery of the number. When a call marked private is received, the phone will not ring. The call will be routed to an announcement informing the calling party that the called party will not accept the call as long as the calling number is not delivered.	\$1.00	\$1.00

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 6.5 EMERGENCY NUMBER SERVICE

#### 6.5.1 General

The Company will provide a universal central office number, 911, for the use of emergency service bureaus engaged in assisting local governments to protect the safety and property of the general public. No charge applies to the calling party for calls to the 911 number.

With respect to Emergency Number 911 Service:

(1) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (a) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (b) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

(2) Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its Users, agencies or municipalities, or the employees or agents of any one of them.

(3) By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 6.6 INSIDE WIRE MAINTENANCE

#### 6.6.1 Inside Wire – Basic Residence and Basic Business Service

#### 6.6.2 General

- A. Inside Wire is all telecommunications wire and associated material that is located on the customer's side of the network interface, on the same premises.
- B. Basic Residence and Business service, as specified herein, is defined as individual local exchange service which does not terminate in a communications system.

#### 6.6.3 Rates and Charges

- A. Basic Residence and Basic Business rates and charges are based upon the type of work performed and when the work is performed. Charges are based on an hourly rate with minimums determined by rate structure as shown below:
  - 1. Standard Rates apply to basic installation and maintenance work performed during normal business hours and do not include material unless specified.
  - 2. Premium Rates apply to basic installation and maintenance work performed outside of normal business hours and to any work operation specifically classified as extraordinary.
  - 3. Rate Structure

<u>Standard Rates</u>	<u>Premium Rates</u>
Normal Business Hours for Basic Installation & Maintenance Services	Outside of Normal Business Hours for Basic Installation & Maintenance Services and for Extraordinary Work
Monday-Saturday 7:00 AM – 4:30 PM	Monday-Saturday 4:30 PM – 7:00 AM Sunday & Holidays
One hour minimum charge	Three hour minimum charge

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 6.6 INSIDE WIRE MAINTENANCE (Cont'd)

#### 6.6.4 Rates and Charges (Cont'd)

##### Basic Installation and Maintenance Work

(a) Prewire-running wires before walls in place (wiring sold separately)	\$40.00/hr.
(b) Installation of jack on existing wire (jack sold separately)	40.00/hr.
(c) Installation/rearrangement of exposed wire & jack (wire & jack sold separate)	40.00/hr.
(d) Fishing walls-applied per jack in addition to installation/rearrangement charge	20.00/jack
(e) Trouble Isolation – no repair	40.00/hr.
(f) Repair or replace jack and/or wire (jack & wire sold separately)	40.00/hr.
(g) After Hours Service Call Charge (per premise visit)	120.00

Extraordinary work – includes but is not limited to the following: installing, repairing or replacing a jack/wire in a boat, RV or travel trailer, installing, repairing or replacing a jack in another building or outside; installing a jack/wire or rearranging a wire when required to drill through steel, concrete or fire walls; and rearrangement of multiple inside wires due to movement of the network interface or protector and does not include material unless specified.

Three hour minimum charge for all extraordinary work operations

B. Inside Wire Maintenance Service Plan – includes repair and/or replacement of existing inside wire and jack, including determination and isolation of trouble up to the customer provided equipment during normal business hours. (During Premium Hours, After Hours Service Call Charge applies, unless customer has 24 Hour Maintenance)

	Monthly Charge
(a) Basic Residence Service	\$4.35 per line
(b) Basic Business Service	\$5.00 per line

C. Terms and conditions for the Inside Wire Maintenance Service Plan are posted at our website and are available for inspection at our business office at 115 West 10<sup>th</sup> Blvd. Larose Louisiana. Copies can also be requested by calling our business office at 985-693-0123.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE**

#### **7.1.1 General**

Terminal equipment, inside wiring and/or communications systems may be connected at the Customer's premises to facilities furnished by the Company for telecommunications services, subject to the conditions and rates set forth in this Section and as otherwise provided in these Tariffs.

#### **7.1.2 Responsibility of the Company**

- A. The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided terminal equipment, inside wiring or communications system. Telecommunications Services are not represented as adapted to the use of all types of terminal equipment or communications systems. Where terminal equipment or communication systems are used with Telecommunications Services, the responsibility of the Company shall be limited to the furnishing of service components suitable for Telecommunications Services and to the design, maintenance and operation of service components in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the terminal equipment or communications systems or for the quality of, or defects in, such transmission, (2) the reception of signals by terminal equipment or communications systems, or (3) address signaling where such signaling is performed by signaling equipment.
- B. At the Customer's request the Company will provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with Telecommunications Services.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)**

#### **7.1.2 Responsibility of the Company (Cont'd)**

- C. The Company may make changes in its Telecommunications Service, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC rules. If such changes can be reasonably expected to render any Customer's terminal equipment incompatible with Telecommunications Service, require modification or alteration of such premises equipment, or otherwise materially affect its use or performance, the Customer will be given adequate notice at least thirty (30) days in advance, in writing, to allow the Customer an opportunity to maintain uninterrupted service.
- D. The Company shall not be responsible to the Customer if such changes, which are not inconsistent with Part 68 of the FCC Rules and Regulations, renders the Customer-provided terminal equipment, protective circuitry, or communications systems obsolete or require modification or alteration of such equipment.

#### **7.1.3 Liability of the Company**

- A. The Company will not be responsible for any loss, damage or any impairment or failure of service arising from, or in connection with, the use of terminal equipment.
- B. The Company will not be liable for damages arising out of inquiries to persons or property caused by the Customer-provided terminal equipment from voltages or currents transmitted over the facilities of the Company.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)**

#### **7.1.4 Responsibility of the Customer**

- A. Upon request of the Company, the Customer shall give proper notice of intention to the Company when connection of terminal equipment or protective circuitry is made. The Customer also shall provide to the Company the line(s) to which such connection is to be made, the FCC Registration Number and the Ringer Equivalence of the registered terminal equipment or registered protective circuitry, so as to comply with the FCC Rules and Regulations.
- B. The operating characteristics of Customer-provided terminal equipment, inside wiring or communications systems shall be such as to not interfere with any of the services offered by the Company, and shall conform to the network protection criteria set forth in this Section. In addition, terminal equipment and facilities shall be operated within the limits set forth below:
  - 1. The safety of Company employees or the public cannot be endangered.
  - 2. Operation of the equipment and facilities cannot damage, require change in, or alteration of, the equipment or other facilities of the Company.
  - 3. No interference with the proper functioning of Company equipment or facilities.
  - 4. The operation of the equipment and facilities cannot impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)**

#### **7.1.4 Responsibility of the Customer (Cont'd)**

- C. Upon suitable notification to the Customer, the Company may make such tests and inspections as may be necessary to determine that the above requirements are being fulfilled in connection with the installation, operation and maintenance of Customer-owned facilities or equipment. The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.
- D. Upon notice from the Company that the terminal 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, and shall confirm in writing to the Company within ten (10) days following receipt of notice from the Company that such changes have been made. When immediate action is required to protect the Company's facilities from hazards caused by terminal equipment, the Company may immediately take such action as is necessary without prior notice to the Customer. As soon as possible after such action is taken, the Company will inform the Customer of the nature of the hazard and the type of remedial action taken. Failure of the Customer to remove the hazard or make remedial changes in the terminal equipment or to give the required written confirmation to the Company shall result in suspension of the Customer's service until such time as the Customer complies with the provisions of this Tariff.
- E. The Customer indemnifies and saves the Company harmless against claims for infringements of patents arising from combining terminal equipment used in connections with facilities of the Company.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)**

#### 7.1.5 Connection at Hazardous or Inaccessible Locations

Terminal equipment and facilities which serve a location which the Company considers impractical to serve because of hazard or inaccessibility may be used or connected with facilities of the Company for Telecommunications Service through connecting equipment furnished by the Company.

#### 7.1.6 Connections of Registered Equipment

##### A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Registered terminal equipment, protective circuitry, and communications systems may be directly connected at the Customer's premise to the telecommunications network, subject to Part 68 of the FCC Rules, and the provisions of this Tariff.

1. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the FCC Rules are continually satisfied. The Company may discontinue service or impose other remedies as provided for in Part 68 for failure to comply with these provisions.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)**

#### 7.1.6 Connections of Registered Equipment (Cont'd)

##### B. Premise Wiring Associated With Registered Communications Systems

2. Protected premise wiring requiring acceptance testing for imbalance is premise wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages to the Company's facilities.
3. Unprotected premise wiring is all other premise wiring.
  - a. Customers who intend to connect premise wiring other than fully-protected premise wiring to the telephone network shall give advance notice to the Company and comply with the procedures specified in Part 68 of the FCC Rules, or as otherwise authorized by the FCC.
4. The Company may invoke extraordinary procedures as specified in Part 68 of the FCC rules where one or more of the following conditions are present:
  - a. Information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely.
  - b. A failure has occurred during acceptance testing for imbalance; or
  - c. Harm has occurred and there is reason to believe that this harm was a result of wiring operations performed under Part 68.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)**

#### 7.1.6 Connections of Registered Equipment (Cont'd)

##### B. Premise Wiring Associated With Registered Communications Systems (cont'd)

5. In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than fully-protected premises wiring installations as set forth in Part 68 of the FCC Rules.

##### C. Connections Involving National Defense and Security

In certain cases, Part 68 of the FCC Rules permits the connection of unregistered terminal equipment or communications systems to the telecommunications network, provided that the Secretary of Defense, the head of any other governmental department (having requisite FCC approval), or their authorized representative certifies in writing to the Company that:

1. The connection is required in the interest of national defense and security;
2. The equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or Company employees; and
3. The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

By: Tony Duet, President

Issued: June 2, 2009

Effective Date: September 24, 2009

## **CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **7.2 SERVICE CHARGES**

#### **7.2.1 Failure of Acceptance Tests**

If the premise wiring of communications systems fails acceptance tests monitored by, or participated in by, the Company as provided in Section 68.215 of the FCC's code and/or if the wiring has caused harm to the network, the Customer shall agree to pay the Company an amount based on the costs of activities performed by its employees.

#### **7.2.2 Line Conditioning or Treatment**

Should a Customer's line require treatment or conditioning other than that which would normally be required to operate a local loop because of the connection of Customer premise equipment or transmission of data, the Customer will be required to bear the cost that exceeds normal engineering standards for local loops. The cost will be determined on an individual cost basis.

#### **7.2.3 Damages to Facilities**

Customers providing their own premises equipment shall reimburse the Company for the cost of damages or changes requested by the Customer to facilities or equipment of the Company, caused by the negligence or willful act of the Customer or resulting from improper use of Company facilities, or due to the malfunction of any facilities or equipment provided by other than the Company.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## **LIFELINE**

### **8.1 LIFELINE**

#### 8.1.1 Description of Service

- A. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service charges for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996. Specific terms and conditions are as prescribed by the Louisiana Public Service commission and are as set forth in this tariff.
- B. Lifeline is supported by the federal universal service support mechanism
- C. Federal Baseline support of \$8.25 is available for each Lifeline service and is passed through to the subscriber. The amount of credit will not exceed the charge for local service.

#### 8.1.2 Regulations

##### A. General

- 1. Customers eligible under the Lifeline program are also eligible for connection assistance under the Link-Up program.
- 2. One low income credit is available per household and is applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low income assistance programs identified in B. following.
- 3. A Lifeline customer may subscribe to any local service offering available to other residence customers. Since the Lifeline credit is applicable to the primary residential connection only, it may not be applied to a multiple line package local service offering.
- 4. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## 8.1 LIFELINE (cont'd)

### 8.1.2 Regulations (cont'd)

5. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
6. The PICC will not be billed to Lifeline customers who subscribe to toll blocking and do not pre-subscribe to long distance carriers.
7. A Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local charges in accordance with Section A2. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
8. The Federal Universal Service Charge will not be billed to Lifeline customers.

### B. Eligibility

1. To be eligible for a Lifeline credit, a customer must be a current recipient of any of the following low-income assistance programs.
  - a. Supplemental Security Income (SSI)
  - b. Food Stamps
  - c. Medicaid
  - d. Federal Public Housing - Section 8
  - e. Low Income Home Energy Assistance Program (LIHEAP)
  - f. Temporary Assistance to Needy Families (TANF)
  - g. National School Lunch's free lunch program (NSL)
2. Additionally, customers not receiving benefits under one of the preceding programs, and whose total gross annual income does not exceed 135% of the federal poverty guidelines, meet the requirements of a State established means test and may apply directly to the Company for eligibility certification.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

## 8.1 LIFELINE (cont'd)

### 8.1.2 Regulations (cont'd)

#### B. Eligibility (cont'd)

3. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

#### C. Certification

1. Proof of eligibility in any of the qualifying low-income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.
2. Proof of eligibility shall be in the form of an affidavit, certifying under penalty of perjury, that the:
  - a. Subscriber's income is at or below 135% of the Federal Poverty Guidelines ("FPG") or
  - b. Subscriber is receiving benefits under one of the qualifying programs. It is the customer's responsibility to notify the Company when the customer is no longer participating in any of the qualifying programs.
3. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
4. When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.

By: Tony Duet, President  
Issued: June 2, 2009

Effective Date: September 24, 2009

**8.1 LIFELINE (cont'd)**

8.1.3 Rates and Charges

A. General

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service Charges in Section A4. Are applicable for installing or changing Lifeline service.
3. Link-Up connection assistance in Section A4. may be available for installing or relocating Lifeline service.

B. The total Lifeline credit passed through to the customer consists of:

1. Federal Credit

	<u>Monthly</u> <u>Credit</u>	
a. Supplemental Security Income (SSI)	\$ 8.25	LIFE
b. Food Stamps	\$ 8.25	LIFE
c. Medicaid	\$ 8.25	LIFE
d. Federal Public Housing - Section 8	\$ 8.25	LIFE
e. Low Income Home Energy Assistance Plan	\$ 8.25	LIFE
f. Temporary Assistance to Needy Families (TANF)	\$ 8.25	LIFE
g. National School Lunch's free lunch program (NSL)	\$ 8.25	LIFE

C. Toll Restriction

1. Toll restriction will be established and provided at no charge for customers receiving Lifeline service.