

ARMSTRONG TELEPHONE COMPANY-NORTHERN DIVISION

HARRISVILLE, WEST VIRGINIA

TARIFF

P.S.C. NO. 3 TELEPHONE

ISSUED BY AUTHORITY OF AN ORDER OF  
THE P.S.G. OF W.M. IN CASE  
NO. 95-0571 DATED 3-28-96

Issued April 19, 1996

Effective April 22, 1996

ARMSTRONG TELEPHONE COMPANY-NORTHERN DIVISION

a corporation of

Harrisville, West Virginia

RATES, RULES, AND REGULATIONS FOR FURNISHING

TELEPHONE SERVICE

AT

Cairo, Ellenboro, Harrisville, Lawford, and Smithville, Ritchie County  
and environs, portions of Doddridge, County and Rockport  
and vicinity, Wood, Wirt, and Jackson Counties

FILED WITH THE

PUBLIC SERVICE COMMISSION

OF

WEST VIRGINIA

Original Leaf No.	
Fifth Revised Leaf No.	<u>1</u>
Superseding Fourth Revised Leaf No.	1

INDEX

RULES AND REGULATIONS ...	SECTION 1
CONSTRUCTION CHARGES ...	SECTION 2
LOCAL EXCHANGE RATES AND REGULATIONS ...	SECTION 3
MILEAGE CHARGES ...	SECTION 4
PUBLIC AND SEMI-PUBLIC TELEPHONES . . .	SECTION 5
TOLL, ACCESS AND BILLING AND COLLECTION RATES ...	SECTION 6
SERVICE CHARGES ...	SECTION 7
MISCELLANEOUS SERVICE AND EQUIPMENT ...	SECTION 8
CUSTOM CALLING SERVICE ...	SECTION 9
TOLL PRESUBSCRIPTION ...	SECTION 10
ABBREVIATED DIALING – N11 SERVICE....	SECTION 11 (C)

Armstrong Telephone Company - Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 1

Original Leaf No.  
<sup>1st</sup> Revised Leaf No. Contents  
Original Leaf No. Contents

Superseding

SECTION 1

RULES AND REGULATIONS

1 . ESTABLISHMENT AND FURNISHING OF SERVICE	1 - 6	
2. USE OF SERVICE AND FACILITIES	6-9	
3. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY	9- 11	
4. DIRECTORIES	11	
5. ADJUSTMENTS FOR CERTAIN LOCAL TAXES AND FEES	12	
6. MINIMUM CHARGES	12	
7. COMPLIANCE WITH FCC RULES AND REGULATIONS GOVERNMENT NETWORK ACCESS	13	
8. CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT TO TELEPHONE COMPANY ACCESS LINES	13 -15	
9. SERVICE PROMOTIONS	16	
10. BILLING FOR NON-TELECOMMUNICATIONS SERVICES	16	(N)

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Case No. 00-1649-T-PW  
Date: 03/09/01

Issued: April 12, 2001

Effective: November 4, 2000

Superseding

RULES AND REGULATIONS

1. ESTABLISHMENT AND FURNISHING OF SERVICE

Application for Service

The Telephone Company reserves the right to require applications for service to be made in writing on forms supplied by it.

Upon the acceptance of an application for service, all the applicable provisions in the Telephone Company's tariffs, lawfully on file with the Public Service Commission of West Virginia and all rules and regulations of the Public Service Commission of West Virginia applicable to the class of Telephone Companies of which this company is a part, become the contract between the Telephone Company and the customer.

Any change in rates or regulations authorized by legally authorized authorities effects a modification of all contracts for service to that extent, without further notice.

Where an applicant has an overdue account balance with the Telephone Company, the latter reserves the right to reject application for service until the amount due shall have been paid in full.

Application of Exchange Service Rates

A. Business and Residence

- (1) The determination as to whether customer service, as distinguished from Public Telephone Service, except Semipublic Telephone Service, is furnished at business or residence rates is based on the character of the use, made of the service. The type of Directory Listing may, in some cases, also serve as a satisfactory basis for determining whether business or residence rates apply.

Superseding

RULES AND REGULATIONS

1. ESTABLISHMENT AND FURNISHING OF SERVICE (CONT'D)

Application of Exchange Service Rates (cont'd...)

A. Business and Residence (cont'd)

- (2) Where the place of business is located on the same premises as a residence and separate telephone service is not installed for the business, the telephone service installed on the premises shall ordinarily be billed at the business rate if the person operating said business is required to obtain a business registration certificate for said business on said premises; and provided that the person is not exempted from paying West Virginia business registration tax. In all disputed cases, however, other external indicia will be taken into account in determining whether business or residence rates should apply.
- (3) Service shall be classified and charged for as business service where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business Directory Listing is furnished, except as provided in the following paragraph.
- (4) Service shall be classified and charged for as residence service where the primary use of the service is of a domestic nature and where the business use, if any, is merely incidental, except that service may be furnished at residence rates in the residence of a physician, nurse, dentist or veterinary surgeon, or in a clergyman's study located in a church.
- (5) When it is determined that a customer to residence service is using the service in such a manner that it should be classified and charged for as business service under the preceding provisions, the Telephone Company will discontinue the service of such customer in the event the customer refuses to permit the service to be classified as business service and pay the applicable business rates.

Superseding

RULES AND REGULATIONS

1. ESTABLISHMENT AND FURNISHING OF SERVICE (CONT'D)

Application of Exchange Service Rates (cont'd)

A. Business and Residence (cont'd)

- (6) Residence rates shall apply to service which is terminated in facilities or equipment of an amateur radio licensee, notwithstanding the fact that those facilities are not located at a residence, provided that the service is used solely for control of, and non-commercial communications through, an amateur radio communications repeater and for no purpose which would otherwise cause the service to be classified as business.

B. Trunks

Private Branch Exchange (PBX) Trunk rates apply for exchange service lines connecting in PBX common equipment and in multifunction systems where the lines are used as pooled facilities, dial or button access, and used in connection with direct group calling features.

C. Local Exchange Services

Option 1. THRIFTY CALLER - This option provides measured rate calling within the local calling area; no flat rate calling is provided.

Option 2. COMMUNITY CALLER - This option provides for flat rate calling only within the originating exchange; all other completed calls terminating within the local calling area are measured.

Option 3. COMMUNITY PLUS CALLER - This option provides flat rate calling within the originating exchange and specified nearby exchanges with measured calling to all other exchanges within the local calling area.

Option 4. FREQUENT CALLER - This option provides flat rate calling to all exchanges within the local calling area.

Superseding

RULES AND REGULATIONS

1. ESTABLISHMENT AND FURNISHING OF SERVICE (CONT'D)

Advance Payments

Applicants for telephone service may be required to pay any service connection and non-recurring charge or charges and at least one month's rental in advance of the installation of service.

Applicants who cannot establish a satisfactory credit rating, or existing subscribers whose credit rating is unsatisfactory may be required to make a suitable cash deposit which shall be held as security for payment of bills for telephone service. When service is terminated the balance of the amount of deposit remaining after deducting such sums are due the company, shall be returned to the subscriber. The company may also return the deposit at its option at any time prior to termination of the service.

Establishment of credit and the handling of deposits as required will be in accordance with "RULES AND REGULATIONS FOR THE GOVERNMENT OF TELEPHONE UTILITIES" as issued by Public Service Commission of West Virginia.

Telephone Numbers

The customer has no property right in the telephone number which is assigned by the Telephone Company nor any right to continuance of service through any particular central office, and the Telephone Company reserves the right to change the telephone number of the central office designation or both, of a customer whenever it deems it necessary to do so in the conduct of its business.

Payment for Service

In accordance with the Telephone Company's established collection and billing practices, the customer shall pay monthly in advance all fixed charges for service and equipment, and upon rendition of bills, all message charges, including toll phone services rendered over his telephone, both exchange and toll, including charges for toll messages received at the customer's telephone on which the charges have been reversed, i.e. sent collect, and charges transferred to the customer's telephone.



RULES AND REGULATIONS

1. ESTABLISHMENT AND FURNISHING OF SERVICE (CONT'D)

Suspension (Temporary Disconnect) or Termination for Non-payment

Such suspension or termination shall be made in accordance with "RULES AND REGULATIONS FOR THE GOVERNMENT OF TELEPHONE UTILITIES" as issued by the Public Service Commission of West Virginia.

Denial and Restoral of Service

In the event of abandonment of service, the non-payment of any sum due, the use of foul or profane language, the impersonation of any other person, the making of nuisance calls, the use of telephone service by a customer in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such customer at or about the same time, resulting in preventing, obstructing, or delaying the telephone service of others, use of the service in such a manner as to interfere with the service of other telephone users, use of the service for any purpose other than as a means of communication, or any other violation of the regulations of the Telephone Company, the Public Service Commission, or the Federal Communications Commission, may with proper notice, either suspend the service until all charges have been paid and all violations have ceased, or terminate the service without suspension of service or following suspension, and sever the connection to remove any of its equipment from the customer's premises, in accordance with the West Virginia Public Service Commission's "RULES AND REGULATIONS FOR THE GOVERNMENT OF TELEPHONE UTILITIES".

The Company reserves the right to discontinue or refuse service because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes the use of service of facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge.

Upon any such termination, the customer agrees to pay to the Telephone Company for any equipment or service furnished for a period of less than one month following its establishment the monthly schedule rate for such equipment or service, and in all other cases the schedule rate for the equipment and service furnished up to the time of such termination.

Superseding

## RULES AND REGULATIONS

### 1. ESTABLISHMENT AND FURNISHING OF SERVICE (CONT'D)

#### Use of Service for Unlawful Purposes

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

#### Installation, Maintenance, and Repairs

All ordinary expense or installation, maintenance, and repair, in connection with equipment, facilities, and services provided by the Telephone Company, is borne by the Telephone Company unless otherwise specified in the Telephone Company's tariffs. In case of damage, loss, or destruction of any of the Telephone 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 or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Telephone Company in connection with the replacement of the property damaged, lost, or destroyed or the expense incurred in restoring it to its original condition. A customer is not permitted to install, rearrange, disconnect, remove, or repair, or permit others to install, rearrange, disconnect, remove, or repair any instruments, apparatus, or wiring of the Telephone Company, except in the case of FCC approved customer-owned equipment upon proper notification to the Telephone Company.

### 2. USE OF SERVICE AND FACILITIES

#### Ownership and Use of Equipment

Equipment, instruments, and lines furnished by the Telephone Company on the premises of a customer, authorized user or agent of the Telephone Company are the property of the Telephone Company except as otherwise specifically provided in its tariffs and are provided upon the condition that such equipment, instruments, and lines must be installed, relocated, and maintained by the Telephone Company and that the Telephone Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, or upon termination or cancellation of service to remove such instruments and lines.

Equipment furnished by the Telephone Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof excepted.

Superseding

RULES AND REGULATIONS

2. USE OF SERVICE AND FACILITIES (CONT'D)

Ownership and Use of Equipment (cont'd)

Any equipment offered herein which has grandfathered status under the Federal Communications Commission's Registration Program is offered and provided only to the extent of available grandfathered stock.

Unauthorized Attachments or Connections

Except in the case of FCC-approved customer terminal equipment and as provided elsewhere in this tariff, no equipment, apparatus, circuit, or device not furnished by the Telephone Company shall be attached to or connected with the facilities furnished by the Telephone Company, whether physically, by induction or otherwise. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachment or connection; or to terminate the service.

Resale and Sharing of Service and Equipment

The Telephone Company will permit the resale or sharing of basic local exchange private line service, and subscriber premises equipment subject to the following terms and regulations:

"Resale" is the reselling by a subscriber of the subscriber's service or equipment to others for profit.

"Sharing" is the shared use by a subscriber with others on a shared cost (nonprofit) basis of the subscriber's service or equipment.

Resellers must have a Certificate of Public Convenience and Necessity issued by the West Virginia P.S.C. before they will be allowed to resell service.

The Telephone Company will not be responsible for the manner in which the use of a service or equipment or charges are allocated to others by a subscriber who resells or shares service or equipment. All applicable rates and charges for such service and equipment will be billed to the subscriber.

Orders for service will be accepted by the Telephone Company only from the subscriber.

Superseding

RULES AND REGULATIONS

2. USE OF SERVICE AND FACILITIES (CONT'D)

Service and Equipment on which Resale or Sharing is Permitted

Resale of exchange service will be permitted only on message rate or measured business rate individual and trunk lines. Flat rate exchange service, coin telephone service and any telephone service offered exclusively to residence subscribers cannot be resold.

Sharing of exchange service will be permitted on "message rate" or "measured business rate" individual and trunk lines. Flat rate exchange service, coin telephone service, and any telephone service offered exclusively to residence subscribers cannot be shared.

Resale or sharing of subscriber premises equipment will be permitted.

The Telephone Company retains the right to serve the ultimate user directly, if that user so chooses.

Customers of resellers will be permitted to terminate their Telephone Company provided lines on a common PBX.

Customers of resellers will be permitted to attach terminal equipment leased from the Telephone Company to a customer-owned private branch exchange shared with others.

When a reseller provides service to a number of customers through a common PBX, the responsibility of the Telephone Company ends at the trunk lines which terminate in the switchboard.

Directory listings for the customers of subscribers who resell or share service will be provided at the rates for business additional listings as set forth in Section 8, Leaf 1, of this Tariff. The reseller accepts responsibility for the composition and accuracy of these listings, as well as the monthly charges.

The Telephone Company shall not be required to permit resale or sharing of service and/or equipment provided by the Telephone Company where the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property, or service.

Superseding

RULES AND REGULATIONS

2. USE OF SERVICE AND FACILITIES (CONT'D)

Service and Equipment on which Resale or Sharing is Permitted (cont'd)

In the event that provision of interoffice circuits becomes a problem because of demand from resellers that could not reasonably be anticipated and included in Telephone Company forecasts, the Telephone Company may require as much as six months notice of circuit requirements from resellers.

Maintenance Service Charges in Section 8, Leaf 2, of this tariff apply as appropriate.

The Telephone Company shall not be required to furnish service to a reseller where the proposed use of the service would tend to injuriously affect the efficiency of the Telephone Company's plant, property, or service.

3. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

Availability of Facilities

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

Poles on private property required to serve a subscriber must be furnished and maintained by the subscriber or at his expense. The wire on poles on private property to serve a subscriber will be furnished by the Telephone Company for a distance of 250 feet.

For the purpose of making collection, or for inspecting, repairing or removing any or all of its equipment from the subscriber's premises the Company and its employees may have access thereto at any reasonable hour.

The Company reserves the right to change the telephone number or number of the subscriber's telephone station or stations as exigencies of the business may require. Reasonable notice will be given whenever possible.

Superseding

RULES AND REGULATIONS

3. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (CONT'D)

Liability of the Company

The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control. The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, tradename or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other conduct revealed to, transmitted by, or used by the Company under this tariff, or for any act or omission of the Customer or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by negligence of the Company. The Company shall not be liable for any defacement of or damages to the premises of a Customer or Subscriber, resulting from the furnishing of service, which is not the result of the Company's negligence.

Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this tariff shall not exceed an amount equivalent to the prorata charge to the Customer or Subscriber for the period of service or facility usage during which such interruption, delay, error, omission or defect occurs. For the purpose of computing this amount, a month is considered to have thirty (30) days.

Superseding

RULES AND REGULATIONS

3. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (CONT'D)

Directory Errors and Omissions

In case of errors or omissions in directory listings, the Telephone Company's liability shall be limited to the actual impairment of the customer's service, but in any event such liability shall not exceed one-half of the amount of the exchange service charges for the telephone involved during the period covered by the directory in which the error or omission occurs, and in cases of charged directory listings such liability shall be limited to an amount not exceeding the actual charges for the listing involved during the period covered by the directory in which the error omission occurs.

The Telephone Company shall, insofar as technically feasible and reasonable, in the event of error in the listing of a subscriber's telephone number in the directory, provide operator (or equivalent recording) intercept to the incorrect number for period terminating upon issuance of a new directory containing the subscriber's number correctly listed or upon the subscriber terminating service. The intercept operator (or equivalent recording) shall supply the calling party with the correct number upon intercept.

Defacement of Premises

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

4. DIRECTORIES

Telephone directories are the property of the Telephone Company. They are loaned to the customers only as an aid to the use of the telephone service. The Telephone Company will furnish to its customers without charge one directory for each customer and upon request an additional directory without charge for each telephone.

Superseding

RULES AND REGULATIONS

5. ADJUSTMENTS FOR CERTAIN LOCAL TAXES AND FEES

When a municipal corporation or other political subdivision of the state collects from the Telephone Company a license tax,, privilege tax, street use tax, franchise fee, rent 4 %, any tax, exaction or fee measured by poles, guys, wires, circuits, manholes, telephones, other units of plant, income or activities as a public service corporation, such taxes, exactions and fees shall, insofar as practicable, be billed pro prorata to the exchange customers receiving service within the territorial limits of the municipal corporation or political subdivision. No such taxes or fees are to be assessed by the Telephone Company at this time.

6. MINIMUM CHARGES

The minimum charge for exchange service and facilities is the applicable tariff rate for one month except as otherwise provided in this tariff.

Seasonal Service is not offered.

When an application for facilities and service is canceled in whole or in part prior to completion of the construction and installation, the subscriber is required to pay to the Telephone Company, upon demand, the total costs and expenses in connection with providing and removing such facilities, less the estimated recoverable value, if any, of the facilities involved, not to exceed in any event the applicable minimum and installation and termination charges specified in this tariff.

When a subscriber requests a change in the location of all or a part of the facilities covered by the subscriber's application prior to completion of the construction and installation thereof, the subscriber is required to pay to the Telephone Company, upon demand, the difference between the total costs and expenses incurred by the Telephone Company in completing the construction and installation and that which would have been incurred had the final location of facilities been specified initially in the application.

When an application is canceled in whole or in part after completion of the construction and installation but prior to the establishment of service the subscriber is required to pay to the Telephone Company, upon demand, the applicable minimum and termination charges specified in this tariff and the applicable connection and construction charges.



Superseding

RULES AND REGULATIONS

7. COMPLIANCE WITH FCC RULES AND REGULATIONS GOVERNING TWOR4 ACCESS

All connections to the network by the Company or by the customer. must comply with the Rules and Regulations of the Federal Communications Commission (FCC) are n6W in effect or implemented in the future.

8. CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT TO TELEPHONE COMPANY ACCESS LINES

Subscribers may provide their terminal equipment and connect it, by means of modular jacks meeting the requirements of Part 68 of the Federal Communications Commission's (FCC) Rules and, Regulations, to single-party or party-line service if all of the following criteria are met:

The terminal equipment must meet the requirements of the FCC Part 68 terminal equipment registration program or fall under the FCC Part 68 grandfathering provisions.

The terminal equipment need not be equipped with a ringing device, however, if it is and if the ringing device is connected to the network, it must ring only on calls intended for the subscriber. Any modifications to customer-provided terminal equipment necessary to meet this requirement are the responsibility of the subscriber and will be done at his or her expense.

The terminal equipment must be maintained at the customer's expense and kept in such condition that it does not interrupt or unduly degrade the service of the subscriber or anyone else, including those sharing the subscriber's party-line in instances where the subscriber has party-line service.

The Telephone Company shall, upon request and without charge provide the following information to actual and potential subscribers and to persons engaged in the provision and modification of telephone terminal equipment:

Ringing frequency which is or will be used for the subject subscriber location for the applicable grade of service.

Requirements on terminal equipment of the ANI scheme associated with the subject subscriber location.

Superseding

RULES AND REGULATIONS

8. CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT TO  
TELEPHONE COMPANY ACCESS LINES (CONT'D)

The Telephone Company will provide to all access lines at least enough ringing current to satisfactorily accommodate a total ringer equivalency of 3.0 per access line. If a subscriber needs ringing current greater than that and greater than what is provided at his or her service location, the subscriber must provide equipment which will accommodate his or her ringing-current needs.

The following nominal ringing frequency and associated tolerance limit will be used in the various exchanges:

Bridged Ringing Only: 20 + 5% Hz

(Applies to Harrisville, Ellenboro, Cairo, Smithville, Lawford, and Rockport Exchanges)

Telephone Company switching equipment and access lines will be capable of accommodating the signaling resulting from the proper use of all terminal equipment registered and grandfathered under FCC Part 68 except that Telephone Company switching equipment and access lines are not required to accommodate dual-tone multi-frequency (DTMF) signaling in excess of 10 pulses (digits) per second. The subscriber will be required, at his or her expense, to keep DTMF pulsing speeds at a level which will not be prone to causing mis-switching by Telephone Company equipment.

If customer-provided terminal equipment needs an adapter, converter, interface device, etc., beyond the customer premise primary jack in order to operate properly when the Telephone Company is in compliance with all the tariff requirements relating to connection of customer-provided equipment to telephone access lines, such adapters, converters, interface devices, etc. are the responsibility of the subscriber and will be provided at their expense.

Superseding

RULES AND REGULATIONS

8. CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT TO  
TELEPHONE COMPANY ACCESS LINES (CONT'D)

Service problems caused by customer-provided equipment:

When a subscriber reports telephone service trouble and it is subsequently determined that the trouble is due to a defect in and/or incorrect operation of the subscriber's customer-provided terminal equipment, the Telephone Company will report its findings to the subscriber including (in as much detail as it has such information) which equipment and/or practice is at fault, and will charge the subscriber, as allowed elsewhere in this tariff, for the labor, travel, materials, etc. expended in tracing the problem to the subscriber's customer-provided equipment. The Telephone Company will make every reasonable effort to keep such costs at a minimum (e.g., by making tests, when circumstances warrant, from a central repair bureau or wire center before dispatching a repair person to the subscriber's residence or business).

If someone reports inability to get through to a subscriber who is using customer-provided equipment and it is determined that the problem is due to a defect in and/or incorrect operation of the subscriber's customer-provided equipment, the Telephone Company will report its findings to the subscriber, including (in as much detail as it has such information) which equipment and/or practice is at fault and the Telephone Company will not charge the subscriber whose faulty equipment and/or operating procedure caused the trouble for the report or the expenses incurred in determining that the Telephone Company plant was not at fault.

Subscribers whose customer-provided terminal equipment unduly interferes with their telephone service or that of others will be required to disconnect such equipment from the telephone network until the cause of the service-affecting problem is remedied. Failure to promptly disconnect such equipment, after it has been determined that the equipment should be disconnected and the customer has been notified of such determination, will be sufficient basis for the Telephone Company to disconnect the subscriber's primary jack from the access line (or, in the case of one-party service, disconnect the access line from the network) until such time as the offending equipment is disconnected, repaired, or replaced. The customer thus deprived of telephone service will be required to pay all applicable tariffed service restoral charges.

<u>Armstrong Telephone Company - Northern Division</u>	P.S.C. No. 3 Telephone
(Corporate Name)	Section <u>1</u>
	Original Leaf No.
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Superseding	<u>Original</u> Leaf No. <u>16</u>

RULES AND REGULATIONS

9. SERVICE PROMOTIONS

The Telephone Company, may on occasion and following informal written notification to the West Virginia Public Service Commission, promote one or more regulated service options (such as one or more Custom Calling Services) by waiving, in a nondiscriminatory manner and for a specified period of time, certain non-recurring service charges (such as Service Order Charges) which would normally apply to initial provision of the promoted service option or options.

10. BILLING FOR NON-TELECOMMUNICATIONS SERVICES

(N)

In its decisions issued in Case No. 00-1649-T-PW, the Public Service Commission of West Virginia ("Commission") authorized the Company, effective November 1, 2000, to place on a customer's bill for telecommunications services applicable charges for the following non-telecommunications services and items:

1. Charges associated with the sale of "Yellow Page" directory advertising;
2. Charges associated with the sale of inside wire maintenance, installation or repair;
3. Charges associated with the sale of additional directory listings;
4. Charges associated with the sale of voice mail service; and
5. Charges associated with the sale of deregulated Customer Premise Equipment.

As part of this authority, the Company was directed to work with Commission Staff to Convert the Company's billing system to begin to clearly and separately list telecommunications services and non-telecommunications services, as well as the subtotals charged for each, on all bills which include both types of services, as soon as practicable following the Commission's decision.

(N)

Issued by Authority of an Order  
of the P.S.C. of W. Va.  
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Superseding

SECTION 2

CONSTRUCTION CHARGES

1. GENERAL ...	1
2. CONSTRUCTION CHARGES ...	1 -2
3. ENTRANCE FACILITIES FOR OTHER THAN ACCESS LINE SERVICE ...	2
4. LINE CONSTRUCTION FOR OTHER THAN ACCESS LINE SERVICE ...	3
5. SPECIAL TYPES OF CONSTRUCTION ...	3
6. MINIMUM CONTRACT ...	3
7. REFUNDS ...	4

Superseding

CONSTRUCTION CHARGES

GENERAL

The rates otherwise provided for in this tariff are based on furnishing service immediately adjacent to existing lines and facilities of the Telephone Company and on the use of lines and facilities engineered and constructed according to common and accepted practices. When service is desired at a point somewhat removed from existing lines and facilities, or when abnormal and unusual arrangements and installations are desired, such service and installations are subject to additional charges as prescribed hereunder.

Ownership of all plant must be vested in either the Telephone Company or some company with which the Telephone Company has a joint use agreement, except as indicated under "entrance facilities" or where the Telephone Company agrees to a waiver of this requirement.

All anchors and guys required for poles because of telephone attachments are provided, owned, and maintained by the Telephone Company.

Conduit or trench used by the Telephone Company shall not be used by the customer except with the specific approval of the Telephone Company.

When it is necessary to use the private right-of-way to furnish service, the customer may be required to pay the entire cost involved in securing and maintaining such right-of-way.

2. CONSTRUCTION CHARGES

Construction of a type selected by the "Telephone Company":

The Telephone Company will construct, own, and maintain facilities to provide connection between the main line facilities of the Telephone Company and the customer's main service location. If the cost of the constructed facilities exceeds seven times the annual local service revenues and are not built under an REA project, the following construction charge will apply:

Construction charges apply for unusual construction for permanent service when the construction is located along public roads and outside the Base Rate Area as follows:

For less than four customers, no charge is made for the first 1,000 route feet multiplied by the number of customers requesting facilities at any one time.

Superseding

CONSTRUCTION CHARGES

2. CONSTRUCTION CHARGES (CONT'D)

Facilities with route distance in excess of a. preceding will be constructed at a rate of \$21.00 per 100 feet, or fraction thereof, and such charges will be prorated equitably among the customers in the group.

Construction charges apply for unusual construction solely on private property, or which crosses or terminates on private property, which is to be used for less than four customers as follows:

For less than four customers, no charge is made for the first 1,000 route feet multiplied by the number of customers requesting facilities at any one time.

Facilities with route distance in excess of a. preceding will be constructed at a rate of \$36.00 per 100 feet, or fraction thereof, and such charges will be prorated equitably among the customers in the group.

Construction of a type selected by the "Customer".

Customers requesting a type of construction different from the proposed to be used by the Telephone Company are charged, in addition to any charge applicable above, an amount based on the excess costs to be incurred.

Customers requesting existing facilities changed to another type are charged an amount based on the costs of the new construction together with the removal expense, if applicable, of the old construction.

ENTRANCE FACILITIES FOR OTHER THAN ACCESS LINE SERVICE

The customer shall own and maintain in accordance with the Telephone Company's specifications all poles, conduit, and trenches for conduit and buried wire and cable furnished on the customer's premises at other than the access line location and shall provide for any necessary tree trimming to secure and maintain satisfactory clearance for wires.

If requested to do so by the customer, the Telephone Company will erect poles either new or as replacements and place buried wire or conduit at charges based on the costs to be incurred. Such facilities shall be the property of the customer and shall be maintained and replaced when necessary in accordance with the Telephone Company's specifications, by the customer or at his expense.

Superseding

CONSTRUCTION CHARGES

4. LINE CONSTRUCTION FOR OTHER THAN ACCESS LINE SERVICE

Extensions of plant requiring poles, conduit, trench, or circuits or the use of another company's plant are subject to construction and termination charges as follows:

Construction Charges:

If the cost of construction exceeds four times the net annual revenue, a construction charge applies in the amount equal to the total cost of the construction less four times the net annual revenue. Net revenue is the mileage revenue from the constructed facilities beyond the base rate area less any rentals paid to other companies for such items as pole attachments.

Termination Charges:

In the event service is not continued for four years, a termination charge applies in amount equal to the cost less the construction charge and less the net revenue received from the constructed facilities to the date of termination.

SPECIAL TYPES OF CONSTRUCTION

When construction of a special type of facility is furnished at the request of the customer, separate charges are applicable based upon the difference between the cost of the special construction and the estimated cost of the construction which ordinarily would be used in the specific case.

When facilities are required for a short period of use, and there is no immediate prospect of reusing them, a charge applies based on the cost of furnishing, erecting, and removing the facilities, including the necessary wires or cable less the salvage value and whatever mileage revenue is derived from the constructed facilities for the period of use.

6. MINIMUM CONTRACT

New construction will be provided only where service is contracted for a minimum period of one year.



Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 2  
Original Leaf No. 4  
Revised Leaf No.  
Leaf No.

Superseding

CONSTRUCTION CHARGES

7. REFUNDS

If at any time within three years from date of completed construction, facilities for which a customer had paid a construction charge are used for other purposes, such customers may be entitled to refunds as follows, provided they are still served by such construct

If such facilities are used to carry toll lines of the Telephone Company, the refund will be prorated to cover that part of the pole line so used. When such facilities are used to supply service to other customers, the refund will be the difference between the original charge and the charge which would have applied if all the customers subsequently involved had applied for service at the same time.

SECTION 3

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO, ELLENBORO, HARRISVILLE, LAWFORD, SMITHVILLE, AND ROCKPORT ...	1 - 13
2. TOUCH-TONE SERVICE ...	14
3. TEL-ASSISTANCE SERVICE ...	14- 16
4. LOW-INCOME PROGRAMS ...	16- 20 (C)
5. CUSTOMER-OWNED COIN OPERATED TELEPHONES ...	21- 22 (T)

ISSUED BY AUTHORITY OF AN ORDER  
OF THE P. S. C. OF W. VA.  
Case No. 97-1632-T-T  
Date 12-29-97 eff 12-31-97

Issued December 11, 1997

Effective December 31, 1997

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO, ELLENBORO, HARRISVILLE, LAWFORD, SMITHVILLE AND ROCKPORT

A. General

This tariff section applies to local exchange telephone service provided to the Cairo, Ellenboro, Harrisville, Lawford, Smithville, and Rockport exchanges. The exchange areas to which the regulations and rates contained herein and are in addition to the applicable regulations and rates specified in other tariffs of the Company.

B. Regulations

a. Local Service Options:

Option 1. THRIFTY CALLER - This option provides measured, rate calling within the local calling area; no flat rate calling is provided.

Option 2. COMMUNITY CALLER - This option provides for flat rate calling only within the originating exchange; all other completed calls terminating within the local calling area are measured.

Option 3. COMMUNITY PLUS CALLER - This option provides flat rate calling within the originating exchange and specified nearby exchanges with measured calling to all other exchanges within the local calling area.

Option 4. FREQUENT CALLER - This option provides flat rate calling to all exchanges within the local calling area.

b. Customers may change from one option to another once per monthly billing cycle. Appropriate service charges will apply to each change thereafter as specified elsewhere in this tariff.

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO, ELLENBORO, HARRISVILLE LAWFORD, SMITHVILLE AND  
ROCKPORT (CONT'D)

B. Regulations (cont'd)

- c. Provision of more than one option will not be furnished to the same customer on the same premises where both services are rated on the same exchange except for customers who have facsimile machines, modems, or any other special local calling, and as otherwise specified in the Telephone Company's applicable tariffs. This regulation will not be interpreted to prevent the provision of multiple plan types where it is established that one option is not to be used to supplement the use of the other option.
- d. Measured rate service, where applicable, provides for calling to specified areas with each call measured on a time-of-day, day-of week, distance called, frequency, and length-of message basis.
- e. Rates for messages between two points are based on the airline mileage between rate centers, except when the two points are located within the same exchange. Airline mileage between rate centers are determined as specified in Bell Atlantic-West Virginia's Long Distance Message Telecommunications Service tariff
- f. Calls made to the specified areas should be dialed by the customer on a 7-digit station-to-station sent paid basis without the assistance of a telephone company operator. Any calls placed to such exchange services through a telephone company operator will be subject to all specialized local operator assistance charges specified in the Bell Atlantic-West Virginia's applicable tariffs.
- g. Hotel/motel customers may only subscribe to Option 1. All charges for the service, including charges for any messages, shall be billed to the hotel/motel which shall be responsible for any prorating and billing of the charges to guests.
- h. For the purpose of determining charges, the following applies:
  - (i) A flat monthly rate will be charged for provision of incoming calls and access to the local network.

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO, ELLENBORO, HARRISVILLE LAWFORD, SMITHVILLE, AND  
ROCKPORT(CONT'D)

B. Regulations (cont'd)

- (ii) Bands Local through C relate to incremental set-up and per-minute rates based upon interexchange mileage determined by measuring the airline distance between rate centers within the local calling area. There are no incremental mileage charges associated with calls originating and terminating within a customer's serving exchange.
- (iii) A set-up charge is applied to each completed outgoing local call placed during the month.
- (iv) A charge is applied per minute, or fraction thereof, for duration of completed calls. Monthly billing is based on cumulative minutes of usage with the total fraction rounded to the next higher minute.
- (v) Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange and ends when the calling line "hangs-up" thereby releasing the network connection. If the called line "hangs-up", but the calling line does not, chargeable time ends when the network connection is released either by automatic equipment in the telephone network or by a telephone company operator.
- (vi) The time-of-day and day-of-week discounts apply to all calls which are originated within the designated discount periods. The charges are determined separately for each rate period and the results are totaled.

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO, ELLENBORO, HARRISVILLE, LAWFORD SMITHVILLE, AND ROCKPORT(CONT'D)

B. Regulations (cont'd)

- (vii) The discount for the reduced rate period given in the following table is expressed as a percent reduction of the sum of the First Minute and Each Additional Minute charges calculated at the rates shown in 1. c. (a) (iii) following.

	<u>From</u>	<u>Up to But Not Including</u>	<u>Discount</u>
Everyday	9:00 p.m.	9:00 a.m.	70%
Saturdays, Sundays and Certain Holidays*	9:00 a.m.	9:00 p.m.	70%

\*Holiday discount applies on New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (fourth Thursday in November), and Christmas Day (December 25).

C. Rates

- a. Application of Rates:

The rates shown herein entitle the customer to one-party service, to receipt of incoming calls, to access to the public switched telecommunications network, to both rotary dial (dial pulse) and touch-tone signaling capability and to the ability to initiate and convey local messages to all telephones of his or her home exchange and all exchanges in the home exchange's local calling area as specified in 1.D following.

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 3  
Original Leaf No. 5  
Revised Leaf No.  
Leaf No.

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO, ELLENBORO, HARRISVILLE LAWFORD, SMITHVILLE, AND  
ROCKPORT(CONT'D)

C. Rates (cont'd)

b. Rate Schedule:

	Monthly Rate
<u>Residence</u>	
Option 1-Thrifty Caller	\$ 4.45
Option 2-Community Caller	\$10.20
Option 3-Community Plus Caller	\$17.00
Option 4-Frequent Caller	\$24.50

Business

Business Lines, Manual Access Lines (Key Lines), Automatic  
Access Lines (Trunks), and Service for Customer-Owned Coin  
Operated Telephones

	Monthly Rate
Option 1-Thrifty Caller	\$24.50
*Option 3-Community Plus Caller	\$48.00

\*Not available to Customer-Owned Coin Operated Telephones or  
to Hotel or Motel customers.

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO, ELLENBORO, HARRISVILLE LAWFORD SMITHVILLE AND  
ROCKPORT (CONT'D)

C. Rates (cont'd)

c. Usage Charges:

Usage Charges for measured rate Option 1, Option 2, and Option 3.  
calls (no usage charges apply to Option 4).

DISTANCE BANDS	AIRLINE MILES	<u>FULL RATE PERIOD</u>	
		FIRST MINUTE+ SET-UP*	EACH ADDITIONAL MINUTE
LOCAL		4.3¢	2.8¢
A	1-10	5.2¢	3.4¢
B	11-16	6.0¢	4.0¢
C	17-22	6.9¢	4.6¢

\*Includes "set-up" charge.

Residence customers who have been certified to the Telephone Company as having a hearing and/or speech impairment which requires them to communicate over telephone facilities by means other than voice and who use Data Transmitting and Receiving Terminals of speeds of 110 bauds or less, provided either by the Telephone Company or the customer, will be allowed the 50% discount during regular day periods.



(Corporate Name)

Section 3

Original Leaf No. 7

Revised Leaf No.

Superseding

Leaf No.

LOCAL EXCHANGE RATES AND REGULATIONS

CAIRO, ELLENBORO, HARRISVILLE, LAWFORD, SMITHVILLE, AND  
ROCKPORT(CONT'D)

C. Rates (cont'd)

d. Exchanges In Local Calling Area:

The Exchange Names and Numbers included in the One Party Service Local Calling Areas are as follows:

ARNOLDSBURG	655
BELMONT	665
CAIRO	628
ELIZABETH	275
ELLENBORO	869
GRANTS VILLE	354
HARRISVILLE	643
LAWFORD	349
MINERAL WELLS	489
PARKERSBURG ZONE I	295,420,
(VIENNA)	422,424,
	428,480,
	481,482,
	485,490
PARKERSBURG ZONE II	679
(DALLISON)	
PARKERSBURG ZONE III	863
(LUBECK)	
PENNSBORO	659
RAVENSWOOD	273
RIPLEY	3 72
ROCKPORT	474
SMITHVILLE	477
SPENCER	927
ST. MARY'S	684
VALLEY MILLS	464
WILLIAMSTOWN	375

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO, ELLENBORO, HARRISVILLE, LAWFORD, SMITHVILLE, ANIS  
ROCKPORT(CONT'D)

D. One-Party Service Local Calling Areas

Home Exchange and Options	Flat Rate		Measured Rate Local Service Area			
	Local	Service Area	Local	Band A	Band B	Band C
<u>CAIRO</u>						
Option I	None	Cairo	Harrisville Ellenboro Smithville	Pennsboro St. Mary's Belmont Lawford Valley Mills Elizabeth Parkersburg Z-II##	Grantsville Williamstown Mineral Wells Parkersburg Z-I#	
Option 2*	Cairo	None	Harrisville Ellenboro Smithville	Pennsboro St. Mary's Belmont Lawford Valley Mills Elizabeth Parkersburg Z-II##	Grantsville Williamstown Mineral Wells Parkersburg Z-I#	
Option 3 **	Cairo Ellenboro Harrisville Lawford Smithville	None	None	Pennsboro St. Mary's Belmont Valley Mills Elizabeth Parkersburg Z-II##	Grantsville Williamstown Mineral Wells Parkersburg Z-I#	
Option 4*	All Exchanges listed for Option 1, Local and Bands A, B and C.	None	None	None	None	None

\* Option 2 and Option 4 are not available to Business customers.

\*\* Option 3 not available to Hotel, Motel, or Customer-Owned Coin-Operated Telephone Service customers.

# Parkersburg/Vienna

## Dallison

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO, ELLENBORO, HARRISVILLE LAWFORD, SMITHVILLE, AND  
ROCKPORT (CONT'D)

D. One-Party Service Local Calling Areas (cont'd)

Home Exchange and Options	Flat Rate Local Service Area	Measured Rate Local Service Area			
		Local	Band A	Band B	Band C
<u>ELLENBORO</u>					
Option 1	None	Ellenboro	Harrisville Pennsboro Cairo	St. Mary's Smithville Belmont Lawford	Valley Mills Parkersburg Z-II##
Option 2*	Ellenboro	None	Harrisville Pennsboro Cairo	St. Mary's Smithville Belmont Lawford	Valley Mills Parkersburg Z-II##
Option 3**	Ellenboro Cairo Harrisville Lawford Smithville Pennsboro	None	None	St. Mary's Belmont	Valley Mills Parkersburg Z-II##
Option 4*	All Exchanges listed for Option 1, Local and Bands A, B and C.	None	None	None	None

\* Option 2 and Option 4 are not available to Business customers.

\* \* Option 3 not available to Hotel, Motel, or Customer-Owned Coin-Operated Telephone Service customers.

## Dallison

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 3  
Original Leaf No. 10  
Revised Leaf No.  
Leaf No.

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO ELLENBORO, HARRISVILLE LAWFORD, SMITHVILLE, AND ROCKPORT (CONT'D)

D. One-Party Service Local Calling Areas (cont'd)

Home Exchange and Options	Flat Rate Local Service Area	Measured Rate Local Service Area			
		Local	Band A	Band B	Band C
<u>HARRISVILLE</u>					
Option I	None	Harrisville	Ellenboro Cairo Pennsboro Smithville	Lawford St. Mary's Belmont	Grantsville Elizabeth Valley Mills Parkersburg Z-II##
Option 2*	Harrisville	None	Ellenboro Cairo Pennsboro Smithville	Lawford St. Mary's Belmont	Grantsville Elizabeth Valley Mills Parkersburg Z-II#
Option 3**	Harrisville Cairo Ellenboro Lawford Smithville Pennsboro	None	None	St. Mary's Belmont	Grantsville Elizabeth Valley Mills Parkersburg Z-II##
Option 4*	All Exchanges listed for Option 1, Local and Bands A, B and C.	None	None	None	None

\* Option 2 and Option 4 are not available to Business customers.

\*\* Option 3 not available to Hotel, Motel, or Customer-Owned Coin-Operated Telephone Service customers.

## Dallison

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO, ELLENBORO, HARRISVILLE, LAWFORD, SMITHVILLE AND  
ROCKPORT (CONT'D)

D. One-Party Service Local Calling Areas (cont'd)

Home Exchange and Options	Flat Rate Local Service Area	Measured Rate Local Service Area			
		Local	Band A	Band B	Band C
<u>LAWFORD</u>					
Option 1	None	Lawford	Smithville	Harrisville Grantsville Ellenboro Cairo Pennsboro	Arnoldsburg
Option 2*	Lawford	None	Smithville	Harrisville Grantsville Ellenboro Cairo Pennsboro	Arnoldsburg
Option 3 **	Lawford Cairo Ellenboro Smithville Harrisville	None	None	Grantsville Pennsboro	Arnoldsburg
Option 4*	All Exchanges listed for Option 1, Local and Bands A, B and C.	None	None	None	None

\* Option 2 and Option 4 are not available to Business customers.

\*\* Option 3 not available to Hotel, Motel, or Customer-Owned Coin-Operated Telephone Service customers.

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 3  
Original Leaf No. 12  
Revised Leaf No.  
Leaf No.

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

1. CAIRO ELLENBORO HARRISVILLE LAWFORD, SMITHVILLE AND ROCKPORT(CONT'D)

D. One-Party Service Local Calling Areas (cont'd)

Home Exchange and Options	Flat Rate Local Service Area	Measured Rate Local Service Area			
		Local	Band A	Band B	Band C
<u>SMITHVILLE</u>					
Option 1	None	Smithville	Lawford Harrisville Cairo Grantsville	Ellenboro	Arnoldsburg Elizabeth Pennsboro Parkersburg Z-II#4
Option 2*	Smithville	None	Lawford Harrisville Cairo Grantsville	Ellenboro	Arnoldsburg Elizabeth Pennsboro Parkersburg Z-II##
Option 3 * *	Smithville Cairo Ellenboro Lawford Harrisville	None	Grantsville	None	Arnoldsburg Elizabeth Pennsboro Parkersburg Z-II##
Option 4*	All Exchanges listed for Option 1, Local and Bands A, B and C.	None	None	None	None

\* Option 2 and Option 4 are not available to Business customers.

\*\* Option 3 not available to Hotel, Motel, or Customer-Owned Coin-Operated Telephone Service customers.

##Dallison

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 3  
Original Leaf No. 13  
Revised Leaf No.  
Leaf

Superseding

D. One-Party Service Local Calling Areas (cont'd)

Home Exchange and Options	Flat Rate Local Service Area	Local	<u>Measured Rate Local S4% Ares'</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<u>ROCKPORT</u>					
Option 1	None	Rockport	Mineral Wells Elizabeth	Ravenswood Parkersburg Z-I# Parkersburg Z-II## Parkersburg Z-III###	Ripley Spencer Valley Mills
Option 2*	Rockport	None	Mineral Wells Elizabeth	Ravenswood Parkersburg Z-I# Parkersburg Z-II## Parkersburg Z-III###	Ripley Spencer Valley Mills
Option 3**	Rockport Mineral Wells Parkersburg Z-I# Parkersburg Z-III###	None	Elizabeth	Ravenswood Parkersburg Z-II##	Ripley Spencer Valley Mills
Option 4*	All Exchanges listed for Option 1, Local and Bands A, B and C.	None	None	None	None

\* Option 2 and Option 4 are not available to Business customers.

\*\* Option 3 not available to Hotel, Motel, or Customer-Owned Coin-Operated Telephone Service customers.

# Parkersburg/Vienna

## Dallison

###Lubeck

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 3  
Original Leaf No. 14  
Revised Leaf No.  
Leaf No.

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

2. TOUCH-TONE SERVICE

Touch-tone service will be provided to all one-party customers of the Cairo, Ellenboro, Harrisville, Lawford, Smithville, and Rockport exchanges at no additional charge.

All public telephone service, including customer-owned coin operated telephone service, shall utilize touch-tone service.

3. TEL-ASSISTANCE SERVICE

General

Tel-Assistance Service is an offering designed to help qualified customers pay for their Local Exchange Service. Such qualified customers are charged a reduced rate for their local telephone service.

Tel-Assistance Service is available to qualified customers and is provided via the Option 1 service option.

Regulations

Tel-Assistance Service shall be made available only to qualified low income customers who are:

Either disabled or age sixty or older, and

Social security supplemental security income (SSI) benefit recipients, aid to dependent children (AFDC) benefit recipients, aid to dependent children-unemployed (AFDC-U) benefit recipients, food stamp recipients or whose total household income is at or below the income level established for SSI eligibility.

In order to qualify for Tel-Assistance, a customer must be certified by the West Virginia Department of Human Services to the Telephone Company as eligible for Tel-Assistance Service. Tel-Assistance Service will continue to be provided to a customer only so long as such customer is certified as eligible by the West Virginia Department of Human Services.



Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

3. TEL-ASSISTANCE SERVICE (CONT'D)

Regulations (cont'd)

When the Telephone Company receives notice from the West Virginia Department of Human Services, or from the customer, that the customer is no longer eligible for Tel-Assistance Service, the Telephone Company will then notify the customer that the Tel-Assistance Service will be disconnected or changed to another option of residential service.

No other Local Exchange Service may be provided on the same premises with a Tel-Assistance Service to either the Tel-Assistance Service customer or any other person. In addition, a Tel-Assistance Service customer may not subscribe to foreign exchange service.

Tel-Assistance Service is Local Exchange Service, and as such, is subject to the regulations governing Local Exchange Service. The rates specified herein for Tel-Assistance Service apply in lieu of the rates for Local Exchange Service found elsewhere in this tariff, except as may otherwise be specified following.

Rates

Tel-Assistance Residential Service shall consist of an individual, residential local exchange dial access line and an allowance for usage. "Usage" means the usage-sensitive charges for all completed local calling area and toll calls made over the customer's telephone line, including all intraLATA toll calls billed by the Telephone Company. This service shall be provided through an individual measured line at the lowest priced service option available. No other local voice telephone service may be provided to the dwelling place of Tel-Assistance customer, nor may individual line foreign zone nor foreign exchange service be provided.

The monthly Tel-Assistance rate shall be the Option I-Thrifty Caller rate, at all locations, in all of the Company's exchanges.

This rate provides for a \$2.00 monthly, non-transferable usage credit. All usage in excess of \$2.00 shall be charged to the customer at the applicable tariffed rates. Usage credit may not transfer to successive months.

Neither order processing charges nor line change charges will be levied in changing a customer to or from Tel-Assistance Service. Charges for other service activities, including those for changing service from one dwelling to another, shall be made at the applicable tariffed rates.

LOCAL EXCHANGE RATES AND REGULATIONS

3. TEL-ASSISTANCE SERVICE (CONTD)

Rates (cont'd)

Tel-Assistance subscribers are not required to pay the Federal Subscriber Line Charge.

A first-time Tel-Assistance subscriber may, at his or her option and for a period of 120 days following the commencement of his or her Tel-Assistance Service, change back to the service he or she had immediately prior to commencement of his or her Tel-Assistance service, and the following regulations will be in effect for such changes in service:

No nonrecurring service change charges will apply.

The customer will be billed only the local exchange rates and charges for the time that his or her Tel-Assistance Service was in effect that would have been charged for that period had the subscriber not subscribed to Tel-Assistance service.

4. LOW-INCOME PROGRAMS

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers one (1) low-income assistance program. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

A. Lifeline Assistance

1. General

Lifeline Assistance is a retail service offering available to qualifying low-income subscribers, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for broadband or for the following package of services: voice-grade access to the public switched network; voice grade access to the public switched network or its functional equivalent; minutes of use for local service provided at no additional charge to end users; access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems; and toll limitation services to qualifying low-income consumers.

(C)

LOCAL EXCHANGE RATES AND REGULATIONS

4. LOW-INCOME PROGRAMS (CONT'D)

A. Lifeline Assistance (Cont'd)

2. Regulations

a) Unless other eligibility requirements are established by the Commission, Lifeline Assistance is available to all subscribers who participate in one of the following programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps; Supplemental Security Income (SSI); Federal Public Housing Assistance; Veteran's Pension or Survivor's Pension benefit, or whose household income is below 135% of the Federal Poverty Guidelines for a household of that size.

(C)  
(C)  
(C)  
(C)

b) The method of verification of the eligibility criteria set forth above shall be a national eligibility verifier. Until the national eligibility verifier has been established to verify eligibility in the state, the verification method will be self-certification by the recipients of the eligible programs. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.

(C)  
|  
(C)

c)

d) A subscriber may elect at the time of subscription or later to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.

LOCAL EXCHANGE RATES AND REGULATIONS

4. LOW-INCOME PROGRAMS (CONT'D)

A. Lifeline Assistance (Cont'd)

2. Regulations (Cont'd)

a) Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Company first obtains a waiver from the Commission by demonstrating to the Commission that the Company would otherwise incur substantial costs, that the Company offers toll limitation without charge, and that telephone subscribership among low-income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in West Virginia. The Company shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of using a waiver, if granted. The Company may apply for waivers as necessary.

f) The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll limitation from the Company.

3. Lifeline Assistance provides a Federal credit of \$9.25 on the subscriber's monthly service bill.

4. For voice service, the Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customers' federal End-User Common Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate. (C)

5. (D)  
(D)  
(D)

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

4. LOW-INCOME PROGRAMS (CONT'D)

A. Lifeline Assistance (Cont'd)

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

B. Link Up

1. General

The Link Up program has been eliminated by the Federal Communications Commission effective April 1, 2012.

(C)  
(C)

(D)

(D)

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

4. LOW-INCOME PROGRAMS (CONT'D)

(D)

(D)

- C. All aspects of the Lifeline Assistance program shall be subject to the interpretation of applicable Federal regulations and any directives which may from time to time be prescribed by the Universal Service Administrative Company. These rules are separate and apart from any rules prescribed as part of a state Universal Service program.

(C)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 12-0422-T-T dated April 17, 2012, effective May 6, 2012.

Issued April 6, 2012

Effective May 6, 2012

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

5. CUSTOMER-OWNED COIN OPERATED TEL PHONES

(M)

General

Service for Customer-Owned Coin Operated Telephones (COCOT) is a type of business individual fully measured line exchange service designed for use with Customer-Owned coin operated telephones. In addition to the following regulations, customers must also comply with all applicable Rules and Regulations of the Public Service Commission of West Virginia.

Regulations

Explanation of Terms:

Inward Call Screening -

Inward Call Screening, which is included with Service for CustomerOwned Coin Operated Telephones, is an arrangement which identifies and disallows collect and third number calls to the Service for Customer-Owned Coin Operated Telephones.

Outward Call Screening -

Outward Call Screening when used in connection with Service for Customer-Owned Coin Operated Telephones, is an optional arrangement whereby outgoing calls, which are routed to a Telephone Company operator, will be processed either on a bill to a third number, collect call or calling card basis as instructed by the calling party.

Service for Customer-Owned Coin Operated Telephones will be furnished where, in addition to use by the customer, there is a requirement for service by persons other than the customer, the customer's employees or the customer's representatives. An executed copy of the Public Service Commission of West Virginia's Registration Form must accompany each request for service.

The Customer-Owned coin operated telephone must be so arranged as to permit its users to place calls to Universal Emergency Number 911 Services, the Telephone Company's operator, 800 Service numbers and Switched Access Service Feature Group B without charge or the requirement of any coin insertion.

(M)

(M) Material moved from original Leaf No. 17

Superseding

LOCAL EXCHANGE RATES AND REGULATIONS

5. CUSTOMER-OWNED COIN OPERATED TELEPHONES

(M)

Regulations (cont'd)

The customer-owned coin operated telephone must also be arranged so as to permit the completion of long distance calls and calls within the local calling area of the exchange providing service to the customer-owned coin operated telephone.

Only one customer-owned coin operated telephone will be permitted to be connected to each Service for Customer-Owned Coin Operated Telephones.

Dialing instructions must be prominently displayed on the customer-owned coin operated telephone. The customer-owned coin operated telephone must be clearly identified as being provided by the customer and not the Telephone Company. Such information must also advise the user as to where and how to direct claims and inquiries, and to report malfunctioning telephones.

It is the responsibility of the customer to place a prominent notice on each customer-owned coin operated telephone that will provide the customer's name, address and telephone number, the Public Service Commission registration number and the street address or other physical location identifier of the customer-owned coin operated telephone.

All Service for Customer-Owned Coin Operated Telephones must be equipped with TouchTone Calling service.

If Service for Customer-Owned Coin Operated Telephones is the end user's only exchange telephone service, the billing account for the Service for Customer-Owned Coin Operated Telephones must be the end user's.

In the Cairo, Ellenboro, Harrisville, Lawford, Smithville, and Rockport exchanges, Service for Customer-Owned Coin Operated Telephones shall be Business Option 1 service.

Rates

Outward Call Screening, per access line, per month - \$2.00

Other rates and charges and local service areas for "Service for Customer-Owned Coin Operated Telephones" are specified in other sections of this tariff, as appropriate.

(M)

(M) Material moved from original Leaf No.



Superseding

SECTION 4

MILEAGE CHARGES

1. EXTENSION LINE MILEAGE ...	1
2. PRIVATE LINE SERVICE ...	1
3. LEASED LINES ...	1
4. FOREIGN EXCHANGE SERVICE ...	2
5. RATES ...	2-3

Superseding

MILEAGE AND ZONE CHARGES

1. EXTENSION LINE MILEAGE

Between points in different buildings on continuous property:

Each line per 1 /4 mile or fraction, per month ... \$1.75

Between points on non-continuous property:

First 1/4 mile or fraction thereof, each line, per month ... \$4.75

Each additional 1/4 mile or fraction thereof, each line, per month ... \$1.75

The shortest airline measurement applies between access line's points of termination at subscriber premises.

2. PRIVATE LINE SERVICE

When a line is furnished for private telephone use without local exchange service, or for operation of a signaling device, the following mileage rates apply:

First 1/4 mile or fraction thereof, each month ... \$4.75

Each additional 1/4 mile or fraction thereof, per month ... \$1.75

The shortest airline measurement applies between access line's points of termination at subscriber premises.

3. LEASED LINES

When available or when they can be conveniently provided at reasonable cost, the Telephone Company's wire facilities will be leased for private and special use to either the general public or other carriers under the following terms and conditions:

For each 1/4 mile or fraction thereof ... \$2.25

The minimum monthly charge for any leased line or circuit is equivalent to the applied rate for 3/4 mile. Minimum nonrecurring charge to establish a radio broadcast loop is \$80.00

Charges for leased lines are computed on airline measurement between the respective terminals; terminals meaning the first and last points of contact with the Telephone Company's facilities.

Superseding

MILEAGE AND ZONE CHARGES

4. FOREIGN EXCHANGE SERVICE

Foreign exchange service is not offered as a normal or customary form of telephone service because it serves to violate boundary lines which have been established, and gives subscribers to this service definite advantages over other subscribers. However, when facilities are available, and service conditions will permit, the Company may furnish this service subject to the following regulations and rates.

Foreign exchange service, except as noted below, is limited to one-party or PBX trunk lines. When foreign exchange service is furnished by means of a branch exchange trunk line, connections to the trunk line at the branch exchange switchboard are restricted to the access lines connected with and in the immediate vicinity of the branch exchange switchboard.

When foreign exchange service is furnished to an exchange of another company, the subscriber must also have service from their local exchange.

Calls over the foreign exchange line must be restricted to other stations in the local service area of the foreign exchange.

5. RATES

Non-Adjoining Exchanges

The subscriber is charged the one-party or trunk line rate at the foreign exchange, plus line mileage, airline measurement, between the toll rate centers of the local and foreign exchange at the monthly rate of \$.90 per 1/10 mile or fraction thereof.

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 4  
Original Leaf No. 3  
Revised Leaf No.  
Leaf No.

Superseding

MILEAGE AND ZONE CHARGES

5. RATES (CONT'D)

Adjoining Exchanges

(Where service is provided by a physical connection across the boundary.) The subscriber is charged the rate applicable to the grade of service at the exchange boundary plus, line mileage from the exchange boundary at the monthly rate of

One-Party or trunk, each 1/2 mile ...	\$ 4.75
Two-Party, each 1/2 mile ...	\$ 2.90
Four-Party, each 1/2 mile ...	\$ 2.00

All rates are per month or fraction thereof.

Where one-party foreign exchange service is provided and no facilities are available to provide a physical connection across the boundary, the rates applicable to non-adjointing exchanges shall apply.

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 5

Original Leaf No. Contents

Revised Leaf No.

Leaf No.

Superseding

SECTION 5

PUBLIC AND SEMI-PUBLIC TELEPHONES

PUBLIC TELEPHONES ...	I
2. SEMI-PUBLIC TELEPHONES ...	1-2

Superseding

PUBLIC AND SEMI-PUBLIC TELEPHONES

1. PUBLIC TELEPHONES

Public telephones are provided for the use of the public at convenient and accessible places. They are primarily intended for outgoing calls and, therefore, are not listed in the directory.

The decision of whether or not a public telephone shall be provided, the number of such telephones needed, the character of the telephones, and their exact location, rests with the Telephone Company.

Persons on whose premises public telephones are located are required to become and act as agents for the Telephone Company in supervising the use of such telephones.

The charge for an unlimited length call from a public telephone to any access line in the Option 3 flat rate calling area of the home exchange in which the public telephone is located is twenty-five cents (\$.25).

There is no charge to call "0", "00", "911 " or Directory Assistance. All other calls made from a public telephone are toll calls and will be rated rate center to rate center, as appropriate, using the applicable toll rate schedule of the toll carrier which carries the call.

Where the receipts for local messages are such that a public telephone is, in the opinion of the Telephone Company, no longer warranted, it may remove the telephone, or, with the consent of the agent, convert it to a semi-public telephone.

2. SEMI-PUBLIC TELEPHONES

Semi-public telephones are provided in locations more or less public, but not sufficiently frequented to warrant a public telephone. It is a subscriber form of business service furnished at business locations when a listing in the telephone directory is desired in connection with coin box service. The directory listings are furnished in accordance with the provisions for business telephone listings set forth in this tariff.

The service is provided only at locations convenient for use by the general public and for customers, agents, and clients of the subscriber when the locations are readily accessible to the Telephone Company for collection and maintenance. The service is not available for use at residence locations.

Superseding

PUBLIC AND SEMI-PUBLIC TELEPHONES

2. SEMI-PUBLIC TELEPHONES (CONT'D)

The Telephone Company reserves the right to refuse to furnish semi-public service at any locations where the conditions specified in this tariff are not met. In addition the Telephone Company reserves the right to discontinue furnishing the service at locations where the characteristics and/or usage change to the extent that the conditions specified in this tariff are no longer being met.

For all messages originated at semi-public telephones, the rates established for public telephones apply.

The customer shall take all reasonable precautions to protect the Telephone Company against robbery or pilferage of its property on customer's premises, including moneys deposited in coin collecting receptacles, and against the fraudulent use of such facilities including the use of slugs, and spurious, mutilated or foreign coins.

The following rate is applicable:

ALL EXCHANGES

(Refer to "Option 3" on leafs 8-13  
in Section 3 of this tariff to  
determine the local service area of  
each exchange.)

Per Month

\$24.50

The above noted flat monthly charge is in addition to the established charges for local and toll calls originating at the semi-public telephone. Extensions are allowed only when used with privacy circuitry which prevents any eavesdropping between the semi-public telephone and the extension(s). Such extensions may not be used to originate calls.

Business service connection charges, as indicated in Section 7 are applicable to semi-public telephones.

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 6  
Original Leaf No.           
First Revised Leaf No. Contents  
Original Leaf No. Contents

Superseding

SECTION 6

TOLL ACCESS, AND BILLING AND COLLECTION RATES

1. TOLL RATES .....	1
2. INTRASTATE ACCESS CHARGES .....	1
3. INTRASTATE BILLING AND COLLECTION SERVICES .....	4 (C)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 12-0047-T-T dated February 13, 2012, effective February 13, 2012.

Issued: January 17, 2012

Effective: February 13, 2012



TOLL, ACCESS, AND BILLING AND COLLECTION RATES

1. TOLL RATES

Toll calls are subject to the rates and regulations of the interexchange carrier selected by the customer.

2. INTRASTATE ACCESS SERVICES

2.1 General

The Company concurs in National Exchange Carrier Association Tariff FCC No.5 effective July 1, 1997.

Carrier Common Line per Minute – Terminating Only	\$0.00000	
Residual Interconnection Charge per Minute – Terminating Only	\$0.00000	
Local Switching – Terminating Only	\$0.005000	(D)
DA Information Surcharge – Terminating Only	\$0.000000	
Tandem Switched Transport Facility – Terminating Only	\$0.000433	(I)
Tandem Switched Termination – Terminating Only	\$0.002247	(I)

Any applicable Dedicated Transport element rates will be equal to the rates as specified in the Telephone Company's applicable federal access tariff.

2.2 Identification and Rating of Toll VoIP-PSTN Traffic

(A) Scope

This section governs the identification and billing of VoIP-PSTN Traffic, unless the parties have agreed otherwise, pursuant to the Federal Communications Commission Report and Order in WC Docket Nos. 10-90, etc., FCC Release No. 11-161 (November 18, 2011) ("FCC November 18<sup>th</sup> Order") and the Second Order on Reconsideration in WC Docket Nos. 10-90, etc., FCC Release No. 12-47 (April 25, 2012).

- (1) For purposes of this tariff section, "VoIP-PSTN Traffic" is defined, consistent with 47 C.F.R. § 51.701 (b)(3), as interexchange (access) telecommunications traffic exchanged between Telephone Company and another telecommunications carrier in Time Division Multiplexing ("TDM") format that originates and/or terminates in IP format and that otherwise meets the definitions in 47 C.F.R. § 51.701 (b)(1) or (b)(2). Telecommunications traffic originates and/or terminates in IP format if it originates from and/or terminates to an end-user customer of a service that requires Internet protocol-compatible customer premises equipment.

(B) Interstate and Intrastate Rates Apply

- (1) Intrastate, interexchange VoIP-PSTN Traffic identified in accordance with this tariff section that terminates to the Telephone Company will be billed at rates equal to the Telephone Company's applicable tariffed interstate switched access rate as specified in 2.2(H) following.

TOLL. ACCESS, AND BILLING AND COLLECTION RATES (CONT'D)

2. INTRASTATE ACCESS SERVICES (CONT'D)

2.2 Identification and Rating of Toll VoIP-PSTN Traffic (Cont'd)

(B) Interstate and Intrastate Rates Apply (cont'd)

- (2) Effective July 13, 2012, intrastate, interexchange VoIP-PSTN traffic identified in accordance with this tariff section that originates from the Telephone Company will be billed at the applicable tariffed intrastate switched access rates as specified in Section 2.1 above until June 30, 2014. Prior to July 13, 2012 and after June 30, 2014, intrastate, interexchange VoIP-PSTN traffic identified in accordance with this tariff section that originates from the Telephone Company will be billed at the applicable tariffed interstate switched access rates as specified in Section 2.2.(H).

(C)  
|  
(C)

(C) Calculation and Application of Percent-VoIP-Usage Factors

The traffic minutes of use ("MOU") to which interstate rates will be applied under this section will be determined by the Telephone Company by calculating a Percent VoIP Usage ("PVU") factor to be applied to the total intrastate access MOU terminated by the Customer to the Telephone Company's end user as follows:

(C)

- (1) The Customer will calculate and furnish to the Telephone Company a factor (the "PVU") representing the percentage of the total intrastate and interstate access MOU that the Customer terminates to the Telephone Company in West Virginia that originated from an end-user customer using a service that requires Internet protocol-compatible customer premises equipment.
- (2) The Customer shall not modify its reported PIU factor to account for VoIP-PSTN traffic.
- (3) The PVU information and supporting documentation supplied by the Customer shall be based on information that is independently verifiable by the Telephone Company, including but not limited to the number of the Customer's or an underlying service provider's retail VoIP subscriptions in the state (e.g. as reported on FCC Form 477), traffic studies, actual call detail or other relevant and verifiable information. The Telephone Company may reject unverified or unverifiable assertions that the traffic is VoIP-PSTN Traffic.
- (4) The Customer shall retain the call detail, work papers and information used to develop the PVU factors for a minimum of one year.

(C)  
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(C)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 12-0782-T-T dated July 13, 2012, effective July 13, 2012.

TOLL. ACCESS, AND BILLING AND COLLECTION RATES (CONT'D)

(N)

2. INTRASTATE ACCESS SERVICES (CONT'D)

2.2 Identification and Rating of Toll VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factors (cont'd)

- (5) If the Customer does not furnish the Telephone Company with PVU factors, along with the relevant and verifiable supporting documentation described above, the Telephone Company will utilize PVU factors equal to zero.
- (6) In the event that the Customer fails to provide satisfactory demonstration of the PVU factors consistent with this tariff, the Telephone Company shall bill and the Customer shall pay intrastate access rates until such time as the Customer complies with the tariff and provides satisfactory information. In the event that the Customer provides satisfactory information subsequently, the interstate access rates shall apply prospectively as of the next billing period and retroactively back to the date upon which the dispute commenced. In the event of a dispute, the Customer shall pay the Telephone Company's intrastate access rates pending the resolution of such dispute, subject to refund by the Telephone Company.

(D) Initial Implementation of PVU Factors

- (1) The Telephone Company will apply PVU factors on the next bill date provided that the PVU factors and the relevant and verifiable supporting documentation described above are provided to the Telephone Company at least 15 days prior to the next bill date. Factors that are received less than 15 days before the next bill date, will be applied on the bill date following the next bill date.
- (2) The Telephone Company may choose to provide credits based on the PVU factors on a quarterly basis until such time as the billing system modifications can be implemented.

(E) PVU Factor Updates

The Customer may update the PVU factors quarterly using the method and reporting requirements forth in (C)(1), (2), (3) and (4) preceding. If the Customer chooses to submit such updates, it shall forward to the Telephone Company, no later than 15 days after the first of January, April, July and/or October of each year, revised PVU factors based on data for the prior three months, ending the last day of December, March, June and September, respectively. The revised PVU factors will serve as the basis for future billing and will be effective on the next bill date, and shall serve as the basis for subsequent monthly billing until superseded by new PVU factors. No prorating or back billing will be undertaken based on the updated PVU factors.

(N)

TOLL. ACCESS, AND BILLING AND COLLECTION RATES (CONT'D)

2. INTRASTATE ACCESS SERVICES (CONT'D)

2.2 Identification and Rating of Toll VoIP-PSTN Traffic (Cont'd)

(F) PVU Factor Verification

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

(G) PVU Factor Implementation

(1) If a PVU factor calculated and submitted in accordance with the terms of this tariff is provided by the Customer, but cannot be implemented in the Telephone Company's billing systems upon the effective date of this tariff provision, the Telephone Company will adjust the Customer's bills to reflect the PVU retroactively to the effective date of this tariff provision.

(H) Interstate Rates

The rates below are from the NECA Tariff F.C.C. No. 5 effective July 1, 2016.		(C)
Local Transport Facility, per minute per mile	\$0.000433	(I)
Local Transport Termination, per minute	\$0.002247	(I)
End Office Local Switching, per minute Originating	\$0.014398	
End Office Local Switching, per minute Terminating	\$0.005000	(D)
End Office Info Surcharge, per minute Originating	\$0.000528	
End Office Info Surcharge, per minute Terminating	\$0.000000	
800 Data Base Query, per call	\$0.005600	

3. INTRASTATE BILLING AND COLLECTION SERVICES

Per the Commission's Order of May 29, 1987, in Cases No. 86-038-T-C, et al., the Armstrong Telephone Company-Northern Division will provide "Intrastate Billing and Collection Services" to interexchange carriers under the same terms, conditions, rates, and charges that Armstrong Telephone Company-Northern Division provides "Interstate Billing and Collection Services" to each such interexchange carrier.

Superseding

SECTION 7

SERVICE CHARGES

1. DEFINITIONS OF APPLICABLE SERVICE CHARGES ...	1
2. APPLICATION OF SERVICE CHARGES ...	1 - 5
3. SCHEDULE OF CHARGES ...	5

Superseding

### SERVICE CHARGES

#### 1. DEFINITIONS OF APPLICABLE SERVICE CHARGES

##### General

The term Service Charge is defined as the non-recurring charge or charges applying to the ordering, installing, moving, changing, rearranging and/or furnishing of telephone service. The charges are separately established as follows in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

##### Service Order Charge

Applicable for receiving information and taking action in connection with a customer's or applicant's request.

##### Premises Visit Charge

Applicable for a required trip to customer's premises in order to do any work beyond the primary jack in connection with establishment of service, rearrangement of service, etc., when requested by the customer.

##### Central Office Network Access Charge

Applicable for the testing and connecting functions required within the central office and for the work associated with the circuit extending from the serving central office to and including the protector on the customer's premise.

#### 2. APPLICATION OF SERVICE CHARGES

##### General

Service charges are applicable to the establishment or changing of service, the assumption of service by a different customer and the movement of service from one premise to another.

Changes in locations of existing terminations to points outside the customer's premises are considered new installations at the new location.

The non-recurring charge applicable for the establishment of foreign exchange service is the total of those non-recurring charges applicable within the local and foreign exchanges.

Superseding

SERVICE CHARGES

2. APPLICATION OF SERVICE CHARGES (CONT'D)

General cont' d)

The combination of charges applicable for a move or change of service will not exceed the charges applicable for a new installation of that equipment or service except as specified below.

Incorporated in this section is the assumption that the customer will allow the Company to complete the requested operations in a manner determined by the Company to be reasonable and efficient. When the customer insists, after thorough explanation by the Company of the additional charges which would be applicable, that the Company carry out additional or extraordinary work which would not otherwise be required to complete the desired operation, charges in addition to those applicable as specified in this section may be applied. Additional work operations such as premises visits made to deliver new telephone number designations or additional service orders processed to effect multiple completion dates requested by the customer will be charged for at the levels specified in the Schedule of Charges. Other activity necessitated by requests of the customer such as work during other than normal business hours will be charged for at levels not to exceed differential costs of labor and material. This provision in no way relieves the Company from the requirement of providing reasonable and efficient service at the charges specified in this tariff

Service charges do not apply for:

Normal maintenance and repair of the Company's facilities, equipment and service including work functions other than those required due to customer request.

Company initiated orders, e.g., a number change required by a replacement cutover, at the Company's initiative, of obsolete equipment or services, etc.

Record change orders issued for corrective purposes.

Change or correction in name or billing address for widows or widowers only when there is no connection, disconnection, move, or change in service.

No service charges apply for disconnection, discontinuance, or removal of service.

Superseding

SERVICE CHARGES

2. APPLICATION OF SERVICE CHARGES (CONT'D)

General (cont'd)

No service charge applies for the re-establishment of same or equivalent service as determined by the Telephone Company, for the same subscriber, at a location which has been destroyed or made inaccessible by fire, wind, or water. Service charges do apply for establishment of service at a new location for a temporary period, for establishment of service at a new and permanent location, or for re-establishment of service at the same location for other than the previous customer.

No service charge may be applied to a customer for merely reporting to the Telephone Company the FCC Registration Number, Ringer Equivalency Number, or grandfathered status of any customer-provided terminal equipment.

Service Order Charge

Only one service charge is applicable for requests for the same customer made at one time, for service at one premise, with the same requested completion date. A service order charge is applicable for the initial connection or establishment of telephone service, and to all other customer requests for record changes and for installing, moving, changing, or rearranging telephone service.

Premises Visit Charge

Premises Visit Charges are applicable:

If a premises visit is required to do work beyond the protector in order to complete any requested work on the customer's premises except as provided in below.

For visits to each premises required due to the customer's request except when such visits are solely for the purpose of responding to a report of service difficulty when the source of the problem is in the protector or on the Telephone Company's side of the protector.

For each return visit to the customer's premises which is required due to requests of or limitations imposed by the customer.



Superseding

SERVICE CHARGES

2. APPLICATION OF SERVICE CHARGES (CONT'D)

Premises Visit Charge (cont'd)

The Premises Visit Charge does not apply for:

Return trips to the same premises required due to time, equipment, or service limitations of the Company.

Removal of service.

Central Office Network Access Charge

The central office network access charge applies to work performed in the central office and extending to and including the protector at the customer's premises. The charge applies for work including but not limited to:

Connection or reconnection of local exchange lines, FX lines, local private lines, local off-premises extension lines, and local tie lines when done at customer request (one charge per item).

Customer-initiated number change on a local exchange central office network access line or trunk (one charge per item).

Restoration of service.

Customer-initiated change in grade of service.

Customer-initiated change from rotary dialing to touch dialing (DTMF) and vice versa.

Charges, if any, applicable to central office work in exchanges of other companies are those applicable for that company.

Central office network access charges do not apply for:

Transfer of service from one customer to another when there is no lapse in service (supersedure).

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 7  
Original Leaf No. 5  
Revised Leaf No.  
Leaf No.

Superseding

SERVICE CHARGES

2. APPLICATION OF SERVICE CHARGES (CONT'D)

Central Office Network Access Charge (cont'd)

If a number change is necessitated by a change in grade of service, by a rotary dial/touch dial change or by a service restoration or reconnection, only one central office network access charge per access line changed applies.

For requests for "changes in telephone number" of central office lines or trunks, one service order charge plus, for each number changed, a central office network access charge will apply.

For changes in telephone number of other than central office lines or trunks, one service order charge and one premises visit charge, as appropriate, will apply plus a charge per PBX station line changed.

The above charges do not apply when, in the judgment of the Company, changes in telephone number are necessary for continuation of satisfactory service.

3. SCHEDULE OF CHARGES

	<u>Residence</u>	<u>Business</u>
Service Order Charge, each ...	\$8.00	\$10.00
Premises Visit Charge, each	\$7.00	\$ 7.00
Central Office Network Access Charge, each ...	\$7.00	\$10.00

Armstrong Telephone Company - Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone

Section 8

Original Leaf No.

Fourth Revised Leaf No. Contents

Superseding

Third Leaf No. Contents

SECTION 8

MISCELLANEOUS SERVICE AND EQUIPMENT

1. DIRECTORY SERVICES	1
2. SUPPLEMENTAL SERVICES	2
3. MAINTENANCE SERVICE CHARGES-TROUBLE DUE TO CUSTOMER FACILITIES	2
4. 700/900 CALL RESTRICTION (BLOCKING) SERVICE	3
5. INTERNATIONAL CALL RESTRICTION (BLOCKING) SERVICE	4
6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911"	4-15
7. TOLL BLOCKING SERVICE	16
8. DIRECTORY ASSISTANCE	17 (I)

Issued: September 22, 2000

Effective January 1, 2001

ISSUED BY AUTHORITY OF AN ORDER  
OF THE P. S. C. OF W. VA.  
Case No. 00-1432-T-T  
Date 12-28-00

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 8  
Original Leaf No. 1  
Revised Leaf No.  
Leaf No.

Superseding

MISCELLANEOUS SERVICE AND EQUIPMENT

1. DIRECTORY SERVICES

Service Connection Charges

In addition to the recurring monthly charges for directory listings and non-published service, the applicable service connection charges noted in Section 7 also apply.

Directory Listings

Directory listings shall be made in accordance with regular and ordinary practices by Telephone Companies in such listings.

One listing, termed the primary listing, shall be provided without charge, for each customer service. Additional listings shall be charged as follows:

Business listing ...	\$.75 per month
Residence listing ...	\$.75 per month
Foreign listing ...	\$.75 per month

Non-Published Service

A telephone number is non-published when it is omitted from the directory and Information of Records of the Telephone Company. Upon request, a subscriber may obtain a non-published number. In addition, the customer is required to sign a written statement releasing the Telephone Company from all responsibility for all losses and liability arising from such an arrangement. Unless the specific call number is given by the party calling, connection will not be established with a telephone having non-published service. The Telephone Company will take reasonable precautions to prevent the disclosure of non-published numbers, but will not be liable should such a number be divulged inadvertently. Under emergency conditions, a call may be connected by an operator.

An additional monthly charge of \$1.20 per month shall be made to subscribers requesting nonpublished service.

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 8  
Original Leaf No. 2  
Revised Leaf No.  
Leaf No.

Superseding

MISCELLANEOUS SERVICE AND EQUIPMENT

2. SUPPLEMENTAL SERVICES

Rotary Number Calling

Rotary number calling is defined as hunting only in a forward direction from the line whose number was dialed. Subscribers, other than key system or PBX subscribers, may request consecutive numbers to rotate from busy line to idle line when being called, when such equipment is available.

Per month, each line equipped ... \$ .75

(Credit Card Calling Service (Without Subscribing to Our Local Service))

Per month ... \$8.00

Special Types of Service

In cases where customers desire some special type of service for which provision is not otherwise made, a rate and/or charge shall be quoted based on the cost of furnishing such service, whenever, in the judgment of the Telephone Company there is no reason for refusing to render the special service desired.

3. MAINTENANCE SERVICE CHARGES - TROUBLE DUE TO CUSTOMER FACILITIES

The customer shall be responsible for the payment of the charges indicated below for visits by the Company to the customer's premises and/or central office tests performed where a service difficulty is not caused by the Company's facilities.

Per maintenance service call:

First one-hour (1) or fraction thereof... \$45.00  
Each additional 1/2 hour thereafter  
or major part thereof ... \$22.50

Superseding

MISCELLANEOUS SERVICE AND EQUIPMENT

4. 700/900 CALL RESTRICTION SERVICE

General

The 700/900 Call Restriction Service is an arrangement which prohibits 11-digit direct-dialed access to 700 and 900 service telephone numbers from selected Local Exchange Service lines.

Regulations

The 700/900 Call Restriction Service is provided only on Local Exchange Service individual lines served by electronic switching equipment capable of providing this option.

Customers may elect to restrict calls to 700 service telephone numbers only, 900 service telephone numbers only, or both 700 and 900 service telephone numbers.

Rates

700/900 Call Restriction Service, per line arranged:

	<u>Per Month</u>
700 Restriction, 900 Restriction or 700 and 900 Restriction ...	None*

\* No Service Charge applies:

In an exchange during the first six months after the exchange becomes equipped to provide this option.

When installed coincident with the establishment of the associated individual line.

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 8  
Original Leaf No. 4  
Revised Leaf No.  
Leaf No.

Superseding

MISCELLANEOUS SERVICE AND EQUIPMENT

5. INTERNATIONAL CALL RESTRICTION (BLOCKING) SERVICE

General

The International Call Restriction (Blocking) Service is an arrangement which prohibits direct-, dialed access to International telephone numbers from selected Local Exchange Service lists.

Regulations

The International Call Restriction (Blocking) Service is provided only on Local Exchange Service individual lines served by electronic switching equipment capable of providing this option.

Rates

International Call Restriction (Blocking) Service, per line arranged:

	<u>Per Month</u>
International Restriction ...	\$0.00*

\* The service order charge and the central office network access charge, as indicated in Section 7, Leaf 7, apply.

No service charges apply when installed coincident with the establishment of the associated individual line.

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911"

General

When requested to do so, the Telephone Company will provide universal Central Office number "911" for the use of a Public Safety Answering Point engaged in assisting a Public Agency in the protection of the safety and/or property of the general public. It is intended that the use of the "911" telephone number will provide the public with rapid and direct telephone access to a Public Safety Answering Point. "Basic" 911 Service is provided upon request in digital central offices according to P.S.C. Rules and Regulations for the Government of Telephone Utilities, Section 9, Local Emergency Telephone System.

Armstrong Telephone Company-Northern Division  
(Corporate Name)

P.S.C. No. 3 Telephone  
Section 8  
Original Leaf No. 5  
Revised Leaf No.  
Leaf No.

Superseding

MISCELLANEOUS SERVICE AND EQUIPMENT (CONT'D)

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911" (CONT'D)

Definitions

Automatic Location Identification (ALI) - is a feature which forwards a name and address associated with the telephone number from which the call originated to the Public Safety Answering Point for display on associated customer premises equipment. Additional telephones with the same number as the calling party's (secondary locations, off-premise extension lines, etc.) will be identified with the listed address of the calling party's listed number.

ALI Database Equipment - customer-provided equipment used to store and access ALI Database information.

ANT/ALI Controller - customer-provided interface equipment connecting PSAP Terminal Equipment with "E911" lines from a control central office.

Control Central Office - a Telephone Company-designated switching center capable of connecting 911 calls from an originating central office to a PSAP location.

Dedicated Line - a communication path connecting a Public Safety Answering Point to one or more locations through other than Exchange Access Lines. This includes private lines, tie lines, and on-premises channels.

Dial Line - a communication path connecting a Public Safety Answering Point to various other points by dialing a numeric code or codes. This includes Exchange Access Lines, Private Branch Exchange Lines, Centrex Lines, and Intercommunication Lines.

Emergency Services - those services, including but not limited to fire fighting, law enforcement, ambulance, and medical, provided for the protection and/or preservation of persons and/or property in circumstances of immediate and significant threat of injury or harm.

Local Government - any political subdivision or any combination or group thereof, within the State of West Virginia.

Master Street Address Guide (MSAG) - a perpetual database defining the geographic area of a 911 service by an alphabetical list of the street names, the low and high ranges of the address numbers on each street, the community names, and the PSAP location.



Armstrong Telephone Company-Northern Division	P.S.C. No. 3 Telephone
(Corporate Name)	Section <u>8</u>
	Original Leaf No. <u>6</u>
	Revised Leaf No.
Superseding	Leaf No.

MISCELLANEOUS SERVICE AND EQUIPMENT

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911" (CONT'D)

Definitions (cont'd)

Non-Switched Call - a telephone call carried over exchange facilities from the calling party (originating station) to the called party (terminating station) via a directly routed circuit

Originating Central Office - a Telephone Company facility housing the switching system and related equipment that provides a telephone service for customers in an immediate geographical area.

Public Agency - the State of West Virginia, or any city, county, city and county, municipal corporation, public district, or public authority located in whole or part within the State which provides or has the authority to provide fire fighting, law enforcement, ambulance, medical, or other emergency services.

Public Safety Agency - a functional division of a Public Agency which provides fire fighting, law enforcement, ambulance, medical, or other emergency services.

Public Safety Answering Point (PSAP) - a location operated and maintained by a Public Agency or Public Safety Agency at which requests for fire fighting, law enforcement, ambulance, medical, or other emergency services are answered.

Subscriber Record Information (SRI) - the database of the Telephone Company's access line records used by the customer as a source to construct the MSAG and ALI database. Because SRI is a billing database, the Company-provided information may not reflect actual customer location.

Switched Call - a telephone call carried over exchange facilities which is routed in such a manner that a direct and continuous circuit is not provided.

MISCELLANEOUS SERVICE AND EQUIPMENT

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911" (CONT'D)

Description

(a) In providing this service, the Telephone Company will arrange to route "911" telephone calls from telephones with a specified Numbering Plan Area Code and Central Office designation(s) to a Public Safety Answering Point specified by an appropriate Public Agency. A Public Safety Answering Point must be prepared to receive all "911" calls and to dispatch, or to request an appropriate person, organization, or agency to dispatch police, fire, ambulance, or other emergency services as reasonably available and required.

(b) There are two types of "911" Service: Basic "911" Service and Enhanced "911" Service.

(1) Basic "911" Service presents a "911" call to the Public Safety Answering Point in a manner similar to a normal exchange telephone network call.

(2) Enhanced "911" or "E911" Service provides several standard and optional features designed to assist the Public Agency in the routing, answering, and completion of "911" calls.

(a) The following features are included with the standard "E911" Service configuration:

Automatic Number Identification  
Forced Disconnect  
Alternate Routing (Overflow/Busy/No Answer)  
Central Office Transfer Arrangements  
Subscriber Record Information  
Selective Routing  
Automatic Location Identification

Superseding

MISCELLANEOUS SERVICE AND EQUIPMENT

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911" (CONT'D)

Description (cont'd)

(c) Description of the features are as follows:

- (1) Automatic Number Identification is a feature by which the telephone number from which the call originated is forwarded to the compatible customer premises equipment.
- (2) Forced Disconnect is when the E-911 attendant disconnects, the circuit is automatically disconnected at the Control Central Office despite the switchhook condition of the calling party. This enables the Public Safety Answering Point attendant to release a connection on an E-911 call, even if the calling party remains off-hook.
- (3) Alternate Routing allows E-911 calls to be routed to a designated alternate location if (1) all E-911 Service lines to the Primary Public Safety Answering Point are not answered or busy, or (2) the Primary Public Safety Answering Point closes down for a period (night service).
- (4) Central Office Transfer Arrangements:
  - a. Manual Transfer enables the Public Safety Answering Point attendant to transfer an incoming call by depressing the switchhook or button on compatible customer premises equipment and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code.
  - b. Fixed Transfer enables a Public Safety Answering Point attendant to transfer incoming E-911 calls to, Secondary Public Safety Answering Points by use of a single button on compatible customer premises equipment.

Superseding

MISCELLANEOUS SERVICE AND EQUIPMENT6. UNIVERSAL EMERGENCY SERVICE NUMBER- "911" (CONT'D)Description (cont'd)

- (5) Subscriber Record Information (used for ALI database) is provided by the Telephone Company to create the customer's ALI database.
- (6) Selective Routing is a feature that routes an E-911 call to the predesignated Public Safety Answering Point based upon the identified number of the calling party. If an incoming E-911 call cannot be selectively routed due to an Automatic Number Identification failure, incoming calls are routed from the E-911 Control Central Office to a default Public Safety Answering Point. Each incoming facility group in the E-911 Control Central Office is assigned a designated default Public Safety Answering Point. Automatic Number Identification and Automatic Location Identification data is not provided when a call is Default Routed.
- (7) Automatic Location Identification is a feature which forwards a name and address associated with the telephone number from which the call originated to the Public Safety Answering Point for display on associated customer premises equipment. Additional telephones with the same number as the calling party's (secondary locations, off-premise extension lines, etc.) will be identified with the listed address of the calling party's listed number.

Regulations

- (a) This offering is limited to the Central Office number "911" only.
- (b) E-911 is offered on a Central Office basis only and the area to be served is that contained within the Central Office boundary as identified by the Telephone Company.
- (c) Where the Central Office boundary and community boundary do not coincide, applicants for this service must, at their cost and expense, arrange to answer and process all E-911 calls made within the boundary of the Central Office.
- (d) All E-911 calls from a given Central Office must be routed to the same PSAP location, unless the E-911 service is equipped with the selective routing feature.

Superseding

MISCELLANEOUS SERVICE AND EQUIPMENT

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911" (CONT'D)

Regulations (cont'd)

- (e) It is the Public Agencies' responsibility to determine the quantity of E-911 Service lines and termination facilities which would provide adequate E-911 service to the public. However, Public Agencies that apply for service must subscribe to a sufficient number of facilities which, in the judgment of the Telephone Company, provide an adequate level of service so as to avoid interfering with the service of others or preventing others from making or receiving calls over their telephone service.
- (f) Public Agencies that apply for service must provide, at their cost and expense, an adequate number of trained personnel to operate and maintain the Public Safety Answering Point on a 24-hour basis.
- (g) The Universal "911" Emergency Number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number. Normal exchange lines will be required for incoming telephone calls, other than local "911" calls, and for all outgoing telephone calls from the Public Safety Answering Point.
- (h) An application for "911" service must be executed by one or more appropriate Public Agency(s) or their duly constituted agent. If execution is by an agent, the Telephone Company must be provided with satisfactory evidence of authority to contract for such service.
- (i) Qualified applicants for E-911 service will be provided service on a first-come, first-served basis.
- (j) Calls placed to "911" lines where the call is forwarded, switched, or provided on other than directly routed facilities, may not be traceable to the originating caller.
- (k) Public Agencies who subscribe to E-911 service are required to give the Telephone Company at least 60 days written notice before terminating the E-911 service. Service and facilities associated with E-911 service are subject to applicable minimum contract periods and termination liabilities as set forth in other Sections of this Tariff.

Superseding

IMSCCELLANEOUS SERVICE AND EQUIPMENT

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911" (CONT'D)

Regulations (cont'd)

(l) Customer-provided equipment may be connected to E-911 service, subject to the, regulations in this Tariff.

(m) The Telephone Company's liability and its obligation to furnish E-911 service are limited as set forth in this Tariff.

(n) When Automatic Location Identification and/or Selective Routing is used, the Public Agency must provide the Telephone Company with the MSAG which includes all street names, house/building numbers, and address ranges in the E-911 serving area. The Public Agency is also responsible for providing routing information to Public Safety Answering Point locations as well as combinations of police, fire, and ambulance, or any other appropriate agencies responsible for providing emergency service in the E-911 service area. The customer will associate these agencies with street address or other mutually agreed upon routing criteria in a format acceptable to the Telephone Company.

After establishment of service, it is the Public Agency's responsibility to continue to verify the accuracy of the routing and street address information, and to advise the Telephone Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of E-911 calls to the proper Public Safety Answering Point.

(o) The Telephone Company does not guarantee the accuracy of the routing and information provided in E-911 Service.

Superseding

MISCELLANEOUS SERVICE AND EQUIPMENT

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911" (CONT'D)

Regulations (cont'd)

- (p) Telephone number, name, and address identification associated with the call are considered proprietary information of the Telephone Company, and may not be divulged to other parties, extracted from the E-911 network, or used for any purposes other than the provisioning of emergency services by Public Agencies. The Public Agency indemnifies and saves the Telephone Company harmless from any and all claims (including any expense in connection with defending against such claims) arising out of the use of this information for any purposes other than the provisioning of emergency services by Public Agencies.
- (q) Subscribers of Private Telephone Number service who dial "911" will have their telephone number (ANI) and location (ALI) presented to the PSAP location upon connection.
- (r) The Basic 911 customer will subscribe to a sufficient number of interoffice and 911 access lines to provide a P.01 transmission grade of service to adequately handle incoming calls, as determined by the customer in consultation with the Company; but in all cases subject to a minimum of two lines required from serving central offices to the 911 PSAP. The Telephone Company shall provide the E-911 customer sufficient interoffice and 911 access lines to provide a P.01 transmission grade of service with a minimum of two lines from each serving central office to the 911 PSAP.
- (s) The 911 customer will subscribe to additional local exchange service at the PSAP location for administrative purposes, for placing of outgoing calls and for receiving other emergency calls. Such lines may, at Customer's option, be used to receive calls made to 911 when all 911 trunks are in use; i.e., administrative/outgoing lines may be used for "911 overflow."

Responsibility of the Customer

- (a) The customer will subscribe to Local Exchange Service, other than Enhanced 911 Service, at the Public Safety Answering Point location for administrative purposes for placing outgoing calls and receiving calls.

Superseding

MISCELLANEOUS SERVICE AND EQUIPMENT

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911" (CONT'D)

Responsibility of the Customer (cont'd)

- (b) The customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming Enhanced 911 Service lines recommended by the Telephone Company.
- (c) When the selective routing feature is provided, the customer is responsible for identifying primary and secondary public safety answering point locations as well as unique combinations of police, fire, and ambulance, or any other appropriate agencies responsible for providing emergency service in the Enhanced 911 service serving area. An emergency service number will be provided for each unique combination to the Telephone Company. The customer will associate these emergency service numbers with street address ranges or other mutually agreed upon routing criteria in the Enhanced 911 Service serving area. These emergency service numbers will be carried in the data management system - selective routing to permit routing of Enhanced 911 calls to the primary and secondary Public Safety Answering Points responsible for handling of calls from each telephone in the Enhanced 911 Service serving area.
- (d) Initial and subsequent emergency service number assignments by street name, address range and area, or other mutually agreed upon routing criteria shall be furnished by the customer to the Telephone Company prior to the effective date of service.
- (e) After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Telephone Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of Enhanced 911 Service calls to the proper Public Safety Answering Point. The Telephone Company will provide to the customer a written copy for verification showing each change, deletion, and addition to the master address file.



MISCELLANEOUS SERVICE AND EQUIPMENT

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911" (CONT'D)

Responsibility of the Customer (cont'd)

- (f) The Telephone Company will provide to the customer, on request, a complete written copy of the master address file to permit them customer to verify the accuracy of the police, fire and ambulance Public Safety Answering Point routing designations.

Liability of the Telephone Company

- (a) This service is offered solely as an aid in handling assistance calls in connection with fire, police, and other emergencies. The Telephone 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 the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such equipment and facilities.
- (b) Neither is the Telephone 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 Enhanced 911 Service features and the equipment associated therewith, or by any services furnished by the Telephone Company in connection therewith, 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 Enhanced 911 Service.
- (c) The liability of the Telephone Company is further expressly subject to the provisions of the Telephone Company's General Regulations, found elsewhere in this Tariff.

Application of Rates

- (a) No charge applies to the calling party for calls to the "911" emergency number.
- (b) Equipment and facilities will be provided to applicants contracting for E-911 service at rates and conditions specified in this Tariff.

MISCELLANEOUS SERVICE AND EQUIPMENT

6. UNIVERSAL EMERGENCY SERVICE NUMBER - "911" (CONT'D)

Rates

(a) Basic "911" Service

For facilities between an originating central office and a control central office, applicable mileage rates for voice grade facilities as specified elsewhere in this Tariff apply. For lines between a control central office and a Public Safety Answering Point, business exchange line or trunk rates apply.

(b) Where Armstrong Telephone Company Northern Division is not the lead provider for the E911 database, the following charges apply:

(C)

E911 trunk rate element recovers the cost of all required E911 voice and data trunks between Armstrong Telephone Company Northern Division's End Offices. Armstrong Telephone Company Northern Division served PSAPs and the E911 Statewide provider's selective routers. This rate is based on provisioning to the Statewide E911 Provider a minimum of 232 DSO channel equivalents.

E911 Database Administration Rate recovers the cost of daily E911 database record error correction and maintenance on all customer access lines served by Armstrong Telephone Company-Northern Division of West Virginia. This pricing is applicable only to a Statewide E911 provider.

Rates/Charges for Enhanced 911 Database Provider

Trunking Rate Element per 1000 access lines	\$29.00	E91 IT (S&E)
Database Administration per 1000 access lines	\$62.00	E91I D (S&E)

(C)

Issued by Authority of an Order of the P.S.C. of W.Va. in  
 Case No. 04-0102-T-GI Dated:

(C)-Change

Superseding

Leaf No.

MISCELLANEOUS SERVICE AND EQUIPMENT

7. TOLL BLOCKING SERVICE

General

Toll Blocking Service is an arrangement that permits an individual line or PBX Trunk to dial local service area calls but prevents the origination of long distance type calls.

Regulations

1. Toll Blocking Service is provided only on Local Exchange Service individual lines and PBX Trunks.
2. Toll Blocking Service allows access to the operator to complete credit card, third party billing, and collect calls.
3. The acceptance of incoming traffic and billing arrangements is not restricted by this arrangement.
4. Toll Blocking Service allows calling to Directory Assistance, Toll Free Services, and the local Telephone Company Business office.

Rates

	<u>Per</u> <u>Month</u>
Toll Blocking Service, per line arranged ...	\$0.00

ISSUED BY AUTHORITY OF AN ORDER  
OF THE P.S.C. OF W.VA.

Case No. 97-1617

Date 12-19-97 \_

Superseding

(N)

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

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

B. REGULATIONS

1. The rates set forth following apply when customers request Telephone Company assistance in determining telephone numbers of customers who are located in the same local service area or who are not located in the same local service area but who are located within the State of West Virginia.
2. A residence customer is allowed two Directory Assistance Service calls per dial tone line, a Centrex Dormitory Service line, or a special identification number for students associated with Centrex Dormitory Service per month or fraction thereof, at no Directory Assistance Service charge.
3. For calls to Directory Assistance Service provided numbers placed through an Operator, an Operator Assisted Local Call charge applies in addition to the charge for Directory Assistance Service calls specified in C. following, except the Operator Assisted Local Call charge will not apply in the following cases:
  - a. To reach the called Directory Assistance Service provided number where direct dialing facilities are not available.
  - b. To reach the called Directory Assistance Service provided number when attempts by the customer to direct dial such a call cannot be completed.
  - c. To only record the originating telephone number (i.e. Caller ID service) where no automatic voice recording equipment is activated nor is the call otherwise answered.
  - d. To only record the special identification number of a student for a call placed from a Centrex Dormitory Service station.
5. Call allowances are not transferable between separate accounts of the same customer, nor do unused allowance amounts transfer to succeeding months.

Charges for Directory Assistance Service are not applicable to calls to the Directory Assistance Service attendant from telephones where the customer, and in the case of residence service, where the customer or a member of the customer's household, has been affirmed in writing as unable to use a Telephone Company provided directory because of a visual or physical handicap.

G. RATES

Directory Assistance Service Calls\*, per call ... \$.50

\*Maximum of two requested telephone numbers per call; no discounts will be allowed on charges for Directory Assistance Service. Charges apply even when the operator is unable to provide the requested number due to it being non-published or simply non-existing.

(N)

ISSUED BY AUTHORITY AN ORDER  
OF THE P. S. C. OF W. VA.

Issued: September 22, 2000

Effective January 1, 2001

Case No. 00-1432-T-T

Date 12-28-00

SECTION 9

CUSTOM CALLING SERVICE

1. GENERAL ...	1
2. REGULATIONS ...	1
3. ARRANGEMENTS OFFERED ...	1 - 5 (C)
4. RATES ...	5 - 7 (C)

Issued: April 30, 2001

Effective: June 1, 2001

Issued by Authority of an Order  
of the P.S.C. of W. Va.  
Case No. 01-0567-T-T  
Date: 05/25/01

Superseding

CUSTOM CALLING SERVICE

1. GENERAL

Custom calling service consists of optional features for use in connection with" a customer local exchange service.

2. REGULATIONS

Custom calling service may be associated with residence and business individual line service excluding semi-public telephone service.

Custom calling services require special facilities and will be provided only where such facilities are available.

A trial period of 14 days is offered for a customer to assess the effectiveness of a custom calling service feature, features, or feature package requested by the customer. The offering of this trial period option is limited in that each feature or feature package may be tried only once per customer, per premise. A trial of a feature package precludes a future trial of any other individual features in that feature package. If during the trial period, the customer requests the feature, features, or feature package as appropriate be disconnected neither the applicable monthly rate nor any other applicable charges will apply. If the customer retains any of the features or feature package beyond the 14 day trial period, the monthly rates for the feature, features, or feature package retained will apply from the date such feature, features, or feature package were initially established. In addition, other applicable charges for the initial establishment of the feature, features, or feature package retained would apply.

ARRANGEMENTS OFFERED

Call Forwarding

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

Superseding

CUSTOM CALLING SERVICE

3. ARRANGEMENTS OFFERED (CONT'D)

Call Waiting

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

Cancel Call Waiting

Cancel call waiting allows the subscriber, on a per call basis, to cancel the call waiting feature using access code dialing. Call waiting capabilities are re-established as soon as the call is terminated.

Speed Calling

Speed calling is an arrangement which provides for the calling of a telecommunications network telephone number by dialing an abbreviated code. Two arrangements are available, either an 8-code capacity or a 30-code capacity, but not both on the same line.

Three-way Calling

Three-way calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Reminder Service

Reminder service is a custom calling feature that is applicable to single party lines only. At the specified time for the reminder call, the system initiates a call to the subscriber. When answering the call, the subscriber hears either a tone or an appropriate announcement. The announcement plays for one minute or until the subscriber goes on hook. If the subscriber's line is busy, or if the call is not answered within the specified number of rings, the system attempts up to two retries on the line in seven minute intervals before stopping.

CUSTOM CALLING SERVICE

3. ARRANGEMENTS OFFERED (CONT'D)

Return Call

T

Return call service allows a calling party to automatically return the most recent incoming call, whether it was answered or not. The customer dials a code to request that the network place the call.

T

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next 30 minutes, both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a ring, that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

Repeat Call

T

Repeat call service allows a calling party to automatically redial the last number dialed, provided there have been no intervening calls. If the called line is found busy, a 30-minute queuing process begins. The calling party is then given an indication that the Network will attempt to set up the call when the called line is idle. The Network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

T

Call Trace

Call trace service allows a called party to initiate an automatic trace of the last call received. After receiving the call, which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Telephone Company. The customer using Call Trace is required to contact the Telephone company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

Caller ID

N

Caller ID service allows a called party to receive the telephone number of the calling party. The calling telephone number will be forwarded from the terminating central office to compatible customer-provided display equipment. The calling telephone number will be delivered during the first silent interval of ringing. If the calling telephone number is not available, a message indicating that unavailability will be forwarded.

N



<u>Armstrong Telephone Company-Northern Division</u>	<u>P.S.C. No. 3 Telephone</u>
(Corporate Name)	Section <u>9</u>
	Original Leaf No.
	<sup>3rd</sup> Revised Leaf No. <u>4</u>
	Superseding 2 <sup>o</sup> d Revised Leaf No. 4

CUSTOM CALLING SERVICE

3. ARRANGEMENTS OFFERED (CONT'D)

Caller ID (cont'd)

The calling party can prevent the Caller ID customer from seeing the calling telephone number display by dialing a special code prior to each call. This is known as Per Call Blocking. When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone number has been suppressed. There is no charge for using Per Call Blocking.

A calling party may automatically prevent Caller ID customers from seeing his or her telephone number on all calls from the calling party's line by contacting the Telephone Company and requesting Line Blocking. There is no monthly charge for Line Blocking nor is there a charge for subscription to the service. There is no charge to terminate subscription to Line Blocking. Subscribers to Line Blocking may, by using a code, override the blocking on individual calls.

Caller ID with Name

Caller ID with Name is identical to the Caller ID service described above with one addition. This service displays not only the telephone number but also the name of the subscriber as listed in the Line Information Database ("LIDB"). The calling party can prevent the display of the name and number by utilizing either Line Blocking or Per Call Blocking.

Call Screen/No Solicitation

Call Screen/No Solicitation allows customers to intercept callers that block their number. These callers are prompted with an announcement stating that the number called does not accept calls from telemarketers. Callers who, are not telemarketers can press '1' to have the call completed. This feature can be activated and deactivated by the subscriber.

Issued Under Authority of an Order  
Of the P.S.C. of W. VA.

Case No. 01-0567-T-T  
Date: 05/25/01

Material originally found on lower portion of this leaf has been moved to the following leaf.

Issued: April 30, 2001

Effective: June 1, 2001

CUSTOM CALLING SERVICE

3. ARRANGEMENTS OFFERED (CONT'D)

Residence Feature Packages

(M)

Residence Feature Packages are combinations of two or more custom and/or class calling services that are offered to residence customers. \*Residence Feature packages expire on September 1, 2001.

Business Feature Packages

Business Feature Packages are combinations of two or more custom and/or class calling services that are offered to business customers. \*Business Feature Packages expire on September 1, 2001.

(M)

Select Feature Packages

(N)

Select Feature Packages are combinations of two or more customer and/or class calling services that are offered to customers.

(N)

4. RATES

	<u>Per Month, Per Access Line</u>	
	<u>Residence</u>	<u>Business</u>
<u>Standard Rates:</u>		
Call Forwarding	\$1.75	\$1.75 (R)
Call Waiting	\$3.50 (I)	\$3.50 (R)
Speed Calling		
a. 8-code capacity	\$1.75	\$1.75 (R)
b. 30-code capacity	\$3.25 (I)	\$3.25 (R)
Three-Way Calling	\$2.50 (I)	\$2.50 (R)
Reminder Service	\$1.75	\$1.75 (R)
Return Call	\$2.50	\$2.50
per each use*	\$ .50	\$ .50
Repeat Call	\$2.75	\$2.75
per each use*	\$ .50	\$ .50
Call Trace (For each call successfully traced.)	\$1.50	\$1.50
	EACH	EACH
Caller ID	\$4.50	\$4.50
Caller ID With Name	\$6.00	\$6.00
Call Screen/No Solicitation	\$5.00 (N)	\$5.00 (N)

\*"Per each use" rates are only applicable to customers who have not subscribed to the service and who, therefore, do not pay a monthly recurring rate for the service.

\*(M) Indicates material moved from preceding Leaf. Most material originally shown on this Leaf has been moved to Leaf 7



CUSTOM CALLING SERVICE

4. RATES CONT'D

Select Feature <u>Package</u> and Rates:		<u>Per Month, Per Access Line</u>	(N)
Basic	Voice Mail (10/30)*, Caller ID w/ name, Call Waiting (Additional features at a 10% discount)	\$5.95	     
Deluxe	Voice Mail (10/30)*, Caller ID w/ name, Call Waiting, Reminder Service, Call Forwarding, 3-Way Calling, Return Call (Additional features at a 20% discount.)	\$8.95	
Premium	Voice Mail (30/60)* w/ 2 mailboxes, Caller ID w/name, Call Waiting, Reminder Service, Call Forwarding, 3-Way Calling, Return Call, Repeat Call, Speed Call 8 (Additional features at a 25% discount,)	\$11.95	
Ultra	Voice Mail (60/90)* w/ 3 mailboxes, Caller ID w/ name, Call Waiting, Reminder Service, Call Forwarding, 3-Way Calling, Return Call, Repeat Call. Speed Call 8, Call Screen/No Solicitation (Additional features at a 33% discount.)	\$14.95	

\*Voice Mail has been designated as a competitive service by the Public Service Commission, Separate rates for voice mail service are not maintained in this tariff.

Service Connection Charges

There will not be any service connection charges or service order processing charges assessed for subscription to any Select Feature Package.

(M)Indicates material moved from preceding Leaf. Most material originally on this Leaf has been moved to next Leaf.

CUSTOM CALLING SERVICE

5. RATES (CONT'D)

		<u>Per Month, Per Access Line</u>		(M)
		<u>Residence</u>	<u>Business</u>	
<u>*Residence Feature Package and Rates:</u>				
Package 1	Caller ID, Speed Calling, 3-Way Calling, Call Forward, Call Waiting	\$ 9.00	N/A	
Package 2	Caller ID, 3-Way Calling, Call Forward, Reminder Service, Call Waiting	\$ 7.75	N/A	
Package 3	Return Call, 3-Way Calling, Call Forward, Call Waiting	\$ 6.00	N/A	
Package 4	Caller ID, Speed Calling, 3-Way Calling, Call Forward, Call Waiting, Return Call, Repeat Call, Reminder Service	\$12.00	N/A	
<u>Business Feature Package and Rates:</u>				
Package 1	Caller ID, Speed Calling 30, 3-Way Calling, Call Forward, Repeat Call	N/A	\$10.00	
Package 2	Return Call, Speed Calling 30, 3-Way Calling, Call Forward, Repeat Call	N/A	\$ 8.50	
		<u>Per Month, Per Access Line</u>		
		<u>Residence</u>	<u>Business</u>	
<u>Residence Feature Package and Rates:</u>				
	Call Waiting, with either call forwarding or 8-code speed calling	\$4.25	N/A	
	Call waiting, with both call forwarding and 8-code speed calling	\$4.80	N/A	
	Call waiting, with both call forwarding and 30-code speed dialing	\$6.40	N/A	
	Call waiting, with call forwarding, 8-code speed calling, and three-way calling	\$6.90	N/A	
	Call waiting with three-way calling	\$4.85	N/A	(M)

The Feature Packages on this sheet will no longer be offered as of September 1, 2001. Customers subscribed to these packages can be converted to the new Select Feature Packages on or before September 1, 2001.

Issued: April 30, 2001

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of the P.S.C. of W. Va.  
Case No. 01-0567-T-T  
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SECTION 10

TOLL PRESUBSCRIPTION

General ...	1
Presubscription Charge Application ...	2
End User/Pay Telephone Service Provider Charge Discrepancy ...	.3
PIC Switchback Options	.4
PIC Freeze Option	.5
Rates and Charges	5

ISSUED AUTHORITY OF AN ORDER  
OF THE P. S. C. OF W. VA,  
Case No. 00-0588-T-T  
Date 7-7-00

Issued: April 12, 2000

Effective Date: March 13, 2000

TOLL PRESUBSCRIPTION

A. General

Toll presubscription is a procedure whereby an end user or a Pay Telephone Service Provider may select and designate a Toll Provider (TP) to access toll calls without dialing an access code. The end user or Pay Telephone Service Provider may designate a TP for intraLATA toll, a different carrier for interLATA toll, or the same carrier for both. This TP is referred to as the end user or Pay Telephone Service Provider preferred toll carrier (PIC).

Each carrier will have one or more access codes assigned to it for various types of service. When an end user or Pay Telephone Service Provider selects a carrier as its preferred toll carrier for a telephone line, only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier from that telephone line by the end user or Pay Telephone Service Provider without dialing an access code. Should the same end user or Pay Telephone Service Provider wish to use other code dependent services of the same carrier, it will be necessary for the end user or Pay Telephone Service Provider to dial the necessary access code(s) to reach that carrier's other service(s).

A TP must use Feature Group D (FGD) Switched Access Service to qualify as a toll provider. All TPs must submit a Letter of Intent (LOI) to the Telephone Company at least forty-five days prior to the date on which the carrier proposes to begin participating in toll presubscription.

Selection of an TP by an end user or Pay Telephone Service Provider is subject to the terms and conditions in B, following.

TOLL PRESUBSCRIPTION

B. Presubscription Change Application

Initial Free Presubscription Choice for New Users

New end users or Pay Telephone Service Providers will be asked to select a primary TP when they place an order for Telephone Company Exchange Service. If a customer cannot decide upon a toll carrier at the time, the customer will have thirty calendar days following completion of the service request to make an PIC choice without charge. In the interim, the customer will be assigned a "No-PIC" and will have to dial an access code to make toll calls. The free selection period available to new end users or Pay Telephone Service Providers is the period within thirty days of installation of the new service.

Initial free selection available to new end user or Pay Telephone Service Providers are:

Designating a TP as their primary carrier, thereby requiring no access code to access that TP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.

Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all TPs. This choice can be made by directly contacting the Telephone Company.

Following an existing end user's or Pay Telephone Service Provider's free selections, any change is subject to a nonrecurring charge, as set forth in 11 (F)(1), following.

(2.) Charge for Toll Presubscription

After expiration of the initial free presubscription choice period for new customers, as specified in 11 (B) (1) the end user or Pay Telephone Service Provider will be assessed an Toll presubscription charge as specified in 11(F)(1), following.

ISSUED BY AUTHORITY OF AN ORDER  
OF THE P. S. C. OF W. VA.,  
Case No. 00-0588-T-T  
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TOLL PRESUBSCRIPTION

B. Presubscription Change Application (Cont'd)

Cancellation of Toll Presubscription by an TP

If a TP elects to discontinue Feature Group D service after implementation of the toll presubscription option, the TP is obligated to contact, in writing, all end users or Pay Telephone Service Providers who have selected the canceling TP as their preferred toll provider. The TP must inform the end users or Pay Telephone Service Providers that it is canceling its Feature Group D service, request that the end user select a new TP and state that the canceling TP will pay the PIC change charge, as provided in 11(F)(1), following. The TP must provide written notification to Armstrong Telephone Company - Northern Division that this activity has taken place.

C. End User/PayTelephone Service Provider Change Discrepancy

When a discrepancy is determined regarding an end user's designation of a preferred toll carrier, the following applies depending upon the situation described:

A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.

When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date determines customer choice.

(2.) Verification of Orders for Telemarketing

No TP shall submit to the Telephone Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been confirmed in accordance with the following procedures:

- (a.) The TP has obtained the customer's written authorization to submit the order that explains what occurs when a PIC is changed and confirms:

TOLL PRESUBSCRIPTION

C. End User/Pay Telephone Service Provider Change Discrepancy (Cont'd)

(2.) Verification of Orders for Telemarketing (Cont'd)

(a.) Cont'd

- the customer's billing name and address and each telephone number to be covered by the PIC change order;

- the decision to change the PIC to the TP; and

- the customer's understanding of the PIC change fee; or

(b.) The TP has obtained the customer's electronic authorization, placed from the telephone number(s) on which the PIC is to be changed, to submit the order that confirms the information described in (a), preceding, to confirm the authorization; or

(c.) An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the customer's oral authorization to submit the PIC change order that confirms and includes appropriate verification data (e.g., the customer's date of birth or social security number).

D. PIC Switchback Options

(1.) Customer denies requesting change of TP.

When the Telephone Company is contacted by an end user who denies requesting a PIC change, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous TP at no charge.

The TP is in no way relieved of the FCC requirements for:

(a) Verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or

(b) Instituting steps to obtain verification of orders submitted to Armstrong Telephone Company - Northern Division.

ISSUED BY AUTHORITY OF AN ORDER  
OF THE P. S. C. OF W. VA.,

Case No. 00-0588-T-T

Date 7-7-00

TOLL PRESUBSCRIPTION

D. PIC Switchback Options (Cont'd)

- (1.) Customer denies requesting change of TP. (Cont'd)

In addition, the end user has the option of initiating a complaint to the FCC or the Public Service Commission concerning unauthorized changes in carrier. The complaint may be issued in writing to the Public Service Commission of West Virginia, 201 Brooks Street, P.O. Box 812, Charleston, WV 25323, or by calling toll free on 1-800-344-5113.

- (2.) Customer requests Switchback to Previous TP PIC.

When the Telephone Company is notified via a call from the customer, where the end user is not denying the authenticity of the most recent change to the current PIC, the Telephone Company will change the customer's TP to the previous PIC. The customer will be billed the PIC charge as specified in 11(F)(2), following.

E. PIC Freeze Option

A PIC Freeze option is available to customers who wish to "freeze" their PIC in an effort to prevent unwanted PIC changes. The customer must notify the Telephone Company and sign a PIC Freeze Authorization Form that notes the carrier that the freeze applies to as well as a Personal Identification Number (PIN) or Password the customer may, use to "lift" the freeze when the customer chooses to make a change. The customer may also "lift" the freeze by using a three-way call between the carrier, the customer and the Telephone Company. If the customer changes the PIC, a new form will need to be completed for a freeze to be applied to the new PIC. The freeze will be completed and maintained without charge to the customer.

F. Rates and Charges

- |      |                                      |                                |
|------|--------------------------------------|--------------------------------|
| (1.) | Charge for TP Carrier Change         | \$5.00 per change,<br>per line |
| (2.) | Charge for Switchback Carrier Change | \$5.00 per change,<br>per line |

ISSUED BY AUTHORITY OF AN ORDER  
OF THE P. S. C. OF W. VA.,  
Case No. 00-0588-T-T  
Date 7-7-00

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ABBREVIATED DIALING – N11 SERVICE

(N)

1. 511 Service

1.1 General

(A) 511 service is a three-digit dialing arrangement available in specified areas for delivery of general information via voice grade facilities. Pursuant to FCC Orders and Rules adopted in CC Docket 92-105, the 511 code is assigned to travel information service. In addition, the subscriber must comply with any orders adopted by the FCC.

- (1) The Local Calling Area of 511Service Subscriber will be the basic Local Calling Area as defined in Section 3 of this Tariff as facilities permit.
- (2) 511 Service is provided in the Telephone Company's territory only. To provide access to a 511 number to end users in any other Telephone Company territory within the Local Calling Area, the 511 subscriber must make appropriate arrangements with the Telephone Company serving that territory.
- (3) Directory listings may be provided for 511Service at the rates and regulations specified in Section 8 of this Tariff. The phrase "Charges Will Apply", if applicable, will be included in the 511 Service listing at no additional charge.
- (4) 511 Service will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Caller ID Service, as available.
- (5) The 511 subscriber is prohibited from selling or transferring their 511 number to any entity either directly or indirectly.
- (6) 511 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Telephone Company sufficient time for provisioning.
- (7) The 511subscriber must comply with any or all rules pertaining to511service, adopted by the FCC in Rule Making Proceeding (CC Docket 92-105).
- (8) 511 Service will be provided only to those customers approved by the West Virginia Public Service Commission.
- (9) 511 can be delivered via regular exchange access lines (by individual business lines, PBX, trunks, etc.).
- (10) Limitations and use of this service as stated in this and other Telephone Company tariffs apply.

(N)

ABBREVIATED DIALING – N11 SERVICE (CONT'D)

(N)

1. 511 Service (Cont'd)

1.2 Regulations

- (A) The 511 Service is provided where facilities permit. Only one seven (7) or ten (10) digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must point to the same 7 or 10 digit
- (B) The 511 subscriber should work with cellular companies to ascertain whether Type 1 cellular customers will be able to reach 511. The 511 subscriber should work separately with Competitive Local Exchange Carriers (CLECs) to ascertain that its end users will be able to reach travel information services provided by 511.
- (C) 511 Service will be provided under the following conditions:
  - (1) The 511 subscriber is liable for and shall indemnify and protect the Telephone Company against all suits, actions, claims, demands and judgments and of all costs, expenses and counsel fees incurred on account thereof resulting directly or indirectly from the service in connection therewith.
  - (2) The Telephone Company has full authorization to discontinue 511 service to a subscriber if they fail to comply with regulation and conditions set forth herein, upon five days notice to the subscriber.
  - (3) The 511 subscriber shall respond promptly to any and all complaints made to the Telephone Company or by a Regulatory Authority concerning the subscriber's 511 Service or type of service.
- (D) In no event shall the Telephone Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Telephone Company, or its employees, or agents in connection with this Tariff. The Telephone Company shall neither be responsible for calls that cannot be completed as a result of repair or maintenance, nor on equipment owned or leased by the subscriber.

(N)

ABBREVIATED DIALING – N11 SERVICE (CONT'D)

(N)

1. 511 Service (Cont'd)

1.3 Rates

- (A) A Service Order Establishment shall apply for each 511 number per local calling area.
- (B) A Central Office activation charge will apply per Central Office switch translation to the lead number.
- (C) A change charge will apply to change the point-to-number translation at the subscriber's request.
- (D) Service Order Charges as specified in Section 4 of this Tariff apply, in addition to the following rates.

<u>Charges applicable to the 511 Subscriber</u>	<u>Nonrecurring Charge</u>
511 Service Order Establishment, Per 511 Service Number, Per Local Calling Area (LCA)	\$115.00
Central Office Activation, per office	\$128.00
Translation Change of Point-to-Number	\$25.00

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 12-1550-T-T dated November 20, 2012, effective December 2, 2012.