

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**KENTUCKY**

**TELECOMMUNICATIONS SERVICES PRICE LIST**

**OF**

**SPECTROTEL OF THE SOUTH LLC**  
**d/b/a Touch Base Communications**

This Price List contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for Local Exchange and Interexchange telecommunication services within the state of Kentucky by Spectrotel of the South LLC d/b/a Touch Base Communications. (“Spectrotel”).

Spectrotel of the South LLC  
3535 State Highway, Suite 7  
Neptune, New Jersey 07753  
(888) 773-9722 (Business)  
(888) 700-5850 (Residential)

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**TABLE OF CONTENTS**

Title Page .....	Cover
Table of Contents .....	1
Check Sheet .....	2
Explanation of Symbols .....	4
Application of Price List .....	4
Price List Format .....	5
Section 1 - Definitions .....	6
Section 2 - Regulations .....	10
Section 3 - Service Areas .....	48
Section 4 - Service Charges and Surcharges .....	49
Section 5 - Basic Services and Rates .....	59
Section 6 - Supplemental Services and Rates .....	68
Section 7 - Long Distance Services and Rates .....	85
Section 8 - Special Arrangements .....	87
Section 9 - Promotional Offerings .....	88

---

Effective: October 2, 2020

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**CHECK SHEET**

Pages of this Price List, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original Price List and are currently in effect as of the date on the page.

<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>	
Title	Original	*	31	Original	*	62	Original	*
1	Original	*	32	Original	*	63	Original	*
2	Original	*	33	Original	*	64	Original	*
3	Original	*	34	Original	*	65	Original	*
4	Original	*	35	Original	*	66	Original	*
5	Original	*	36	Original	*	67	Original	*
6	Original	*	37	Original	*	68	Original	*
7	Original	*	38	Original	*	69	Original	*
8	Original	*	39	Original	*	70	Original	*
9	Original	*	40	Original	*	71	Original	*
10	Original	*	41	Original	*	72	Original	*
11	Original	*	42	Original	*	73	Original	*
12	Original	*	43	Original	*	74	Original	*
13	Original	*	44	Original	*	75	Original	*
14	Original	*	45	Original	*	76	Original	*
15	Original	*	46	Original	*	77	Original	*
16	Original	*	47	Original	*	78	Original	*
17	Original	*	48	Original	*	79	Original	*
18	Original	*	49	Original	*	80	Original	*
19	Original	*	50	Original	*	81	Original	*
20	Original	*	51	Original	*	82	Original	*
21	Original	*	52	Original	*	88	Original	*
22	Original	*	53	Original	*	84	Original	*
23	Original	*	54	Original	*	85	Original	*
24	Original	*	55	Original	*	86	Original	*
25	Original	*	56	Original	*	87	Original	*
26	Original	*	57	Original	*			
27	Original	*	58	Original	*			
28	Original	*	59	Original	*			
29	Original	*	60	Original	*			
30	Original	*	61	Original	*			

\* - indicates those pages included with this filing

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**EXPLANATION OF SYMBOLS**

The following symbols shall be used in this Price List for the purpose indicated below:

- (C)** - To signify changed regulation.
  - (D)** - To signify discontinued rate or regulation.
  - (I)** - To signify increased rate.
  - (M)** - To signify a move in the location of text.
  - (N)** - To signify new rate or regulation.
  - (R)** - To signify reduced rate.
  - (S)** - To signify reissued matter.
  - (T)** - To signify a change in text but no change in rate or regulation.
-

**Spectrotel of the South LLC**  
**d/b/a Touch Base Communications**  
3535 State Highway 66, Suite 7  
Neptune, New Jersey 07753

Kentucky Price List  
Original Page 4

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**APPLICATION OF PRICE LIST**

This Price List sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange and interexchange communications services by Spectrotel of the South LLC d/b/a Touch Base Communications, hereinafter referred to as the Company, to Customers within the state of Kentucky. Spectrotel's services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**PRICE LIST FORMAT**

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Price List. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 1 - DEFINITIONS**

**Account** - All local exchange access lines billed to a single location by Billed Telephone Number (BTN).

**Advance Payment** - Part or all of a payment required before the start of service.

**Authorization Code** - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

**Authorized User** - A person, firm or corporation authorized by the Customer to be an end-user of the service of the Customer.

**Automatic Numbering Identification (ANI)** - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

**Common Carrier** - An authorized company or entity providing telecommunications services to the public

**Commission** - Kentucky Public Service Commission.

**Company** - Whenever used in this Price List, "Company" refers to Spectrotel of the South LLC d/b/a Touch Base Communications, unless otherwise specified or clearly indicated by the context.

**Customer** - The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this Price List.

**Customer Premises** - A location designated by the Customer for the purposes of connecting to the Company's services.

**Customer Terminal Equipment** - Terminal equipment provided by the Customer.

**Deposit** - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 1 - DEFINITIONS, (CONT'D.)**

**End Office** - With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's "end office" for purposes of this Price List shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide ("LERG"), issued by TelCordia.

**Equal Access** - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company network. Presubscribed Customers may also route interexchange calls to the Company network by dialing an access code supplied by the Company.

**Exchange Telephone Company or Telephone Company** - Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

**Individual Case Basis (ICB)** - A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

**IXC or Interexchange Carrier**- A long distance telecommunications services provider.

**Interruption** - The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a common carrier or other entity other than the Carrier. Any Interruption allowance provided within this Price List by Carrier shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Carrier, pursuant to the terms of this Price List, terminates service because of non-payment of bills, unlawful or improper use of the Carrier's facilities or service, or any other reason covered by this Price List or by applicable law.

**Joint User** - A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

**LATA** - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Price List F.C.C. No. 4, or its successor Price List(s).

**LEC** - Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.

---



Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 1 - DEFINITIONS, (CONT'D.)**

**Local Calling** - A completed call or telephonic communication between a calling Station and any other Station within the local service area of the Calling Station.

**Monthly Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**MOU** - Minutes of Use.

**Non-Recurring Charge ("NRC")** - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**PIN** - Personal Identification Number. See Authorization Code.

**Point of Presence ("POP")** - Point of Presence

**Premises** - The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

**Recurring Charges** - Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

**Service** - Any means of service offered herein or any combination thereof.

**Service Commencement Date** - The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this Price List, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

**Service Order** - The written request for Company services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Price List.

**Services** - The Company telecommunications services offered on the Company network.

**Shared Inbound Calls** - Refers to calls that are terminated via the Customer's Company-provided local exchange line.

**Shared Outbound Calls** - Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company outbound service such that "1 + 10-digit number" calls are automatically routed to the Company or an IXC network. Calls to stations within the Customer's LATA may be placed by dialing "10XXX" or "101XXXX" with 1 + 10-digit number."

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 1 - DEFINITIONS, (CONT'D.)**

**Spectrotel** – Spectrotel of the South LLC d/b/a Touch Base Communications, issuer of this Price List.

**Station** - The network control signaling unit and any other equipment provided at the Customer premises which enables the Customer to establish communications connections and to effect communications through such connections.

**Subscriber** - The person, firm, partnership, corporation, or other entity who orders telecommunications service from the Company. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

**Switched Access Origination/Termination** - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

**Terminal Equipment** - Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

**Usage Charges** - Charges for minutes or messages traversing over local exchange facilities.

**User (or End User)** - Any person or entity that obtains the Company's services provided under this Price List, regardless of whether such person or entity is so authorized by the Customer.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS**

**2.1 Undertaking of the Company**

**2.1.1 Scope**

The Company undertakes to furnish communications service pursuant to the terms of this Price List in connection with one-way and/or two-way information transmission between points within the State of Kentucky.

The Company is responsible under this Price List only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

Failure by the Company to assert its rights pursuant to one provision of this Price List does not preclude the Company from asserting its rights under other provisions.

**2.1.2 Shortage of Equipment or Facilities**

- A.** The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B.** The furnishing of service under this Price List is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions**

- A.** Service is provided on the basis of a minimum period of at least thirty days, 24-hours per day. For the purpose of computing charges in this Price List, a month is considered to have thirty (30) days.
- B.** Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Price List. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C.** Except as otherwise stated in this Price List, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this Price List prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- D.** In any action between the parties to enforce any provision of this Price List, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E.** Service may be terminated upon written notice to the Customer if:
  - 1. the Customer is using the service in violation of this Price List; or
  - 2. the Customer is using the service in violation of the law.

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions, (Cont'd.)**

- F.** This Price List shall be interpreted and governed by the laws of the state of Kentucky regardless of its choice of laws provision.
- G.** Any other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- H.** To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Liability of the Company**

- A.** Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7.
  - B.** Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
  - C.** The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Liability of the Company, (Cont'd.)**

- D.** The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
1. Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  2. Any delay or failure of performance or equipment due to causes beyond the Company control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  3. Any unlawful or unauthorized use of Company facilities and services;
  4. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
  5. Breach in the privacy or security of communications transmitted over Company facilities;
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Liability of the Company, (Cont'd.)**

**D. , , (Cont'd.)**

6. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company liability is limited as set forth in paragraph A. of this Subsection 2.1.4.
  7. Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
  8. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to Company facilities;
  9. Any non-completion of calls due to network busy conditions;
  10. Any calls not actually attempted to be completed during any period that service is unavailable;
  11. And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of Company services or facilities.
-



Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Liability of the Company, (Cont'd.)**

- E.** The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F.** THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- G.** Failure by the Company to assert its rights pursuant to one provision of this rate sheet does not preclude the Company from asserting its rights under other provisions.
- H.** Directory Errors - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listing obtainable from the directory assistance operator shall be at the monthly Price List rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly Price List rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Liability of the Company, (Cont'd.)**

**I. With respect to Emergency Number 911 Service:**

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury 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: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, of (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
  2. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Liability of the Company, (Cont'd.)**

**I. With respect to Emergency Number 911 Service, (Cont'd.)**

3. When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this rate sheet, the Customer acknowledges and agrees with the release of information as described above.

**2.1.5 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities**

- A.** The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this Price List. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
  - B.** The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
  - C.** The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
  - D.** Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided.
  - E.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities, (Cont'd.)**

**F.** The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Price List, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Price List and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
2. the reception of signals by Customer-provided equipment.

**2.1.7 Non-routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.8 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this Price List, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

- A.** where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B.** of a type other than that which the Company would normally utilize in the furnishing of its services;
- C.** over a route other than that which the Company would normally utilize in the furnishing of its services;
- D.** in a quantity greater than that which the Company would normally construct;
- E.** on an expedited basis;
- F.** on a temporary basis until permanent facilities are available;
- G.** involving abnormal costs; or
- H.** in advance of its normal construction.

All special construction arrangements will be in writing and filed with the Commission.

**2.1.9 Ownership of Facilities**

Title to all facilities provided in accordance with this rate sheet remains in the Company, its partners, agents, contractors or suppliers.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.2 Prohibited Uses**

- 2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
  - 2.2.2** The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
  - 2.2.3** The Company may block any signals being transmitted over its Network by Customers that cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
  - 2.2.4** A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this Price List will apply.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.3 Obligations of the Customer**

**2.3.1 General**

The Customer is responsible for making proper application for service; placing any necessary order, complying with Price List regulations; payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- A.** the payment of all applicable charges pursuant to this Price List;
- B.** damage to or loss of Company facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C.** providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D.** obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1.C. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;



Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.3 Responsibilities of the Customer, (Cont'd.)**

**2.3.1 General, (Cont'd.)**

- E.** providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining Company facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company opinion, injury or damage to Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
  - F.** complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1D.; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
  - G.** not creating, or allowing to be placed, any liens or other encumbrances on Company equipment or facilities; and
  - H.** making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.3 Responsibilities of the Customer, (Cont'd.)**

**2.3.2 Liability of the Customer**

- A.** The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
  - B.** To the extent caused by any negligent or intentional act of the Customer as described in A., preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other rate sheet of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
  - C.** The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this rate sheet including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this rate sheet is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels**

**2.4.1 General**

A User may transmit or receive information or signals via the facilities of the Company. Company services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this Price List. A User may transmit any form of signal that is compatible with Company equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this Price List.

**2.4.2 Station Equipment**

- A.** Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
  - B.** The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to Company employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels, (Cont'd.)**

**2.4.3 Interconnection of Facilities**

- A.** Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing communications services and the channels, facilities or equipment of others shall be provided at the Customer's expense.
  - B.** Communications services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the Price Lists of other communications carriers that are applicable to such connections.
  - C.** Facilities furnished under this Price List may be connected to Customer-provided terminal equipment in accordance with the provisions of this Price List. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.
  - D.** Customers may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this Price List only to the extent that the user is an "End User" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels, (Cont'd.)**

**2.4.4 Inspections**

- A.** Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2A. for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B.** If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements**

**2.5.1 Payment for Service**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons. The security of the Customer's PIN is the responsibility of the Customer. All calls placed using a PIN shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of PINs arising after the Customer notifies the Company of the loss, theft, or other breach of security of such PINs.

**2.5.2 Taxes, Fees and Surcharges**

**A.** The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. The Company will not separately charge for the Kentucky Gross Receipts Tax on the Company's invoice for local services. Any taxes imposed by a local jurisdiction (e.g. county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

**B.** Certain telecommunications services, as defined in the Kentucky Revised Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Kentucky, or both, and are charged to the subscriber's telephone number or account in Kentucky.

**C. Kentucky Universal Service Fund (KUSF)**

In order to support funding of LifeLine service to low-income consumers, the Company will collect a monthly Kentucky LifeLine Support charge from its Customers for each local line provided by the Company. A monthly Universal Service Fund charge will be added to each bill based upon the total intrastate billed revenues. This charge shall in no event exceed the amount of the Kentucky Corporation Commission assessment levied upon the Company.

**D. Kentucky Telecommunications Relay Service / Telecommunications Devices for the Deaf Distribution Surcharge**

In order to support funding of Kentucky TRS/TDD Surcharge for the deaf, the Company will collect a monthly support charge from its Customers for each local line provided by the Company. The charge per line will be \$0.01 per month.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.3 Billing and Collection of Charges**

The Customer is responsible for payment of all charges incurred by the Customer or other Authorized Users for services and facilities furnished to the Customer by the Company.

- A.** Nonrecurring charges are due and payable upon receipt of the Company's invoice by the Customer.
  - B.** The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable upon receipt. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
  - C.** Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.
  - D.** The Monthly Recurring Charges are billed in advance. Monthly Recurring Charges are accrued in full as of the first day of the billing cycle in which the service is furnished. Therefore, the Monthly Recurring Charges are not subject to pro-rating if service is disconnected prior to the end of a billing period.
  - E.** The Company's bill format will comply with 807 KAR 55:006 Section 6(3) and include the name of the Company and a toll free telephone number for Customer inquiries.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.3 Billing and Collection of Charges, (Cont'd.)**

**F.** Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this Price List or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

**G. Late Payment Fee**

If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, thirty (30) days following the invoice date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%. A late payment penalty may be assessed only once on any bill for rendered services.

**H. Return Check Charge**

The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor.

**I.** If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges.



Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.4 Disputed Bills**

- A.** In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company may require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 90 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- B.** Unless disputed the invoice shall be deemed to be correct and payable in full by the Customer. If the Customer is unable to resolve any dispute with the Company, then the Customer may file a complaint with the Kentucky Public Service Commission. The address of the Commission is as follows:
- Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, KY 40602  
800-772-4636
- C.** If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest credits or penalties will apply.

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.5 Advance Payments**

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one (1) month's charges for the service or facility and additional (1) month advance payment for each subsequent month. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The initial advance payment will be credited to the Customer's initial bill. Subsequent advance payments will be credited on the appropriate monthly bill. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.6 Deposits**

- A.** The Company may, in order to safeguard its interests, require a Customer which has a proven history of late payments to the Company or does not have established credit or has a bad credit rating to make a deposit prior to or at any time after the provision of service to the Customer to be held by the Company as a guarantee of the payment of rates and charges. No such deposit will be required of a Customer that has established satisfactory credit and has no history of late payments to the Company.
  - B.** The amount of the deposit which may be required of a Customer for the purpose of establishing credit shall not exceed two times the average monthly bill for residential Customers whose bills are payable in advance. The amount of deposit may be adjusted at the request of the Customer at any time when the character, purpose, or degree of the Customer's use of the service has materially changed, or when it is indicated that it will change.
  - C.** The making of a deposit shall not relieve any Customer of the obligation to pay current bills when due. A deposit shall only be applied to the indebtedness of the Customer for jurisdictional telecommunications services of the provider.
  - D.** The Company will pay interest on deposits, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.6 Deposits, (Cont'd.)**

- E.** The Company shall keep a record of each cash deposit until the deposit is returned. The record will show the name of each Customer making a deposit; the premises occupied by the Customer when making the deposit and each successive premises occupied while the deposit is retained by the Company; the amount and date of making the deposit; and a record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit. Concurrently with receiving a deposit, the Company will provide the Customer a receipt showing the deposit date, the name and billing address of the Customer and the deposit amount.
  
  - F.** Upon discontinuance of service, or when a Customer has established credit by other means, the Company will promptly refund any deposit, plus accrued simple interest, or the balance, if any, in excess of the unpaid bills for the services furnished by the Company. A transfer of service from one location to another within the Company serving area shall not be deemed a discontinuance with the Company if the character of the service remains unchanged.
  
  - G.** Deposits will be refunded after twelve months of timely payment, with interest as specified above.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.7 Cancellation of Application for Service**

- A.** Applications for service cannot be canceled without Company agreement. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B.** Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced (all discounted to present value at six percent).
- C.** Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D.** Special charges described in 2.5.7.A. through 2.5.7.C. will be calculated and applied on a case-by-case basis.

**2.5.8 Changes in Service Requested**

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.6 Discontinuance of Service**

The Company may refuse or discontinue service under the following conditions provided than, unless otherwise stated, The Customer shall be given proper notification in accordance with 807 KAR 5:006 Section 14 to comply with any rule or remedy any deficiency.

- 2.6.1** With five (5) days written notice the Customer: Upon nonpayment of any amounts owing to the Company, the Company may discontinue or suspend service without incurring any liability. No basic residential service shall be disconnected for nonpayment until at least 20 days from the date of the bill and only following proper written notification.
  - 2.6.2** Upon violation of any of the other material terms or conditions for furnishing service the Company may, discontinue or suspend service without incurring any liability if such violation continues during that period.
  - 2.6.3** Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by reasonable notice to the Customer, may discontinue or suspend service without incurring any liability.
  - 2.6.4** Upon any governmental prohibition or governmental required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
  - 2.6.5** Without notice in the event of fraudulent use of the Company's network. The Customer will be liable for all related costs. The Customer will also be responsible for payment of any reconnection charges.
  - 2.6.6** Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect the Company's service to others.
  - 2.6.7** Without notice in the event of tampering with the equipment or services furnished by the Company.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.7 Allowances for Interruptions in Service**

Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this Price List by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.7.1 for the part of the service that the interruption affects.

**2.7.1 General**

- A.** A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this rate sheet.
  - B.** An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
  - C.** If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
  - D.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by Company agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.7 Allowances for Interruptions in Service, (Cont'd.)**

**2.7.2 Limitations of Allowances**

No credit allowance will be made for any interruption in service:

- A.** Due to the negligence of or noncompliance with the provisions of this rate sheet by any person or entity other than the Company, including but not limited to the Customer;
  - B.** Due to the failure of power, equipment, systems, connections or services not provided by the Company;
  - C.** Due to circumstances or causes beyond the reasonable control of the Company;
  - D.** During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
  - E.** A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
  - F.** During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
  - G.** That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
  - H.** That was not reported to the Company within thirty (30) days of the date that service was affected.
-



Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.7 Allowances for Interruptions in Service, (Cont'd.)**

**2.7.3 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

**2.7.4 Application of Credits for Interruptions in Service**

- A.** Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
  - B.** For calculating credit allowances, every month is considered to have thirty (30) days.
  - C.** A credit allowance will be given for interruptions of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.7 Allowances for Interruptions in Service, (Cont'd.)**

**2.7.4 Application of Credits for Interruptions in Service, (Cont'd.)**

**D. Interruptions of 24 Hours or Less**

Length of Interruption	Amount of Service To Be Credited
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

**E. Interruptions Over 24 Hours and Less Than 72 Hours**

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

**F. Interruptions Over 72 Hours**

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one month period.

**2.7.5 Cancellation For Service Interruption**

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.8 Use of Customer's Service by Others**

**2.8.1 Joint Use Arrangements**

Joint use arrangements will be permitted for all services provided under this Price List. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.9 Cancellation of Service/Termination Liability**

The Customers must provide the Company thirty (30) days advance notice in order to cancel service. The company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Customers that cancel the primary local exchange line will have the entire Account disconnected, including any secondary line(s) and all associated features.

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.7.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

**2.9.1 Termination Liability**

The Customer's termination liability for cancellation of service shall be equal to:

- A.** all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Customer; plus
  - B.** any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
  - C.** all Recurring Charges specified in the applicable Service Order Price List for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation;
  - D.** minus a reasonable allowance for costs avoided by the Company as a direct result of the Customer's cancellation.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.10 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

**2.10.1** to any subsidiary, parent company or affiliate of the Company; or

**2.10.2** pursuant to any sale or transfer of substantially all the assets of the Company; or

**2.10.3** pursuant to any financing, merger or reorganization of the Company.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.11 Customer Liability for Unauthorized Use of the Network**

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains Company services provided under this Price List.

**2.11.1 Customer Liability for Fraud and Unauthorized Use of the Network**

**A.** The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.

**B.** A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

**C.** The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.

**D.** The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this rate sheet, unless due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.

The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company was affected.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.12 Notices and Communications**

- 2.12.1** The Customer shall designate on the Service Order the address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which Company bills for service shall be mailed.
- 2.12.2** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.12.3** Except as otherwise stated in this Price List, all notices or other communications required to be given pursuant to this Price List will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.12.4** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 2 - REGULATIONS, (CONT'D.)**

**2.13 Bill Format**

Bills rendered to Customers by the Company contain the following information:

Date of Bill Rendering	Company Name
Service Dates	Due Date
Past Due Date	Current Amount Due
Past Due Amount (if applicable)	Date and Time of each call
Originating location & terminating number	Call duration
Call type	Total Charges per Call
Total Charges for Company Services	Taxes
Toll Free Customer Service Number:	(888) 773-9722 (Business)
	(888) 700-5850 (Residential)

**2.14 Miscellaneous Provisions**

**2.14.1 Telephone Number Changes**

Whenever any Customer's telephone number is changed after a directory is published, the Company shall intercept all calls to the former number for at least one hundred and twenty (120) days and give the calling party the new number provided existing central office equipment will permit, and the Customer so desires.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

**2.14.2 Maintenance and Operations Records**

Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of Commission rules shall be kept on file in the office of the Company as required under Commission rules.

---



Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 3 - SERVICE AREAS**

**3.1 Exchange Service Areas**

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs:

1. BellSouth Telecommunications, Inc. d/b/a AT&T Kentucky
2. Windstream Kentucky East, Inc.
3. Windstream Kentucky West, Inc.

**3.2 Rate Groups**

Charges for local services provided by the Company may be based, in part, on the Rate Group associated with the Customer's End Office. The Company will mirror the Rate Groups and local calling areas of the incumbent LEC.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES**

**4.1 Service Order and Change Charges**

**4.1.1 General**

Non-recurring charges apply to processing Service Orders for new service and for changes in service.

**4.1.2 Rates**

**A. AT&T Kentucky**

Line Connection Charge, per line:	<u>Residence</u>	<u>Business</u>
Initial Line:	\$46.00	\$73.00
Additional Line, each:	\$30.00	\$22.00
Line Change Charge, per order		
1 <sup>st</sup> Line:	\$35.00	\$48.00
Additional Line, each:	\$12.00	\$14.00
Service Change Charge	\$9.95	\$20.00

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.1 Service Order and Change Charges, (Cont'd.)**

**4.1.2 Rates, (Cont'd.)**

**B. Windstream Kentucky East**

Line Connection Charge, per line:	<u>Residence</u>	<u>Business</u>
Initial Line:	\$22.75	\$24.15
Additional Line, each:	\$22.75	\$24.15
Line Change Charge, per order		
1st Line:	\$ 5.00	\$15.00
Additional Line, each:	\$ 5.00	\$15.00
Service Change Charge	\$ 5.00	\$15.00

**C. Windstream Kentucky West**

Line Connection Charge, per line:	<u>Residence</u>	<u>Business</u>
Initial Line:	\$14.80	\$14.80
Additional Line, each:	\$ 5.00	\$15.00
Line Change Charge, per order		
1 <sup>st</sup> Line:	\$ 5.00	\$15.00
Additional Line, each:	\$ 5.00	\$15.00
Service Change Charge	\$ 5.00	\$15.00

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.2 Premises Visit Charge**

Premises Visit charges apply when the installation of network access facilities or trouble resolution require a visit to the Customer's premises. This charge applies in addition to the Technician Dispatch Charge.

**4.2.1 AT&T Kentucky**

	<u>Business</u>	<u>Residential</u>
Premises Visit Charge, per Visit	\$95.00	\$95.00
Premises Work Charge		
Initial 30 minutes or fraction thereof	\$95.00	\$95.00
Each additional 15 minutes or fraction:	\$45.00	\$45.00

**4.2.2 Windstream Kentucky East**

	<u>Business</u>	<u>Residential</u>
Premises Visit Charge, per Visit	\$16.10	\$16.10
Premises Work Charge		
Initial 30 minutes or fraction thereof	\$45.60	\$45.60
Each additional 15 minutes or fraction:	\$18.95	\$18.95

**4.2.3 Windstream Kentucky West**

	<u>Business</u>	<u>Residential</u>
Premises Visit Charge, per Visit	\$11.05	\$11.05
Premises Work Charge		
Initial 30 minutes or fraction thereof	\$45.60	\$45.60
Each additional 15 minutes or fraction:	\$18.95	\$18.95

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.3 Restoral Charge**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

**4.2.1 AT&T Kentucky**

	<u>Business</u>	<u>Residential</u>
Per occasion, per line:	\$35.00	\$30.00

**4.2.2 Windstream Kentucky East**

	<u>Business</u>	<u>Residential</u>
Per occasion, per line:	\$34.40	\$33.65

**4.2.3 Windstream Kentucky West**

	<u>Business</u>	<u>Residential</u>
Per occasion, per line:	\$14.80	\$14.80

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.4 Service Disconnect Fee**

A Service Disconnect Fee applies when the Company of the Customer disconnects service. This Service Disconnect Fee applies to all services.

Per Order Charge	\$ 7.50
Per Line Charge	\$17.00

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.5 Carrier Presubscription**

**4.5.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier that the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

**4.5.2 Presubscription Options**

Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
  - Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
  - Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.5 Carrier Presubscription, (Cont'd.)**

**4.5.2 Presubscription Options, (Cont'd.)**

**Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription

**Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.

**Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

**4.5.3 Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 4.5.5 below:

---



Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.5 Carrier Presubscription, (Cont'd.)**

**4.5.4 Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate an intraLATA or interLATA presubscription change at any time, subject to the charges specified in 4.5.5 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.5 Carrier Presubscription, (Cont'd.)**

**4.5.5 Presubscription Charges**

**A. Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Paragraph 4.5.4 above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

**B. Nonrecurring Charges**

Per business or residence line, trunk, or port

Initial Line, or Trunk or Port	\$5.00
Additional Line, Trunk or Port	\$5.00

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.6 Public Telephone Surcharge**

In order to recover Company expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard Price Listed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call: \$0.54

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 5 – BASIC SERVICES AND RATES**

**5.1 General**

Local exchange service is offered to business and residential Customers on a presubscription basis from equal access originating end offices only. Rates for service may vary by call type and/or term commitment. Usage rates, per call charges and monthly fees may apply. In addition, applicable Service Order and other non-recurring charges may apply. Call timing is defined in the description for each service. Service is available 24 hours a day, 7 days a week. Service is available where technically feasible and where facilities permit.

**5.1.1 Application of Business and Residential Rates**

- A.** The determination as to whether telephone service should be classified as Business or Residential is based on the character of the use to be made of the service. Service is classified as Business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a personal or domestic nature at the person's dwelling, service is classified as Residential service.
- B. Business rates apply at the following locations, among others:**
1. In offices, stores and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals, and other business establishments.
  2. In residence locations where the place of residence is in the immediate proximity to a place of business and it is evident that the telephone in the residence is or will be used for business purposes, and in residence locations where an extension is located at a place where business rates would apply.
  3. In the residence of a practicing physician, dentist, veterinary, surgeon, or other medical practitioner who has no service at business rates at another location.
  4. In any residence location where there is substantial business use of the service and the customer has no service at business rates.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 5 – BASIC SERVICES AND RATES, (CONT'D.)**

**5.2 General, (Cont'd.)**

**5.1.1 Application of Business and Residential Rates, (Cont'd.)**

**C. Residence rates apply at the following locations, among others:**

1. In private residences; in the residential portion of hotels, apartment houses, boarding houses, churches, or institutions when the use of the service is confined to the domestic use of the Customer and listings of a business nature are not furnished.
2. In the residence of a practicing physician, dentist, veterinarian, surgeon, or other medical practitioner provided that such residence is not a part of an office building and provided the Customer has service charged for at business rates another location.

**5.1.2 Emergency Services Calling Plan**

Access (at no additional charge) to the local operator or emergency services bureau by dialing 0- or 9-1-1 is offered at no charge to the Customer.

Message toll telephone calls, to governmental emergency service agencies as set forth in (A) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (B) following are offered at no charge to Customers:

- A.** Governmental fire fighting, Kentucky Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
  - B.** An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 5 – BASIC SERVICES AND RATES, (CONT'D.)**

**5.2 Charges Based on Duration of Use**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 5.2.1** Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
  - 5.2.2** Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
  - 5.2.3** Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
  - 5.2.4** Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
  - 5.2.5** All times refer to local time.
  - 5.2.6** Calls may be rated as Peak and Off-Peak. Off-Peak usage is considered to be from 9:00 PM to 8:00 AM on weekdays, and all day Saturday, Sunday, Thanksgiving Day, Christmas Day, New Years Day, Independence Day and Labor Day. All other calls are considered to be Peak usage.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 5 – BASIC SERVICES AND RATES, (CONT'D.)**

**5.3 Basic Local Exchange Service**

**5.3.1 General**

Basic Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number on, the Company switching network that enables the Customer to:

1. receive calls from other stations on the public switched telephone network;
2. access the Company's Local Calling Services and other Services as set forth in this Price List;
3. access interexchange calling services of the Company and of other carriers;
4. access (at no additional charge) to the Company's operators and business office for service related assistance;
5. access toll-free telecommunications services such as 800 NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
6. access relay services for the hearing and/or speech impaired.

Basic Local Exchange Services cannot be used to originate calls to caller-paid information services (e.g., 900, 976) provided by other companies. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch. Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

Individual line Residence and Business Basic Local Exchange Service is comprised of exchange access lines defined as follows:

- 5.3.2 Exchange Access Line** - The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the Price Listed use offering selected by the Customer.

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 5 – BASIC SERVICES AND RATES, (CONT'D.)**

**5.3 Basic Local Exchange Service, (Cont'd.)**

**5.3.3 Business Local Exchange Service**

Business Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat or measured rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Calling features are available at the rates set forth in Section 6 of this Price List. Long distance and intraLATA toll usage will be billed at per-minute rates, as found in Section 7 of this Price List.

There are two (2) service options:

**A. Flat Rate Service**

Under this service offering, the Customer pays a flat monthly rate, which includes unlimited local calling within the local calling area.

**B. Measured Service**

Under this service offering the Customer pays a Network Access Line Charge, plus per minute usage rates for local calls.

---



Effective: October 2, 2020

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 5 – BASIC SERVICES AND RATES, (CONT'D.)**

**5.3 Basic Local Exchange Service, (Cont'd.)**

**5.3.3 Business Local Exchange Service, (Cont'd.)**

**C. Rates and Charges**

**1. AT&T Territory**

a. Flat Rate Service

Flat Charge for Network Access Line and unlimited local calling within the local calling area.

	<u>Per Month, Per Line</u>
Rate Group 1:	\$35.90
Rate Group 2:	\$35.90
Rate Group 3:	\$35.90
Rate Group 4:	\$35.90
Rate Group 5:	\$35.90

b. Measured Rate Service

Network Access Line Charge

	<u>Per Month, Per Line</u>
Rate Group 1:	\$26.17
Rate Group 2:	\$28.52
Rate Group 3:	\$30.52
Rate Group 4:	\$32.46
Rate Group 5:	\$38.17

c. Local Usage

<u>Mileage Band</u>	<u>Day<sup>1</sup></u>		<u>Evening<sup>2</sup></u>		<u>Night/Weekend<sup>3</sup></u>	
	<u>Init.</u> <u>Min.</u>	<u>Add'l</u> <u>Min.</u>	<u>Init.</u> <u>Min.</u>	<u>Add'l</u> <u>Min.</u>	<u>Init.</u> <u>Min.</u>	<u>Add'l</u> <u>Min.</u>
Band A (0 miles)	\$0.04	\$0.02	\$0.026	\$0.013	\$0.016	\$0.008
Band B (1-10 miles Limited LCA)	\$0.04	\$0.02	\$0.026	\$0.013	\$0.016	\$0.008
Band C (Over 10 miles Limited LCA)	\$0.06	\$0.04	\$0.039	\$0.026	\$0.024	\$0.016

<sup>1</sup> Day: Mon. – Fri. 8:00 am – 5:00 pm.

<sup>2</sup> Evening: Mon. – Fri. 5:00 pm – 11:00pm.

<sup>3</sup> Night/Weekend: Mon.–Fri. – 9:00 pm – 9:00 a 11:00 pm – 8:00 am, Sat.–Sun. – all times.

---

Effective: October 2, 2020

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 5 – BASIC SERVICES AND RATES, (CONT'D.)**

**5.3 Basic Local Exchange Service, (Cont'd.)**

**5.3.3 Business Local Exchange Service, (Cont'd.)**

**C. Rates and Charges, (Cont'd.)**

**2. Windstream Kentucky East Territory**

**a. Flat Rate**

<u>Exchange</u>	<u>Monthly Recurring Charge</u>	<u>Exchange</u>	<u>Monthly Recurring Charge</u>	<u>Exchange</u>	<u>Monthly Recurring Charge</u>
Albany	\$33.99	Fernleaf	\$28.99	Monticello	\$33.99
Arlington	\$24.99	Flatlick	\$27.99	Morehead	\$33.99
Ashland	\$33.99	Flemingsburg	\$33.99	Mount Olivet	\$24.99
Augusta	\$25.99	Garrison	\$33.99	Mount Vernon	\$27.99
Barbourville	\$27.99	Germantown	\$25.99	Nancy	\$33.99
Bardwell	\$24.99	Glasgow	\$33.99	Nicholasville	\$33.99
Bee Spring	\$25.99	Grayson	\$33.99	Olive Hill	\$33.99
Berea	\$33.99	Greensburg	\$33.99	Oneida	\$27.99
Bradfordsville	\$33.99	Greenup	\$33.99	Owingsville	\$33.99
Brodhead	\$27.99	Hazard	\$33.99	Paint Lick	\$33.99
Brooksville	\$25.99	Hillsboro	\$33.99	Park City	\$29.99
Brownsville	\$25.99	Hodgenville	\$33.99	Russell	\$33.99
Bryantsville	\$33.99	Hustonville	\$33.99	Salt Lick	\$33.99
Burkesville	\$33.99	Irvine	\$27.99	Science Hill	\$29.99
Burnside	\$33.99	Jenkins	\$28.99	Scottsville	\$33.99
Calvert City	\$28.99	Johnsville	\$25.99	Sharpsburg	\$33.99
Campbellsville	\$33.99	Lancaster	\$33.99	Shopville	\$29.99
Caneyville	\$28.99	Leatherwood	\$33.99	Smithland	\$25.99
Catlettsburg	\$33.99	Lebanon	\$33.99	Smiths Grove	\$29.99
Cecilia	\$33.99	Lewisburg	\$28.99	Somerset	\$33.99
Clarkson	\$28.99	Lexington	\$32.99	South Hardin	\$33.99
Columbia	\$33.99	Liberty	\$33.99	South Shore	\$33.99
Columbus	\$24.99	Livingston	\$27.99	Tollesboro	\$33.99
Cumberland	\$23.99	London	\$29.99	Tompkinsville	\$33.99
Dover	\$28.99	Loretto	\$33.99	Uniontown1	\$11.99
East Bernstadt	\$29.99	Mammoth Cave	\$25.99	Vanceburg	\$33.99
Elizabethtown	\$33.99	Manchester	\$27.99	Versailles	\$33.99
Eubank	\$29.99	Mays Lick	\$28.99	Vicco	\$33.99
Evarts	\$24.99	Meads	\$33.99	Washington	\$28.99
Ewing	\$33.99	Midway	\$33.99	White Lily	\$29.99
Faubush	\$29.99	Milburn	\$24.99	Wilmore	\$33.99

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 5 – BASIC SERVICES AND RATES, (CONT'D.)**

**5.3 Basic Local Exchange Service, (Cont'd.)**

**5.3.3 Business Local Exchange Service, (Cont'd.)**

**C. Rates and Charges, (Cont'd.)**

**3. Windstream Kentucky West Territory**

a. Flat rate

	Rate Group <u>I-A</u>	Rate Group <u>II-A</u>
Monthly Recurring Charge	\$14.99	\$30.99

Exchange Group  
Rate Group I-A

Mt. Washington (E.A.S. to Shepherdsville and Zoneton)  
Shepherdsville (E.A.S. to Mt. Washington and Zoneton)

Rate Group II-A

Zoneton (E.A.S. to Mt. Washington, Shepherdsville  
Metropolitan Louisville, Kentucky)

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 5 – BASIC SERVICES AND RATES, (CONT'D.)**

**5.3 Basic Local Exchange Service, (Cont'd.)**

**5.3.4 Residential Local Exchange Service**

Residential Local exchange service lines are provided on a single party (individual) basis only. No multi-party lines are provided.

Recurring charges for Residential Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Residential Service is offered on a flat rate basis. Under the standard flat rate offering, the Customer pays a flat monthly rate, which includes unlimited local calling within the local calling area. Calling features are available at the rates set forth in Section 6 of this Price List. Long distance and intraLATA toll usage will be billed at per-minute rates, as found in Section 7 of this Price List.

**A. Rates and Charges**

1. Flat Rate Service

Flat Charge for Network Access Line and unlimited local calling within the local calling area.

	<u>Per Month, Per Line</u>
Rate Group 1:	\$15.20
Rate Group 2:	\$15.20
Rate Group 3:	\$16.65
Rate Group 4:	\$17.30
Rate Group 5:	\$18.40

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES**

**6.1 Optional Calling Features**

**6.1.1 General**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

**6.1.2 Description of Features**

**Anonymous Call Rejection** – Allows Customer to automatically reject calls that have been marked as anonymous.

**Call Blocker** – Allows Customer to block calls from preselected telephone numbers.

**Call Forwarding** - Automatically routes incoming calls to a predetermined telephone number

**Call Return** - Automatically redials the last incoming call.

**Call Selector** – Provides Customer with a distinctive ring when Customer is called from preselected telephone numbers.

**Call Trace** - Allows the Customer to dial a Call Trace activation code to initiate a trace of the last incoming call without obtaining prior legal authorization or assistance from the Company. The results of a completed trace will be recorded in the Central Office and will be made available only to law enforcement agencies, as directed by the Customers.

**Call Waiting** - Signals the Customer with a burst of tone to indicate that another call is waiting.

**Call Waiting ID** – Allows Customer to identify the name and number of an incoming caller when the customer is already speaking and another call is received.

**Caller ID** - Provides for the display of the calling party telephone number on Caller ID compatible customer premises equipment.

**Caller ID with Name** – Provides for the display of the calling party name and telephone number on Caller ID compatible customer premises equipment.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.1 Custom Calling Features, (Cont'd.)**

**6.1.2 Description of Features, (Cont'd.)**

**Personalized Ring** – Provides the Customer with separate telephone numbers, each with a distinctive ring, associated with one line.

**Remote Access to Call Forwarding** - Allows for the Customer to automatically forward all incoming calls to another telephone number.

**Repeat Dialing** - Automatically redials a busy number for up to 30 minutes until line is available.

**Speed Calling 8** - Allows the Customer to dial an abbreviated code to originate a call to any of 8 programmed telephone numbers.

**Speed Calling 30** - Allows the Customer to dial an abbreviated code to originate a call to any of 30 programmed telephone numbers.

**Three-Way Calling** - Allows the Customer to add a third party to an existing conversation.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.1 Custom Calling Features, (Cont'd.)**

**6.1.3** The following features are available to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the features. The rates and charges below are provided on a month-to-month basis.

**A. AT&T Territory**

<b>Custom Calling Feature</b>	<b>Monthly Recurring Charge</b>	
	<b>Business</b>	<b>Residential</b>
Anonymous Call Rejection	\$ 4.00	\$5.95
Call Blocker	\$ 7.00	\$7.00
Call Forwarding Variable	\$ 8.50	\$7.00
Call Forwarding Busy Line	\$ 5.00	\$2.00
Call Forwarding Don't Answer	\$ 5.00	\$1.50
Selective Call Forwarding	\$ 6.00	\$5.00
Call Return	\$ 8.00	\$8.00
Call Selector	\$ 6.50	\$5.00
Call Waiting	\$ 8.50	\$8.50
Call Waiting ID	N/A	\$9.50
Caller ID	\$11.00	\$8.99
Caller ID with Name	\$14.50	\$9.99
Personalized Ring – 1 number	\$ 8.00	\$6.00
Personalized Ring – 2 number	\$10.00	\$7.00
Remote Access to Call Forwarding	\$ 7.45	\$7.00
Repeat Dialing	\$ 7.00	\$5.00
Speed Calling 8	\$ 6.50	\$7.00
Speed Calling 30	\$ 7.00	\$5.00
Three-Way Calling	\$ 7.50	\$7.00
<b>Custom Calling Feature</b>	<b>Rate Per Use</b>	
Call Return	\$2.00	
Repeat Dialing	\$2.00	
Three Calling	\$3.00	
Call Trace	\$6.50	

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.1 Custom Calling Features, (Cont'd.)**

**6.1.3 (Cont'd.)**

**B. Windstream Kentucky East Territory**

**Custom Calling Feature**

**Monthly Recurring Charge**  
**Business Residential**

Rates to be Determined

---



Effective: October 2, 2020

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.1 Custom Calling Features, (Cont'd.)**

**6.1.3 (Cont'd.)**

**C. Windstream Kentucky West Territory**

The appropriate service order charge as indicated in Section 4.1 applies.

<b>Custom Calling Feature</b>	<b>Monthly Recurring Charge</b>	
	<b>Residential</b>	<b>Business</b>
Call Forwarding	\$3.49	\$ 5.99
Three-Way Calling	\$3.75	\$ 5.99
Speed Calling (8-Code)	\$2.99	\$ 4.99
Call Forward Busy Line	\$1.25	\$ 2.99
Call Forward Don't Answer	\$1.25	\$ 2.99
Speed Calling (30-Code)	\$3.99	\$ 5.99
Enhanced Call Waiting	\$3.99	\$ 5.99
Call Return	\$5.00	\$ 5.99
Repeat Dialing	\$5.00	\$ 6.00
Call Tracing	\$5.00	\$ 5.99
Call Selector	\$5.99	\$ 5.99
Preferred Call Forward	\$4.00	\$ 5.99
Selective Call Rejection	\$4.00	\$ 5.99
Selective Call Accept	\$4.00	\$ 5.99
Caller ID	\$7.00	\$10.00
Caller ID - Deluxe	\$7.95	\$11.99
Anonymous Call Rejection	\$1.99	\$ 3.99
Caller ID on Call Waiting	\$1.99	\$ 2.99

<b>Custom Calling Feature</b>	<b>Rate Per Use</b>
Call Return	\$1.25
Repeat Dialing	\$1.25
Three Calling	\$1.25
Call Trace	\$5.99

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.2 Directory Assistance Service**

**6.2.1 General**

A Customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. The Customer may request a maximum of two (2) telephone numbers per call to Directory Assistance service without additional charges. There are no call allowances for Directory Assistance Services.

**6.2.2 Regulations**

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- A.** Calls originating from a Public Telephone Service line to points within the local and intraLATA calling area.
  - B.** Requests for telephone numbers of non-published service.
  - C.** Requests in which the Directory Assistance operator provides an incorrect number provided that the calling party reports the wrong number to the Company.
  - D.** Requests for telephone numbers that were omitted from the alphabetical directory as a result of Company error.
-

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.2 Directory Assistance Service, (Cont'd.)**

**6.2.3 Rates**

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Per Call to Directory Assistance	\$1.99
----------------------------------	--------

**6.24 Call Completion**

The appropriate operator assisted per call surcharge will apply for each request made to the Directory Assistance Operator in which the operator completes the call to the desired number. See Section 6.3.3.A of this Price List for rates.

There are no allowances for Directory Assistance Call Completion, however, the Directory Assistance portion of the call is still governed by appropriate call allowances and exemptions as stated in Section 6.2.2 of this Price List.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.3 Operator Services**

**6.3.1 General**

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

**Customer Dialed Calling/Credit Card Call** - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

**Operator Dialed Calling/Credit Card Call** - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

**6.3.2 [Reserved For Future Use]**

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.3 Operator Services, (Cont'd.)**

**6.3.3 Rates**

**A. AT&T Territory**

	<u>Per Call</u>
Station to Station	
Calling Card Customer Dialed	\$1.00
Operator Assisted	\$2.50

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.3 Operator Services, (Cont'd.)**

**6.3.3 Rates**

**B. Windstream Kentucky East Territory**

	<u>Per Call</u>
Station to Station	
Calling Card Customer Dialed	\$1.00
Operator Assisted	\$1.00

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.3 Operator Services, (Cont'd.)**

**6.3.3 Rates**

**C. Windstream Kentucky West Territory**

	<u>Per Call</u>
Station to Station	
Calling Card Customer Dialed	\$1.00
Operator Assisted	\$1.00

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.4 Directory Listing Service**

**6.4.1 General Terms and Conditions**

- A.** The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the customer's exchange areas of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.
  - B.** The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing, or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
  - C.** The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
  - D.** Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the customer, will withdrew any listing which is found to be in violation of it s rules with respect thereto.
  - E.** In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
-



Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.4 Directory Listing Service, (Cont'd.)**

**6.4.1 General Terms and Conditions, (Cont'd.)**

- F.** Rates and regulations for listing service are applicable only to listings in the alphabetical directories.
- G.** Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.
- H.** A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.
- I.** Listing services are available with all classes of main telephone exchange service.

**6.4.2 Listings**

**A. Primary Listing**

One listing, termed the initial listing is included with each Customer's service, and with the initial line of a line hunting group.

**B. Additional Listings**

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The monthly rate for additional listings apply when the listings appear in Directory Assistance records in accordance with the date requested by the customer.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the customer, with a minimum service period of one month.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.4 Directory Listing Service, (Cont'd.)**

**6.4.2 Listings, (Cont'd.)**

**C. Nondirectory Listed Service**

Nondirectory listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the only obligation of the Company is to credit or refund any monthly charges the Customer paid for non-listed service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nondirectory listed service or the disclosing of said number to any person.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.4 Directory Listing Service, (Cont'd.)**

**6.4.2 Listings, (Cont'd.)**

**D. Nonpublished Service**

Nonpublished service means that the customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records. However, such information may be displayed on a call-by-call basis at Public Safety Answering Point locations where Enhanced Universal Emergency Number service is provided (E911).

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the customer paid for non-published service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 6 – SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)**

**6.4 Directory Listing Service, (Cont'd.)**

**6.4.3 Monthly Recurring Charges**

**A. AT&T Territories**

	<u>Residential</u>	<u>Business</u>
Additional Listing, per listing:	\$1.50	\$2.20
Non-Published, per line	\$5.50	\$5.50
Non-Listed Service, per listing:	\$3.50	\$3.50

**B. Windstream Kentucky East**

	<u>Residential</u>	<u>Business</u>
Additional Listing, per listing:	\$2.49	\$1.99
Non-Published, per line	\$4.99	\$4.99
Non-Listed Service, per listing:	\$2.99	\$2.99

**C. Windstream Kentucky West**

	<u>Residential</u>	<u>Business</u>
Additional Listing, per listing:	\$1.99	\$1.99
Non-Published, per line	\$4.99	\$4.99
Non-Listed Service, per listing:	\$2.99	\$2.99

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 7 – LONG DISTANCE SERVICES AND RATES**

**7.1 Outbound Services**

**7.1.1 IntraLATA Switched Service**

IntraLATA Switched Service is an outbound calling plan available to Customers who presubscribe to any one of the Company local exchange services. Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.

Residential - Per Minute Rate:	\$0.15
Business – Per Minute Rate:	\$0.15

**7.1.2 InterLATA Toll Service**

InterLATA Toll Service is a switched outbound plan available to Customers who presubscribe to any one of the Company local exchange services. Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.

Residential - Per Minute Rate:	\$0.15
Business – Per Minute Rate:	\$0.15

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 7 – LONG DISTANCE SERVICES AND RATES, (CONT'D.)**

**7.2 Toll Free Services**

**7.2.1 Switched Toll Free Service**

Switched Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided switched access line. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments after a minimum call duration for billing purposes of eighteen (18) seconds. A Monthly Recurring Charge applies in addition to usage rates.

Per Minute Rate:	\$0.15
Monthly Recurring Charge:	\$10.00

**7.3 Calling Card Service**

Calling Card Service is available to Customers for placing calls while away from home or office. Calls are originated by dialing a toll-free access number, followed by an account identification number and personal identification number. Calls may originate from standard residential, business or pay telephone access lines and may terminate to any interstate or intrastate location. Calls are billed in sixty (60) second increments after an initial period for billing purposes of sixty (60) seconds. A one-time charge for card set-up applies. There is no per call charge.

Per Minute Rate:	\$0.12
Set Up Charge:	\$1.99

---

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 8 - SPECIAL ARRANGEMENTS**

**8.1 Individual Case Basis (ICB) Arrangements**

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally offered under this Price List. Rates quoted in response to such competitive requests may be different than those specified for such services in this Price List. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

Effective: October 2, 2020

---

**TELECOMMUNICATIONS SERVICES PRICE LIST**

---

**SECTION 9 - PROMOTIONAL OFFERINGS**

**9.1 Demonstration of Service**

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type, duration or quantity of service provided will be at the Company's discretion.

**9.2 Special Promotions**

From time to time, the Carrier may provide promotional offerings to introduce a current or potential Subscriber to a service not being used by the subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or non-recurring charges. The Company will notify the Commission prior to the effective date of any promotional offering.

---