

TARIFF DISTRIBUTION

FILE PACKAGE NO.: KY-25-0029

DATE: November 3, 2025

STATE: KENTUCKY

EFFECTIVE DATE: 11/01/2025

TYPE OF DISTRIBUTION: Approved

PURPOSE: Except as otherwise indicated for Wire Centers in Section A2.3.1.F, effective October 15, 2025, Remote Call Forwarding (RCF) will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, services will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued.

TARIFF SECTION
G013

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0003

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.10 Reserved For Future Use

A13.11 Remote Call Forwarding

Except as otherwise indicated for Wire Centers in Section A2.3.1.F, effective November 1, 2025, Remote Call Forwarding will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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A13.11.1 General

- A. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a Remote Call Forwarding telephone number in one exchange (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station). This service is offered subject to availability of suitable facilities. Where the call forwarding location is in a multi-office exchange, the Company will determine the serving central office.
- B. RCF can be offered as an individual service or as an additional feature with Company Foreign Exchange service. In the latter offering, RCF is used as an overflow when the Company Foreign Exchange line is busy.
- C. This service is only available where the terminating station line has incoming-call dial capability.
- D. RCF service is not offered where the terminating station line serves a coin telephone.
- E. The Company does not guarantee identification of the originating telephone number to the RCF customer.
- F. Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs.
Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal Guidebook charges for such changes.
- G. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
- H. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.
- I. Where a business listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.
- J. Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for charges for any resulting rearrangement of the RCF service.