

VALUE CALLING PLAN

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/1/ Material now appears in Part 20, Section 10, 1st Revised Sheet No. 1.

VALUE CALLING PLAN

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/1/ Material now appears in Part 20, Section 10, 1st Revised Sheet No. 2.

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/1/ Material now appears in Part 20, Section 10, 1st Revised Sheet No. 3.

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/1/ Material now appears in Part 20, Section 10, 1st Revised Sheet No. 4.

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*/1/ Material now appears in Part 20, Section 10, 1st Revised Sheet No. 5.*

VALUE CALLING PLAN

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*/1/ Material now appears in Part 20, Section 10, 1st Revised Sheet No. 6.*

800 CALLING OPTION<sup>/1/</sup>

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## A. Definitions

1. 800 Calling Option is an optional plan that offers an alternate billing arrangement for all dial type incoming (800 SERVICE) usage, that is billed based on originating recordings.
2. 800 Calling Option is applicable to all dial type intra-LATA usage, including local calls.
3. 800 calling Option is distance and time-of-day insensitive.
4. One 800 Calling Option will include all dial type intra-LATA incoming usage (800 SERVICE) billed to one account. One 800 Calling Option is required for each 800 Service account.
  - a. An Account includes all 800 SERVICES billed to the same telephone number. Summary billing consolidated billing or other forms of combined billing do not qualify as one account.
  - b. 800 Calling Option detail billing will be provided for 800 SERVICE calls.

## B. Regulations

1. 800 Calling Option is offered to customers statewide, however it is applicable only to calls within the same LATA.
2. 800 Calling Option cannot be combined with another calling plan.
3. The minimum average time requirement (MATR) for each 800 Calling Option is 15 seconds.
4. VCP and 800 Common Line cannot be offered together.

<sup>/1/</sup> Effective December 31, 2021, 800 Calling Option is withdrawn for residence customers.

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800 CALLING OPTION<sup>/1/</sup> (Cont'd)

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## C. Payment Options

1. 800 Calling Option is under Term Payment Plan options of 12 or 36 months.
  - a. Term Payment Plan Options (TPP)
    - (1) The TPP option allows a customer to pay a fixed rate for 800 Calling Option usage over optional payment periods of 12 or 36 months.
    - (2) A payment period is the period of time selected by the customer from those offered by the Company over which specified rates are paid.
    - (3) In addition to the monthly account rate, the customer will select a usage rate from the matrix based upon the customer's projection of usage.
    - (4) During the effective term of the payment period, the contract rate is not subject to change, except as provided in (5) or (6) following.
    - (5) Subsequent to the establishment of service under the TPP and prior to the termination of the TPP, the 800 Calling Option subscriber may convert to a new TPP at the then prevailing rates. A conversion in payment period is subject to the following conditions:
      - (a) No credit toward the new TPP will be given for that portion of the former TPP which has been utilized.
      - (b) The new payment period begins on the first bill date after the request.
      - (c) No termination charges apply to the former payment period provided the customer subscribes to a new TPP equal to or longer than the time remaining in the former payment period.
      - (d) Rates are not retroactive.

<sup>/1/</sup> Effective December 31, 2021, 800 Calling Option is withdrawn for residence customers.

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800 CALLING OPTION<sup>/1/</sup> (Cont'd)

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## C. Payment Options (Cont'd)

1. 800 Calling Option is under Term Payment Plan options of 12 or 36 months (Cont'd)
  - a. Term Payment Plan Options (TPP) (Cont'd)
    - (5) (Cont'd)
      - (e) If the selected usage band understates the customer's actual usage, the customer may initiate a move to a greater band, subject to the conditions of this paragraph.
      - (f) No termination charges will apply for conversions to or from Plan 1 and Plan 2.
    - (6) If subsequent to the establishment of a 36 month TPP 800 Calling Option rates are reduced to less than the customers existing TPP rates the customers rate will be lowered to reflect the reduction.
    - (7) At the expiration of the TPP the customer will continue being billed the TPP rates and usage band that were in effect prior to expiration, unless the customer elects another option or termination.
    - (8) If the customer terminates 800 Calling Option prior to the expiration of the elected TPP, the customer is responsible for payment of the full MRG (Minimum Revenue Guarantee) through the current bill period. In addition, termination charges include the monthly rate for the account plus the MRG for the balance of the TPP times 50%.

<sup>/1/</sup> Effective December 31, 2021, 800 Calling Option is withdrawn for residence customers.

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800 CALLING OPTION<sup>/1/</sup> (Cont'd)

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## D. Minimum Revenue Guarantee (MRG)

1. The MRG is a guarantee by the customer to pay a minimum amount of 800 Calling Option usage.
2. The MRG applies only to service provided under a TPP and applies to each account.
3. In any month where the actual 800 Calling Option hourly usage is less than the minimum hours selected by the customer, the customer will be billed the MRG or the actual usage rates, whichever is greater.
4. The MRG is a monthly requirement for each account and the sum paid in excess of the MRG in one month cannot be applied to another month or to a different customer.
5. Where customers have aggregated usage billing for multiple account on a single bill, the same MRG will be applied to each account. The sum of the MRG's for all accounts will be applied to the total usage.
6. The MRG is equal to 75% of the minimum hours for the monthly TPP rate selected by the customer or a minimum of 10 hours.

## E. Monthly Rates And Nonrecurring Charges

1. The following monthly rates apply in addition to the monthly rate for 800 SERVICE Dedicated and in place of the monthly rate for 800 Common Line for each account.
2. The TPP usage rates are based upon a per minute of use.
3. The following usage applies to the service provided under a TPP based upon the hours (or fraction thereof) of use and the TPP selected by the customer.
4. The Miscellaneous Service Charge is applicable to change existing service to add 800 Calling Option. No charge is applicable to discontinue 800 Calling Option.

<sup>/1/</sup> Effective December 31, 2021, 800 Calling Option is withdrawn for residence customers.

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800 CALLING OPTION<sup>/1/</sup> (Cont'd)

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## E. Monthly Rates And Nonrecurring Charges (Cont'd)

## 5. Rates and Charges

- a. Monthly Rate, per account Plan 1 - Fixed Rate.

(1)	1 year	-	\$20.00
	3 year	-	\$10.00

- b. Usage Rates, \$ per MOU

(2)	Hours of Use	Term Payment Plan	
		12 MOS-MOU	36 MOS-MOU
	0 - 20	.132	.128
	20.1 - 50	.129	.121
	50.1 - 100	.122	.117
	100.1 - 250	.118	.110
	Over 250	.111	.103

- c. Monthly Rate, per account Plan 2 - Variable Rate.

(1) \$20.00

- b. Usage Rates, \$ per Mou

(2)	Hours of Use	36 MOS-MOU
	0 - 20	.138
	20.1 - 50	.132
	50.1 - 100	.129
	100.1 - 250	.122
	Over 250	.118

<sup>/1/</sup> Effective December 31, 2021, 800 Calling Option is withdrawn for residence customers.

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CUSTOM 800 SERVICE<sup>/1/</sup>

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## A. DESCRIPTION

Custom 800 Service is the furnishing of dial type telecommunications from stations within the LATA to a station associated with an 800 termination point within the same LATA. Custom 800 Service will be arranged at the customer's option for Dedicated 800 Service or Common Line 800 Service.

Custom 800 Services may be provisioned with either an 800 or 888 service number

## 1. Dedicated 800 Service

Dedicated 800 Service - is the furnishing of facilities for the completion of dial type telephone communication originated to the customer's Dedicated 800 Service access line by regular exchange telephone callers from specified service areas as defined herein in accordance with the regulations and schedule of charges specified herein. The Dedicated 800 Service charges set forth in this Guidebook are in payment for the service furnished between the calling and called stations, including local, interzone and toll calls.

A Dedicated 800 Service access line is a dedicated line from a Telephone Company central office to the customer's premises provided for the purpose of completing Dedicated 800 Service calls.

## 2. Common Line 800 Service

Common Line 800 Service uses existing facilities for the completion of dial type telephone communication originated to the customer. Regular exchange telephone callers may access this service from specific service areas as may be designated by the customer in accordance with the regulations and schedule of charges specified herein. The Common Line 800 Service charges set forth in this Guidebook are in payment for the service furnished between the calling and called stations, including local, interzone and toll calls.

Common Line 800 Service will be provided with a Business Local Exchange Service, Centrex and Direct Inward Dialing (DID) Service as set forth in M.P.S.C. No. 20R, excluding COIN, COCOTS, Remote Call Forwarding and lines/trunks limited to outgoing service only.

No more than one Common Line 800 Service number may be assigned to a single Business Exchange Line.

<sup>/1/</sup> Effective December 31, 2021, 800 Calling Option is withdrawn for residence customers.

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CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)

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## B. AVAILABILITY OF SERVICE

1. The furnishing of Custom 800 Service will require certain physical arrangements of the facilities of the Company and is therefore subject to the availability of such facilities.
2. Custom 800 Service is available 24 hours per day, 7 days per week.
3. Common Line 800 Service is available on a local serving office basis only.

## C. PROVISION OF SERVICE

1. Custom 800 Service is furnished for only intrastate intraLATA calling.
2. Custom 800 Service may be furnished in association with Interexchange Carriers for intrastate interLATA and/or interstate calling. Calls within the customer's home LATA are completed by the Company and calls outside the customer's home LATA are completed by the Interexchange Carriers.
3. Customers with 800 Services that are billed based on Originating recordings will pay a one time charge, specified elsewhere, to change from one Interexchange Carrier to another.

## D. LIMITATIONS OF SERVICE

1. Custom 800 Service contemplates the provision of satisfactory transmission only between the station or switching system with which the access line is associated and the called or calling station. The service is not represented as adapted for interconnection with Private Lines or central office lines to extend a two-point connection beyond the originating and called station locations.
2. Custom 800 Service does not include Assisted Calls (Conference Calls) as defined Part 11, Section 1. Such calls will be charged for at regular toll rates as specified under Message Toll Service in Part 9.
3. Custom 800 Service is furnished upon condition that the customer contract for adequate facilities to permit the using of the service.

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

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**CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

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**D. LIMITATIONS OF SERVICE (Cont'd)**

4. Transfer of calls will not be provided from the Common Line 800 Service telephone number.
5. Calls to Customer's Regular Exchange Service Number

All calls to a Common Line 800 Service customer's regular exchange service number will be billed at normal tariff rates. The charge will be billed to the originating telephone if made on a sent-paid basis.

**E. USE OF SERVICE BY THE CUSTOMER**

1. Custom 800 Service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this tariff.
2. Orders, including those which involve the start, rearrangement, release or discontinuance of service, will be accepted by the Company only from the customer or their agent.
3. The customer subscribing to Custom 800 Service is responsible for its use and for the payment of all charges in connection therewith, and shall exercise such control as may be necessary to insure that it is not improperly used.

**F. MINIMUM CONTRACT PERIOD**

1. The minimum contract period is one month.

**G. LISTINGS**

1. One listing may be provided with Custom 800 Service without charge in the Company's Listing Information System within the Customers LATA when the service is limited to the completion of intraLATA calling only. Additional listings may be provided at charges set forth in Part 12, Section 1 for Listings.
2. The address or addresses included in a listing associated with Custom 800 Service, may be any address at which the customer has presence.

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

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**CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

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**I. RESERVED TELEPHONE NUMBERS**

1. The Company will, at the request of the customer and where facilities are available, reserve central office telephone numbers for use by the customer.
2. Numbers may be reserved for use with Custom 800 Service at charges specified in Paragraph M following.

**J. SERVICE GROUP**

1. A service group for Dedicated 800 Service is one or more access lines for the same customer arranged in the same central office equipment as part of a given hunting arrangement. For Common Line 800 Service each line is a service group.
2. Common Line 800 Service cannot be combined with Dedicated 800 Service in a Service Group.

**K. SUSPENSION OF SERVICE**

1. After the minimum contract period, service through a Dedicated 800 Service access line may be suspended for a period of not less than two weeks and not more than two months.
2. Regular monthly rates apply during the suspension period.
3. For each Dedicated 800 Service access line suspended a nonrecurring charge of \$30.50 is applicable.
4. For each Dedicated 800 Service access line restored to service a nonrecurring charge of \$30.50 is applicable.
5. Suspension of service for Common Line 800 Service will be as set forth in Part 2, Section 4, in this Guidebook.

**L. RATES AND CHARGES**

1. The monthly charges for Custom 800 Service consist of the following:

Common Line 800 Service - A charge for each Common Line Termination (and associated local exchange service line, as set forth in the Exchange Channel Service part of this Guidebook), which includes the first hour of use, plus usage charges for each additional hour of use.)

Dedicated 800 Service - A charge for each Dedicated 800 Service Access Line, plus usage charges for each hour of use.

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

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**CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

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**L. RATES AND CHARGES (Cont'd)**

2. The charges specified are for intraLATA calls only. Charges for *interLATA calls will be determined by the interexchange carrier that completes the interLATA calls.*
3. The minimum average usage time per intraLATA call is 15 seconds.
4. Method of Determining IntraLATA Usage Charges for Dedicated 800 Service.
  - a. Determine the total number of completed calls for each service group. (WATS and Dedicated 800 SERVICE are treated as separate service groups).
  - b. Apply the minimum average usage time of 15 seconds by dividing the number of completed calls in each service group by 240.
  - c. Determine the total actual hours used for each service group.
  - d. Determine the total chargeable hours for each service group. This is the greater of b. or c. above, rounded to the nearest tenth (one decimal place).
  - e. Determine the number of access lines, within each service group, in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth (two decimal places).
  - f. Determine the average chargeable usage per access line in each service group by dividing the total chargeable hours in d. above by the number of access lines in e. above.
  - g. Determine the Usage Charge for the average chargeable usage per access line in each service group. Multiply the average chargeable usage in each Hours of Use Time Band by the applicable Usage Rate Per Hour. Add the results.
  - h. Determine the total Usage Charge by multiplying the Usage Charge per access line in g. above by the number of access lines in e. above.

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

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**CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

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**L. RATES AND CHARGES (Cont'd)**

5. Method of Determining IntraLATA Usage Charges per Common Line 800 Service
  - a. Determine total number of completed calls.
  - b. Apply the minimum average usage time of 15 seconds by dividing the number of completed calls in each service group by 240.
  - c. Determine total actual hours used.
  - d. Determine the total chargeable hours. This is the greater of b. or c. above rounded to the nearest tenth (one decimal place).
  - e. Determine the total Usage Charge by multiplying the applicable hours of use time band by the chargeable hours as specified in d. above.

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

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**CUSTOM 800 SERVICE<sup>/1/</sup> (cont'd)**

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**L. Rates and Charges (cont'd)**

Description	Monthly Rate
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Dedicated 800 Service access line (WAL)	\$21.37
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Service charges are applicable to the WAL as specified in Part 3, Section 1, in this Guidebook.

The monthly rate and line connection charge for the Common Line 800 Service business exchange, Centrex and DID lines is specified elsewhere in the Company's tariffs, and is in addition to the monthly rate for Common Line 800 Service.

Description	Monthly Rate
-------------	--------------

Common Line 800 Service (Includes up to 1 hour of usage)	\$23.00
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**Usage Rates<sup>/1/</sup>**

The Usage Rate that is applied for Dedicated 800 Service is the rate specified for use occurring during each Hours of Use Time Band.

Description	Usage Rates Per Hour
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**Dedicated 800 Service Usage Rates****Hours of Use Time Bands**

- 0.1 to 15	\$14.71
- 15.1 to 40	14.00
- 40.1 to 80	13.18
- over 80	12.36

Description	Per Hour
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Common Line 800 Service Usage Rates For usage in excess of 1 hour	\$23.00
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<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

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**CUSTOM 800 SERVICE<sup>/1/</sup> (cont'd)**

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**M. Reserved Telephone Numbers**

When reserved numbers are placed in service within the normal service interval for the telecommunications service being provided, no charge is applicable.

When, because of customer reasons, the reserved numbers are not placed in service within the normal service interval the following charges are applicable.

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
- For each group of (one or more) telephone numbers reserved	\$25.00	\$5.00
- In addition, for each telephone number reserved	-	.25
- 800 Service per 800 Number Reserved	3.70	-

**N. Custom 800 Service Optional Features**

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Time of Day-Allows call to be routed via either a different carrier or to a different termination based on the time of day needs.

Day of Week-Allows calls to be terminated to a different location based on the day of week, or calls to be routed to a different carrier based on the day of week.

Specific Dates-Allows call to be terminated to a different location based on a specific date or routed to a different carrier based on specific date.

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

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**CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

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## N. Custom 800 Service Optional Features (Cont'd)

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Percent Allocation - This feature allows a customer to route their traffic over several carriers using a predefined percentage split.

Originating Location - In a predefined state, NPA, LATA, NXX, or 10-digit telephone number can be routed to a given destination while other calls would complete to another destination.

Specialized Area of Service - Defines a geographic location from which the customer wishes to accept 800 calling, routed to a single IXC, which is an area other than the total US, a single state, or a single NPA or LATA. The Area of Service may range from a single 10-digit number to an area consisting of many states, LATAs/and NPAs.

A service charge as stated below is applicable to establish, add or change the above Optional Features.

Nonrecurring

Charge\$82.50<sup>/2/</sup>

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<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

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<sup>/2/</sup> The Custom 800 Service Optional Features charge does not apply when these features are established at the same time as an 800 Calling Option Plan for a 12 or 36-month TPP shown elsewhere in this Guidebook.

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