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ARKANSAS PUBLIC SERVICE COMMISSION
Section VI
Original Sheet No. 1
ALL EXCHANGES
PRAIRIE GROVE TELEPHONE COMPANY
MISCELLANEOUS SERVICE ARRANGEMENTS (CONT.)

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MISCELLANEOUS SERVICE ARRANGEMENTS (cont.)

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MISCELLANEOUS SERVICE ARRANGEMENTS

1. DIRECTORY LISTINGS

1.1	RATES	<u>MONTHLY RATE</u>	
		Residence	Business
1.1.1.	Primary Listing	N/C	N/C
1.1.2.	Additional Listing	\$.25	\$.25
1.1.3.	Foreign Exchange Listing	\$.50	\$ 1.00
1.1.4.	Non-Published Service	\$.50	\$.50
1.1.5.	Non-Listed Service	\$.50	\$.50

1.2. CONDITIONS

- 1.2.1. One listing, which may include the name, address and telephone number of the individual(s), organization, firm or corporation will be furnished in the alpha section for each primary station or each private branch exchange at no charge. Business listings must be in the concern's official name.
- 1.2.2. Dual (joint) name listings will be provided for customers subscribing to residence service who share the same surname and reside at the same address, for women whose husbands are deceased and for persons known by more than one given name. Dual (joint) name listings are primary listings consisting of one line.
- 1.2.3. Listings will be limited to such information as is necessary for proper identification.

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- 1.2.4. Listings without address or without house number will be provided for customers who desire such a listing.
- 1.2.5. The listing consists of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.
- 1.2.6. The Company may refuse to insert any listing which, in its judgment, does not facilitate the use of the directory.
- 1.2.7. An additional listing must include the same address and telephone number as the primary listing except that a different address may be shown for off-premises PBX or Centrex stations located on other premises occupied by the customer.
- 1.2.8. Additional listings may be furnished with residence service for others who are members of the customer's domestic establishment and who occupy the same premises.
- 1.2.9. The rate for a foreign listing will be the rate of the local exchange carrier in whose directory the listing appears. A foreign listing may be furnished for customers requesting their listing be included in a directory alpha section different than normal.
- 1.2.10. Non-published service is an arrangement where a customer's listing is omitted from both the telephone directory and information listing.
- 1.2.11. No charge will be made for non-published numbers for customers having a listed number in the same exchange under the same listing.
- 1.2.12. The Company will take reasonable precautions not to publish the number in any of its publicly distributed directories and, except when required by law, will not disclose the number to any person other than representatives of law enforcement agencies, its own

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employees or representatives or those of other telephone companies, or to other customers who are billed for calls placed to or from non-published numbers.

- 1.2.13. Non-listed service is an arrangement whereby a customer's number is omitted from the telephone directory but not from the information records.
- 1.2.14. When non-published or non-listed service is to be furnished, the customer may be required to execute an agreement which holds the Company harmless from any damages which might arise and which absolves the Company from any responsibility for the failure of the customer to receive calls because of the non-published or non-listed arrangement.
- 1.2.15. Non-published and non-listed service customers will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued.
- 1.2.16. Billing for such services will be discontinued with the last regular bill dated before the issuance of the directory in which the change is made.
- 1.2.17. Non-published or non-listed service customers may change from one to the other without incurring an additional monthly charge.
- 1.2.18. The Company's liability arising from errors in or omission of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the charges for such if the customer's service is affected during the period covered by the directory in which the error or omission occurred. In no event shall the Company be responsible for any consequential damages arising out of any error or omission related to directory service.

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2. DIRECTORY ASSISTANCE SERVICE

2.1. GENERAL

- 2.1.1. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining directory information in the same local calling area or in the same Long Distance Numbering Plan Area.
- 2.1.2. A customer request for directory assistance is any call to a directory assistance attendant.
- 2.1.3. A maximum of two telephone numbers may be requested per call to a directory assistance attendant.
- 2.1.4. Charges for Directory Assistance Service are not applicable to calls placed from customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory. The method of exempting those handicapped customers shall be via the completion of an exemption form supplied by the Company and the Company's acceptance of that form.
- 2.1.5. Charges for Directory Assistance Service are not applicable to calls placed from a hospital which has as its principal undertaking the inpatient medical or surgical care of the sick or disabled persons.

2.2. RATES

- (CR) 2.2.1. For customer direct dialed calls to a directory assistance attendant, a charge of .75 cents per call is applicable (maximum of two requested numbers per call).

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(CR) 2.2.2. For all customer requests for directory assistance which are placed to a directory assistance attendant via an operator, a charge of \$1.50 per call is applicable (maximum of two requested number per call.)

(CR) 2.2.3. Directory Assistance charges billed to a telephone credit card, or a telephone number other than the originating number via an operator will be billed at \$1.50 per call rate.

3. OPERATOR ASSISTED LOCAL CALLS

3.1. GENERAL

3.1.1. Operator Assisted Local Calling Service is provided upon customer request. In dialing a local number, requesting a local number Person-to-Person call, billing a local call to a telephone company calling card or to a third number, placing a local collect call, verifying the status of a line, and interrupting a conversation already in progress.

3.1.2. Operator Assisted Local Calling Charges will not apply in the following situations.

3.1.2.A. For calls to the Company for official telephone business.

3.1.2.B. Local calls from customers whose physical or visual handicaps prevent them from making the call direct.

3.1.2.C For emergency calls to agency type telephone numbers such as to those agencies of the federal, state, or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number.

3.1.2.D. When the caller advises he has had service trouble in reaching the terminating number.

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MISCELLANEOUS SERVICE ARRANGEMENTS (cont.)

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3.2. LINE STATUS VERIFICATION

3.2.1. The provision of Line Status Verification involves an operator determining the condition of an access line that a customer requests to be checked.

3.2.1.A. This service is provided where facilities exist.

3.2.1.B. No request will be processed on a collect, or reversal of charges, or Person-to-Person basis.

3.2.1.C. The service charge in 3.5. below applies to calls from customers who request operator assistance in determining the status of a line, except for calls to and from authorized emergency agencies (i.e., police, fire, and ambulance). Agencies that are not obvious emergency agencies may apply to the company for an exemption so that charges for line status verification are not applicable.

3.3. BUSY INTERRUPT

3.3.1. The provision of Busy Interrupt involves an operator interrupting a conversation in progress to ascertain willingness to establish conversation with an alternate party.

3.3.2. This service is provided where facilities exist.

3.3.3. No request will be processed on a collect, or reversal of charges, or Person-to-Person basis.

3.3.4. The service charge in 3.5. below applies to calls from customers who request local assistance in the interruption of a conversation in progress, except for calls to and from authorized emergency

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agencies (i.e., police, fire and ambulance). Agencies that are not obvious emergency agencies may apply to the Company for an exemption so that charges for Busy Interrupt Service are not applicable.

3.4. DIAL CALLING CARD STATION-TO-STATION, OPERATOR STATION-TO-STATION AND OPERATOR PERSON-TO-PERSON

- 3.4.1. The Company furnishes local operator assistance whereby customers may request assistance in: dialing a local number, requesting a local Person-to-Person call, billing a local call to a calling card, to a third number or collect.
- 3.4.2. Operator Assisted Local Calling Charges are applicable to any of the following call types when the customer requests operator assistance in completing the call:
- 3.4.2.A. Dial Calling Card Station-to-Station

Dial Calling Card Station-to-Station is that Station-to-Station service where the person originating the call, including calls originated from a public or semi-public coin telephone, dials zero, then the telephone number desired, and the call is completed without the assistance of an operator and is billed, where automatic billing equipment is available, to a credit card or Special Billing Number. Dial Calling Card Station-to-Station service also includes: (1) when an operator records the calling card or Special Billing Number where no automatic recording equipment is available, (2) when an operator reaches the called telephone number and records the calling card or Special Billing Number where facilities are not available for dial completion, (3) when an operator places a calling card or Special Billing Number call for a calling party who identifies himself as being handicapped and unable to

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dial the call because of this handicap, and (4) when an operator reestablishes a dial calling card or dial Special Billing Number call which has been interrupted after the called number has been reached. This class of service involves no other operator services except those necessary to complete the above described calls.

3.4.2.B. Operator Station-to-Station

Operator Station-to-Station is that Station-to-Station service other than Dial Station-to-Station and Dial Calling Card Station-to-Station. Operator Station-to-Station includes Station-to-Station service originating at a public or semi-public telephone, where offered, except for those public or semi-public telephone calls that are Dial Calling Card Station-to-Station as described above.

3.4.2.C. Person-to-Person

Person-to-Person is that service where the person originating the call specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX attendant.

The classification of the call remains Person-to-Person when, after the station or PBX called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person to be reached, or station, department, or office to be reached through the PBX attendant.

Table with 3 columns: Code (CR, MT), Description (RATES AND CHARGES, Line Station Verification, Busy Interrupt), and Amount (\$1.50, \$2.50)

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(AT)(CR)	Dialing Calling Card Station to Station local calls placed by dialing zero, then the desired local number, and the call is charged to a calling party	\$.95
(CR)	Operator Handled Station-to-Station local calls	\$1.50
(CR)	Operator Handled Person-to-Person local calls	\$3.50

4. OFF-PREMISES EXTENSIONS

4.1. INTRAEXCHANGE (LOCAL CALLS)

4.1.1. General

4.1.1.A. Intraexchange or local channel charges apply in the provision of off-premises extensions, local private line, lease line, tie line, radio broadcast circuits, and all other services, where leased channels are provided. Mileage applications may be applicable to local channels and will be measured on an airline basis unless otherwise indicated.

4.1.1.B. A Local Loop Charge is applicable for all private line services whereby the use of a cable pair and central office equipment are required to provide such private line services. The Local Loop Charge pertains to that portion of the loop extending up to ½ mile from the central office. In addition to the Local Loop Charge, any segment of the loop extending beyond the ½ mile mark is subject to the Intraexchange channel mileage charges set forth in Section 4.3 hereof which are rated on a per ¼ mile basis.

4.2 RATES

Monthly Rate

4.2.1. Intraexchange Channel
(See Condition 4.5.4)

4.2.1.A. Same Listing – Business

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	Channel	\$ 1.75
	Each additional channel for first ¼ mile (Same listing)	\$ 2.00
	Each addition channel for first ¼ mile (Same Listing)	\$ 1.00
4.2.1.B.	Same Listing - Residence Channel	\$ 1.50
	Each additional channel for first ½ mile Channel	\$ 2.00
	Each additional channel for first ¼ mile Channel	\$ 1.00
4.3.	LOCAL LOOP CHARGE	\$ 4.50

4.4. CONDITIONS

- 4.4.1 The minimum contract period for channels is one month.
- 4.4.2 A Local Private Line is a non-switched line located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.
- 4.4.3. Intraexchange channels terminate at each end in a standard network interface device or standard station protector as provided and maintained by the telephone company. Service connection charges will apply to the work performed at the serving central office and up to and including the station protector/standard network interface.
- 4.4.4. Where construction is necessary for the purpose of furnishing intraexchange channels on a customer's premises, such construction will be furnished as provided under the "Construction Charges Applicable Under Special Conditions" section of this tariff.

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4.4.5. When it is known or realized that the life of all or part of the outside circuit extensions will be shorter than normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the customer:

4.4.5.A. An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charges. All charges are subject to approval by the Arkansas Public Service Commission.

4.4.5.B. A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten (10) years. All charges are subject to approval by the Arkansas Public Service Commission.

5. CONDITIONS FOR OFF-PREMISE EXTENSION STATIONS

5.1. Off-premise extension stations may be furnished subject to the following conditions:

- 5.1.1. May be located on the premise of another customer and restricted to answering in-coming calls only provided the other has his own separate service at the same location.
- 5.1.2. Business off-premise extensions may be provided at a residence location of the same customer where residence main station service is also provided.
- 5.1.3. Residence off-premise extensions may be provided at the business location of the same customer where business main station service is also provided.
- 5.1.4. The number of extension instruments which may be permitted with any main station is limited to such as, in the judgment of the company, will not interfere with the efficient operation of the service.

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5.1.5. Extension service provides the capability of originating or receiving calls from equipped locations in addition to the location of the main station.

(AT) 6. Voice Mail

6.1 Description

The PGTELCO Voice Mail system allows Customers to store voice messages and to retrieve them from home or a remote location. The PGTELCO Voice Mail system also has the ability to notify the Customer by email and by mobile phone or pager.

6.2 Basic mail Box

Greeting Length: 1 Minute
Message Length: 5 Minutes
Number of Messages: 100
New Message Storage: 7 Days
Old Message Storage: 30 Days

6.3 Rates

	<u>MRC</u>	<u>NRC</u>
Basic Mail Box	\$ 3.95	none

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7. TONE DIALING SERVICE

7.1. GENERAL

7.1.1. Tone Dialing Service is provided for the origination of telephone calls through the use of a pushbutton tone pad rather than a standard rotary dial.

7.2. RATES

7.2.1. Touch-Tone service is provided at no charge. This service is included in the basic service rate.

8. EMPLOYEE TELEPHONE SERVICE

8.1. GENERAL

8.1.1. Employee Telephone Service is offered to all permanent full-time employees at their listed permanent address, when such service is provided by the Company.

8.2. RATES

8.2.1. Employee Telephone Service may be furnished to employees at one-half the rate for monthly local exchange service.

8.2.2. Employee Telephone Service will be limited to a maximum of two local exchange service lines.

8.2.3. No concessions will be made for toll service charges and the Company will not supply any customer premises equipment as part

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of this service.

- 8.2.4. Employees may receive any or all services provided by the Company without charge, except for remote call forwarding which will be available for one-half the tariffed rate.

9. TOLL RESTRICTION

9.1. GENERAL

- 9.1.1. Toll Restriction denies the local exchange user access to the long distance telecommunications network while permitting the user access to the local exchange network.

9.2. RULES AND REGULATIONS

- 9.2.1. The customer accepts full responsibility for the denial of access to the long distance telecommunications network and for the restriction on acceptance of any incoming "collect" long distance messages. The customer indemnifies and holds harmless the Company from any and all claims, losses and damages caused by this restriction and the customer's long distance calling.

9.3. RATES AND CHARGES

- 9.3.1. There will be a monthly charge of \$2.50 for Toll Restriction service.

10. 900 CALL RESTRICTION

10.1. GENERAL

- 10.1.1. 900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.
- 10.1.2. 900 Call Restriction will be provided in conjunction only with

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business and residence single party flat rate, message, and measured local exchange services. 900 Call Restriction will be furnished only from central offices equipped to provide this service and where facilities permit.

10.2. RATES

10.2.1. 900 Call Restriction will be provided at no charge.

10.3. CONDITIONS

10.3.1. The minimum contract period for this service is one month.

10.3.2. Non-payment of 900 call charges will not alone be cause to disconnect local exchange service.

10.3.3. A customer subscribing to this service may not access any 900 telephone numbers.

11. EXTENDED ABSENCE PAYMENT PLAN

11.1. The following options are available to customers to avoid suspension of service during extended absences.

11.1.1. Bills coming due during the customer's absence may be paid in advance. The amount of the advance payment will be based on the customer's average monthly bill for the most recent twelve (12) months. If less than twelve (12) months usage history is available, the advance payment will be based on the number of months of usage history available. If the advance payment is more than the actual bill for service, the overpayment will be credited to the customer's account unless the customer requests a refund. If the advance payment is less than the actual bill for service, the balance due will be carried forward each month until the customer returns. Delayed payment agreements will be available for any underpayment.

11.1.2. The customer will be given the opportunity to enroll in the

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Company's bank draw draft plan, where available, whereby the monthly service bill will be paid automatically through the customer's checking or savings account.

- 11.1.3. The customer can arrange to have bills coming due during the period of absence mailed to an alternate address or third party during the absence.
- 11.1.4. The customer must notify the Company in order to take advantage of any of these extended absence payment plans.

12. EXTENDED DUE DATE PLAN

12.1. GENERAL

- 12.1.1. The Extended Due Date Plan is available to qualifying residential customers and is intended to enable the company to change a customer's bill payment due date, at the customer's request, to coincide with or follow the customer's receipt of income as listed below. Customers who qualify under this plan and pay by the new date will not be considered late on their bill payment.

12.2. AVAILABILITY

- 12.2.1. Customers whose income checks from any of the sources listed below which are not normally received by the regular bill due date are eligible to apply for an extended due date. Qualifying income sources are as follows:
 - 12.2.1.A. persons receiving Aid to Families with Dependent Children (AFDC), or Aid to the Aged, Blind and Disabled (AABD).
 - 12.2.1.B. persons receiving Supplemental Security Income; or
 - 12.2.1.C. persons whose primary source of income is Social Security or Veterans Administration disability or retirement benefits.

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12.3. APPLICATION

- 12.3.1. Customers may become plan participants upon written application to the Company.
- 12.3.2. After acceptance of a customer by the Company as a participant in the Extended Due Date Plan, the customer shall supply to the Company the date on which his monthly income is received (check receipt date) and the Company will make this information a permanent part of the customer's record.

12.4. SETTING THE EXTENDED DUE DATE

- 12.4.1. The Company will compare the check receipt date supplied by the customer with the billing date and the bill due date. Based on this comparison, the following method of determining a bill due date will be used:
- 12.4.1.A. If the check receipt date occurs within the time span between the billing date and the bill due date, the normal due date of the account remains in effect.
- 12.4.1.B. If the check receipt date occurs beyond the time span of the billing date and the bill due date, the due date will be at least three days after the check receipt date.
- 12.4.2. If the customer does not pay bills by the close of business on the extended due date 2 times in a row or any 3 times in the last 12 months, the Company will remove the customer from the plan. The Company will notify the customer in writing when the customer has been removed from the plan for late payment.
- 12.4.3. If payments are not received by the close of business on the extended due date, the Company will follow the established notification process established by the Arkansas Public Service Commission which could ultimately result in suspension of the service.

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13. LATE PAYMENT

13.1. A utility may calculate late payment charges only on an overdue portion of a bill for utility service. A late payment charge may not exceed 10 percent of the first 30 dollars of the customer's bill and 2 percent of the remainder. The due date of the bill shall not be less than 22 calendar after the date the bill is mailed.

14. VACATION RATE

14.1. A rate of one-half the regular monthly rate will be charged for a minimum period of one month upon advance notice by the customer.

15. FIRE ALARM SYSTEMS

15.1. 10 Party Installation Charge plus \$15.00 per month.

15.2. 14 Party Installation Charge plus \$20.00 per month.

15.3. 18 Party Installation Charge plus \$25.00 per month.

16. INDIVIDUAL CASE BASIS ARRANGEMENTS

16.1 GENERAL

16.1.1. Individual Case Basis Arrangements ("ICB") are service arrangements provided by the Company in which the regulation, rates and charges are developed based on the specific circumstances of the case.

16.1.2. ICB arrangements will offer specialized rates or charges only for nontariffed services and/or rate elements. Notwithstanding the language in this paragraph 16.1.2., DS-3 circuits (45 megabits) may be priced to cover no less than their incremental cost up to rate levels covering such service in approved tariffs for education institutions.

16.1.3. ICB arrangements will be offered at such rates and charges that

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shall, in the aggregate, cover no less than their incremental cost.

- 16.1.4. Such rates and charges are subject to review by the Arkansas Public Service Commission at any time upon request.

16.2. CONDITIONS

- 16.2.1. ICB arrangements will initially be restricted to service offerings to educational institutions or governmental bodies, divisions or institutions.
- 16.2.2. Customers will be required to sign a contract with the Company specifying the terms and conditions of the service arrangement.
- 16.2.3. The Company will notify the Public Service Commission in writing before a sixth ICB service arrangement is entered into. The notice will include a description of the service or rate element affected and a projected number of total customers for the specialized rate or charge. The Commission may or may not require the filing of a tariff relative to the specific rates or charges at that time.