

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section B
 Fourth Revised Contents Sheet 1
 Cancels Third Revised Contents Sheet 1

B. GENERAL REGULATIONS

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 By: Mary Anna Hite

Effective: September 28, 1998
 Title: General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section B
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 Cancels Fourth Revised Contents Sheet2

B. GENERAL REGULATIONS

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Issued: May 16, 2005
 By: Mary Anna Hite

Effective: June 15, 2005
 Title: Secretary-Treasurer

B. GENERAL REGULATIONS

B.1 Application

The rates, rules and regulations specified herein apply to the general exchange facilities of the Pembroke Telephone Company, hereinafter referred to as the Telephone Company, in its exchanges in the State of Georgia, and are in addition to the rates, rules, and regulations contained in the Local Exchange Tariff.

In the event of a conflict between any rate, rule, regulation or provision contained in the General Exchange Tariff and any rate, rule, regulation or provision in the Local Exchange Tariff, the rate, rule, regulation or provision contained in the Local Exchange Tariff shall prevail.

B.2 Limitations and Use of Service

B.2.1 Use of Customer Service

Customer telephone service, as distinguished from public telephone service, is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Telephone Company has the right to refuse to install service or to permit such service to remain on premises of a public character when the instrument is so located that the public in general or patrons of the customer may make use of the service. At such locations however, service may be installed, provided the instrument is so located that it is not accessible for public use.

B.2.2 Third Party Service Providers

Pursuant to the requirement of Official Code of Georgia Annotated (O.C.G.A.) Section 46-5-171.1, prior to Company billing for a third party, the Company must have signed authorization from the end user. The requesting third party must obtain signed authorization from the end user and provide to the Company before any billing is performed. The third party service provider must provide to the Company the following before billing is performed:

1. Explanation of the product/service being offered.
2. Explicit end user customer acknowledgement that said charges will be assessed via the telephone bill.
3. Information related to whom to call (and the appropriate toll-free telephone number) for inquiries.

(N)

(N)

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Title: General Manager

B. GENERAL REGULATIONS

B.2 Limitations and Use of Service (Cont'd)

B.2.3 Initial Contract Period

Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities in one month at the same location.

The Telephone Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.

B.2.4 Reserved for Future Use

(D)

B.2.5 Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties, the operator, in order to accommodate the customer, repeats messages she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstandings that may arise between customers because of errors.

B.2.6 Improper Use of Toll Service

The Telephone Company may refuse to furnish or may disconnect telephone service to any person, firm or corporation because of abuse or fraudulent use of toll service. Abuse or fraudulent use of toll service includes the use of service or facilities of the Telephone Company to transmit a message, locate a person or otherwise to give or obtain information without payment of a message toll charge.

B.2.7 Cancellation of Service

The Telephone Company may terminate the service and remove its equipment for nonpayment of any sum due for exchange, long distance or other services when the following requirements are met:

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By: Robert Letcher

Effective: January 1, 1987
Title: General Manager

B. GENERAL REGULATIONS

- B.2 Limitations and Use of service (Cont'd) (L)
- B.2.7 Cancellation of Service (Cont'd)
 - B.2.7.1 Cancellation of Service
 - A. Written notice shall be sent to the customer no sooner than 10 days after the original bill is sent out.
 - B. The customer shall then have a minimum of ten days to comply.
 - C. Disconnection shall not occur on the preceding day of/and on Saturdays, Sundays, and legal holidays.
 - D. Nonpayment of 976 Service or 900 Service call billing to the caller shall not be cause for denial or termination of basic local exchange service. (L)
 - E. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane, or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person. (N)
 - B.2.7.2 Telephone Service Disconnection for Residential Local Service Only (L)
 - The following procedures shall apply:
 - A. No basic residential service shall be disconnected for local service charge until at least 29 days from the date of the bill.
 - B. No residential service can be disconnected for local service charged until the Telephone Company has given the affected customer a written notice of the proposed disconnection at least five (5) days before the proposed date of disconnection. The notice must include:
 1. The final payment date of the amount due;
 2. The reason for the disconnection, including the unpaid balance amount. (L)

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 By: Mary Anna Hite

Effective: July 11, 1999
 Title: General Manager

B. GENERAL REGULATIONS

B.2 Limitations and Use of Service (Cont'd)

(L)

B.2.7 Cancellation of Service (Cont'd)

B.2.7.2 Telephone Service Disconnection for Residential Local Service Only (Cont'd)

B. (Cont'd)

3. A telephone number which the customer may call for information about the proposed disconnection; and
 4. The procedure for medical emergencies, as hereinafter described.
- C. If contact with the customer was not previously made and notice of the disconnection was by mail or by leaving it at the premises, the utility must make a good faith effort to contact the customer at least two (2) days before the proposed disconnection.
- D. Service shall not be disconnected for nonpayment of local service charges to a residential customer who has a serious illness which would be aggravated by said discontinuation, provided that the customer notifies the utility of this condition in writing, or orally and within ten (10) days of giving such initial notice furnishes to the utility a written statement from a doctor, county board of health, hospital, or clinic identifying the illness and its expected duration, and certifying that the illness would be aggravated by such discontinuance. In such event, the proposed disconnection shall be held in abeyance for the shorter of either the length of the illness or one month from the date of the initial notice, and the customer may renew the postponement period one additional time by repeating the aforementioned procedure. If there is a dispute regarding the existence of a serious illness, the case may be referred to the Public Service Commission for final determination.
- E. In the case of a disputed bill for basic local exchange residential service, the customer shall have the right, after all remedial measures with the utility have failed, to request in writing, or orally to be followed by a request in writing, that the Public Service Commission investigate the dispute before residential service may be disconnected. Such request must be made within ten (10) days after the date of the disputed bill.

(L)

Issued: June 11, 1999
By: Mary Anna Hite

Effective: July 11, 1999
Title: General Manager

B. GENERAL REGULATIONS

B.2 Limitations and Use of Service (Cont'd)

(L)

B.2.7 Cancellation of Service (Cont'd)

B.2.7.2 Telephone Service Disconnection for Residential Local Service Only (Cont'd)

F. No consumer may be disconnected for unpaid residential local service if the consumer notifies the Telephone Company between the date of receiving a notification of the proposed disconnection of telephone service and the date set for disconnection and agrees to pay the unpaid balance for service previously provided in equal installments over the three (3) consecutive billing months immediately following said notice. Further, the consumer agrees to pay future bills and the installments by the due date. However, if a customer has received a notice of intent to disconnect, at any time prior to the time when the consumer is once again current in his billings for service previously provided, if the consumer makes toll calls exceeding \$10.00 in any thirty (30) day period, the Telephone Company shall have the right to immediately and without further notice, disconnect telephone service to that consumer. Similarly, if the consumer fails to make any agreed upon payment as set forth immediately above, the Company may disconnect service without further notice.

B.3 Establishment and Furnishing of Service

B.3.1 Applications

B.3.1.1 The Telephone Company reserves the right to refuse service to applicants who are indebted to the Telephone Company for service previously rendered, until the indebtedness is satisfied. The Telephone Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Telephone Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

B.3.1.2 If telephone service is established and it is subsequently determined that either condition in B.3.1.1, above exists, the Telephone Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

(L)

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Title: General Manager

B. GENERAL REGULATIONS

B.3 Establishment and Furnishing of Service (Cont'd)

(L)

B.3.1 Applications (Cont'd)

B.3.1.3 Applications for service become contracts when accepted by the Telephone Company, or upon establishment of service. The terms and conditions of such contracts are supplemented by and subject to the General Exchange Tariff and the Local Exchange Tariff for the particular exchange from which service is to be furnished. Any changes in rates, rules or regulations, authorized by the legally constituted authorities shall act as a modification of the contract to that extent, without further notice.

B.3.1.4 The original application and contract will not be considered to be terminated if the customer moves from one location to another (outside move) within the same exchange area.

B.3.2 Application of Business Rates

B.3.2.1 Determination as to whether a customer's service (as distinguished from public service) shall be furnished at business or residence rate is based on the character of use to be made of the service.

B.3.2.2 Business rates apply in the following locations: in the offices, stores, factories, and all other places of a strictly business nature.

B.3.2.3 In boarding houses, except as modified under paragraph B.3.3.2, offices of hotels, halls and offices of apartment buildings; quarters occupied by clubs or lodges; public, parochial and other private schools or colleges; churches, universities, fraternity and sorority houses, hospitals and other similar institutions.

B.3.2.4 At residence locations when the customer has no regular business telephone and the use of service either by himself, or other members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over residence telephones during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

(L)

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By: Mary Anna Hite

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Title: General Manager

B. GENERAL REGULATIONS

- B.3 Establishment and Furnishing of Service (Cont'd) (L)
- B.3.2 Application of Business Rates (Cont'd)
- B.3.2.5 Where the place of business and the residence of the customer are on the same premises and no telephone is installed in the place of business, the business rate shall be charged.
- B.3.2.6 At residence locations, when an extension station or extension bell is located in a shop, office or other place of business.
- B.3.2.7 In a location where the listing of service at that location indicates a business, trade or profession, except as specified under paragraph B.3.3.3 below.
- B.3.3 Application of residence Rates
- B.3.3.1 Residence rates apply at the following locations: in private residences where business listings are not provided.
- B.3.3.2 In places of a combined business and residence nature provided separate service is installed for business service and is charged for at the business rates; and provided further, that the residence service is installed in that part of the premises used primarily for residential purposes.
- B.3.3.3 In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding housing which are not advertised as a place of business or which have less than five rooms for boarders for which furnish meals to less than 10 boarders, provided business listing are not furnished.
- B.3.3.4 In the place of a residence of a clergyman, physician, nurse, dentist, veterinary surgeon or other medical or professional practitioner, provided the customer does not maintain an office in his residence. (L)

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Title: General Manager

B. GENERAL REGULATIONS

B.3 Establishment and Furnishing of Service (Cont'd)

(L)

B.3.4 Classification of Areas as the Basis for Furnishing Services (Availability of Facilities)

B.3.4.1 Economical operation of the telephone business, to secure the whole body of rate payers and to the business itself, requires that the property be built and operated in accordance with a definite plan under which specified classes of service are regularly furnished in specified areas or types of areas. The Telephone Company, therefore, does not undertake to furnish any desired class of service at any desired location, nor does it undertake to extend its plant to remote sections where such extension is not warranted by public necessity as distinguished from personal desire, except where adequate protection is afforded.

B.3.5 Telephone Numbers

The customer has no property right in the telephone number or any right to continuous service through any particular central office, and the Telephone Company may change the telephone number or the central office designation, or both, of a customer whenever it deems it advisable in the conduct of its business to do so.

B.3.6 Transfer of Service

B.3.6.1 Service previously furnished one customer may be assumed by a new customer upon due notice of cancellation or in case of abandonment, provided there be no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways.

- A. If the new customer fully understands the regulations governing the service and status of the account and willingly assumes all obligations thereunder, a new service application is made and bills are rendered to him without an adjustment to or from any particular date, the name only being changed on the bill.
- B. If the new customer does not wish to assume payment of the old account a new service application is made by him and an adjustment in billing is made to and from the date the transfer is effective.

(L)

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B. GENERAL REGULATIONS

B.3 Establishment and Furnishing of Service (Cont'd)

(L)

B.3 Transfer of service (Cont'd)

- B.3.6.2 Under either method of transfer the reassignment of the telephone number to the service of the new party is arranged for only after the former customer has given his consent to its use, and then only when, in the judgment of the Telephone Company a change in the telephone number is not required.
- B.3.6.3 When in the judgment of the Telephone Company there does exist a relationship, business or otherwise, between the old and new customer, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Telephone Company a change in the Telephone Company is not required.
- B.3.6.4 The charges applicable for transfers of service as indicated above are the same as the service connection charges for instrumentalities in place as specified in Section D.2.2 of this Tariff.
- B.3.6.5 Charges will not be applied in the following cases when there is no change in the customer's interest and the service and facilities are assumed prior to their discontinuance without lapse in the rendition of service or in charges for service.
- A. When a business concern with unchanged personnel applies for its existing service under a new name, or when one or more members of an existing concern continue the business of the old concern and contract for existing service of the old concern under a new name.
 - B. When a receiver under receivership applies for service previously contracted for by the party is discontinued and the service is reestablished for the original party under a new name.
 - C. When a customer's name is changed by marriage or court order and the existing service of the customer is contracted for under the new name.
 - D. When one member of the family applies for the service previously contracted for by another member of the same family residing in the same household.

(L)

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B. GENERAL REGULATIONS

- B.3 Establishment and Furnishing of Service (Cont'd) (L)
- B.3.7 Termination of Service
- B.3.7.1 Telephone service is furnished to customers under the regulations prescribed in the Local Exchange Tariff and the General Exchange Tariff. Violation of any such regulations on the part of the customer may be regarded by the Telephone Company as sufficient cause for the termination of the customer's contract.
- B.3.7.2 Where contracts are terminated on the initiative of the Telephone Company because of the violation of its rules and regulations by the customer, the regulations as given below for termination of service at the customer's request apply.
- B.3.8 Termination of Contracts
- B.3.8.1 Contracts taken for a period of one month may be terminated prior to the expiration of the initial contract period, upon reasonable notice from the customer and payment of all charges due for the balance of the initial month.
- B.3.8.2 Contracts may be terminated any time after the expiration of the initial contract period, upon reasonable notice to the Telephone Company, and upon payment of all charges due for service which has been rendered to the date of termination of the contract.
- B.3.8.3 Contracts for private branch exchange systems or other special equipment or facilities taken for a period of more than one month may be terminated prior to the expiration of the initial contract period upon reasonable notice from the customer and payment of all charges due for the period service has been rendered, plus a termination charge as computed below:
- A. The termination charge shall be equal to the original total installed cost of the equipment plus the cost of removal, less the readily realizable salvage value, such total being reduced by the ratio of the expired portion of the contract period to the full contract period. (L)

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Title: General Manager

B. GENERAL REGULATIONS

B.3 Establishment and Furnishing of Service (Cont'd)

(L)

B.3.8 Termination of Contracts (Cont'd)

B.3.8.3 (Cont'd)

B. In the event a portion of a service arrangement is discontinued prior to the expiration of the initial contract period, the application of the termination charge will be on the basis that the items of equipment discontinued were the last items installed.

B.3.9 Reserved for Future Use

B.3.10 Tampering with Equipment

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulation, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

B.3.11 Installation in Hazardous Locations

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or the public or the property, the Telephone Company may refuse to install and maintain such service, and, if such service is furnished, may also require the subscriber to indemnify and hold the Telephone Company harmless from any claim, loss, or damage by reason of the installation and maintenance of such service.

B.3.12 Use of Profane Language or Impersonation of Another

The Telephone Company may refuse to furnish or may deny telephone service to any persons, firm or corporation who, over the facilities furnished by the Telephone Company, uses or permits to be used foul, abusive, or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

(L)

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By: Mary Anna Hite

Effective: July 11, 1999
Title: General Manager

B. GENERAL REGULATIONS

B.3 Establishment of Furnishing of Service (continued)

B.3.13 Governmental Objections to Service

The Telephone Company may refuse to furnish or may discontinue telephone service to any person, firm or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for an illegal purpose.

B.4 Payment Arrangements and Credit Allowances

B.4.1 Payment for Service and Facilities

B.4.1.1 The customer shall pay for all service and facilities monthly in advance, except Departments, Agencies, and Administrations of Federal, State, County, Township or Municipal Governments, and shall pay for toll messages, charges for messenger service, teletypewriter exchange service messages, and charges for moves and changes when billed. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein.

B.4.1.2 Statement indicating the amount due the Telephone Company will be rendered monthly to all customers.

B.4.1.3 All bills for local, toll or miscellaneous services are due when rendered and payable at the office of the Telephone Company, or any authorized collection agency.

B.4.1.4 When warranted, in the judgment of the Telephone Company, special toll bills may be rendered. In such cases the amounts billed are due and payable on demand.

B.4.1.5 Type of Payments Accepted

To assist the customers, the company accepts various types of payments for service. Payments may include, but are not limited to, the following:

- Payment in person at the company's headquarters or at any of the company's designated collection agencies – Payment in person may be made with either cash, check (demand deposit, which includes but is not limited to money orders, cashiers checks, or certified checks) or credit card.

- Payment by mail which is sent to the company's accounts receivable department – Payment by mails may be made with check (demand deposit, which includes but is not limited to money orders, cashiers checks, or certified checks).

- Payment by telephone or online with credit or debit card. (N)

- Payment by monthly pre-authorized electronic funds transfer. (N)

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By: Mary Anna Hite

Effective: December 23, 2010
Title: General Manager

B. GENERAL REGULATIONS

B.4 Payment Arrangements and Credit Allowances (Cont'd)

(N)

B.4.1 Payment for Service and Facilities (Cont'd)

B.4.1.5 Types of Payments Accepted (Cont'd)

When payment is made by credit card, fees above and beyond the amount of the bill will be assessed. These fees include a payment fee which is five percent (5%) of the bill, and a transaction fee which is \$0.50 per credit card payment.

Example:

A customer paying a bill of \$20.00 by using a credit card will have his/her credit card charged \$21.50.

Monthly Bill	\$20.00	\$20.00
Payment Fee Percentage	<u>0.05</u>	
Payment Fee	\$ 1.00	\$ 1.00
Transaction Fee		<u>\$ 0.50</u>
		\$21.50

Payments made by using either cash or check (demand deposit, which includes but is not limited to money orders, cashiers checks, or certified checks) will not be charged any additional fees.

(N)

Issued: February 5, 2003
By: Mary Anna Hite

Effective: March 7, 2003
Title: Secretary-Treasurer

B. GENERAL REGULATIONS

B.4 Payment Arrangements and Credit Allowances (Cont'd)

(L)

B.4.2 Advance Payments

B.4.2.1 Applicants for telephone service may be required to pay the service connection charges as prescribed and specified in Section D of this Tariff.

B.4.2.2 Applicants for telephone service may also be required to make advance payment equal to the first month's charges for exchange service, equipment, facilities, mileage, listings, and joint user service.

B.4.2.3 In addition to the advance payment specified in the preceding paragraph, an applicant for telephone service, the furnishing of which involves an unusual installation expense may, if it is deemed necessary by the Telephone Company in safeguarding its interests, be required to make an advance payment of such proportion of the estimated costs as is to be borne by the applicant in addition to such service connection charges as are applicable.

B.4.2.4 The amount of any advance payment collected because of unusual installation expense is credited to the applicant's account as applying against the construction or installation charge. If the amount of such advance payment collected is in excess of the proportion of such costs to be borne by the applicant, the amount of the excess is either returned to the customer or credited to his account.

B.4.3 Establishment of Credit

The Telephone Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Telephone Company. Nor is the Telephone Company obligated to continue to furnish service to any individual or firm whose credit is, or becomes, in the opinion of the Telephone Company, doubtful. In order to ensure the payment of all charges due for its service the Telephone Company may require a customer to establish and maintain his credit in one of the following ways:

(L)

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Title: General Manager

B. GENERAL REGULATIONS

- B.4 Payment arrangements and Credit Allowances (Cont'd) (L)
- B.4.3 Establishment of Credit
- B.4.3.1 By furnishing references suitable to the Telephone Company.
- B.4.3.2 By providing a suitable guarantee in writing, in form prescribed by the Telephone Company.
- B.4.3.3 By means of a cash deposit.
- B.4.4 Deposits
- B.4.4.1 Applicants for service, unable to establish a satisfactory credit rating with the Telephone Company, or existing customers whose credit ratings have become impaired, may be required to make a suitable cash deposit to be held as security for the payment of bills for telephone service. The amount of such deposit shall not exceed the estimated amount of charges for exchange and telephone toll service which it is estimated will accrue over a normal billing period plus forty-five days. The Telephone Company may require the customer to increase the amount of the deposit at any time if, in its opinion, the charges billed against the customer are found to warrant such an increase. When service is terminated, any balance of the amount deposited, plus accrued interest, remaining after the deduction of all sums due the Telephone Company, will be returned to the customer, or the deposit may be returned at any time thereto, at the option of the Telephone Company.
- B.4.4.2 All deposits held by the Telephone Company for a period of ninety days or more will bear simple interest at the rate of 7% per annum, payable:
- A. On demand of the depositor at any time but not more than once a year.
 - B. Upon discontinuance of the depositor's telephone service.
 - C. Following twelve months of satisfactory payment period.

(L)

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B. GENERAL REGULATIONS

B.4 Payment Arrangements and Credit Allowances (Cont'd)

(L)

B.4.4 Deposits (Cont'd)

B.4.4.3 The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Telephone Company's regulations as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of service for non-payment of any sums due the Telephone Company for services rendered. The Telephone Company may discontinue service to any customer failing to pay current bills without regard to the fact that such customers have made a deposit with the Telephone Company to secure payment of such bills or has furnished the Telephone Company with a guarantee in writing of such bills.

B.4.5 Discontinuance of Service for Failure to Maintain Credit

Service may be discontinued for failure to establish credit, as authorized above, within ten days after the Telephone Company has served or mailed notice requiring the customer to do so.

B.4.6 Restoration Charge

Where service has been discontinued for failure to maintain credit as specified above, a restoration charge as specified in Section D will be made and collected by the Company.

B.4.7 Adjustment of Charges

In the adjustment of charges for overbilling by the Company, a refund will be made for the full amount of excess charges when such amount can be determined; when the period during which overbilling has been effective cannot be fixed, or the exact amount of overbilling determined from the available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a three year period.

(L)

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B. GENERAL REGULATIONS

B.4 Payment Arrangements and Credit Allowances (Cont'd)

B.4.8 Interruptions of Service

If service is interrupted for more than 72 consecutive hours other than by the negligence or willful act of the customer, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues, after notice and demand to the Company. No other liability shall in any case attach to the Company on account of interruptions in service.

B.4.9 Administrative Charge

An administrative charge of \$25.00 will be applied to each insufficient funds check received.

B.4.10 Late Payment Charge and Collections Fees (C)

A late payment charge of 1.5% will be applied to each customer's bill when the bill has not been paid by the billing due date. The late payment charge will not be applied to any disputed portion of the previous month's bill. (C)

A collections fee of \$12.00 for business customers and \$7.00 for residence customers will be applied in addition to the late payment charge to each customer's bill when the bill has not been paid by the billing due date and the unpaid amount is \$20.00 or more. (N)
|
(N)

B.5 Obligation and Liability of the Company

B.5.1 Defacement of Premises

The Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company.

B.5.2 Maintenance and Repairs

All ordinary expense of maintenance and repair, unless otherwise specified in this Tariff, is borne by the Telephone Company. In case of loss of, or damage to or destruction of any of the Company's instruments or accessories, not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the equipment to its original condition, except where such damage is not occasioned by the neglect of the customer. Customers may not rearrange, disconnect or remove any apparatus or wiring installed by the Telephone Company, except upon the written consent of the Telephone Company.

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B. GENERAL REGULATIONS

B.5 Obligation and Liability of the Company

B.5.3 Alterations

The customer agrees to notify the Telephone Company whenever alteration or new construction on the premises owned or leased by him will necessitate changes in the Telephone Company's wiring or equipment; and the customer agrees to pay the Telephone Company's charges for such changes.

B.6 Work Performed Outside Regular Working Hours

The rates and charges specified in this tariff contemplate that work in connection with furnishings or rearranging service will be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours or that once begun be interrupted, so that the Company incurs costs that would not have otherwise been incurred, the customer may be required to pay, in addition to the other rates and charges specified in this Tariff, the amount of additional costs incurred by the Company as a result of the customer's special requirements.

B.7 Special Promotions

The Company may offer special promotions of new or existing services or products at free or reduced rates for limited periods. The purpose of such promotions is to apprise and acquaint the subscriber with the benefits that can be obtained, which will lead to better-informed decisions. These promotions will be offered on a completely non-discriminatory basis with each subscriber, in the classification of service for which the promotion is offered, having an equal opportunity for participation.

B.8 Bundled Service Packages

The company will offer various bundled service packages to residential and business customers. These bundled service packages may include a combination of regulated and deregulated features, including, but not limited to, long distance telephone service, voice mail, and high speed internet access.

(N)

(N)

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The end of Section B