

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section S
5th Revised Sheet 1
Cancels 4th Revised Sheet 1

S. INTRASTATE ACCESS SERVICE

CHECK SHEET

Original title Sheet and Sheets 1 to 95 inclusive of this tariff are effective as of the date shown.

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29	Original	61	4th	94	Original
30	Original	61.1	2nd	95	Original
31	Original	62	Original		

Issued: June 27, 2013

Effective: July 2, 2013

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CONCURRING CARRIERS

NO CONCURRING CARRIERS

CONNECTING CARRIERS

NO CONNECTING CARRIERS

OTHER PARTICIPATING CARRIERS

NO OTHER PARTICIPATING CARRIERS

EXPLANATION OF SYMBOLS

- (C) – To signify a changed regulation
- (D) – To signify a discontinued rate or regulation
- (I) – To signify an increased rate
- (N) – To signify a new rate or regulation
- (R) – To signify a reduced rate
- (S) – To signify a reissued matter
- (T) – To signify a change in text but no change in rate or regulation

Reference to Other Tariffs

Whenever reference is made in this Tariff to other Tariffs of the Telephone Company, the reference is to the Tariffs in force as of the effective date of this Tariff, and to amendments thereto and successive issues thereof.

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S. INTRASTATE ACCESS SERVICE

1. Application of Tariff

- 1.1 This tariff contains regulations, rates and charges applicable to the provision of End User Access, Switched access, Special Access, Digital Subscriber Line Access Service Public Packet Data Network and other miscellaneous services hereinafter referred to collectively as service(s). These services are provided to customers by the Issuing Carriers of this tariff, hereinafter the Telephone Company. This tariff also contains Access Ordering regulations and charges that are applicable when these services are ordered or modified by the customer.
- 1.2 The provision of such services by the Telephone Company as set forth in this tariff does not constitute a joint undertaking with the customer for the furnishing of any service.
- 1.3 The regulations, rates and charges contained herein are in addition to the applicable regulations, rates and charges specified in other tariffs of the Telephone Company which are referenced herein.
- 1.4 This tariff contemplates no subscriber (end user) charge.

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S. INTRASTATE ACCESS SERVICE

2. General Regulations

2.1 – 2.6 General Regulations for this tariff are contained in the following sections of the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 2010, and filed with this Commission on December 2, 2010.

- 2.1 Undertaking of the Telephone Company
- 2.2 Use
- 2.3 Obligations of the Customer
- 2.4 Payment Arrangements and Credit Allowances
- 2.5 Connections
- 2.6 Definitions

2.7 Identification and Rating of VoIP-PSTN Traffic

(N)

(A) Scope

(1) VoIP-PSTN Traffic is defined as traffic exchanged between the Telephone Company end user and the customer in time division multiplexing (“TDM”) format that originates and/or terminates in Internet protocol (“IP”) format. This section governs the identification of VoIP-PSTN Traffic that is required to be compensated at interstate access rates by the Federal Communications Commission in its Report and Order in WC Docket No. 10-90, *etc.*, FCC Release No. 11-161 (November 18, 2011) (“FCC Order”). Specifically, this section establishes the method of separating such traffic (referred to in this tariff as “Toll VoIP-PSTN Traffic”) from the customer’s traditional intrastate access traffic, so that such Toll VoIP-PSTN Traffic can be billed in accordance with the FCC Order. The term “Toll VoIP-PSTN Traffic” denotes a customer’s interexchange voice traffic exchanged with the Telephone Company in Time Division Multiplexing format over public Switched Telephone Network (PSTN) facilities, which originates and/or terminates in Internet Protocol (IP) format. “Toll VoIP-PSTN Traffic” originates and/or terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

(B) Rating of VoIP-PSTN Traffic

The Toll VoIP-PSTN Traffic identified in accordance with this tariff section will be billed at rates equal to the Telephone Company’s applicable tariffed interstate switched access rates as specified in the Telephone Company’s applicable federal access tariff.

(N)

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S. INTRASTATE ACCESS SERVICE

2. General Regulations (continued)

2.7 Identification and Rating of VoIP-PSTN Traffic (continued)

(N)

(C) Calculation and Application of Percent-VoIP-Usage Factor

The Telephone Company will determine the number of Toll VoIP-PSTN Traffic minutes of use (“MOU”) to which interstate rates will be applied under subsection (B), above, by applying a Percent-VoIP-Usage (“PVU”) factor to the total terminating intrastate access MOU received by the Telephone Company from the customer. The PVU will be derived and applied as follows:

(1) The customer will calculate and furnish to the Telephone Company a factor (the “PVU”) representing the percentage of the total intrastate and interstate access MOU that the customer terminates to the Telephone Company in the State that is sent to the Telephone Company and that originated in IP format. This PVU shall be based on information such as traffic studies, actual call detail, or other relevant and verifiable information.

(2) The Telephone Company will apply the PVU factor to the total terminating intrastate access MOU received from the customer to determine the number of Toll VoIP-PSTN Traffic MOUs.

(3) If the customer does not furnish the Telephone Company with a PVU pursuant to the preceding paragraph 1, the Telephone Company will utilize a PVU equal to zero.

(D) Initial Implementation of PVU Factor

The Telephone Company will apply the Initial PVU factor on the next bill date provided that the PVU factor and the relevant and verifiable supporting documentation described above are provided to the Telephone Company at least 15 days prior to the next bill date. A factor received less than 15 days before the next bill date, will be applied on the bill date following the next bill date unless otherwise agreed to by the Telephone Company and the customer. Otherwise, the Telephone Company will set the initial PVU equal to zero, as specified in subsection (C)(3), above.

(N)

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S. INTRASTATE ACCESS SERVICE

2. General Regulations (continued)

2.7 Identification and Rating of VoIP-PSTN Traffic (continued)

(E) PVU Factor Updates

The customer may update the PVU factor quarterly using the method set forth in subsection (C)(1), above. If the customer chooses to submit such updates, it shall forward to the Telephone Company, no later than 15 days after the first day of January, April, July and/or October of each year, a revised PVU factor based on data for the prior three months, ending the last day of December, March, June and September, respectively. The revised PVU factor will apply prospectively and serve as the basis for billing until superseded by a new PVU.

(F) PVU Factor Verification

Not more than four times in any year, the Telephone Company may ask the customer to verify the PVU factor furnished to the Telephone Company. The party so requested shall comply, and shall reasonably provide the records and other information used to determine the PVU factors.

The customer-provided PVU and supporting documentation for the factor shall be based on information that is verifiable by the Telephone Company, including but not limited to the number of the customer's retail VoIP subscriptions in the state (*e.g.* as reported on FCC Form 477), traffic studies, actual call detail or other relevant and verifiable information.

(N)

(N)

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3. Carrier Common Line Access Service

3.1 – 3.8 Regulations pertaining to the Carrier Common Line Access Service are contained in the following sections of the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 1991, and filed with this Commission on August 30, 1991.

- 3.1 General Description
- 3.2 Limitations
- 3.3 Undertaking of the Telephone Company
- 3.4 Obligations of the Customer
- 3.5 Determination of Usage Subject to Carrier
Common Line Access Charges
- 3.6 Resold Services
- 3.7 Coin Services
- 3.8 Rate Regulations

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4. Reserved for future use – no subscriber (end user) charge is contemplated in this filing as per Commission directive.

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5. Access Ordering

5.1 – 5.5 Regulations pertaining to the Access Ordering Service are contained in the following sections of the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 2010, and filed with this Commission on December 2, 2010.

- 5.1 General
- 5.2 Ordering Requirements
- 5.3 Access Orders for Services Provided by More Than One Telephone Company
- 5.4 Charges Associated with Access Ordering
- 5.5 Minimum Periods and Cancellations

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6. Switched Access Service

6.1 – 6.10 Regulations pertaining to the Switched Access Service are contained in the following sections of the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 2010, and filed with this Commission on December 2, 2010.

- 6.1 General
- 6.2 Undertaking of the Telephone Company
- 6.3 Obligations of the Customer
- 6.4 Rate Regulations
- 6.5 Description and Provision of Feature Group A (FGA)
- 6.6 Description and Provision of Feature Group B (FGB)
- 6.7 Description and Provision of Feature Group C (FGC)
- 6.8 Description and Provision of Feature Group D (FGD)
- 6.9 Interim Access
- 6.10 Chargeable and Nonchargeable Optional Features

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7. Special Access Service

7.1 – 7.11 Regulations pertaining to the Special Access Service are contained in the following sections of the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 1991, and filed with this Commission on August 30, 1991.

- 7.1 General
- 7.2 Rate Regulations
- 7.3 Surcharge for Special Access Service
- 7.4 Metallic Service
- 7.5 Telegraph Grade Service
- 7.6 Voice Grade Service
- 7.7 Program Audio Service
- 7.8 Video Service
- 7.9 Digital Data Service
- 7.10 High Capacity Service
- 7.11 Individual Case Filings

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S. INTRASTATE ACCESS SERVICE

8. Billing and Collection Services

The Telephone Company will provide the following services:

- (A) Recording Service
- (B) Message Billing Service, and
- (C) Billing System Information Service

8.1 Recording Service

The Telephone Company will provide Recording Service in association with the offering of Feature Groups C and D Switched Access Service for customer messages that can be recorded by Telephone Company provided automatic message accounting equipment. In addition, where the Telephone Company records the customer messages on manual tickets, the Telephone Company will provide Recording Service for the manual tickets and at offices where the Telephone Company provides Feature Group A Switched Access Service and has the ability to record the Feature Group A call detail with automatic message accounting equipment and mark the recorded call detail as Feature Group A call detail for a specific customer, the Telephone Company will provide Recording Service for Feature Group A Switched Access Service.

The Telephone Company will provide Recording Service in its operating territory. The minimum territory for which the Telephone Company will provide Recording Service is all the appropriately equipped offices in a state operating territory for which the customer has ordered Feature Group A or C Switched Access Service. For Feature Group D Switched Access Service, the minimum territory for which the Telephone Company will provide recording service will be an end office.

8.1.1 General Description

Recording Service is the recording of the details of a customer message and, when requested by the customer, the provision of those details to the customer. Recording Service includes recording, assembly and editing, and provision of recorded customer message detail.

Recording is the entering on magnetic tape or other acceptable media the details of customer messages originated through Switched Access Service for which answer and disconnect supervision has been received. Recording is provided 24 hours a day, 7 days a week.

Assembly and editing is the aggregation of the recorded customer message details to create individual messages and the verification that the data required for rating, in accordance with the standard format established by the Telephone Company, is present.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.1 Recording Service (continued)8.1.1 General Description (continued)

Provision of customer message detail is the provision of magnetic tapes containing the assembled and edited customer message detail where available and when requested by the customer, data-transmitting the assembled and edited customer message detail to the customer, sorting the message detail, and providing name and address information for the message detail. Except for lost or damaged records, the recorded detail will be available to the customer not more than five business days after the date all the detail requested by the customer was processed by the Telephone Company.

8.1.2 Undertaking of the Telephone Company

- (A) The Telephone Company will record all customer messages, which are accessible by the Telephone Company provided recording equipment. Unavailable customer messages (i.e., certain Feature Group C operator and TSPS messages which are not accessible by Telephone Company provided recording equipment or operators) will not be recorded. The recording equipment will be provided at locations selected by the Telephone Company. Assembly and editing will be performed on all customer message recorded during the billing period established by the Telephone Company.
- (B) A standard format for the provision of the recorded customer message detail will be established by The Telephone Company and provided to the customer. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customers six months prior to the change.
- (C) Upon request, sorted or unsorted customer message detail will be provided to the customer in accordance with the customer specifications.

This information will only be provided to the extent that it is available in the Telephone Company data bases. Upon request, name and address information will be provided to the customer.

Upon request, sorting will be provided in accordance with the specifications the customer provides when it orders recorded customer messages detail. The information necessary to sort the

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8. Billing and Collection Services (continued)

8.1 Recording Service (continued)

8.1.2 Undertaking of the Telephone Company (continued)

recorded message detail must be available in the Telephone Company records or be provided by the customer. If the sorting is to be performed using information which is confidential due to legal, national security, end user or regulator imposed requirements, the information will not be used unless the customer secures written permission from the end user for the Telephone Company to use such information.

When available, the name and address information will be provided for the calling number shown in the recorded customer message detail. If the name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the name and address information will not be used unless the customer secures written permission from the end user for the Telephone Company to use the information.

(D) Where available and requested by the customer, recorded customer message details with or without sorting and with or without names and addresses will be provided on magnetic tape. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes. Unless specified otherwise by the customer, the magnetic tape will be sent to the customer *via* first class U.S. Mail service. However, the customer may pick up the magnetic tapes at a location designated by the Telephone Company or request that the detail on the magnetic tapes be data-transmitted to the customer.

(E) Recorded customer message detail which is used to provide Message Processing and Message Bill Processing Service is retained by the Telephone Company for no longer than 45 days. The rated message detail is retained for reference (*i.e.*, on paper or microfiche) in place of the recorded customer message detail. The Telephone Company will make every reasonable effort to recover recorded customer message detail not used in Message Processing Service. The charges as set forth in 17.5.1(C) following will apply for all such detail provided. When these recorded customer message details are data-transmitted to a customer premise, the data transmission charges (17.5.1(D)) will apply. Such a request must be made within 30 days from the date the details were initially made available to the customer.

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8. Billing and Collection Services (continued)

8.1 Recording Service (continued)

8.1.2 Undertaking of the Telephone Company (continued)

- (F) Program Development charges, as set forth in 17.5.1(E) following, apply for the hours required to design, develop, test and maintain the necessary programs to provide customer requested data or accommodate customer provided changes.

8.1.3 Liability of the Telephone Company

Notwithstanding 2.1.3 of NECA Tariff FCC No. 5, effective July 1, 2010, and filed with this Commission on December 2, 2010, the Telephone Company liability for Recording Service is as follows:

- (A) If customer message detail is not available because the Telephone Company lost or damaged tapes or incurred recording system outages, the Telephone Company will estimate the volume of lost customer messages and associated revenue based on previously known values. This estimated customer message volume will be included along with the customer message detail provided to the customer and/or provided for Message Processing Service. In such events, the extent of the Telephone Company's liability for damage shall be limited to the customer amounts due to account for the unbillable revenue.
- (B) When the Telephone Company is notified that, due to error or omission, incomplete data have been provided to a customer, the Telephone Company will make every reasonable effort to locate and/or recover the data and provide new magnetic tapes to the customer at no additional charge. Such requests to recover the data must be made within 30 days from the date the details were initially made available to the customer. If the data cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in (A) preceding.
- (C) In the absence of willful misconduct, no liability for damages to the customer or other person or entity other than as set forth in (A) and (B) preceding shall attached to the Telephone Company for its action or the conduct of its employees in providing Recording Service.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.1 Recording Service (continued)8.1.4 Obligations of the Customer

- (A) The customer shall order Recording Service under a Special Order for each state where the service is desired. The customer shall order Recording Service at least one month prior to the date when the customer message detail is to be recorded.
- (B) The customer shall order, under a Special Order, provision of recorded customer message detail without sorting or name and address information at least one month prior to the date when it wishes to receive the recorded message detail. Any change in the provision of recorded customer message detail without sorting and name and address information to the customer will be accommodated provided the customer gives two weeks' advance written notification to the Telephone Company.
- (C) The premises of the ordering customer shall provide such signals as may be required for the proper operation of the Telephone Company's automatic message accounting equipment used to perform the detail recordings.

8.1.5 Payment Arrangements and Audit Provision(A) Audit Provision

Audit provisions apply as specified in Section 3.7.3(E) of NECA Tariff FCC No. 5, effective July 1, 1991, and filed with this Commission on August 30, 1991.

(B) Minimum Period and Minimum Monthly Charge

The minimum period for which Recording Service is provided is one month for each state in which the service is ordered. The minimum monthly charges are the charges for each rate element ordered by the customer for a 30-day period. If the service is terminated prior to the completion of the initial month's service, the Telephone Company will estimate the minimum charge for each rate element using the most recent data available.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.1 Recording Service (continued)8.1.5 Payment Arrangements and Audit Provision (continued)(C) Cancellation of a Special Order

A customer may cancel a Special Order for Recording Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be canceled. The verbal notice must be followed by written confirmation within 10 days. The service date for Recording Service is the date the customer requests the recordings to start.

When a customer cancels a Special Order for Recording Service after the order date but prior to the start of service, the minimum monthly charges will apply.

(D) Changes to Special Orders

When a customer requests material changes to a pending Special Order for Recording Service, the pending Special Order will be canceled and a new Special Order will be issued. Material changes to a pending Special Order for Recording Service include changes in the location and/or number of Telephone Company recording locations, changes in sorting parameters, provision of end user phone number and address, provision of data transmission to a customer location of customer recorded message detail, and changes in schedules, dates or intervals for receipt of customer recorded message detail. Non-material changes to a pending Special Order include changes in customer name, customer address and customer requests to receive Recording Service output at the Telephone Company location instead of through U.S. Mail. All cancellation charges as set forth in (C) preceding will apply for the canceled Special Order.

8.1.6 Rate Regulations

- (A) The Recording Service Special Order Charge (17.5.1(A)) applies for each Special Order accepted by the Telephone Company for Recording Service.

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S. INTRASTATE ACCESS SERVICE

8. Billing and Collection Services (continued)

8.1 Recording Service (continued)

8.1.6 Rate Regulations (continued)

- (B) When Recording Service and Message Processing Service are ordered for the same date and month, the assembling and editing charge (17.5.1(B)) does not apply. The charges for Recording (17.5.1(A)) and for assembling and editing (17.5.1(B)) apply per message recorded and per message assembled and edited.
- (C) When non-rated customer message detail is entered on a data file or magnetic tape for provision of message detail to a customer, the per tape charge applies for each data file or magnetic tape prepared, and the per record charge (17.5.1(C)) applies for each record processed. A record is a logical grouping of information as described in the programs that process the information. The Telephone Company will determine the charges based on the number of data files or magnetic tapes prepared and on its count of the records processed. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process the information and load the magnetic tapes or data file, whichever number of records is higher.
- (D) The rates associated with Data Transmission (17.5.1(D)) apply when message detail is data-transmitted to a customer location by the Telephone Company. This charge applies on a per record transmitted basis.
- (E) The Program Development Charges as set forth in 17.5.1(E) apply on either a basic or premium basis when the Telephone Company is required to make programming changes to meet customer needs. The Telephone Company will keep a count of the hours and fraction thereof to provide program development and will bill the customer accordingly. The hours for each service ordered will be summed and then rounded to the nearest hour. When the total is less than one hour, a one hour minimum will be used to determine the charges.

8.2 Message Billing Service

Message Billing Service consists of Message Processing Service and Bill Processing Service. A customer may order Message Processing Service or Bill Processing Service or both services.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.2 Message Billing Service (continued)

Upon request, the Telephone Company will provide Message Billing Service in its operating territory. The minimum territory for which the Telephone Company will provide Message Billing Service is its state operating territory.

The Telephone Company will not render bills under this tariff for the provision and/or delivery of telegrams, flowers, gifts, wine or other like services that a customer offers.

8.2.1 General Description(A) Message Processing Service

Message Processing Service is the transforming of the recorded customer call details into rated messages in preparation for billing. Message processing Service includes initial data entry and rating of messages.

Initial data entry is the assembly of recorded customer call details into customer messages. This function includes editing and verification of recorded details to assure that the data required for rating are present.

Rating of customer messages is the computing of applicable charges for each customer message based on the customer provided schedule of rates. Rating also includes the preparation of customer message detail for input to Bill Processing Service, the customer, or other entities.

(B) Bill Processing Service

Bill Processing Service includes message-billed (when necessary) and bulk-billed account establishment, posting of rated messages and rate elements, preparation and rendering of bills, collection of deposits, receiving payments, maintenance of accounts, treatment of accounts, message investigation and inquire (when ordered by the customer).

Message-billed service is a billing service for an end user account where individual customer messages are posted to the account and are listed on the bill rendered to the end user. This includes customer credit card end user accounts without an end user common

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S. INTRASTATE ACCESS SERVICE

8. Billing and Collection Services (continued)

8.2 Message Billing Service (continued)

8.2.1 General Description (continued)

(B) Bill Processing Service (continued)

line, or WATS Access Lines and WATS-type service access lines where individual messages or groups of messages are posted to the account and listed on the bill rendered to the end user.

Bulk-billed service is a billing service for an end user account with a WATS Access Line or WATS-type service access line where individual customer messages are not listed on the bill rendered to the end user.

Account establishment is the preparation of a customer's end user record so that a bill can be sent to that end user.

Posting is the examination and identification of all the rateable elements specified by the customer to be billed to an end user and the application of appropriate customer rates and charges. The rating may be performed by the Telephone Company, another entity or the customer. Rating is always performed and editing may be performed coincident with the implementation of a change in the customer's schedule of rates.

Rendering of bills is the preparation and mailing of statements of the deposits and amounts due from the end user for customer message-billed and bulk-billed services. These statements may, at Telephone Company choice, be included as part of the regular monthly bill for local telephone exchange service mailed to the end user.

Receiving payment and maintenance of accounts is the collecting of monies from end users for services furnished by the customer and maintenance of records of all transactions.

Treatment of accounts is the forwarding of notices of delinquent or unpaid end user accounts and posting of credits and adjustments.

Message investigation is that activity undertaken by the Telephone Company to secure, or attempt to secure, proper billing information for customer messages.

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S. INTRASTATE ACCESS SERVICE

8. Billing and Collection Services (continued)

8.2 Message Billing Service (continued)

8.2.1 General Description (continued)

(B) Bill Processing Service (continued)

8.2.2 Undertaking of the Telephone Company

(A) Message Processing Service

- (1) The Telephone Company will provide Message Processing Service only for customer messages originating or recorded within the operating territory of the Telephone Company. The customer messages to be processed may be customer messages from Recording Service as set forth in 8.1 preceding or other customer messages which are chargeable in accordance with the rate schedule furnished by the customer.

Any sent-paid coin messages provided as input by the customer will be processed unless the customer specifies in writing that such messages are not to be processed.

- (2) A record of customer call details is required to provide Message Processing Service. Where a customer subscribes to Recording Service as set forth in 8.1 preceding, those recorded details may be used as the input. Where the customer provides the call details, the records must be in the standard format established by the Telephone Company and delivered to the location specified by the Telephone Company. If the customer provided records must be converted by the Telephone Company to the standard format, and the Telephone Company agrees to make the conversion, program development charges apply for the hours required to design, develop, test and maintain the necessary programs. The Telephone Company will provide to the customer the precise details of the required standard format. If, in the course of Telephone Company business, it

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.2 Message Billing Service (continued)8.2.2 Undertaking of the Telephone Company (continued)(A) Message Processing Service (continued)

(2) (continued)

is necessary to change the standard format, the Telephone Company will provide notification to the involved customers six months prior to the change.

(3) The Telephone Company will develop the customer's schedule of rates into a rating program. Program development charges apply for the hours required to design, develop, test and maintain the necessary programs.

(4) Upon acceptance by the Telephone Company of a Special Order for Message Processing Service from a customer, the Telephone Company will determine the period of time to implement such service on an individual order basis.

(5) Changes in the rate levels of customer charges to be billed will normally be implemented within 30 days after receipt of a Special Order from the customer requesting such changes. Such changes will require modifications of the rating program. Program development charges apply for the hours required to design, develop, test and maintain the necessary program changes in addition to the End User Rate Element Rate Level Change charge.

(6) Changes in the rate structure for customer services to be billed also require a change in the rating program. When the Telephone Company determines that it can accommodate the changes, the conditions and the period of time required to make such changes will be determined on an individual order basis. Program development charges apply for the hours required to design, develop, test and maintain the necessary program changes in addition to the End User Rate Element Rate Structure Change charge.

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S. INTRASTATE ACCESS SERVICE

8. Billing and Collection Services (continued)

8.2 Message Billing Service (continued)

8.2.2 Undertaking of the Telephone Company (continued)

(A) Message Processing Service (continued)

- (7) Where the Telephone Company has rated customer messages which are to be billed to an end user by another Exchange Telephone Company, the Telephone Company will enter the messages on a magnetic tape or data file which can be used for data transmission of the details. When the customer has so arranged with an involved Exchange Telephone Company, the Telephone Company will transmit the rated message details to such other Exchange Telephone Company for billing to end users in its operating territories. When the customer does not have billing arrangements with an Exchange Telephone Company, rated messages for billing to the end users of such and Exchange Company will be delivered to the customer.

Program development charges apply for the hours required to design, develop, test and maintain the necessary programs to provide customer requested data or accommodate customer provided changes.

- (8) Customer messages which the Telephone Company processes that cannot be rated in accordance with the customer rate schedule will be reviewed by the Telephone Company. Upon completion of the review, rated customer messages will be delivered to the Bill Processing Service. Unrated messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer.

(B) Bill Processing Service

- (1) When Bill Processing Service is ordered by a customer, the Telephone Company will establish and maintain end user accounts and prepare and render bills for all customer messages. End user accounts established by the Telephone Company will not reflect any previous balance due.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.2 Message Billing Service (continued)8.2.2 Undertaking of the Telephone Company (continued)(B) Bill Processing Service (continued)

(1) (continued)

Telephone Company will, in accordance with Telephone Company deposit regulations, determine and collect a deposit from the end user for the customer service.

The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, maintain a service deposit balance for each end user account. Service deposits will not be maintained by individual customer accounts but will be maintained for the end user account in general. The Telephone Company will provide the customer a copy of its service deposit regulations upon request from the customer.

(2) The Telephone Company will provide Bill Processing Service for message-billed service and bulk-billed services which are posted to end user accounts located within the operating territory of the Telephone Company.

(3) Rated customer messages are required to provide Bill Processing Service. If the customer subscribes to Message Processing Service as set forth in (A) preceding, the rated customer messages may be used as the input. If the customer provides the rated customer messages, those customer messages must be in the standard format established by the Telephone Company and delivered to the location specified by the Telephone Company.

Such customer provided rated message data must identify the end user account to be billed. If the customer provided rated messages must be converted by the Telephone Company to the standard format and the Telephone Company agrees to make the conversion, program development charges apply for the hours required to design, develop, test and maintain the necessary programs. In addition, the assembling and editing charge applies. The

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S. INTRASTATE ACCESS SERVICE

8. Billing and Collection services (continued)

8.2 Message Billing Service (continued)

8.2.2 Undertaking of the Telephone Company (continued)

(B) Bill Processing Service (continued)

(3) (continued)

Telephone Company will provide to the customer the precise details of the required format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customers six months prior to the change.

(4) The Telephone Company will bill all related customer messages provided by the customer to the customer's end user. The bill format will be determined by the Telephone Company.

(5) Upon acceptance by the Telephone Company of a Special Order for Bill Processing Service, the Telephone Company will determine the conditions and the period of time to implement such services.

(6) Program development charges apply for hours required to design, develop, test and maintain necessary programs to provide customer requested data or accommodate customer provided changes.

(7) The Telephone Company will, at the option of the customer, provide message-billed Bill Processing Service with or without inquiry and bulk-billed Bill Processing Service with or without inquire. When the Telephone Company provides inquiry, the Telephone Company will be responsible for contacts and arrangements with the customer's end users concerning the billing, collecting, crediting and adjusting of the customer service charges, in accordance with written instructions furnished by the customer. When the Telephone Company provides Bill Processing Service without inquiry, all contacts from customer end users concerning the customer billed amounts will be referred to the customer. The Telephone Company will only be responsible for contacts with customer's end users concerning the collection

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

8. Billing and Collection Services (continued)

8.2 Message Billing Service (continued)

8.2.2 Undertaking of the Telephone Company (continued)

(B) Bill Processing Service (continued)

(7) (continued)

of customer service deposits and charges. Inquiry will only be provided when the customer is provided Bill Processing Service at the same time for the same state operating area.

(8) The Telephone Company will accept customer gift certificates for payment from end users if the customer agrees in writing to redeem all such gift certificates. The format of the gift certificate must be acceptable to the Telephone Company.

(9) Rated customer messages input to Bill Processing Service which the Telephone Company cannot bill for any reason will be reviewed by the Telephone Company's message investigation groups. Upon completion of the review, the billable messages will be posted and the appropriate charges will apply. Unbillable messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer.

(10) The Telephone Company will post rated customer messages to the appropriate end user accounts. The Telephone Company will bill to an end user other customer message-billed service charges, such as provision of a credit card, issuing of a credit card, blocking of third number billing, time and rate charges, and subscription charges when it receives an order for such services from a customer. Other customer-related charges, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due as a result of the credits authorized by customer inquiry instructions and customer furnished statements.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.2 Message Billing Service (continued)8.2.2 Undertaking of the Telephone Company (continued)(B) Bill Processing Service (continued)

- (11) The Telephone Company will establish an end user account for customer bulk-billed service when it receives an order from a customer to perform such activity for a specific end user.

The Telephone Company will bill other customer bulk-billed rate elements, such as provision of a bulk-billed service access line, installation of an access line and provision of an access line extension, when it receives a Special Order for such services from a customer. Other customer message-related charges for bulk-billed service, such as directory assistance and DIALT-IT charges, will be billed to the end user based on customer message data received from Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due as a result of the credits authorized by customer inquiry instructions and customer furnished statements.

(C) Message Billing Service Ordering

- (1) The Telephone Company will provide Message Billing Services under a Special Order. The Message Billing Service Special Order Charge will apply each time a service is ordered. The format of this Special Order will be specified by the Telephone Company.
- (2) The Telephone Company will accept an end user account activity Special Order to (a) establish or change end user account data, (b) establish or change an end user's account balance due, (c) establish or change end user account rate element rate levels and (d) change end user account rate element rate structure. The methods, procedures and manner in which the end user account data and changes are forwarded to the Telephone Company must be agreeable to the Telephone Company.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.2 Message Billing Service (continued)8.2.3 Liability of the Telephone Company

Notwithstanding Section 2.1.3 of NECA Tariff FCC No. 5, effective July 1, 2010, and filed with this Commission on December 2, 2010, the Telephone Company liability for Message Billing Service is as follows:

- (A) If Bill Processing Service detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will attempt to recover the lost customer detail. If the lost customer detail cannot be recovered and the Telephone Company recorded the details, the customer detail and the extent of the Telephone Company's liability for damages will be as set forth in 8.1.3(A) preceding. If the lost customer detail cannot be recovered and the customer provided the detail, the customer will be requested to resupply the detail. If the customer cannot resupply the detail, the detail and the extent of the Telephone Company's liability for damages will be as set forth in 8.1.3(A) preceding. This recovered detail will be included in message detail provided to the customer when the customer orders such service and any recovered customer messages will be billed.
- (B) When the Telephone Company is notified that, due to its error or omission, incomplete customer detail has been provided, as set forth in 8.2.2(A)(8) preceding and/or 8.3 following, to a customer, the Telephone Company will make a reasonable effort to recover and provide the customer detail to the customer at no additional charge. Such request to recover the customer detail must be made within 30 days from the date the customer detail was initially made available to the customer. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in 8.1.3(A) preceding.
- (C) If the Telephone Company finds, or is notified of, an error in billing to an end user, it will make a reasonable effort to correct the error and bill the appropriate end user within the limits permitted by laws of the state in which it provides the service. If the error is caused by the Telephone Company and the Telephone Company cannot bill the proper end user in a timely manner, the extent of the Telephone Company's liability for damages will be the known amount misbilled or when the amount misbilled is unknown, limited as set forth in 8.1.3(A).

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.2 Message Billing Service (continued)8.2.3 Liability of the Telephone Company (continued)

- (D) In the absence of willful misconduct, no liability for damages to the customer or other person or entity other than as set forth in (A), (B) and (C) preceding shall attach to the Telephone Company for its action or the conduct of its employees in providing Message Billing Service.

8.2.4 Obligations of the Customer

- (A) The customer shall order Message Billing Services under a Special Order for each state where service is desired. The customer shall be responsible for all balances due from end users that exist prior to ordering Bill Processing Service.

Not later than six months prior to the end of the Message Processing Service and/or Bill Processing Service order period, the customer shall notify the Telephone Company in writing if any service is to be discontinued at the end of the period. If no such notice is received from the customer, the Telephone Company will automatically extend the service through the end of the Special Order period, using the most recent capacity provided for the number of months remaining. The customer will be notified by the Telephone Company when such an extension is made. All appropriate charges will apply for this period of time and the minimum charges will be based on the most recent message capacity and/or bill capacity provided.

- (B) When Message Processing Service is ordered, the customer shall furnish to the Telephone Company an estimate of the number of messages (message capacity), including those messages which will be bulk-billed, to be processed for that order, for each state in which service is ordered.

In addition, when Bill Processing Service is ordered, the customer shall furnish the Telephone Company, for each state, separate estimates of message-billed messages and bulk-billed messages. The capacity estimate for inquire for each state shall be the same as those provided for message-billed and/or bulk-billed messages, respectively.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.2 Message Billing Service (continued)8.2.4 Obligations of the Customer (continued)

- (C) The customer shall furnish all information necessary for the Telephone Company to provide the Message Billing Service, including any per month service charges applicable to an end user and an affidavit that states whether the customer service is subject to any Federal taxes and/or State taxes.
- (D) The customer shall furnish to the Telephone Company a written schedule of its rates and charges in a mutually agreeable time frame to allow the Telephone Company to establish a rating program.
- (E) The customer shall be responsible for all contact and arrangements with its end users concerning the provision and maintenance of the customer's service, including prior customer balances due from end users.
- (F) When the customer orders message-billed or bulk-billed Bill Processing Service with inquiry, the customer shall furnish to the Telephone Company written instructions, which are agreeable to the Telephone Company, for the handling of end user questions about bills.

When the customer orders message-billed or bulk-billed Bill Processing Service without inquiry, the customer shall furnish the Telephone Company with written instructions as to where inquiries are to be referred.

The customer shall notify its end users through its tariff or other appropriate means when the customer handles the bill inquiries. The customer shall furnish the Telephone Company in writing all end user bill adjustment statements.
- (G) The customer will immediately redeem all customer gift certificates the Telephone Company receives in payment for any end user charges. The customer agrees to use a gift certificate format which is agreeable to the Telephone Company.
- (H) The customer agrees to permit the Telephone Company to determine and collect customer service deposits from all customer's end users in accordance with the Telephone Company's deposit regulations.

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S. INTRASTATE ACCESS SERVICE

8. Billing and Collection Services (continued)

8.2 Message Billing Service (continued)

8.2.4 Obligations of the Customer (continued)

(H) (continued)

The customer will notify its end users through its tariffs or other means that the Telephone Company will determine and collect customer service deposits.

- (I) When the customer furnishes recorded customer detail for Message Processing Service and/or rated customer message detail for Bill Processing Service, it shall be responsible to deliver the detail to the location specified by the Telephone Company and it shall retain a copy of the detail furnished for at least 90 days.

8.2.5 Audit Provisions and Payment Arrangements

(A) Audit Provisions

Audit Provisions apply as specified in Section 3.7.(E) of NECA Tariff FCC No. 5, effective July 1, 1991, and filed with this Commission on August 30, 1991.

(B) Minimum Period

The minimum period for which Message Billing Service is provided and for which charges apply is one year.

If the service is discontinued prior to the end of the period ordered, monthly charges apply for each remaining month and fraction of a month. The monthly charge will be calculated by dividing total minimum period charges by the number of months in the minimum period.

(C) Minimum Order Capacities and Minimum Period Charges

Message Billing Service is subject to minimum order capacities and minimum period charges. The minimum order capacities are the message capacity and bill capacity as specified in (1) following. The minimum period charge is as specified in (2) following.

- (1) The minimum period bill capacity for message-billed messages and bulk-billed messages will be determined

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S. INTRASTATE ACCESS SERVICE

8. Billing and Collection Services (continued)

8.2 Message Billing Service (continued)

8.2.5 Audit Provisions and Payment Arrangements (continued)

(H) Minimum Order Capacities and Minimum Period Charges
(continued)

(1) (continued)

Separately based on the estimates the customer furnishes as set forth in 8.2.4(B) preceding. The minimum period capacity ordered for each period for inquiry shall be the same as that for message-billed and/or bulk-billed messages.

(2) For Message Processing Service, the minimum period charge is the product of the message capacity furnished by the customer as set forth in 8.2.4(B) and the appropriate Message Processing Service rate times 0.9.

For Bill Processing Service, the minimum period charge is the product of the message-billed message capacity and/or bulk-billed message capacity furnished by the customer as set forth in 8.2.4(B) preceding and the appropriate Bill Processing Service message-billed and/or bulk-billed rates times 0.9. The minimum period charge for message-billed messages and bulk-billed messages will be determined separately based on the estimates the customer furnishes as set forth in 8.2.4(B) preceding.

For inquiry, the minimum period charge for message-billed inquiry and bulk-billed inquiry will be determined separately. For message-billed inquiry, the minimum period charge is the product of the message-billed message capacity furnished by the customer as set forth in 8.2.4(B) preceding and the appropriate message-billed inquiry rate times 0.9. For bulk-billed inquiry, the minimum period charge is the product of the bulk-billed message capacity furnished by the customer as set forth in 8.2.4(B) preceding and the appropriate bulk-billed inquiry rate times 0.9.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.2 Message Billing Service (continued)8.2.5 Audit Provisions and Payment Arrangements (continued)(D) Cancellation of a Special Order

A customer may cancel a Special Order for Message Billing Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be canceled. The verbal notice must be followed by written confirmation within 10 days. The service date for Message Billing Service is the date the customer and the Telephone Company mutually agree the service is to start.

When a customer cancels a Special Order for Message Billing Service after the order date, but prior to the start of service, a charge equal to the Special Order charge, program development costs and any non-recoverable capital costs incurred by the Telephone Company will apply to the customer.

(E) Changes to Special Orders

When a customer requests changes to a pending Special order for Message Billing Service, such changes will be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

8.2.6 Rate Regulations

- (A) The Message Billing Service Special Order charge (17.5.2(A)) applied for each Special Order for Message Processing Service and/or Bill Processing Service, other than establishment of or changes to end user account data, establishment of or changes to end user account rate levels and changes to end user balances due.
- (B) The Message Processing Service message charges (17.5.2(B)) apply during the period ordered by the customer.
- (C) During any period in which the actual customer messages processed exceeds the maximum message capacity, an additional charge applies for each customer message processed that exceeds 110 percent of the message capacity ordered. This additional Message

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.2 Message Billing Service (continued)8.2.6 Rate Regulations (continued)

(C) (continued)

Processing charge, which is equal to the Message Processing rate (17.5.2(B)), applies to all messages above the message capacity ordered and the allowance specified.

(D) Bill Processing Service charges (17.5.2(C)) apply during the period ordered by the customer.

(1) The Message/Bulk-Billed processing charge (17.5.2(C)(1)) applies for each Message Billed and/or Bulk-Billed message that is processed to the message billing file.

(2) The Message/Bulk-billed inquiry charge (17.5.2(C)(2)) applies for each Message Billed and/or Bulk-Billed message that is processed to the message billing file.

(E) During any period in which the actual customer messages billed exceeds the maximum message capacity, an additional charge applies for each customer message processed that exceeds 110 percent of the message capacity ordered. This additional Bill Processing charge, which is equal to the Bill Processing Rate (17.5.2(C)(1)), applies to all messages above the message capacity ordered and the allowance specified.

The customer, at its option, may order additional capacity. When more than one order exists at the same time for a customer, the capacity for determination of the additional capacity charge is defined as the sum of the prorated portions for each order for the calendar year.

(1) For Message/Bulk-billed Processing, message capacity is defined as Message and/or Bulk-Billed messages processed.

(2) For Message/Bulk-Billed Inquiry, charges will apply for the same capacity that additional charges apply for Message and/or Bulk-Billed processing.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.2 Message Billing Service (continued)8.2.6 Rate Regulations (continued)

- (F) The Message-Billed Service charge per bill rendered (17.5.2(D)) applies each month that one or more messages or related rate elements are billed to an end user. When both interstate and state customer message are billed by the Telephone Company to the end user on the same bill, the Message Billed Service charge times 0.5 applies each month. When both intrastate intraLATA and intrastate interLATA customer messages are billed to the end user on the same bill, the Message Billed Service charge (allocated by this section to the state customers) times 0.5 applies to both intrastate intraLATA and intrastate interLATA customer messages each month. When more than one copy of the end user bill is provided to the end user, the Message-Billed Service charge applies for each additional copy of the end user bill provided.
- (G) A Bulk-Billed Service charge per bill rendered (17.5.2(D)) applies each month that one or more bulk-billed charges are billed to an end user. When both interstate and state customer bulk-billed charges are billed by the Telephone Company to the end user on the same bill, the Bulk-Billed Service Charge times 0.5 applies each month. When both intrastate intraLATA and intrastate interLATA bulk-billed charges are billed to the end user on the same bill, the Bulk-Billed Service charge (allocated by this section to the state customers) times 0.5 applies to both intrastate intraLATA and intrastate interLATA bulk-billed charges each month. When more than one copy of the end user bill is provided to the end user, the Bulk-Billed Service charge applies for each additional copy of the end user bill provided.
- (H) The Program Development charges (17.5.2(E)) apply on either a basic or premium basis when the Telephone Company is required to make programming changes to meet customer needs.

The Telephone Company will keep a count of the hours and fraction thereof to provide program development and will bill the customer accordingly. The hours for each service ordered will be summed and then rounded to the nearest hour. When the total is less than one hour, a one hour minimum will be used to determine the charges.

S. INTRASTATE ACCESS SERVICE

8. Billing and Collection Services (continued)

8.2 Message Billing Service (continued)

8.2.6 Rate Regulations (continued)

- (I) The rate associated with Data Transmission of rated customer message detail between other Exchange Telephone Company locations (17.5.2.(F)) applies when message detail is data-transmitted to or received from another Exchange Telephone Company location by the Telephone Company. This charge applies on a per record transmitted or received basis.

A record is a logical grouping of information as described in the program that processes the information.

- (J) The end user Account Activity charges (17.5.2(G)) apply whenever a customer requests end user account activity.

An End User account is a record for message-billed service or a bulk-billed service which has a unique name and address and billing identification number, assigned by the Telephone Company, to which a bill is rendered.

- (1) The End User Account Activity Special Order Charge (17.5.2(G)(1)) applies whenever the customer furnishes to the Telephone Company end user account information that establishes or changes the information, rate element, rate levels, rate element structure, or balance due associated with an end user account.
- (2) The End User Account Establishment or Change Charge (17.5.2(G)(2)) applies whenever customer furnished information is used by the Telephone Company to establish or change end user account rate element rate level changes, rate element rate structure changes, and adjustments to end user account balance.

In addition, the End User Account Establishment or Change Charge does not apply when rated customer messages are posted to a message-billed account associated with an end user common line. The End User Account Establishment or Change charge applies when the Telephone Company, at the request of a customer, establishes or changes a message-billed account with a credit card but without an associated end user common line.

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S. INTRASTATE ACCESS SERVICE

8. Billing and Collection Services (continued)

8.2 Message Billing Service (continued)

8.2.6 Rate Regulations (continued)

(J) (continued)

- (3) The Adjustment to End User Account Balance charge (17.5.2(G)(3)) applies whenever customer furnished information is used by the Telephone Company to change an end user's account balance. The charge applies per end user account, per adjustment.
- (4) The End User Account Rate Element Rate Level Change Charge (17.5.2(G)(4)) applies whenever customer furnished information is used by the Telephone Company to change an end user account rate element rate level. The charge applies for each end user account rate element rate level changed.
- (5) The End User Account Rate Element Rate Structure Change Charge (17.5.2(G)(5)) applies whenever customer furnished information is used by the Telephone Company to change an end user's rate structure. This charge applies for each end user account on a per rate element changed basis.
- (K) Message Toll Sampling charges (17.5.2.H)) apply when records are entered on a data file or magnetic tape in order to provide toll sampling information to a customer. A record is a logical grouping of information as described in the programs that process the information. The number of records output from the programs that process the information will be used to determine the charges. The per tape charge applies for each tape prepared.
- (L) The Provision of Local Exchange Company Originating Messages Summary Charge (17.5.2(1)) applies when message toll detail is summarized in a customer specified report type format (*e.g.* ATT-CMA-9) provided on either a data file, magnetic tape or paper. This charge is in addition to any required program development charges and/or tape charges and applies per report prepared.

A standard format for the provision of the originating messages summary will be established by the customer and provided to the Telephone Company. If changes in the format become necessary, the customer will notify the Telephone Company six months prior to the change.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.3 Billing System Information Service

At the request of the customer, the Telephone Company will provide information to the customer from its End User records, billing files and account data base.

8.3.1 General Description

Billing System Information Service is the provision of information to the customer from Telephone Company record systems. Such Billing System Information Service will be limited to the provision of information to a customer relating exclusively to End User services provided by that customer. Information relating to services by any other entity will not be provided.

Information is defined as any entry in the records which is not listed as proprietary to the Telephone Company. Any entry listed as proprietary to the Telephone Company will not be provided.

8.3.2 Undertaking of the Telephone Company

(A) Upon request from a customer who has also ordered Bill Processing Service, the Telephone Company will provide information from its records as follows:

- (1) message detail for a message end user
- (2) account detail for a message end user

Message detail is message-billed records in exchange message record (EMR) format.

Account detail is data that furnishes the end user name, billing address and billing parameters.

Message detail and/or account detail which is confidential due to legal, national security, end user or other appropriate requirements will not be provided. If the customer requires this information in order to bill its services, it shall secure written permission from the end user to obtain the information from the Telephone Company. The customer shall furnish to the Telephone Company the end user's written permission for the information to be released.

(B) Billing system Information will be provided on a total file and/or file update basis as follows:

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.3 Billing System Information Service (continued)8.3.2 Undertaking of the Telephone Company (continued)

(B) (continued)

- (1) The total file output will contain end user information for the current billing period. The billing period will be set by the Telephone Company. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes.

Once available, the paper printout, magnetic tape or fiche will be sent to the customer *via* first class U.S. Mail service. At the option of the customer, the customer may pick up the paper printout, magnetic tape or fiche at a location designated by the Telephone Company or request the information be data-transmitted to the customer.

- (2) The file update output will contain end user information for the current billing period only. The current billing period is the period associated with the most recent bill rendered to an end user. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply magnetic tapes. The file updates will include those records added and those records deleted, if available.

Once available, the magnetic tape will be sent to the customer *via* first class U.S. Mail service. At the option of the customer, the customer may pick up the paper output, fiche or magnetic tape at a location designated by the Telephone Company or request the information be data-transmitted to the customer.

- (C) The Telephone Company will, at the request of the customer, mark any message-billed end user account as a user of the customer's message services. After marking is ordered, the end user account will be marked as a customer end user account at the time the first message is posted to the end user account.
- (D) Upon acceptance by the Telephone Company of a Special Order for Billing System Information Service, the Telephone Company will

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.3 Billing System Information Service (continued)8.3.2 Undertaking of the Telephone Company (continued)

(D) (continued)

Determine the period of time to implement such service on an individual order basis.

8.3.3 Liability of the Telephone Company

Notwithstanding Section 2.1.3 of NECA Tariff FCC No. 5, effective July 1, 2010, and filed with this Commission on December 2, 2010, in the absence of willful misconduct, no liability for damages to the customer or other person or entity shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing Information Service.

8.3.4 Obligations of the Customer

- (A) The customer shall order Billing System Information Service under a Special Order. The customer shall order those Billing System Information Services for the states where it wishes to receive the services and shall specify how often it wishes the service to be provided.
- (B) With each order, the customer shall identify the authorized individual and address to receive the Billing System Information Service output.
- (C) The customer shall take every effort to make sure that Billing System Information Service output is provided only to authorized personnel. The customer shall agree, in writing to the Telephone Company, that the customer will not provide the Billing System Information Service outputs to third parties for any use by such third parties except for work for the customer and which is under complete control of the customer.
- (D) The customer shall be responsible for all contacts and inquiries from its end users concerning Billing System Information Service.
- (E) When the customer orders marking, all accounts containing that customer's messages will be marked starting with the next bill period and marks will be made until the customer orders removal of all marks.

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.3 Billing System Information Service (continued)8.3.5 Payment Arrangements(A) Cancellation of a Special Order

A customer may cancel a Special Order for Billing System Information Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be canceled. The verbal notice must be followed by written confirmation within 10 days. The service date for a Billing System Information Service is the date the Telephone Company notifies the customer that the Telephone Company is ready to provide Billing System Information Service reports.

When a customer cancels a Special Order for Billing System Information Service after the order date but prior to the start of service, charges as listed following shall apply:

- (1) For any service, the appropriate per hour rate for all hours expended by the Telephone Company to provide the service.
- (2) For any service, any expense for equipment obtained for the service where such equipment cannot be reused within six months.

(B) Changes to Special Orders

When a customer requests changes for a pending Special Order for Billing System Information Service, any additional time required on the part of Telephone Company personnel will be billed to the customer at the appropriate hourly charges.

8.3.6 Rate Regulations

- (A) The Provision of Billing System Information Service Special Order Charge (17.5.3(A)) applies for each Special Order accepted by the Telephone Company for Billing System Information Service.
- (B) Billing System Information Detail Charges (17.5.3(B)) apply when records are entered on a data file or magnetic tape in order to provide information to a customer. A record is a logical grouping of information as described in the programs that process the

S. INTRASTATE ACCESS SERVICE8. Billing and Collection Services (continued)8.3 Billing System Information Service (continued)8.3.6 Rate Regulations (continued)

(B) (continued)

information. For each service and type of output ordered, the number of records processed by the Telephone Company to prepare the output will be used to determine the charges. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process the information, whichever number of records is higher. The per tape charge applies for each tape prepared.

(C) The Program Development charges (17.5.3(C)) apply on either a basic or premium basis when the Telephone Company is required to make programming changes to meet customer needs. The Telephone Company will keep a count of the hours and fraction thereof to provide program development and will bill the customer accordingly. The hours will be summed and then rounded to the nearest hour. When the total is less than one hour, a one hour minimum will be used to determine the charges.

(D) The rate associated with Data Transmission of Billing System Information Service details, to a location designated by the customer (17.5.3(D)), applies when Billing System Information Service detail is data transmitted by the Telephone Company to a location designated by the customer. This charge applies on a per records transmitted basis.

(E) The marking of Message End User Accounts charge (17.5.3(E)) applies for each end user account marked. No charge applies for the removal of all customer marks.

(F) Individual Case Filing service offerings are described in 17.5.4 following. The rates and charges provided on an Individual Case Basis as the result of Individual Case Filings are described in 17.5.4 following.

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S. INTRASTATE ACCESS SERVICE

9. Reserved for Future Use

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

10. Special Federal Government Access Services

10.1 – 10.6 Regulations pertaining to the Special Federal Government Access Services are contained in the following sections of the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 2010, and filed with this Commission on December 2, 2010.

- 10.1 General
- 10.2 Emergency Conditions
- 10.3 Facility Availability
- 10.4 Federal Government Regulations
- 10.5 Service Offerings to the Federal Government
- 10.6 Rates and Charges

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

11. Special Facilities routing of Access Services

11.1 Regulations pertaining to the Special Facilities Routing of Access Services are contained in the following sections of the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 2010, and filed with this Commission on December 2, 2010.

11.1 Description

GENERAL SUBSCRIBER SERVICES TARIFF

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S. INTRASTATE ACCESS SERVICE

12. Specialized Service or Arrangements

12.1 Regulations pertaining to the Specialized Service or Arrangements are contained in the following sections of the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 2010, and filed with this Commission on December 2, 2010.

12.1 General

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services

13.1 – 13.3 Regulations pertaining to the Additional Engineering, Additional Labor and Miscellaneous Services are contained in the following sections of the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 2010, and filed with this Commission on December 2, 2010.

13.1 Additional Engineering

13.2 Additional Labor

13.3 Miscellaneous Services

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

14. Exceptions to Access Service Offerings

- 14 Regulations pertaining to Exceptions to Access Service Offerings are contained in the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 2010, and filed with the Commission on December 2, 2010.

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

15. Access Service Interfaces and Transmission Specifications

15.1 – 15.3 Regulations pertaining to the Access Service Interfaces and Transmission Specifications Services are contained in the following sections of the National Exchange Carrier Association (NECA) Federal Communications Commission (FCC) Tariff Number 5, effective July 1, 2010, and filed with this Commission on December 2, 2010.

15.1 Switched Access Service

15.2 Special Access Service

15.3 Directory Access Service

S. INTRASTATE ACCESS SERVICE

16. Reserved for Future Use

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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Cancels 1st Revised Sheet 51

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges

17.1 Common Line Access Service

17.1.1 Carrier Common Line Access Service

Regulations concerning Carrier Common Line Access are set forth in Section 3 of the NECA Tariff FCC No. 5, effective July 1, 1991, and filed with this Commission on August 30, 1991.

Carrier Common Line rates are set forth below.

The rates for Originating Intrastate Carrier Common Line Access are:

Premium Access rate per minute		
beginning January 1, 2012	\$0.00582	(T)
beginning January 1, 2013	\$0.00388	
beginning January 1, 2014	\$0.00194	
beginning January 1, 2015	\$0.00000	

The rates for Terminating Intrastate Carrier Common Line Access are:

Premium Access rate per minute	
beginning July 3, 2012	\$0.00388
beginning July 1, 2013	\$0.00000

17.1.2 End User Access Service

This tariff contemplates no end user charge.

17.1.3 Lifeline Assistance Plan

Reserved for future use.

17.1.4 Lifeline Assistance Plan and Universal Service Fund Charges

A. Lifeline Assistance Charge

This tariff does not contemplate Lifeline Assistance charges.

B. Universal Service Fund Charge

This tariff does not contemplate Universal Service Fund charges.

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service

NECA Tariff
FCC No. 5
Section
Reference

17.2.1 Nonrecurring Charges

Rate

(A) Local Transport – Installation
Per Entrance Facility

6.4.1(B)(1)

- Voice Grade Two-Wire \$450.00
- Voice Grade Four-Wire \$450.00
- High Capacity DS1 \$330.00
- High Capacity DS3 \$445.00
- Synchronous Optical
Channel OC3 \$360.00
- Synchronous Optical
Channel OC12 \$360.00

(C) Interim NXX Translation
Per Order

6.4.1(B)(2)

Per LATA or Market Area \$220.00

(D) FGC and FGD Conversion of
Multifrequency Address Signaling to
SS7 Signaling or SS7 Signaling to
Multifrequency Address Signaling

6.4.1(B)(3)

- Per 24 Trunks Converted or
Fraction thereof, on a Per
Order Basis \$442.00

(E) Trunk Activation Per Order

6.4.1(B)(1)

- Per 24 Trunks Activated or
Fraction thereof, on a Per
Order Basis \$459.00

(F)

(G) Flexible Automatic Number
Identification (Flex ANI)

6.10.1(AA)

- Per End Office, Per CIC None

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

17.2.2 Local Transport

Premium Access

Entrance Facility, Per Termination

NECA Tariff
 FCC No. 5
 Section
Reference
 6.1.3(A)(1)

		Monthly Rate			
	<u>Rate Band</u>	Voice Grade <u>2-wire</u>	Voice Grade <u>4-wire</u>	High Capacity <u>DS1</u>	
beginning July 3, 2012	9	\$44.28	\$70.86	\$220.99	(D) (N)
beginning July 1, 2013	9	\$43.95	\$70.33	\$214.27	(N) (D)
		High Capacity <u>DS3</u>	Synchronous Optical Channel <u>OC3</u>	Synchronous Optical Channel <u>OC12</u>	
	<u>Rate Band</u>				
beginning July 3, 2012	9	\$2,214.27	\$2,589.04	\$2,726.26	(D) (N)
beginning July 1, 2013	9	\$1,956.44	\$1,994.99	\$2,130.00	(N) (D)

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

17.2.2 Local Transport (continued)

Premium Access (continued)

Direct Trunked Transport

Direct Trunked Facility, Per Mile

NECA Tariff
FCC No.5
Section
Reference
6.1.3(A)(2)

Monthly Rate

	<u>Rate Band</u>	Voice Grade <u>2-wire</u>	Voice Grade <u>4-wire</u>	High Capacity <u>DS1</u>	
beginning July 3, 2012	9	\$3.16	\$3.16	\$19.73	(D)
beginning July 1, 2013	9	\$3.13	\$3.13	\$14.68	(N)
					(D)
	<u>Rate Band</u>	High Capacity <u>DS3</u>	Synchronous Optical Channel <u>OC3</u>	Synchronous Optical Channel <u>OC12</u>	
beginning July 3, 2012	9	\$186.81	\$177.65	\$222.98	(D)
beginning July 1, 2013	9	\$127.88	\$136.89	\$171.82	(N)
					(D)

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

17.2.2 Local Transport (continued)

Premium Access (continued)

Direct Trunked Transport (continued)

Direct Trunked Termination, Per Termination

NECA Tariff
FCC No. 5
Section
Reference
6.1.3(A)(2)

Monthly Rate					
	<u>Rate</u> <u>Band</u>	Voice Grade <u>2-wire</u>	Voice Grade <u>4-wire</u>	High Capacity <u>DS1</u>	
beginning July 3, 2012	9	\$31.70	\$31.70	\$96.81	(D)
beginning July 1, 2013	9	\$31.46	\$31.46	\$76.17	(N)
					(D)
	<u>Rate</u> <u>Band</u>	High Capacity <u>DS3</u>	Synchronous Optical Channel <u>OC3</u>	Synchronous Optical Channel <u>OC12</u>	
beginning July 3, 2012	9	\$564.78	\$660.90	\$1,438.98	(D)
beginning July 1, 2013	9	\$489.10	\$509.26	\$1,108.81	(N)
					(D)

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

17.2.2 Local Transport (continued)

Premium Access (continued)

NECA Tariff
 FCC No. 5
 Section
Reference
 6.1.3(A)(5)

Multiplexing, Per Arrangement

Monthly Rate

	<u>Rate Band</u>	<u>DS3 to DS1</u>	<u>DS1 to Voice</u>	
beginning July 3, 2012	9	\$514.33	\$198.58	(D)
beginning July 1, 2013	9	\$446.25	\$172.29	(N)
				(N)
				(D)

NECA Tariff
 FCC No.5
 Section
Reference
 6.1.3(A)(7)

Customer Node, Per Node

Monthly Rate

	<u>Rate Band</u>	<u>OC3 155.52 Mbps</u>	<u>OC12 622.08 Mbps</u>	<u>Nonrecurring Charge All</u>	
beginning July 1, 2012:					(D)
9		\$601.18	\$1,736.76	\$640.00	(N)
beginning July 1, 2013:					
9		\$463.24	\$1,338.27	\$640.00	(N)

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

17.2.2 Local Transport (continued)

Premium Access (continued)

NECA Tariff
FCC No. 5
Section
Reference
6.1.3(A)(7)

Customer Premises Port, Per Port

<u>OC3 155.52 Mbps</u>	<u>Monthly rate</u>	<u>Nonrecurring Charge</u>	
beginning July 3, 2012:			(D)
Rate Band 9	\$189.19	None	(N)
beginning July 1, 2013:			
Rate Band 9	\$152.00	None	(N)
 <u>STS-1 51.84 Mbps</u>			
beginning July 3, 2012:			(D)
Rate Band 9	\$236.84	\$640.00	(N)
beginning July 1, 2013:			
Rate Band 9	\$182.50	\$640.00	(N)
 <u>DS3 44.736 Mbps</u>			
beginning July 3, 2012:			(D)
Rate Band 9	\$236.84	\$640.00	(N)
beginning July 1, 2013:			
Rate Band 9	\$182.50	\$640.00	(N)
 <u>DS1 1,544 Mbps</u>			
beginning July 3, 2012:			(D)
Rate Band 9	\$60.72	\$640.00	(N)
beginning July 1, 2013:			
Rate Band 9	\$46.78	\$640.00	(N)

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

17.2.2 Local Transport (continued)

Premium Access (continued)

NECA Tariff
FCC No. 5
Section
Reference
6.1.3(A)(6)

Add/Drop Multiplexing Central Office Port, Per Port

Monthly Rate

<u>Rate</u>	<u>OC3</u>	<u>DS3</u>	<u>DS1</u>
<u>Band</u>	<u>155.52 Mbps</u>	<u>44,736 Mbps</u>	<u>1,544 Mbps</u>
beginning July 3, 2012:			
9	\$189.19	\$121.45	\$48.58
beginning July 1, 2013:			
9	\$152.00	\$93.58	\$37.43

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

17.2.2 Local Transport (continued)

NECA Tariff
FCC No.5
Section
Reference

Premium Access (continued)

Rate

– Tandem Switched Transport – Originating

6.1.3(A)(3)

– Tandem Switched Facility

Per Access Minute Per Mile

(D)

(D)

beginning January 1, 2013 \$0.000189

beginning January 1, 2014 \$0.000213

beginning January 1, 2015 \$0.000237

– Tandem Switched Termination – Originating

Per Access Minute Per Termination

(D)

(D)

beginning January 1, 2013 \$0.000955

beginning January 1, 2014 \$0.001093

beginning January 1, 2015 \$0.001232

– Tandem Switching – Originating

Per Access Minute Per Tandem

(D)

(D)

beginning January 1, 2013 \$0.002249

beginning January 1, 2014 \$0.002683

beginning January 1, 2015 \$0.003117

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

17.2.2 Local Transport (continued)

Premium Access (continued)

Rate

NECA Tariff
 FCC No. 5
 Section
Reference

– Tandem Switched Transport – Terminating

6.1.3(A)(3)

– Tandem Switched Facility

Per Access Minute Per Mile

Rate Band 2

\$0.000140

– Tandem Switched Termination – Terminating

Per Access Minute Per Termination

Rate Band 2

\$0.000678

– Tandem Switching – Terminating

Per Access Minute Per Tandem

Rate Band 2

\$0.001380

Network Blocking Per Blocked Call

Applies to FGD only

beginning January 1, 2012

\$0.0239

6.8.6

(T)

beginning January 1, 2013

\$0.0211

beginning January 1, 2014

\$0.0182

beginning January 1, 2015

\$0.0153

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

NECA Tariff
FCC No. 5
Section
Reference

17.2.2 Local Transport (continued)

6.10.3

(A) Common Channel Signaling Network Connection

(1) Signaling Network Access Link

Nonrecurring
Charge

	<u>Monthly Rate</u>			<u>Nonrecurring Charge</u>	
	<u>Signaling Mileage Facility Per Mile</u>	<u>Signaling Mileage Termination Per Termination</u>	<u>Signaling Entrance Facility Per Facility</u>		
beginning January 1, 2013	\$6.36	\$63.90	\$107.80	\$304.40	(D)
beginning January 1, 2014	\$6.54	\$65.70	\$118.52	\$347.20	(D)
beginning January 1, 2015	\$6.72	\$67.49	\$129.24	\$390.00	(T)

(2) STP Port, Per Port

	<u>Monthly Rate</u>	
beginning January 1, 2013	\$755.71	(D)
beginning January 1, 2014	\$712.28	(D)
beginning January 1, 2015	\$668.85	

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

NECA Tariff
FCC No. 5
Section
Reference
6.10.3

17.2.2 Local Transport (continued)

(B) 800 Data Base Access Service Queries, Per Query

Basic

beginning January 1, 2011	\$0.00748
beginning January 1, 2012	\$0.00696
beginning January 1, 2013	\$0.00644
beginning January 1, 2014	\$0.00592
beginning January 1, 2015	\$0.00540

Vertical Features

beginning January 1, 2011	\$0.00792
beginning January 1, 2012	\$0.00744
beginning January 1, 2013	\$0.00696
beginning January 1, 2014	\$0.00648
beginning January 1, 2015	\$0.00600

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

NECA Tariff
FCC No. 5
Section
Reference

17.2.3 End Office

(A)(1) Local Switching – Originating

Rate 6.1.3(B)(1)

Premium and Non-Premium
Per Access Minute

(D)

beginning January 1, 2013	\$0.029563
beginning January 1, 2014	\$0.025851
beginning January 1, 2015	\$0.022139

(A)(2) Local Switching - Terminating

Rate 6.1.3(B)(1)

Premium and Non-Premium
Per Access Minute

(D)

----- see current NECA Tariff ----- 17.2.3(A)

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2 Switched Access Service (continued)

17.2.3 End Office (continued)

(B)(1) <u>Information surcharge – Originating</u>	<u>Rate</u>
– Premium and Non-Premium	
Per 100 Access Minutes	
beginning January 1, 2012	\$0.0251
beginning January 1, 2013	\$0.0294
beginning January 1, 2014	\$0.0337
beginning January 1, 2015	\$0.0380

(B)(2) Information Surcharge – Terminating

– Premium and Non-Premium

Per 100 Access minutes	
beginning January 1, 2011	\$0.0208

17.2.4 Reserved for future use.

17.2.5 Reserved for future use.

GENERAL SUBSCRIBER SERVICES TARIFF

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.2	<u>Switched Access Service</u> (continued)	Assumed Minutes Per Month Per Line Or Trunk	NECA Tariff FCC No. 5 Section <u>Reference</u>
17.2.6	<u>Assumed Minutes of Use</u>		
(A)	Feature Group A, Two Way Calling	4,195	6.5.4
(B)	Feature Group A, Originating Only	1,510	6.5.4
(C)	Feature Group A, Terminating Only	2,685	6.5.4
(D)	Feature Group B, Two Way Calling	8,700	6.6.4
(E)	Feature Group B, Originating Only	3,132	6.6.4
(F)	Feature Group B, Terminating Only	5,568	6.6.4

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service

17.3.1 Surcharge for Special Access Service

This tariff does not contemplate a surcharge for Special Access Service.

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.2 Metallic Service

Regulations concerning Metallic Service are set forth in NECA Tariff FCC No. 5, Section 7.4 effective July 1, 1991, and filed with this Commission on August 30, 1991.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(A) Channel Termination Per Termination	\$25.59	\$154.00
(B) Channel Mileage		
(1) Channel Mileage Facility Per Mile	\$ 41.50	
(2) Channel Mileage Termination Per Termination	\$ 2.60	
(C) Optional Features and Functions		
(1) (Bridging)		
(a) Three Premises Bridging Per Port	\$ 4.75	
(b) Series Bridging Per Port	\$ 4.75	

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.3 Telegraph Grade Service

Regulations concerning Telegraph Grade Service are set forth in NECA Tariff FCC No. 5, Section 7.5 effective July 1, 1991, and filed with this Commission on August 30, 1991.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(A) Channel termination Per Termination		
– Two-Wire	\$25.59	\$154.00
– Four-Wire	\$51.18	\$154.00
(B) Channel Mileage		
(1) Channel Mileage Facility Per Mile	\$ 3.46	
(2) Channel Mileage Termination Per Termination	\$31.27	
(C) Optional Features and Functions		
(1) Telegraph Bridging Per Port		
– Two-Wire	\$ 4.75	
– Four-Wire	\$ 4.75	

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.4 Voice Grade Service

Regulations concerning Voice Grade Service are set forth in NECA Tariff FCC No. 5, Section 7.6 effective July 1, 1991, and filed with this commission on August 30, 1991.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(A) Channel Termination Per Termination		
– Two-Wire	\$43.65	\$234.00
– Four-Wire	\$68.26	\$234.00
(B) Channel Mileage		
(1) Channel Mileage Facility Per Mile	\$ 3.46	
(2) Channel Mileage Termination Per Termination	\$31.27	
(C) Optional Features and Functions		
(1) Bridging		
(a) <u>Voice Bridging</u> Per Port		
– Two-Wire	\$ 4.75	
– Four-Wire	\$ 4.75	

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.4 Voice Grade Service (continued)

(C) Optional Features and functions (continued)	<u>Monthly Rate</u>
(1) Bridging (continued)	
(b) <u>Data Bridging</u> per port	
– Two-Wire	\$ 4.75
– Four-Wire	\$ 4.75
(c) <u>Telephoto Bridging</u> per port	
– Two-Wire	\$ 4.75
– Four-Wire	\$ 4.75
(d) <u>DATAPHONE Select-A-Station Bridging</u>	
Sequential Arrangement, Ports Per channel connected	
– Two-Wire	\$ 21.31
– Four-Wire	\$113.06
Addressable Arrangement, Ports	
-- Two-Wire	\$ 22.82
-- Four-Wire	\$116.16
(e) <u>Telemetry and Alarm Bridging</u>	
Active Bridging Channel Connection Per channel connected	
– Split Band	\$ 8.89
– Summation	\$ 3.47
Passive Bridging Channel Connections Per channel connected	\$ 0.24

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.4 Voice Grade Service (continued)

(C) Optional Features and Functions (continued)	<u>Monthly Rate</u>
(2) Conditioning Per Termination	
– C-Type	\$ 16.30
– Improved Attenuation Distortion*	None
– Improved Envelope Delay Distortion*	None
– Data Capability	\$ 3.94
– Telephoto Capability	\$ 8.67
– Sealing Current	None
(3) Improved Return Loss for Effective Two-Wire or Four-Wire Transmission Per Termination	
– Two-Wire	\$ 7.15
– Four-Wire	\$ 7.15
(4) Customer Specified Receive Level per two-wire termination	\$ 3.44

* Improved Attenuation Distortion and Improved Envelope Delay Distortion will continue to be provided to all customers who were provided with either or both of these optional features in conjunction with C-Type Conditioning prior to May 4, 1988.

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.4 Voice Grade Service (continued)

(C)	Optional Features and Functions (continued)	<u>Monthly Rate</u>
(5)	Multiplexing per arrangement Voice to Telegraph Grade	\$217.29
(6)	Signaling Capability per termination	\$ 11.73
(7)	Selective Signaling Arrangement per arrangement	\$ 6.38
(8)	Transfer Arrangement (key activated* or dial up**) <ul style="list-style-type: none"> – Per four port arrangement including control channel termination*** – Per five port arrangement including control channel termination*** 	\$ 3.01 \$ 6.85
(9)	Public Packet Switching Network (PPSN) Interface Arrangement per arrangement	ICB

ICB rates and charges are filed in Section 17.3.9 following.

* The key activated control channel is rated as a Metallic Channel Termination and Channel Mileage, if applicable.

** The Dial-up option requires the customer to purchase the Controller Arrangement from Section 13.3.8 of the NECA Tariff FCC No. 5 effective July 1, 1991.

*** An additional Channel Termination charge will apply whenever a spar channel is configured as a leg to the customer designated premises. Additional channel mileage charges will also apply when the transfer arrangement is not located in the customer designated premises serving wire center.

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.5 Program Audio Service

Regulations concerning Program Audio Service are set forth in NECA Tariff FCC No. 5, Section 7.7 effective July 1, 1991, and filed with this Commission on August 30, 1991.

	<u>Monthly Rate</u>	<u>Daily* Rate</u>	<u>Nonrecurring Charge</u>	
			<u>Monthly</u>	<u>Daily</u>
(A) Channel Termination per termination				
– 200 to 3500 Hz	\$41.60	\$4.16	\$189.00	\$189.00
– 100 to 5000 Hz	\$44.82	\$4.48	\$189.00	\$189.00
– 50 to 8000 Hz	\$44.82	\$4.48	\$189.00	\$189.00
– 50 to 15000 Hz	\$44.82	\$4.48	\$189.00	\$189.00
(B) Channel Mileage				
(1) Channel Mileage Facility Per mile		<u>Monthly Rate</u>	<u>Daily Rate</u>	
– 200 to 3500 Hz		\$ 3.46	\$.35	
– 100 to 5000 Hz		\$ 6.91	\$.69	
– 50 to 8000 Hz		\$ 10.37	\$ 1.04	
– 50 to 15000 Hz		\$ 13.84	\$ 1.38	
(2) Channel Mileage Termination per termination				
– 200 to 3500 Hz		\$ 31.27	\$ 3.13	
– 100 to 5000 Hz		\$ 62.54	\$ 6.25	
– 50 to 8000 Hz		\$ 93.81	\$ 9.38	
– 50 to 15000 Hz		\$125.08	\$12.51	

* Daily Rates will be topped and maximum rates derived as set forth in NECA Tariff FCC No. 5, Section 7.2.2(B) effective July 1, 1991.

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.5 Program Audio Service (continued)

		<u>Monthly Rate</u>	<u>Daily*Rate</u>
(C)	Optional Features and Functions		
(1)	Bridging, Distribution Amplifier per port	\$19.19	\$1.92
(2)	Gain Conditioning per service	\$11.23	\$1.12
(3)	Stereo per service	\$18.24	\$1.82

* Daily rates will be topped and maximum rates derived as set forth in NECA Tariff FCC No. 5, Section 7.2.2(B) effective July 1, 1991.

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.6 Video Service

Regulations concerning Video Service are set forth in NECA Tariff FCC No. 5, Section 7.8 effective July 1, 1991, and filed with this Commission on August 30, 1991.

		<u>Monthly Rate</u>	<u>Daily* Rate</u>	<u>Nonrecurring Charge</u>	
				<u>Monthly</u>	<u>Daily</u>
(A)	Channel Termination per termination				
	– TV-1 or 2	\$367.67	\$202.22	\$762.00	\$762.00
	– 4TV-5	\$358.71	\$197.29	\$762.00	\$762.00
	– 6TV-5	\$381.16	\$209.64	\$762.00	\$762.00
	– TV-15	\$395.63	\$217.60	\$762.00	\$762.00
(B)	Channel Mileage				
(1)	Channel Mileage Facility per mile			<u>Monthly Rate</u>	<u>Daily Rate*</u>
	– All			\$336.75	\$185.21
(2)	Channel Mileage Termination per termination				
	– All			\$358.67	\$197.27

* Daily rates will be topped and maximum rates derived as set forth in NECA Tariff FCC No. 5, Section 7.2.2(B) effective July 1, 1991.

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.7 Digital Data Service

Regulations concerning Digital Data Service are set forth in NECA Tariff FCC No. 5, Section 7.9 effective July 1, 1991, and filed with this Commission on August 30, 1991.

(A)	Channel Termination per termination	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
	– 2.4 kbps	\$79.05	\$221.00
	– 4.8 kbps	\$79.05	\$221.00
	– 9.6 kbps	\$79.05	\$221.00
	– 56.0 kbps	\$79.05	\$221.00
	– 64.0 kbps	\$79.05	\$221.00
(B)	Channel Mileage		
(1)	Channel Mileage Facility per mile		
	– 2.4 kbps	\$3.46	
	– 4.8 kbps	\$3.46	
	– 9.6 kbps	\$3.46	
	– 56.0 kbps	\$6.91	
	– 64.0 kbps	\$6.91	
(2)	Channel Mileage Termination per termination		
	– 2.4 kbps	\$31.27	
	– 4.8 kbps	\$31.27	
	– 9.6 kbps	\$31.27	
	– 56.0 kbps	\$62.54	
	– 64.0 kbps	\$62.54	

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.7 Digital Data Service (continued)

	<u>Monthly Rate</u>
(C) Optional Features and Functions	
(1) Bridging per port	\$ 4.75
(2) Loop Transfer Arrangement per four port arrangement* Key activated** or Dial-up***	\$ 5.97
(3) Public Packet Switching Network Interface Arrangement	
– Per 9.6 kbps arrangement	ICB
– Per 56.9 kbps arrangement	ICB
– Per 64.0 kbps arrangement	ICB
(D) Channel Service Unit Per Termination****	
– 2.4 kbps	\$25.90
– 4.8 kbps	\$25.90
– 9.6 kbps	\$32.10
– 56.0 kbps	\$34.14
– 64.0 kbps	\$34.14

ICB rates and charges are filed in Section 17.3.9 following.

* An additional Channel Termination charge will apply whenever a spare channel is configured as a leg to the customer designated premises. Additional Channel Mileage charges will also apply when the transfer arrangement is not located in the customer designated premises serving wire center.

** The key activated control channel is rated as a Metallic Channel Termination and Channel Mileage, if applicable.

*** The Dial-Up option requires the customer to purchase the Controller Arrangement from NECA Tariff FCC No. 5, Section 13.3.4 effective July 1, 1991.

**** Channel Service Units will only be provided under tariff if they existed in the Telephone Company's inventory as of November 18, 1983.

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.8 High Capacity Service

Regulations concerning High Capacity Service are set forth in NECA Tariff FCC No. 5, Section 7.10 effective July 1, 1991, and filed with this Commission on August 30, 1991.

(A)	Channel Termination per termination	Monthly <u>Rate</u>	36 Month <u>Term</u>	60 Month <u>Term</u>	Nonrecurring <u>Charge</u>
-	1.544 Mbps	\$205.99	\$185.39	\$164.79	\$429.00
-	3.152 Mbps	ICB	ICB	ICB	ICB
-	6.312 Mbps	ICB	ICB	ICB	ICB
-	44.736 Mbps	ICB	ICB	ICB	ICB
-	274.176 Mbps	ICB	ICB	ICB	ICB

(B) Channel Mileage

(1)	Channel Mileage Facility per mile	<u>Monthly Rate</u>
-	64 kbps*	\$ 6.91
-	1.544 Mbps	\$70.54
-	3.152 Mbps	ICB
-	6.312 Mbps	ICB
-	44.736 Mbps	ICB
-	274.176 Mbps	ICB

(2)	Channel Mileage Termination per termination	
-	64 kbps*	\$ 62.54
-	1.544 Mbps	\$261.62
-	3.152 Mbps	ICB
-	6.312 Mbps	ICB
-	44.736 Mbps	ICB
-	274.176 Mbps	ICB

* Applies to through connections of 2.4, 4.8, 9.6, 56.0 and 64 kbps.

ICB rates and charges are filed in Section 17.3.9 following.

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.8 High Capacity Service (continued)

	<u>Monthly Rate</u>
(C) Optional Features and Functions	
(1) Multiplexing, per arrangement	
DS4 to DS1	ICB
DS3 to DS1	\$608.37
DS2 to DS1	ICB
DS1C to DS1	ICB
DS1 to Voice*	\$196.53
DS1 to DS0	\$198.38
DS0 to Subrates	
– Up to 20 2.4 kbps services	\$301.92
– Up to 10 4.8 kbps services	\$185.32
– Up to 5 9.6 kbps services	\$161.92

* A channel of this DS1 to the Hub can be used for Digital Data services.

ICB rates and charges are filed in Section 17.3.9 following.

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.8 High Capacity Service (continued)

(C) Optional Feature and Functions (continued)	<u>Monthly Rate</u>
(2) Automatic Loop Transfer per arrangement*	\$389.24
(3) Transfer Arrangement (key-activated** or dial-up*** per four port arrangement including control channel termination****)	\$165.42
(D) Network Channel Terminating Equipment (NCTE) per termination#	
– 1.544 Mbps	\$ 78.05
– Automatic Loop Transfer	\$896.16

* An additional Channel Termination charge will apply whenever the spare line is provided as a leg to the customer designated premises.

** The key activated control channel is rated as Metallic Channel Termination and Channel Mileage, if applicable.

*** The Dial-up option requires the customer to purchase to Controller Arrangement from the NECA Tariff FCC No. 5, Section 13.3.4 effective July 1, 1991.

**** An additional Channel Termination charge will apply whenever a spare channel is configured as a leg to the customer designated premises. Additional channel mileage charges will also apply when the transfer arrangement is not located in the customer designated premises serving wire center.

NCTE will only be provided under tariff if it existed in the Telephone Company's inventory as of November 18, 1983.

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.3 Special Access Service (continued)

17.3.9 Individual Case Filings

Reserved for future use.

S. INTRASTATE ACCESS SERVICE

17.	<u>Rates and Charges</u> (continued)		
	17.4 <u>Other Services</u>		NECA Tariff FCC No. 5 Section Reference
	17.4.1 <u>Access Ordering</u>	<u>Charge</u>	<u>Reference</u>
	(A) <u>Access Order Charge</u>		
	Per Order	\$ 86.00	5.4.1
	(B) <u>Service Date Change Charge</u>		
	A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The Access Order Charge as specified in 17.4.1(A) preceding does not apply. The applicable charge is:		
	Service Date Change Charge, per order	\$ 60.00	5.4.3
	(C) <u>Design Change Charge</u>		
	The Design Change Charge will apply on a per order per occurrence basis, for each order requiring design change. The applicable charge is:		
	Design Change Charge, per order	\$ 84.00	5.4.3
	(D) <u>Miscellaneous Service Order Charge</u>		
	Per Occurrence	\$123.00	5.4.2

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.4 Other Services (continued)

17.4.2 Additional Engineering

<u>Additional Engineering Periods</u>	<u>Each Half Hour or Fraction Thereof</u>	<u>NECA Tariff FCC No. 5 Section Reference</u>
(A) Basic Time per engineer normally scheduled working hours	\$31.03	13.1
(B) Overtime per engineer outside of normally scheduled working hours	\$46.55	13.1
(C) Premium Time per engineer outside of scheduled work day	\$62.06	13.1

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Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.4 Other Services (continued)

17.4.3 Additional Labor

<u>Additional Labor Periods</u>	<u>Each Half Hour or Fraction Thereof</u>	<u>NECA Tariff FCC No. 5 Section Reference</u>
(A) Installation or Repair		
– Overtime, outside of normally scheduled working hours on a scheduled work day per technician	\$47.57*	13.2.1& 13.2.2
– Premium Time, outside of scheduled work day per technician	\$63.42*	13.2.1& 13.2.2
(B) Stand By		
– Basic Time, normally scheduled working hours per technician	\$21.18*	13.2.3
– Overtime, outside or normally scheduled working hour on a scheduled work day per technician	\$31.77*	13.2.3
– Premium Time, outside of scheduled work day per technician	\$42.36*	13.2.2

* A call out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.4 Other Services (continued)

17.4.3 Additional Labor (continued)

<u>Thereof</u>	<u>Additional Labor Periods</u>	<u>Each Half Hour or Fraction</u>		NECA Tariff
		<u>Installation and repair Technician</u>	<u>Central Office Maintenance Technician</u>	<u>FCC No. 5 Section Reference</u>
(C)	Testing and maintenance with other Telephone Companies, or Other Labor			
–	Basic Time per technician normally scheduled working hours	\$31.71	\$34.66	13.2.4 & 13.2.5
–	Overtime per technician outside or normally scheduled working hours on a scheduled work day	\$47.57*	\$51.99*	13.2.4 & 13.2.5
–	Premium time per technician outside of scheduled work day	\$63.42*	\$69.32*	13.2.4 & 13.2.5

* A call out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.4 Other Services (continued)

17.4.4 Miscellaneous Services

(A) Additional Cooperative Acceptance Testing – Switched Access

<u>Testing Periods</u>	<u>Each Half Hour or Fraction Thereof</u>	<u>NECA Tariff FCC No. 5 Section Reference</u>
Basic Time, Overtime* and Premium Time*	See the rates for Additional Labor as set forth in 17.4.3(C) preceding.	13.3.1(A)(1)

(B) Additional Automatic Testing – Switched Access

To First Point of Switching

Additional Tests

	<u>Per Test Per Transmission Path</u>	
Gain-Slope Tests	\$2.89	13.3.1(A)(2)
C-Notched Noise Tests	\$2.89	13.3.1(A)(2)
1004 Hz Loss**	\$2.89	13.3.1(A)(2)
C-Message Noise**	\$2.89	13.3.1(A)(2)
Balance (return loss)**	\$2.89	13.3.1(A)(2)

* A call out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

** 1004 Hz Loss, C-Message Noise and Balance are non-chargeable routine tests; however, they may be requested on an as needed or more than routine scheduled basis, in which case the charges herein apply.

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.4 Other Services (continued)

17.4.4 Miscellaneous Services (continued)

(C) Additional Manual Testing – Switched Access

To First Point of Switching

Additional Tests

	Each Half Hour or Fraction There of	NECA Tariff FCC No. 5 Section Reference
Gain-Slope, C-Notched Noise and any other agreed to tests, per technician	See the rates for Additional Labor as set forth in 17.4.3(C) preceding.	13.3.1(A)(3)

(D) Additional Cooperative Acceptance Testing – Special Access

	Each Half Hour or Fraction Thereof	NECA Tariff FCC No. 5 Section Reference
<u>Testing Periods</u>		
Basic Time, Overtime* and Premium Time*	See the rates for Additional Labor as set forth in 17.4.3(C) preceding.	13.3.1(B)(1)

* A call out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.4 Other Services (continued)

17.4.4 Miscellaneous Services (continued)

(E) Additional Manual Testing – Special Access

<u>Testing Periods</u>	Each Half Hour or Fraction Thereof	NECA Tariff FCC No. 5 Section <u>Reference</u>
Basic Time, Overtime* and Premium Time*	See the rates for Additional Labor as set forth in 17.4.3(C) preceding	13.3.1(B)(2)

(F) Maintenance of Service

<u>Maintenance of Service Periods</u>	Each Half Hour or Fraction Thereof	NECA Tariff FCC No. 5 Section <u>Reference</u>
Basic Time, Overtime* And Premium Time*	See the rates for Additional Labor as set Forth in 17.4.3(C) Preceding.	13.3.2

* A call out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.4 Other Services (continued)

17.4.4 Miscellaneous Services (continued)

(G) Telecommunications Service Priority

Per Service arranged

Nonrecurring
Charges

\$54.63

NECA Tariff
FCC No. 5
Section
Reference

13.3.3

(H) Controller Arrangement

Per arrangement

Monthly
Rate

\$100.00

13.3.4(A)

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.4 Other Services (continued)

17.4.5 Special Federal Government Access Services

(A)	<u>Voice Grade Secure Communications</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>	<u>Termination Charges</u>
-----	------------------------------------------	----------------------	-----------------------------	----------------------------

Type 1, each
T-3 Conditioning, ICB rates and charges apply

Additional Conditioning,
Per service termination ICB rates and charges apply

Type II, each
G-1 Conditioning, ICB rates and charges apply

Type III, each
G-2 Conditioning, ICB rates and charges apply

Additional Conditioning,
per service termination ICB rates and charges apply

Type IV, each
G-3 Conditioning, ICB rates and charges apply

Additional Conditioning,
per service termination ICB rates and charges apply

(B) Wideband Digital Special Access Service

<u>Wideband Secure Communications</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>	<u>Termination Charges</u>
---------------------------------------	----------------------	-----------------------------	----------------------------

Type I, each ICB rates and charges apply

Type II, each ICB rates and charges apply

Type III, each ICB rates and charges apply

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.4 Other Services (continued)

17.4.6 Special Facilities Routing of Access Services

(A) Diversity

For each service provided in accordance with 11.1.1 of NECA Tariff FCC No. 5, effective July 1, 2010, and filed with this Commission on December 2, 2010. The rates and charges will be developed on an individual case basis.

Reserved for future use.

(B) Avoidance

For each service provided in accordance with 11.1.2 of NECA Tariff FCC No. 5, effective July 1, 2010, and filed with this Commission on December 2, 2010. The rates and charges will be developed on an individual case basis.

Reserved for future use.

(C) Diversity and Avoidance Combined

For each service provided in accordance with 11.1.1 and 11.1.2 of NECA Tariff FCC No. 5, effective July 1, 2010, and filed with this Commission on December 2, 2010. The rates and charges will be developed on an individual case basis.

Reserved for future use.

(D) Cable-Only Facilities

For each service provided in accordance with 11.1.4 of NECA Tariff FCC No. 5, effective July 1, 2010, and filed with this Commission on December 2, 2010. The rates and charges will be developed on an individual case basis.

Reserved for future use.

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.4 Other Service (continued)

17.4.7 Specialized Service or Arrangements

Specialized Service or Arrangements are provided on an individual case basis as set forth following:

Reserved for future use.

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.5 Billing and Collection Services

17.5.1 Recording Service

The rates and charges are:

	<u>Rates</u>
(A) Recording	
– per customer message	\$ 0.0314
– per Special Order	ICB
(B) Assembling and editing,	
– per customer message*	ICB
(C) Provision of customer message detail,	
– unsorted without name and address information, per record processed	ICB
– sorted output without name and address information, per record processed	ICB
– unsorted output with name and address information, per record processed	ICB
– sorted output with name and address information, per record processed	ICB
– per tape or data file	ICB
(D) Data transmission to a customer location,	
– per record transmitted	ICB

* Applicable when Recording Service is ordered without Message Processing Service. Not applicable when Message Processing Service, as set forth in 8.2, preceding, is provided to the customer except as set forth in Sections 8.2.2(A)(2) and 8.2.2(B)(4) preceding.

ICB rates and charges are filed in Section 17.5.4 following.

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.5 Billing and Collection Services (continued)

17.5.1 Recording Service (continued)

Rates

- (E) Program Development
 - Basic, per hour
(applicable to work performed within the Telephone Company’s normal work schedule and using the normal work force) ICB
 - Premium, per hour
(applicable to work performed outside the Telephone Company’s normal work schedule and/or which requires additions to the work force) ICB

17.5.2 Message Billing Service

The rates and charge are:

Rates

- (A) Message Billing Service Special Order Charge,
 - per Special Order ICB
- (B) Message Processing Service,
 - per message \$ 0.1035
- (C) Bill Processing Service
 - (1) message/bulk-billed processing,
 - per message included as part of the rate for 17.5.2(B)
 - (2) message/bulk-billed inquiry,
 - per message included as part of the rate for 17.5.2(B)

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section S
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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.5 Billing and Collection Services (continued)

17.5.2 Message Billing Service (continued)

		<u>Rates</u>				
(D)	Message/Bulk-Billed Service, in Which one or more message or message service related rate elements are billed, or in which a charge associated with a Bulk-billed service is billed, – per bill rendered for an end user account	<table border="0"> <tr> <td style="padding-right: 20px;">Full rate</td> <td>\$ 0.41</td> </tr> <tr> <td>Half rate</td> <td>\$ 0.235</td> </tr> </table>	Full rate	\$ 0.41	Half rate	\$ 0.235
Full rate	\$ 0.41					
Half rate	\$ 0.235					
(E)	Program Development, – Basic, per hour (applicable to work performed within the Telephone Company's normal work schedule and using the normal work force)	ICB				
	– Premium, per hour (applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force)	ICB				
(F)	Data transmission of rated customer Messages detail between other Exchange Telephone Company locations, – per record transmitted – per record received	<table border="0"> <tr> <td style="padding-right: 20px;">\$ 0.0071</td> </tr> <tr> <td>\$ 0.0071</td> </tr> </table>	\$ 0.0071	\$ 0.0071		
\$ 0.0071						
\$ 0.0071						

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.5 Billing and Collection Services (continued)

17.5.2 Message Billing Service (continued)

	<u>Rates</u>
(G) End User Account Activity,	
(1) Special Order Charge to receive end user account data, – per order	ICB
(2) End User Account Establishment or Change, except adjustments to end user account balance, rate element rate level changes and rate structure, changes, per end user account established or changed, – per occurrence	ICB
(3) Adjustments to End User Account Balance – per adjustment	ICB
(4) End User Account Rate Element Rate Level Change Charge, – per rate element changed, each	ICB
(5) End User Account Rate Element Rate Structure Change Charge, – per rate element changed, each	ICB
(H) Message Toll Sampling – per record extracted – per tape or data file	ICB ICB
(I) Provision of Local Exchange Company Originating Messages Summary – per report	ICB

ICB rates and charges are filed in Section 17.5.4 following.

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

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S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.5 Billing and Collection Services (continued)

17.5.3 Billing System Information Service

The rates and charges are:

	<u>Rates</u>
(A) Provision of Billing System Information Service, – per Special Order	ICB
(B) Billing system Information Detail Paper output, – per record processed	ICB
Magnetic tape, – per tape or data file	ICB
– per record processed	ICB
Fiche output, – per record processed	ICB
(C) Program Development charge, – Basic, per hour (applicable to work performed within the Telephone Company's normal work schedule and using the normal work force)	ICB
– Premium, per hour (applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force)	ICB
(D) Data Transmission of Billing Information System Service details, to a location designated by the customer – per record transmitted	ICB

ICB rates and charges are filed in Section 17.5.4 following

S. INTRASTATE ACCESS SERVICE

17. Rates and Charges (continued)

17.5 Billing and Collection Services (continued)

17.5.3 Billing System Information Service (continued)

Rates

(E) Marking of Message End User Accounts
– marking, per end user account

ICB

17.5.4 Individual Case Filings

Reserved for future use.