

NON-COMPETITIVE TELECOMMUNICATIONS SERVICES ASSESSMENT SCHEDULE

SCHEDULE OF RATES AND CHARGES  
TOGETHER WITH RULES AND REGULATIONS  
APPLICABLE TO TELEPHONE SERVICE  
PROVIDED IN THE TERRITORY SERVED BY THE  
TELEPHONE COOPERATIVE  
WITHIN THE STATE OF ILLINOIS AS FOLLOWS:

BELLE PRAIRIE	(N)
BELLE RIVE	
BLAIRSVILLE	
BROUGHTON	
DAHLGREN	
DALE	
MACEDONIA	(N)

TABLE OF CONTENTS

Title	<u>Sheet No.</u>
1. Table of Contents	1
2. Definitions	1
3. General Rules and Regulations	
3.1 Application	1
3.2 Explanation of Symbols	1
3.3 Obligation and Liability of Cooperative	2
3.4 Use of Service and Facilities	5
3.5 Establishment and Furnishing of Service	10
3.6 Telephone Directories	13
3.7 Establishment and Maintenance of Credit	13
3.8 Member Billing	18
3.9 Minimum Contract Periods and Termination of Service	21
3.10 Charges for Damages	24
3.11 Connection of Automatic Dialing-Announcing Devices	24
4. Members Service Area	
4.1 Description	1
4.2 Taxes, Fees and Charges	1
4.3 Seasonal and Vacation Rates	1
4.4 Multi-Line Hunt Service	2
4.5 Member Service Areas	2

TABLE OF CONTENTS (Continued)

	<u>Sheet No.</u>	
5. Member Activity Charges		
5.1 General	1	
5.2 Types of Member Activity Charges	1	
5.3 Conditions Under Which No Member Activity Charges Apply	4	
6. Optional Services and Features		
6.1 Custom Local Area Signaling Services (CLASS)	1	
6.2 Reserved for Future Use	7	(C)
6.3 Custom Calling Services	19	
6.4 Reserved for Future Use	24	(C)
6.5 Direct Inward Dialing (DID) Service	26	
6.6 Directory Listings	28	
6.7 Nuisance Traps	30	
6.8 Off-Premise Extension Service	31	
6.9 Temporary Dual Residence Service	32	
6.10 Switched 56 Service	33	
7. Miscellaneous Charges		
7.1 Operator Assisted Local Calling Service	1	
7.2 Directory Assistance Call Service	2	
7.3 Foreign Exchange Service	3	
7.4 Intraexchange Private Line Service	5	
8. Special Construction		
8.1 Special Assemblies of Equipment or Speculative Projects	1	
8.2 Special Construction	1	
8.3 Temporary Service	2	
8.4 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground	2	
8.5 Special Assemblies of Equipment or Speculative Pr		

TABLE OF CONTENTS (Continued)

	<u>Sheet No.</u>	
9. Service Restrictions		
9.1 900 Service Access Restrictions	1	
9.2 976 Service Access Restriction	1	
9.3 700 Service Access Restriction	2	
9.4 Toll Access Restriction	3	
9.5 Billed Number Screening	4	
10. Emergency Number Service (9-1-1)		
10.1 General	1	
10.2 Obligation and Liability of the Cooperative	2	
10.3 Responsibility of the Member	4	
10.4 Description of Basic 9-1-1 Service	8	
10.5 Description of Enhanced 9-1-1 Service	9	
10.6 PSAP Database Establishment and Update Service	11	
10.7 B 9-1-1 and E 9-1-1 Rates and Charges	11	
10.8 Special Service Arrangements	12	
11. Reserved For Future Use	1	
12. Concurrence in Regulations and Charges of the Illinois Telecommunications Access Corporation (ITAC)		
12.1 ITAC Regulations and Charges	1	
12.2 ITAC Supplemental Charge	1	
13. Supplemental Charges		
13.1 Supplemental Charge to Certain Intrastate Rates	1	
13.2 Supplemental Schedule Due to Message Tax	1	
14. Reserved For Future Use	1	
15. Telephone Assistance Programs		
15.1 Universal Telephone Supplemental Assistance Program (UTSAP)	1	(T)
15.2 UTSAP Voluntary Funding	2	(T)
15.3 Lifeline Telephone Assistance Program	3	
16. Reserved For Future Use	1	
17. Reserved For Future Use	1	
18. Reserved For Future Use	1	
19. Reserved For Future Use	1	

TABLE OF CONTENTS (Continued)

	<u>Sheet No.</u>	
20. Rates and Charges		
20.1 Local Exchange Service	1	
A. Local Access Rates - Business	1	
B. Local Access Rates - Residence	1	
C. Multi-Line Hunt Service	1	
D. Reserved for Future Use	1	(C)
20.2 Member Activity Charges	2	
20.3 Optional Services and Features	3	
A. Custom Local Area Calling Services (CLASS)	3	
B. Reserved for Future Use	4	(C)
C. Custom Calling Features	7	
D. Reserved for Future Use	9	(C)
E. Direct Inward Dialing (DID) Service	10	
F. Directory Listings	10	
G. Nuisance Traps	11	
H. Off-Premise Extension Service	11	
I. Temporary Dual Residence Service	11	
J. Switched 56 Service	11	
20.4 Miscellaneous Services	12	
A. Operator Assisted Calling Service	12	
B. Local Directory Assistance Calling Service	12	
C. Foreign Exchange Service	12	
D. Intraexchange Private Line Service	12	
E. Reserved for Future Use	10	
20.5 Special Construction	13	
20.6 Service Restrictions	13	
20.7 Emergency Number Service (9-1-1)	14	
20.8 Supplemental Charges	14	
20.9 Reserved for Future Use	15	
20.10 Reserved for Future Use	16	(T)

**SUBJECT INDEX**

1. Subject Index

<u>Subject</u>	<u>Sheet No.</u>
Access Line	2-1
Abuse or Fraudulent Use of Service	3-9
Additional Listings, Directory	6-29
Adjustments of Charges	3-3
Aggregator	2-1
Alterations	3-12
Alternate Call Number Listings	6-29
Application and Explanation of Symbols	3-1
Application for Service	3-1, 3-10
Availability of Facilities	3-2
Billed Number Screening	9-4
Central Office (CO) Implemented Coin Line	4-8
Centrex Service	6-7
Centrex Service Installation Charge	5-3
Change in Telephone Number	3-11
Charges for Damages	3-22
CLASS Service	6-1
Connection of Automatic Dialing/Announcing Devices	3-22
Construction Charges	8-1
Credit, Establishment of	3-13
Custom Calling Services	6-19
Defacement of Premises	3-3
Definitions	2-1
Deposits	3-13
Direct Inward Dialing	6-26
Direct Inward Dial Installation Charge	5-3
Directories	3-12
Directory Error and Omissions	3-2
Directory Listings	6-28
Directory Assistance Service	7-2
Discontinuance of Service	3-17

(M)  
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 (M)

(M) Moved to Sheet No. 6.

**SUBJECT INDEX (Continued)**

1. Subject Index (Continued)

<u>Subject</u>	<u>Sheet No.</u>	
Establishment of Credit for Service	3-13	
Establishment and Furnishing of Service	3-10	
Establishment and Maintenance of Credit	3-12	
Exchange Maps	4-6	
Explanation of Symbols	3-1	
Foreign Exchange Service	7-3	
Furnishing of Service to Business Members	3-10	
Furnishing of Service to Residence Members	3-11	
General Rules and Regulations	3-1	
Guarantee in Lieu of Deposit	3-15	
Initial Service Order Charge	5-1	
Initial Service Periods and Termination of Service	5-2	
Installation Costs	3-12	
Instrument Implemented Payphone Service	4-8	
Interruption of Service	3-2	
Intraexchange Private Line Service	7-5	
Liability of Cooperative	3-3	
Listings, Directory	6-29	
Local Exchange Service	4-1	
Maintenance and Repairs	3-3	
Maps	4-2	
Member Activity Charges	5-1	(M)
Member Billing	3-17	
Member Billing Format	3-18	
Member Provided Equipment	3-6	(M)
Member Service Areas	4-2	
Minimum Contract Periods	3-19	
Move and Change Charges	5-2	(D)
Non-published Listings	6-28	
Nuisance Traps	6-30	
Obligation of Telephone Cooperative	3-3	
Off-Extension Service	6-31	
Originating Line Screening	4-9	
Operator Assisted Local Calling Service	7-1	

(M) Moved from Sheet No. 5.

**SUBJECT INDEX (Continued)**

1. Subject Index (Continued)

<u>Subject</u>	<u>Sheet No.</u>	
Programming Change Charge	5-3	
Provision of Equipment	3-5	
Procedures for Discontinuance of Service	3-21	
Published Listings	6-28	
Rates and Charges	20-1	
Reconnection Charge	3-17	
Record of Deposits	3-16	
Rendering & Payment of Bills	3-17	
Return Check Policy	3-18	
Selective Class of Call Screening	4-9	
Special Assemblies	8-5	
Special Construction	8-1	
Service Installation Charge	5-2	
Service Order Change Charge	5-2	
Service Reconnection Charge	5-3	
Service Restrictions	9-1	
Special Order Change Charge	5-2	
Special Toll Bills	3-20	(T)
Switched 56 Service	6-33	
Tampering with Equipment	3-9	
Telephone Assistance Programs	15-1	
Telephone Numbers	3-10	
Temporary Dual Residence Service	6-32	
Temporary Facilities	8-4	
Termination of Service	3-20	
Toll Access Restrictions	9-3	
Transmitting Messages	3-2	
Universal Emergency Number Service (9-1-1)	10-1	
Unusual Installation Costs	3-12	
Use of Service and Facilities	3-5	
Use of Member Services	3-9	
Vacation Rates	4-3	(D)



## DEFINITIONS

### 2. Definitions

#### Access Line

The circuit which travels from the Central Office to the subscriber's premise terminating at the protector which provides direct access to the local exchange and the toll switching networks.

#### Aggregator

Aggregator denotes any entity that, in the ordinary course of its operations, makes telephones available to the public or transient users of its premises, for interstate telephone calls using a provider of operator services.

#### Assessment Schedule

The document which lists the communication services offered by the Cooperative and the associated rates and charges.

#### Central Office (CO) Implemented Coin Line

An access line that provides coin signaling. A Member provided payphone may be used with a CO Implemented Coin Line.

#### Channel

The communications path provided by the Cooperative between two or more locations.

#### Circuit

A Channel used for the transmission of electrical or optical energy in the furnishing of telephone service.

#### Contract

The service agreement between a subscriber and the Cooperative under which services and facilities are furnished in accordance with the provisions of the applicable Assessment Schedules.

#### Demarcation Point

The point of connection, provided and maintained by the Cooperative, at which the station wiring becomes dedicated to an individual Member's use. For an individual Member dwelling, this point of connection will generally be the modular jack on the Member side of the Network Interface Device (NID). The drop wire and the network protector will continue to be provided by, and remain the property of, the Cooperative. The demarcation point is usually the point at which the Cooperative wiring connects with the Member's wiring.

**DEFINITIONS (Continued)**

2. Definitions (Continued)

Essential Telephones

All coin operated telephones (payphones) accessible by the public, provided for emergency use (Emergency Use Telephones), a reasonable percentage of of telephones in hotels, motels, hospitals and nursing homes, and a reasonable percentage of credit card operated telephones on any group of such telephones. Essential Telephones may also be called Public Interest Telephone.

Emergency Use Telephones

All telephones intended primarily to save persons from bodily injury, theft or life threatening situations. This includes, but is not limited to, telephones in elevators and on highways, and telephones to alert police, a fire department or other emergency service providers.

End User

See subscriber.

Exchange

A geographical area for the administration of telecommunications services established and described by the Assessment Schedule of a telecommunications Cooperative providing local exchange service.

Exchange Area

The territory served by an Exchange.

Instrument Implemented Payphone Service

Payphone Service which does not require the use of an access line that provides coin signaling. A Member provided payphone may be used in conjunction with Instrument Implemented Payphone Service.

Local Channel

That portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

**DEFINITIONS (Continued)**

2. Definitions (Continued)

Local Exchange Service

Telephone service furnished between subscribers' stations located within the same local exchange area.. Local exchange service includes access to subscribers within the local service area only. Access to members outside of the local exchange area is provided by the members chosen IXC.

Local Message

A communication between subscribers' stations within the same local service area.

Local Service Area

That geographical area throughout which a subscriber obtains telephone service without the payment of a toll charge.

Member

To be defined by the Bylaws.

Member Activity Charge

Nonrecurring charge(s) made for the establishment of communication service or subsequent additions or changes to that service.

Member Provided Equipment

Devices, apparatus and their associated wiring provided by a subscriber for use with facilities furnished by the Cooperative.

Network Interface Device

A device wired between the telecommunications protector and the inside wiring to isolate the Member's equipment from the network.

Payphone Service Provider

An entity that provides payphone service. This entity can be either the local exchange Cooperative or an independent provider engaged in providing payphone service.

**DEFINITIONS (Continued)**

2. Definitions (Continued)

Pilot Number

The number in a multi-line hunt service group which is published as the Member's telephone number. When this number is dialed and the line is in use, the central office switch will search for an available idle line in the hunt group.

Public Interest Telephone

See Essential Telephone.

Premises

All of a building or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuous plot of ground owned by one entity not intersected by a public highway or thoroughfare.

Private Line

A circuit provided to furnish communication only between the two or more locations directly connected to it, and not having connection with central office switching apparatus.

Toll Message

A message from a calling station to a station located in a different local service area.

Toll Service

Telephone service rendered by the members chosen IXC between patrons in different local service areas in accordance with the rates and regulations of the IXC.

Trunk

A telephone communication channel between two switching centers.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations

3.1 Application

The rules and regulations specified herein apply to the intrastate services and facilities furnished within the State of Illinois by Hamilton County Telephone Co-Op., hereinafter referred to as the Cooperative.

When services and facilities are provided in part by the Cooperative and in part by other companies, the rules and regulations of the Cooperative apply to that portion of the service and facilities furnished by it.

Failure on the part of the Member to observe these rules and regulations of the Cooperative, after due notice of such failure, automatically gives the Cooperative the authority to discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the specific Assessment Schedule sections, the rate, rule, regulation or provision contained in the specific Assessment Schedule sections shall prevail. In the event of a conflict between any rate, rule, regulation or provision contained in this Assessment Schedule and any rate, rule, regulation or provision contained in Title 83, Chapter I, Subchapter f, Part 735 of the Illinois Administrative Code, the rate, rule, regulation or provision contained in the Illinois Administrative Code shall prevail.

In accordance with the decision of the Federal Communications Commission in the Second Computer Inquiry, the rates and regulations (excluding coin telephones) provided by the Cooperative apply only to such equipment considered to be in the Cooperative's inventory prior to January 1, 1983.

3.2 Explanation of Symbols

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.3 Obligation and Liability of Cooperative

A. Availability of Facilities

The Cooperative's obligation to furnish telephone service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

B. Interruption of Service

An allowance will be made upon written request from the Member to the Cooperative for interruption of service not due to Member negligence, if the interruption continues for more than twelve hours from the time it is reported to or detected by the Cooperative. The allowance will be the prorated portion of the monthly rate for the service made inoperative, and will be accomplished by a credit on a subsequent bill for service. The credit will be for a minimum of the amount for 24 hours of service.

C. Directory Errors and Omissions

The Cooperative endeavors to correctly list Members, their telephone numbers and other information in the local telephone directory. No liability for damages arising from errors in or omissions of directory listings or listings obtained from Directory Assistance shall attach to the Cooperative. In the case of additional or extra listings for which a charge is made, the Cooperative's liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

D. Transmitting Messages

The Cooperative does not undertake to transmit messages, but rather offers the use of its facilities, where available, for communication between parties subject to the conditions specified in these Assessment Schedules.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.3 Obligation and Liability of Cooperative (Continued)

E. Defacement of Premises

The Cooperative will make a reasonable effort to leave the Member's property in the same condition in which it was found prior to any Cooperative work. The Cooperative will repair or replace any defacement or damage of property due to installation, existence, or removal of Cooperative property when the damage is the result of negligence of the Cooperative.

F. Maintenance and Repairs

The Cooperative shall bear the expense of all repair and maintenance of its facilities. Where damage or destruction of its facilities is due to the acts or omissions of the Member, the Cooperative will be reimbursed by the Member for any such damage. The Member may not rearrange, remove, or disconnect any Cooperative facilities without consent of the Cooperative.

Access to Member's premises at any reasonable hour will be given to representatives of the Cooperative for the purpose of inspecting, repairing, testing or removing any part of the Cooperative's facilities.

G. Adjustment of Charges

In case of overbilling, a refund will be made by the Cooperative for the amount of excess charges with interest from the date of the overpayment by the Member.

The refund will be accomplished by a credit on a subsequent bill for telephone service, or by check if the account is final or if requested by the Member.

H. Liability of Cooperative

1. The liability of the Cooperative for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the Member, shall in no event exceed an amount equivalent to the proportionate charge to the Member for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur in excess of 36 hours after notification has been made.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.3 Obligation and Liability of Cooperative (Continued)

H. Liability of Cooperative (Continued)

2. The Member indemnifies and saves the Cooperative harmless against the following:

- (a) Acts or omissions of other companies when their facilities are used in connection with the Cooperative's facilities to provide service.
- (b) Any defacement or damage to the Member's premises, resulting from the existence of the Cooperative's facilities (demarcation point and drop) on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Cooperative or its employees.
- (c) Any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Cooperative.
- (d) Claims for libel, slander or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Cooperative, apparatus and systems of the Member; and all other claims arising out of any act or omission of the Member in connection with facilities provided by the Cooperative.
- (e) Liability for failure to provide service.
- (f) Liability for telephone directories except as outlined in Section 3.3.C.



GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Cooperative (Cont'd)

I. Credit for Interruptions

1. Subject to the exceptions contained in Section 3.3.I.2, when the use of service or facilities furnished by the Cooperative is interrupted, the following adjustments of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperable by reason of the interruption whenever said interruption continues for a period of twenty-four (24) hours or more from the time the interruption is reported to or known to exist by the Cooperative:
  - (a) If the interruption lasts for greater than twenty-four (24) hours but equal to or less than forty-eight (48) hours, Cooperative shall provide a credit equal to a pro-rata portion of monthly recurring charges for the services interrupted;
  - (b) If the interruption lasts for greater than forty-eight (48) hours but equal to or less than seventy-two (72) hours, Cooperative shall provide a credit for 33% of one month's recurring charges for all interrupted services;
  - (c) If the interruption lasts for greater than seventy-two (72) hours but equal to or less than ninety-six (96) hours, Cooperative shall provide a credit for 67% of one month's recurring charges for all interrupted services;
  - (d) If the interruption lasts for greater than ninety-six (96) hours but equal to or less than one hundred twenty (120) hours, Cooperative shall provide a credit for one full month's recurring charges for all interrupted services;
  - (e) If the interruption lasts for greater than one hundred twenty (120) hours, Cooperative will provide alternative phone service to the Member at no cost or provide an additional credit of \$20 per day, at the Member's option.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Cooperative (Cont'd)

I. Credit for Interruptions (Cont'd)

(f) The credit for services applies to the following non-usage sensitive services:

- Monthly Basic Local Service
- Federal and State Subscriber Line Charges (SLC)
- Flat Rated Extended Area Service (where applicable)
- Custom Calling Features
- CLASS Features

For calculating credit allowances, every month is considered to have 30 days. Only those facilities on the interrupted portion of the circuit will receive a credit.

2. Limitation on Credit for Interruption Allowances

No credit allowance will be made for:

- (a) Interruptions due to the negligence or willful acts of , or noncompliance with the provisions of this Assessment Schedule by, the Member, Authorized User, Joint User, or other common carrier providing service connected to the service of the Cooperative;
- (b) An emergency situation;

An emergency situation is defined as:

- A declaration made by the applicable state or federal government agency that the area served by the local exchange carrier is either a state or federal disaster area;
- An act of third parties, including acts of terrorism , vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the local exchange carrier, or
- A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the local exchange carrier from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Cooperative (Cont'd)

I. Credit for Interruptions (Cont'd)

2. Limitation on Credit for Interruption Allowances (Cont'd)

- (c) Interruptions due to the failure or malfunction of Member-owned telephone equipment or inside wiring;
- (d) Interruptions of service extended by the Cooperative's inability to gain access to its facilities and equipment for the purpose of investigating and correcting interruptions due to the Member changing a scheduled appointment, provided that the interruption is not extended further by the Cooperative;
- (e) Interruptions of service extended by the Cooperative's inability to gain access to its facilities and equipment because the Member missed an appointment, provided that the interruption is not further extended by the Cooperative;
- (f) Interruptions of service during any period when it is necessary for the Member to release service to the Cooperative for necessary maintenance purposes or for implementation of a Member order for a change in service arrangement.
- (g) Interruptions that occur as a result of the Cooperative's right to refuse service to the Member as provided in 83 Ill. Adm. Code 735.
- (h) A lack of Cooperative facilities to meet the Member's request for service.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Cooperative (Cont'd)

J. New Service Installation Requirements

1. As provided for in 83 Ill. Adm. Code 732.20(a), the Cooperative will install basic local exchange service within five (5) business days after the Member orders service. The Cooperative will inform the Member at the time of the request for install, repair, and/or appointment is made, whether or not the Cooperative has the requisite information to complete the request. Once the requisite information is provided to the Cooperative, the five (5) business day period starts. If the Cooperative fails to install basic local service within five (5) business days, the Cooperative will waive 50% of any installation charges. If the Cooperative fails to install service within 10 business days after the service application is placed, the Cooperative shall waive 100% of the installation charge. For each day that the failure to install service continues beyond the initial ten (10) business days, or beyond five (5) business days after the Member's requested installation date, whichever is greater, the Cooperative will either provide alternative telephone service at no cost or an additional credit of \$20 per day, at the Member's option until service is installed.
2. The New Service Installation credit referenced in Section 3.3.J(1) does not apply as a result of:
  - (a) The Member requesting an installation date beyond the five (5) days from the date of the order. Should the Cooperative not meet its extended commitment date, the New Service Installation date, the Member credit will then be applied from the "agreed" upon installation date;
  - (b) Negligence or willful acts of, or noncompliance with the provisions of this Assessment Schedule by, the Member, Authorized User, Joint User, or other common carrier providing service connected to the service of the Cooperative;

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Cooperative (Cont'd)

J. New Service Installation Requirements (Cont'd)

(c) An emergency situation;

An emergency situation is defined as:

- A declaration made by the applicable state or federal government agency that the area served by the local exchange carrier is either a state or federal disaster area;
  - An act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the local exchange carrier, or
  - A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the local exchange carrier from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.
- (d) The inability to gain access to the Member's premises due to the Member missing an appointment provided that the violation is not further extended by the carrier;
- (e) The Member requesting a change to the scheduled appointment, provided the violation is not further extended by the carrier;
- (f) The Cooperative's right to refuse service to a Member as provided in 83 Ill. Adm. Code 735; or
- (g) A lack of Cooperative facilities where a Member requests service at a geographically remote location, a Member requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the Member's request for service.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Cooperative (Cont'd)

K. Failure to Keep Scheduled Appointment

1. If the Cooperative needs access to the Member premise an appointment will be made with the Member. If the Cooperative fails to show up for the appointment, a credit of \$25 will be applied to the Member's telephone bill.
  - (a) Appointment times will be listed in four hour increments and the service technician will show up between the times agreed upon with the Member.
  - (b) The credit does not apply if:
    - i. The Member is not available during the agreed hours of the appointment.
    - ii. The Cooperative provides twenty-four (24) hour notice of its inability to keep the appointment. The twenty-four (24) hour period is from the end-point of the appointment commitment. If the Cooperative states the commitment is from 8:00a to 12:00p, the Cooperative would have until 12:00p the previous day to notify the Member of an appointment change without penalty. The Cooperative will not make an appointment "window" of greater than a four hour period.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.4 Use of Service and Facilities

A. Provision of Equipment

1. Equipment, for the purpose of this section, includes all equipment provided by the Cooperative to its members, whether directly linked to the switched network or not. These items include: centrex units, electronic telephones, intercom systems, fire bars, key systems, and pagers.
2. All equipment necessary for the provision of a given service will be furnished and owned by the Cooperative except as provided elsewhere in this Assessment Schedule. The Member may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the Member at a suitable outlet when and where required.
3. Equipment not owned by the Cooperative may be attached to the facilities of the Cooperative as provided in Section 3.4.B. In case unauthorized attachment or connection is made, the Cooperative shall have the right to discontinue the service.
4. The provisions of the preceding shall not be construed or applied to bar a Member from using devices which serve his convenience in his use of the facilities of the Cooperative (such as a device to obtain quietness or privacy), provided any such device so used does not:
  - a. Endanger the safety of Cooperative employees or the public.
  - b. Damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Cooperative, unless as provided for elsewhere in this Assessment Schedule.
  - c. Interfere with the proper functioning of such equipment or facilities.
  - d. Impair the operation of the communication system.
  - e. Otherwise injure the public in its use of the Cooperative's services.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.4 Use of Service and Facilities (Continued)

B. Member Provided Equipment and Inside Wire

1. Member-provided equipment and/or inside wire may be connected at the Member's premises to facilities of the Cooperative for use with local exchange service in compliance with FCC regulations.
2. Members may connect equipment, systems and/or inside wire registered or grandfathered by the FCC directly to the Cooperative network.
3. The General Regulations contained in Section 3 of this Assessment Schedule apply when the Member elects to provide his own equipment and/or inside wire. In any instance where the Assessment Schedule of the Cooperative conflicts with an effective order of the FCC, the FCC order will have precedence.
4. Responsibility of the Member
  - a. Upon notification from the Cooperative that the Member-provided equipment or inside wire is causing or is likely to cause harm, the Member shall make such change as is necessary to remove such harm. Failure to make such change will result in disconnection of service until such change is completed to the satisfaction of the Cooperative.
  - b. The Member may be required, as a condition of service, to pay in full all sums due the Cooperative including, but not limited to, Member activity charges, termination charges, minimum charges, and reimbursement for loss or damage to Cooperative facilities as may apply.
  - c. A Member must subscribe to, and be capable of providing operation for, sufficient quantities of local exchange service lines to provide adequate access to his Member-provided equipment and/or inside wire in accordance with accepted communications industry standards.
  - d. The Member must provide all of the terminal equipment and/or inside wire on the Member's side of the point of demarcation between Cooperative owned equipment and Member-owned equipment.



GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.4 Use of Service and Facilities (Continued)

B. Member Provided Equipment and Inside Wire (Continued)

4. Responsibility of the Member (Continued)

- e. Use of Cooperative facilities or service in connection with any device for recorded public announcements is subject to the following conditions:
  - (1) For purposes of identification, Members to telephone service who transmit recorded public announcements over facilities provided by the Cooperative must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
  - (2) Members transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.
  - (3) Nonpublished telephone service will not be furnished for use with recorded public announcements.
  - (4) Failure to comply with the provisions of this Assessment Schedule shall be cause for termination of the service.
- f. Member-provided systems, equipment, and inside wire must comply with the requirements of Part 68 of the Rules of the Federal Communications Commission.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.4 Use of Service and Facilities (Continued)

B. Member Provided Equipment and Inside Wire (Continued)

5. Responsibility of the Cooperative

- a. The Cooperative shall not be responsible to the Member for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Cooperative or appropriate regulatory agencies which might render any Member-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Cooperative will make a reasonable effort to notify a Member in advance of changes in technical criteria, operations or procedures which might affect Member-provided equipment or systems.
- b. The Cooperative shall not be responsible for the installation, operation or maintenance of any Member-provided communications systems, equipment, or inside wire.

C. Use of Member Service

Local exchange telephone service, as distinguished from payphone service, is furnished only for the use by the Member, his/her family, and associates. The Cooperative may refuse to install such service, or permit such service to remain on the Member premises, if the service is able to be used such that it is of a payphone nature.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.4 Use of Service and Facilities (Continued)

D. Abuse or Fraudulent Use of Service

Local exchange service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Cooperative may disconnect service which is used in such a manner as listed below. In case of such disconnection, the Cooperative will immediately attempt to notify the Member.

Abuse or fraudulent use of service includes the following:

1. The use of service or facilities of the Cooperative in such a manner as to interfere with the service of one or more other telephone users.
2. Tampering with or rearranging Cooperative equipment or facilities, or engaging in any fraudulent activity whatsoever, for the purpose of obtaining service without payment of any portion of charges applicable to the service rendered by the Cooperative or common carriers using the Cooperative's facilities.
3. The use of service which is objected to by or on behalf of any governmental authority on the grounds that such service is or is to be used for illegal purposes.
4. The Cooperative reserves the right to terminate service being directly or indirectly used in a manner which is in conflict with the Cooperative interest.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.5 Establishment and Furnishing of Service

A. Applications for Service

Cooperative's Membership application may be completed and returned to the Cooperative before service may commence.

Application for service must be made on the Cooperative's standard form, which becomes a contract when accepted in writing by the Cooperative or upon establishment of service. The conditions of such contracts are subject to all provisions of this and other applicable Assessment Schedules.

The Member may be required to pay in advance all charges including applicable Member Activity Charges for the first billing period. Federal, State or municipal governmental agencies may not be required to make advance payments.

Requests for additional service may be made verbally, if provided in the original contract, and no advance payment will be required.

A move within the exchange area is not considered a means to terminate the contract and orders for such may be made verbally.

Member is responsible at time of application to designate each line requested as primary or secondary. Primary is defined as the only one by which calls can be made from that postal location which already has a designated primary line. Multiple dwelling units and office buildings are considered unique postal locations.

B. Furnishing of Service to Business Members

Business rates apply to Members conducting business in the following locations:

1. Offices, stores, factories and all other places of a strictly business nature.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.5 Establishment and Furnishing of Service (Continued)

B. Furnishing of Service to Business Members (Continued)

2. In boarding houses, offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools, or colleges (excluding dormitory rooms at such schools or colleges), hospitals, libraries, churches, police departments, fire departments, village offices and other similar institutions.
3. At residence locations when the Member has no regular business telephone and the use of the service either by himself, Members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, or when such business use does not occur or pass over to residence phones during times when businesses are ordinarily closed.
4. Where the place of business and the residence of a Member are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
5. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business
6. At any location where the listing of service at that location indicates a business, trade or profession, except as specified in 3.5 C. below.

C. Furnishing of Service to Residence Members

Residence rates apply to Members at the following locations:

1. In private residences where business listings are not provided.
2. In private apartments of hotels, rooming houses where service is confined to the Member's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.5 Establishment and Furnishing of Service (Continued)

C. Furnishing of Service to Residence Members (Continued)

3. In residence of a clergyman, and in the place of residence of a physician, dentist, veterinarian, surgeon or other medical practitioner, provided the Member does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons, provided the office is located in the Member's residence and is not part of an office building. If listings of firms or partnerships, or additional listings of persons not residing in the same household are desired, business rates apply.
4. Churches, hospitals and other charitable institutions not receiving money by public taxation or from charges for their services take residence rates for individual line service.

D. Telephone Numbers

The Cooperative may change any or all numbers or the central office associated with such number whenever it deems it necessary in prudently conducting its business. Should it become necessary to make such a change, the Cooperative will provide reasonable notice of the effective date and reason for the change. A Member may request a telephone number change and if feasible the change will be made at the rate following as described in Section 5.2 and listed in Section 20.2.

E. Alterations

The Member agrees to notify the Cooperative promptly of any alterations or new construction on Member premises which will necessitate changes in the Cooperative's wiring and equipment; and the Member agrees to pay the Cooperative's current charges for such changes.

F. Payment for Service

The Member is required to pay all charges for services rendered by the Cooperative, both exchange and toll, in accordance with provisions contained in this Assessment Schedule. The Member is responsible for all charges for service rendered at his telephone, including collect charges.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.5 Establishment and Furnishing of Service (Continued)

G. Line Extensions

Lines will be extended for permanent Members in accordance with the guidelines established in Section 6.8.

Where required by the conditions, applicants may be required to provide to the Cooperative suitable private right-of-way parallel to the public highway.

H. Unusual Installation Costs

When special conditions or special requirements of the Member involve unusual construction or installation costs, the Member may be required to pay such costs pursuant to Section 8 of this Assessment Schedule.

3.6 Telephone Directories

The Cooperative will furnish to each Member an alphabetically arranged list of the names of all Members of the Local Exchange at least once each year. Extra name listings of Members will be furnished when desired by any Member, or listings will be handled on a nonpublished basis or nonlisted basis (see Section 6-6 following) if requested. Such alphabetically arranged lists shall constitute the Cooperative's telephone directory.

The directory will remain the property of the Cooperative, furnished to expedite service, and may be taken up by the Cooperative at the termination of the contract for service or when new directories are issued. The Cooperative will furnish to its Members, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Cooperative at a reasonable charge.

3.7 Establishment and Maintenance of Credit

A. Establishment of Credit for Service

The Cooperative is not obligated to furnish or continue to furnish service to any individual or business that owes for the same class of service furnished by the Cooperative previously rendered at the same or a different address until arrangements have been made for payment in full of such previous indebtedness to the Cooperative.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.7 Establishment and Maintenance of Credit (Continued)

A. Establishment of Credit for Service (Continued)

In order to ensure that payment is made for all charges due for its service, the Cooperative may require an applicant for service to establish and maintain credit in one of the following ways:

1. The applicant can establish that he had a previous service account with a telephone utility for a period of at least twelve (12) months for which the payment record was satisfactory and for which all undisputed charges were satisfactorily paid.
2. If the applicant does not have verifiable service, or if the applicant had previous service for less than one year, the applicant would be required to meet at least two of the following criteria to establish credit:
  - Has a valid major national charge card
  - Has a valid major national oil charge card
  - Home ownership
  - Has been employed two years or more with the current employer
  - Has a checking account
  - Has a savings account
3. If the applicant cannot establish credit as indicated above, the Cooperative can require a deposit prior to the establishment of telephone service.

B. Deposits

A deposit may be required from applicants for service or from existing Members. The following regulations apply to deposits:

1. The amount of a deposit shall not exceed estimated service charges for two (2) months for residential service, and four (4) months for business service. The estimated charges for Members shall be based on the average monthly billing for the past six months, or for applicants for service, the average monthly bill for that class and type of service.



GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.7 Establishment and Maintenance of Credit (Continued)

B. Deposits (Continued)

2. The Cooperative may require a deposit or guarantee from an existing Member as a condition of continued service if, during the first twelve (12) months that the Member receives service, the Member pays late four times or has service discontinued for nonpayment two times.
3. The Cooperative may request a deposit from any Member after the first twelve (12) months that the Member has received service if the Member has had service discontinued two times in a twelve (12) month period, or if the Cooperative provides evidence that the Member used a device or scheme to obtain service without payment. The Cooperative may also request a deposit from any nonresidential Member after the first twelve (12) months the Member has received service if the Member pays late at least six times during any twelve (12) month period.
4. The Cooperative may request that a maximum of one-third of the requested deposit amount be paid within twelve (12) days after the request for the deposit. An applicant may be requested to pay no more than one-third of the deposit amount prior to the establishment of service. The Cooperative shall allow the balance of the deposit to be paid in two (2) equal monthly installments.
5. Deposits plus interest shall be automatically refunded after being held for twelve (12) months as long as the Member has paid any past due bill owed to the Cooperative, service has not been discontinued for nonpayment, the Member has not paid late four times, or the Member has not used a device or scheme to obtain service without payment.
6. The deposit shall be credited with accrued interest to the charges stated on the final bill and the remaining balance, if any, shall be returned to the Member within thirty (30) days after the termination of service.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.7 Establishment and Maintenance of Credit (Continued)

B. Deposits (Continued)

7. Interest will be paid on all deposits held by the Cooperative. The interest rate shall equal the rate existing for one year United States treasury bills at that point in time when the determination of the interest rate is made. The interest rate will be rounded to the nearest one-half of one percent. Simple interest will be computed from the date of payment of the deposit, and will be credited annually upon the account of the Member until discontinuance of service, or upon return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the Member.

C. Guarantee in Lieu of Deposit

In lieu of a deposit the Cooperative may accept a written guarantee of a responsible party. A current Member of the same Cooperative with at least twelve (12) months service which has not been discontinued for non-payment during the most recent twelve (12) months qualifies as a responsible party.

The guarantee must be in writing, stating the terms of the guarantee, including the maximum amount guaranteed, and that the Cooperative will not hold the Guarantor liable for sums in excess of that amount. The Cooperative will be the sole judge as to whether the written guarantee is acceptable.

The guarantee will remain in full force and effect until thirty (30) days after receipt by the Cooperative of a written notice of cancellation of this agreement from the Guarantor. However, the Cooperative is not obligated to release the Guarantor from the obligation if the Cooperative has reason to believe that the Member has used a device or scheme to obtain service without payment, and has so notified the Member.

The guarantee shall be limited to an amount not to exceed the cash deposit which would have been charged to the Member provided for in these Assessment Schedules.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.7 Establishment and Maintenance of Credit (Continued)

C. Guarantee in Lieu of Deposit (Continued)

A guarantor shall be released from their obligation when the applicable Member has had service for twelve (12) months as long as the Member has paid all undisputed charges for the last twelve (12) billing periods, service has not been discontinued for non-payment, the Member has not paid late more than four (4) times, or the Cooperative has not provided evidence that the Member used a device or scheme to obtain service without payment.

The Cooperative will agree to accept a Surety Bond in lieu of a cash deposit , provided that such Surety Bond has been issued by an insurance Cooperative that has received a certificate of authority from the Department of Insurance to do business in Illinois.

D. Deposit not to Affect Regular Collection Practices

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

E. Records of Deposits

The Cooperative shall maintain records of deposits together with interest, which collectively will show all transactions pertaining to each deposit.

Each Member posting a deposit shall receive in writing at the time of posting or within ten days from that date, a receipt which contains the following information:

1. Name of Member.
2. Address where the service for which the deposit is required will be provided.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.7 Establishment and Maintenance of Credit (Continued)

E. Records of Deposits (Continued)

3. Serial number
4. Type of service
5. Date when the deposit was received.
6. Rate of interest on the deposit.
7. Amount of deposit
8. The Cooperative's name
9. A statement of conditions under which the deposit will be refunded.

F. Discontinuance of Service

Service may be discontinued for failure to establish or maintain credit as authorized above, no sooner than eight (8) days after the Cooperative has served or mailed notice requiring the Member to comply with credit regulations.

G. Service Reconnection Charges

Where service has been discontinued for failure to establish or maintain credit as authorized above, a service reconnection charge as discussed in Section 5.2(F) and listed in Section 20.2(F) will apply, and will be collected by the Cooperative.

3.8 Member Billing

A. General

Bills for telephone service are issued monthly, and are due when rendered. Generally, monthly recurring charges are billed in advance, while toll charges are billed in arrears. The Cooperative shall render a bill during each billing period except when there is a zero balance.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.8 Member Billing (Continued)

A. General (Continued)

Member is responsible for all charges in conjunction with services furnished to him including collect toll messages which have been accepted at the Member's telephone. Failure to receive a bill does not relieve the Member of the responsibility for payment for telephone service.

Charges for business service shall not be transferred to a bill for residential service, nor shall charges for residential service be transferred to a bill for business service.

Member bills must be issued by the Cooperative within one year of the date the service was provided. No Member shall be liable for charges after one year.

Members shall have twenty-one (21) days from the date of the postmark on the bill to pay the charges stated thereon. Payment shall be made at the office of the Cooperative, an authorized collection agency, or by mail. The Cooperative may assess a late payment charge for payments made after twenty-one (21) days.

A charge of \$15 will be made for all checks returned to the Cooperative for insufficient funds. If more than one insufficient funds check is received from a Member within a twelve (12) month period, the Cooperative may require that all subsequent payments be made by cash, money order, or certified check.

In the event that charges on a Member bill issued by the Cooperative are later found to be incorrect, the Cooperative shall refund the amount of the overcharges with interest from the date of overpayment by the Member.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.8 Member Billing (Continued)

B. Member Bill Format

All bills for residential and single-line business Members shall contain an itemization of charges. Itemization of every monthly billing shall include, but not be limited to:

1. Exchange access (basic local service) as requested by Member;
2. Local service;
3. Extended area service;
4. Equipment;
5. Enhanced and other local services;
6. The period of time for which the local service and equipment charges apply;
7. If the local exchange Cooperative has assumed responsibility of collection for toll calls, it shall include an itemization of all toll calls charged to the account including, but not limited to the date and time of the call, the rate which applied to the call, the length of the call in minutes, the destination of the call, or point of origin for collect and/or third party calls;
8. The phone number of the appropriate Cooperative business office;
9. The due date of the bill; and
10. A separate listing of additional charges due to state messages tax, municipal messages tax, municipal consumer tax, and federal excise tax.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.9 Minimum Contract Periods and Termination of Service

A. Minimum Contract Periods

Except as hereinafter provided, the minimum contract period for all services and facilities is one month at the same location.

The Cooperative may require a minimum contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra cost.

Service will not be installed for a period of less than one month unless the Member pays, in addition to one month's rental, the cost of installation and removal of the necessary facilities.

B. Termination of Service By The Cooperative

1. Service may be discontinued for any of the following reasons:

- a. Nonpayment of an undisputed past due charge.
- b. Failure to make or increase a required deposit or guarantee.
- c. Unauthorized use of the Cooperative's equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- d. Failure to substantially comply with the terms of a settlement agreement.
- e. Refusal after reasonable notice to permit inspection, maintenance, or replacement of Cooperative's equipment.
- f. Material misrepresentation of identity in obtaining service from the Cooperative.
- g. Nonpayment of undisputed, delinquent state or interstate long distance charges billed by the Cooperative or undisputed, delinquent exchange charges including any FCC-approved end user charges or both.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.9 Minimum Contract Periods and Termination of Service (Continued)

B. Termination of Service By The Cooperative (Continued)

1. (Cont'd)

- h. Service is being directly used in a manner which is in conflict with the Cooperative's interest or Bylaws.

C. Termination of Service - Member's Request

Service may be terminated prior to the expiration of the minimum contract period upon notice being given to the Cooperative, and upon payment of any applicable termination charges, in addition to any applicable charges due for service which has been furnished.

In the case of service for which the minimum contract period is one month, termination will require that charges due for the balance of the minimum period be paid.

For special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

Contracts for periods longer than one month covering services which required installation of line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period. Alternatively, the contract may be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original Member upon agreement by the new applicant to assume the responsibilities of the contract.

Service may be terminated after the expiration of the initial contract period, upon the Cooperative being notified, and upon payment of all charges due to the date of termination of the service.



GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.9 Minimum Contract Periods and Termination of Service (Continued)

D. Procedures for Discontinuance of Service

1. The Cooperative may discontinue service to a Member only after it has mailed or delivered by other means a written notice of discontinuance. Service will not be discontinued until at least five days after delivery of this notice, or eight days after the postmark date on a mailed notice.
2. In addition to the written notice, the Cooperative shall make an effort to contact the Member and advise them of the discontinuance and what action must be taken to avoid it. The Cooperative shall not deliver more than two consecutive notices of discontinuance for past due bill without engaging in collection activity with the Member.
3. Services will not be discontinued for a past due bill after 12:00 noon on Friday, or on Saturday, Sunday, legal holiday recognized by the state, or on any day when the Cooperative's offices are not open for business. Services may be discontinued on normal business days between 8:00 a.m. and 2:00 p.m. unless the Cooperative is prepared to restore service within three hours after receipt of payment, at the standard restoral charge, if any.
4. Until at least 4:30 p.m. on business days, the Cooperative will have personnel available that are authorized to reconnect service if the conditions cited for discontinuance are corrected, and any restoral charge specified in this Assessment Schedule is paid.
5. Discontinuance of service shall be postponed for a time not in excess of thirty (30) days from the date of written certification by a licensed physician that discontinuance of service will create or aggravate a medical emergency for the Member or a permanent resident in the Member's household. Initial certification will prohibit discontinuance for thirty (30) days. Certification may be renewed for one additional thirty (30) day period. If the certificate is not renewed, the Cooperative may initiate discontinuance procedures. In the event service is discontinued within ten (10) days prior to certification, service will be restored if the proper certification is then made in accordance with the provisions stated above.

GENERAL RULES AND REGULATIONS (Continued)

3. General Rules and Regulations (Continued)

3.10 Charges for Damages

In situations where impairment or interruption of service is caused by tampering with Cooperative wiring or equipment, the Member instigating such tampering or the person causing the damage will be billed the full cost of labor and materials required to reestablish normal service.

3.11 Connection of Automatic Dialing-Announcing Devices

An automatic dialing-announcing device is any automatic equipment used for solicitation which includes storage capability of numbers to be called; or a random or sequential number generator that produces numbers to be called, and has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

Automatic dialing-announcing devices used for solicitation purposes where calls initiated by the device cannot be terminated at will by the called party and dial tone restored to the called party promptly upon termination of the call by the called party may not be connected to the telephone network.

Any prerecorded message issued by an automated dialing-announcing device shall be preceded by an announcement which states the name and address of the calling party, the purpose of the message, and that the message is coming from automated equipment.

MEMBERS SERVICE AREA

4. Members Service Area

4.1 Description

Members Service Area provides for unlimited calling within the boundaries. This service is subject to all terms and conditions as outlined in this Assessment Schedule.

Members Service Area can be activated by equipment generating pulses (rotary) or multi-tone (touch) signals to the switching equipment.

The rates and charges for Members Service Area are listed in Section 20.1. These rates and charges are for the period of one month, unless otherwise indicated, and entitle business or residence subscribers to basic local exchange telephone service and local messages. Rates for business and residence service are listed in Section 20.1(A) and 20.1(B) respectively.

4.2 Taxes, Fees, and Charges

When any city, county or taxing authority imposes a franchise, occupation, business sales, license, excise, privilege, or similar tax of any kind on this Cooperative, the amounts therein so far as practical, shall be charged on a pro-rata basis to all Members so affected receiving exchange service within the boundaries of that taxing entity. This tax charge, in all cases, will be in addition to the regular charges for local service and shall be set out as a separate item on the Member's bill.

Where a tax levied on a percentage of gross receipts, that percentage will be applied to each Member's bill so affected and the amount so computed will be added as a separate item to the Member's bill. Where a tax is levied other than on a percentage of gross receipts, a pro rata share of the total tax shall be added as a separate item to each Member's bill. All such taxes collected by the Cooperative shall be paid to the city, county, or taxing authority in accordance with the promulgated regulations pertaining to each tax.

4.3 Vacation Rates

Vacation rate service is available upon advance notice. Members in our Service Area can be placed on a half rate basis for a period of not less than one calendar month, which corresponds to the billing period, and not more than six months. Any request for a reconnection beyond that point will be treated as a new service. This service applies where a subscriber closes his residence or place of business for the above time. Records only service order charge applies.

(N)  
(N)

MEMBERS SERVICE AREA (Continued)

4. Members Service Area (Continued)

4.4 Multi-Line Hunt Service

A. Description

Multi-Line Hunt Service is available for Business and Residence Members Service Area where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group when the pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line in the Multi-Line Hunt Service group. The rates and charges for this service are listed in Section 20(1)(C).

4.5 Member Service Areas

The following Member Service Area are attached to this Assessment Schedule:

- EXCHANGE 1 BELLE PRAIRIE**
- EXCHANGE 2 BELLE RIVE**
- EXCHANGE 3 BLAIRSVILLE**
- EXCHANGE 4 BROUGHTON**
- EXCHANGE 5 DAHLGREN**
- EXCHANGE 6 DALE**
- EXCHANGE 7 MACEDONIA**

MEMBER ACTIVITY CHARGES

5. Member Activity Charges

5.1 General

The Term "Member Activity Charge" is used to define the nonrecurring charge or charges made for the establishment of a class of communication service or subsequent additions or changes to that service.

Member Activity Charges are in addition to any other scheduled rates and charges normally applying under the Assessment Schedules. They apply in addition to and not in lieu of recurring charges, mileage charges, or construction charges made because of unusual costs in establishing service.

Member Activity Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Member Activity Charges for additions to the service of existing Members.

The charges specified herein do not contemplate work being performed by Cooperative employees at a time when overtime wages apply due to the request of the Member nor do they contemplate work begun interrupted by the Member. If the Member requests that overtime labor be performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved. Any special work performed at the request of the Member, will be charged for on the basis of labor cost and overhead incurred.

5.2 Types of Member Activity Charges

A. Initial Service Order Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a Member's initial request for connections of service. Initial Service Order Charges are caused by Member requests only.

One Initial Service Order charge is applicable for each request for the establishment of a service.

Only one initial service ordering charge is applicable for all items ordered at the same time for completion on the same date, for the same line number.

An Initial Service Order Charge is applicable for work done to comply with a Member's initial request for new service.

MEMBER ACTIVITY CHARGES (Continued)

5. Member Activity Charges (Continued)

5.2 Types of Member Activity Charges (Continued)

A. Initial Service Order Charge (Continued)

Movement of a Member's service from one premises to another will be considered as a service termination at the old location and the establishment of service at the new location.

Only one initial service ordering charge is applicable for multiple lines within the same physical location on the same order date. Multiple dwellings are not considered same physical location, and should be treated as separate service orders with separate initial service orders.

Initial Service Order Charges are listed in Section 20.2(A) of this Assessment Schedule.

B. Service Order Change Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a Member's request for a change in their present service at the existing premises.

One Service Order Change Charge is applicable for each of the following:

1. Move, change or addition of a service at an existing premises.
2. Change in telephone number.

Service Order Change Charges are listed in Section 20.2(B) of this Assessment Schedule.

C. Service Installation Charge

This charge is applicable when work is performed in the central office and/or outside plant in association with installing Local Exchange Service and/or other services utilizing outside plant facilities.

One Service Installation Charge applies to the provision by the Cooperative of each access line for Local Exchange Service, Payphone Service, Off Premises Extensions, Foreign Exchange Service, or Mobile Telephone Service.

One Service Installation Charge applies to each move of the established service drop and/or the associated station protection device Service Installation Charges are listed in Section 20.2(C) of this Assessment Schedule.

MEMBER ACTIVITY CHARGES (Continued)

5. Member Activity Charges (Continued)

5.2 Types of Member Activity Charges (Continued)

D. Premises Visit Charges

A Premises Visit Charge is applicable when travel to the Member's premises is necessary to perform work previously described under Service Installation. When more than one visit is necessary, for Cooperative reasons, to complete the work, only one Premises Visit Charge applies. Premises Visit Charges are listed in Section 20.2(D) of this Assessment Schedule.

E. Programming Change Charge (PIC Change Charge)

Programming Change Charges apply when the Cooperative must program or reprogram central office switching equipment to enable it to provide additional features or services on an existing line or for changing those services at a Member's request.

One Programming Change Charge applies for each service order requiring programming or reprogramming of central office or remote office data base. Programming Change Charges do not apply when service is assumed by a different Member and there is no change of telephone number or service features.

Programming Change Charges are listed in Section 20.2(E) of this Assessment Schedule.

F. Service Reconnection Charge

A Service Reconnection Charge applies to each restoration of service that has been temporarily disconnected for nonpayment or violation of the rules and regulations of this Assessment Schedule or Part 735.170 of 83 Illinois Administrative Code. The Service Reconnection Charge does not apply to the first reconnection of service in each calendar year.

When service has been disconnected for nonpayment and payment has not been received or satisfactory payment arrangements have not been made for a period of ten (10) calendar days, the Cooperative may consider the service terminated and equipment owned by the Cooperative may be removed. Reconnection may be considered as a new installation as provided in this Assessment Schedule.

Service Reconnection Charges are listed in Section 20.2(F) of this Assessment Schedule.

MEMBER ACTIVITY CHARGES (Continued)

5. Member Activity Charges (Continued)

5.3 Conditions Under Which No Member Activity Charges Apply

- A. To move or change a Member's telephone service or equipment when it is required or initiated by the Cooperative.
- B. Disconnection of service for nonpayment of charges due. However, there is a charge applicable for reconnection of that service.
- C. For all activities related to services for employees.
- D. A complete or partial termination of service.
- E. Service re-established after destruction of the Member's premises by an Act of God, whether at the same or another location. Regular charges apply for service established at a temporary location.
- F. Changes from non-published or non-listed directory listings to published directory listings using the same telephone number.
- G. Change of billing address.
- I. Installation, moves, or changes of payphones.



OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features

6.1 Custom Local Area Signaling Services (CLASS)

A. General

1. Custom Local Area Signaling Services (CLASS) capability is provided to Members who are served by appropriately equipped electronic central offices. However, a feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped electronic central offices.
2. CLASS will be provided on residence lines and business lines, at rates and charges offered in Section 20.3(A) following. (T)
3. To activate a feature the Member will dial a Cooperative designated code. A confirmation will be heard when a designated code has been dialed.
4. Variations in central office equipment and the activation of other central office features by the called/calling party may cause differences in the availability and/or operation of individual features.
5. Once the features are activated, incoming calls may still be received and outgoing calls placed.
6. The term "distinctive ring" refers to a Cooperative assigned non-standard ringing pattern. There is only one non-standard ringing pattern per feature.
7. The Automatic Recall and Automatic Callback features cannot be activated for all telephone numbers, such as numbers with the 800 or 900 prefixes.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.1 Custom Local Area Signaling Services (CLASS) (Continued)

B. Caller I.D. Blocking

Free per call blocking will be available to all residence and business Members who are served by appropriately equipped central offices. Those Members may prevent the delivery of their telephone number or name to the called party by dialing the activation code (\*67 for digitone residence and business lines, 1167 for rotary residence and business lines) prior to placing a call. If the call is completed, the terminating office sends a "PRIVATE" code to the called party's terminal in place of the number or name.

C. Screening List Editing

This feature provides voice-guided instructions which allow Members to activate and deactivate features, obtain feature status information, and create or modify lists of directory numbers. A screening list may be associated with Distinctive Ringing/Call Waiting, Selective Call Acceptance, Selective Call Forwarding, or Selective Call Rejection. A screening list may contain up to thirty-six directory numbers.

D. CLASS Feature Descriptions

1. Automatic Recall

The telephone number associated with the last incoming call to the Member (called party) may be automatically redialed. Activation must occur before another incoming call or a call waiting indication is received by the Member. If the redialed telephone line is busy, the feature will remain active for a 30-minute period and repeatedly check the idle/busy status of the line at intervals determined by the Cooperative. Should the called party's line become idle during this period, the Member will receive a distinctive ring. If the Member answers this ring, completion of the call to the calling party will be automatically attempted. The Member need not wait for the completion of the Automatic Recall process to activate this feature for subsequent incoming calls.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.1 Custom Local Area Signaling Services (CLASS) (Continued)

D. CLASS Feature Descriptions (Continued)

2. Automatic Callback

The telephone number associated with the last outgoing call placed by the Member (calling party) may be automatically redialed. Activation must occur before another outgoing call is placed by the Member. If the redialed telephone line is busy, the feature will remain active for a 30-minute period and repeatedly check the idle/busy status of the line at intervals determined by the Cooperative. Should the called party's line become idle during this period, the Member will receive a distinctive ring. If the Member answers the ring, completion of the call to the called party will automatically be attempted. The Member need not wait for the completion of the Automatic Callback process to activate this feature for subsequent outgoing calls. The idle status of the line associated with each activation will be checked.

3. Calling Number Delivery

This feature provides for the display of the incoming telephone number on a Member provided display device attached to the Member's telephone line or on a telephone with a built-in display screen. The Calling Number Delivery feature will forward the calling number from the appropriately equipped terminating central office to the Member provided display device. The Cooperative will forward all telephone numbers subject to technical limitations.

4. Calling Name Delivery

This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a Member provided display device. The Cooperative will forward all calling names subject to technical limitations.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.1 Custom Local Area Signaling Services (CLASS) (Continued)

D. CLASS Feature Descriptions (Continued)

5. Selective Call Acceptance

This feature allows a Member to screen incoming calls against a list of ten Member-specified directory numbers and then accepts any calls from those numbers. Calls from other directory numbers are denied access to the Member's line and will be automatically completed to a prerecorded announcement circuit which will indicate that calls are not being taken at this time.

6. Selective Call Rejection

This feature allows the Member to have the switch automatically reject calls from directory numbers on the Member's predesignated screening list. A screening list of up to ten directory numbers is created by the Member. When a call is placed to the Member's number from a number on the screening list, the caller receives an announcement indicating that the party attempting to be called does not wish to receive calls at this time.

7. Selective Call Forwarding

This feature allows the Member to transfer selected incoming calls to another telephone number. A screening list containing up to ten numbers is created by the Member and placed in the network memory via an interactive dialing sequence. Subsequently, incoming calls are forwarded only if the calling number can be obtained and is found to match a number on the Member's screening list.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.1 Custom Local Area Signaling Services (CLASS) (Continued)

D. CLASS Feature Descriptions (Continued)

8. Distinctive Ringing/Call Waiting

This feature provides special treatment for calls received from a Member's list of specified telephone numbers. The Member creates a screening list containing up to ten directory numbers through an interactive dialing sequence. When an incoming call from one of the predetermined telephone numbers is received, the Member is alerted with a distinctive ringing pattern or a distinctive call waiting tone. Calls from telephone numbers not included on the screening list will produce a normal ringing pattern or call waiting tone.

9. Member Originated Trace

This feature will, upon successful Member activation, automatically trace the telephone number of the line used for the last call received by the Member. The Member must dial a Cooperative designated code, and a confirmation will be heard when a designated code has been dialed. Activation must occur prior to the time that either another call or the call waiting tone is received by the Member. Within five business days after successful activation of Member Originated Trace, the Member must contact the Cooperative to arrange for continued retention of the trace record. The traced number will not be provided to the Member by the Cooperative, but it will be provided to law enforcement officials. The practices of law enforcement officials vary, and the Cooperative does not represent that any action will be taken by such officials with regard to the traced number. The Cooperative also does not guarantee the satisfactory operation of the capability set forth above for use in the provision of the Member Originated Trace feature.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.1 Custom Local Area Signaling Services (CLASS) (Continued)

D. CLASS Feature Descriptions (Continued)

10. Caller I.D. Package

Calling Number Delivery and Calling Name Delivery plus Call Waiting. (T)

11. Selective Call Package

Package containing both Automatic Callback and Automatic recall at a discounted rate.

E. Rates and Charges

Rates and charges for CLASS features are listed in Section 20.3(A) of this Assessment Schedule.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)



OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)



OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.2 Reserved for Future Use

(C)  
(D)

(D)

**OPTIONAL SERVICES AND FEATURES (Continued)**

6. Optional Services and Features (Continued)

6.3 Custom Calling Services

A. Conditions

Custom Calling Services are available only to those Members who are served from a Central Office equipped to provide such services.

These services will not be provided with Payphone Service.

The grade of transmission on three way calling and call forwarding may vary depending on the distance and routing necessary to complete the call. End to end transmission is not guaranteed.

B. Application of Member Activity Charges

Member Activity Charges as outlined in Section 5 of this Assessment Schedule will apply to the establishment of Custom Calling service features. (T)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.3 Custom Calling Services (Continued)

C. Feature Descriptions

1. Distinctive Ring

An additional telephone number with a coded ring is added to an existing line. This feature will allow a second party at the telephone location to identify their individual ring.

2. Call Forwarding

Permits the Member to have all incoming calls automatically transfer to another dialable telephone number, while this service is activated. Where a toll message charge is applicable to a call between the Member's telephone and the telephone number to which calls are being forwarded, such charges will be billed to the Call Forwarding Member. Some restrictions may apply to forwarding incoming toll calls to a number in another wire center.

3. Call Forwarding, Remote Access

Permits the Member to have call forwarding activation and deactivation from a location other than the Member's home telephone.

4. Call Forwarding, Busy-No Answer, Remote Access

Permits the Member to forward calls that encounter either a busy or a no answer to another telephone number after a specified number of rings. Remote access feature same as in 3. above.

5. Call Waiting

Provides for signaling a Member, who is talking on the line, that another call has been placed to his line. He may, by switch hook operation, hold the first call, answer the second, return to the first, or converse alternately with both.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.3 Custom Calling Services (Continued)

C. Feature Descriptions (Continued)

6. Cancel Call Waiting

By dialing/keying a code, a Member will be able to cancel call waiting during the duration of the next out-going call only.

7. Data Line Security

Prevents traffic sources, such as, call waiting, attendant break-in, executive override, etc. from inadvertently distorting and/or mutilating data transmission. The Data Line Security feature is available in three different options: as a permanent feature; as a permanent feature with a per-call deactivation code option; and as a temporary feature that is activated and deactivated on per-call basis through dialing activation and deactivation codes.

8. Do Not Disturb

Permits a Member to temporarily refuse incoming calls by dialing the Do Not Disturb code. When this feature is activated, all incoming calls are diverted to a recorded announcement. To restore normal service, the Member simply dials the deactivation code.

9. Automatic Call Back

Permits a Member with a tone capable telephone to automatically place a call to the last number dialed by keying a special access code.

10. Second Line Coded Ringing

Coded ringing can be added to a second line termination. This will allow the Member to identify which line is being called.

11. Three-Way Calling

Permits a Member to add a third party to an existing call, whether the original call was incoming or outgoing.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.3 Custom Calling Services (Continued)

C. Feature Descriptions (Continued)

12. Call Transfer

Permits the Member to transfer an established call to another directory number without terminating the two other parties on the call. This feature requires the three way calling feature.

13. Automatic Recall

Permits the Member to automatically place a call to the directory number of the last incoming call.

14. Wakeup

Permits a Member to set up a wakeup call by dialing a special access code followed by the desired wakeup time.

15. Ring Again

Permits a Member who reaches a busy station to receive a special ring which indicates that a previously busy line has become idle within a prescribed time period.

16. 8-Number Speed Calling

Permits local and long distance calls to eight different numbers to be placed by dialing an abbreviated code.

17. 30-Number Speed Calling

Permits local and long distance calls to thirty different numbers to be placed by dialing an abbreviated code.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.3 Custom Calling Services (Continued)

C. Feature Descriptions (Continued)

18. Toll Restriction with PIN

Permits the Member to block all toll calls originating from the line connection unless a preselected PIN has been dialed before making the call.

19. Line Hunting

Permits calls to sequentially seek predetermined lines based on whether the incoming call encounters a busy signal or is not answered after a specified number of rings has occurred.

20. Warm Line

Permits a Member 30 seconds of dial tone before a call is automatically generated to a specified terminating number of up to 24 digits in length. During the 30 second dial tone period, which is initiated by the telephone being off-hook, the line may be used for basic service or for initiating custom calling features. The warm line feature is not available on automatic lines, coin lines, multi-party lines, manual lines or deny originating lines.

D. Rates and Charges

Rates and charges for Custome Calling Features are shown in Section 20.3(D) of this Assessment Schedule.

(T)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.4 Reserved for Future Use

(C)

(D)

(D)



OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.4 Reserved for Future Use

(C)

(D)

(D)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.5 Direct Inward Dialing (DID) Service

A. General

1. Direct Inward Dialing Service to Member premises located switching systems is furnished subject to the availability of telephone numbers.
2. The service includes the central office switching equipment necessary for direct inward dialing from the exchange and long distance message telecommunications network directly to terminal equipment associated with Member premises located switching systems.
3. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated.
4. Operational characteristics of interface signal between the Cooperative-provided connecting arrangements and the Member-provided switching equipment must conform to the rules and regulations the Cooperative considers necessary to maintain proper standards of service.
5. The Cooperative shall not be responsible to the Member or to the Member's patron if changes in protection criteria or in any of the facilities, operations or procedures of the Cooperative render any facilities provided by a Member, or its patrons obsolete or require modification or alteration of such equipment.
6. Direct-in-dial Trunks may be provided in the quantity determined by the Cooperative to be sufficient for adequate service, only in exchanges where the Central Office is equipped for such service. When otherwise provided, Direct-in-dial Trunks will be furnished at rates based on cost.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.5 Direct Inward Dialing (DID) Service (Continued)

A. General (Continued)

7. Directory listings will not be provided without charge for numbers issued for DID service. Members desiring listings for these numbers in the Telephone Cooperative directory may purchase listings they desire pursuant to the provisions of Section 6.7, Directory Listings.
8. The Member premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
9. The minimum contract period for the service is three years. In case of discontinuance of service within the minimum contract period, the basic termination charge reduced by 1/36 for each month the service is retained at the same location, will be applied.

B. Rates and Charges

Rates and charges for DID Service are listed in Section 20.3(E) of this Assessment Schedule.

(T)

The charges for the service are in addition to Member Activity Charges outlined in Section 5 and to the applicable local exchange service rates.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.6 Directory Listings

A. Published Listings

A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation subscribing to Local Exchange Service will be furnished at no charge.

1. Listings will be limited to such information as is necessary for proper identification.
2. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the Member will not be impaired.
3. The Cooperative may refuse to insert any listing which in its judgment does not facilitate the use of the directory.
4. Only one number will be listed in the Telephone Cooperative directory at no charge for each Multi-Line Hunt group. Unless otherwise directed by the Member and agreed to by the Cooperative, the pilot number in the hunt group will be the number listed.

B. Non-Published Listings

Non-Published service is the omission of a Member's listing from both the telephone directory and directory assistance records.

C. Non-List Listings

Non-list service is the omission of a Member's listing from the telephone directory. The Member's listing may be obtained from the directory assistance operator.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.6 Directory Listings (Continued)

D. Additional Listings

An additional listing is any listing of a name or information in connection with a Member's telephone number beyond the primary listing. Each additional listing or each additional line of a multiple line listing, including alternate call listings and line of information as described below, is subject to the applicable rate in Section 6.7.F, following.

An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays, or if there is no answer on the first listed number.

Where the alternate call number is to be that of another Member, the listing will be furnished only with written approval of the other Member.

Line of Information is listed information in addition to a primary or extra listing that is intended to supply additional or special instructions to the calling parties.

E. Applicability of Member Activity Charges

A listings change is subject to the applicable Member Activity Charges found in Section 5.

F. Rates and Charges

Rates and charges for Directory Listings are listed in Section 20.3(F) of this Assessment Schedule.

(T)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.7 Nuisance Traps

A. Description

Nuisance Traps provide the capability of capturing and recording the telephone number of the calling party for each local telephone call to the Member's telephone number. The calling party's number is captured by Telephone Cooperative switching equipment and is transmitted to a local law enforcement agency where a report is printed containing the time of the call and the calling party. Nuisance traps will not be installed unless requested by the Member or by a law enforcement agency of the local, state, or federal government. Results of the nuisance trap will only be disclosed to appropriate law enforcement agencies in accordance with applicable law.

Unusual expenses such as overtime or prolonged work incurred in gathering data for nuisance trapping will be charged to the particular Member at the Cooperative's current loaded labor rate. This charge will not apply to law enforcement agencies making requests.

B. Member Activity Charges

Member Activity Charges as outlined in Section 5 will apply for establishing this service.

C. Availability

Nuisance Traps will be available only where technically feasible and where appropriate arrangements have been made with a law enforcement agency.

D. Rates and Charges

Rates and charges are listed in this Assessment Schedule in Section 20.3(G).

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.8 Off-Premise Extension Service

A. Conditions

1. Off-premise extension circuits are provided to allow the Member the option of extending his telephone service from the normal to a second location within the wire center using the Cooperative's cable distribution facilities. Off-premises extension circuits are furnished subject to the availability of circuits and provided when no unusual expense is involved.
2. Distances for determination of rates shall be based on airline miles between the normal location and the location of the off-premise extension.

B. Rates and Charges

Rates and charges are listed in Section 20.3(H) of this Assessment Schedule.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.9 Temporary Dual Residence Service

A. Description

1. Temporary Dual Residence Service is offered for the convenience of residence Members who are residing in one location within a wire center and are either in the process of moving to a second residence or are constructing a new residence within the same wire center. The service allows the residence Member to have his existing residence service be provided concurrently at both the existing and new locations for a temporary period of time.
2. Temporary Dual Residence Service is provided for a minimum one month period and a maximum total period of six months. When ordering this service the Member shall specify the period of time the service is desired. The Member may extend this period, if desired, up to the maximum period of six months.
3. Temporary Dual Residence Service is provided only where the existing and new locations are both served by the same wire center.

B. Rate Regulations

Member Activity Charges as outlined in Section 5 of this Assessment Schedule apply to establishing Temporary Dual Residence Service.

C. Rates and Charges

Rates and charges are listed in Section 20.3(I) of this Assessment Schedule.

(T)



OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.10 Switched 56 Service

A. Description

Switched 56 Service is a four-wire conditioned digital service which is capable of switching and transmitting data at a speed of 56 kilobits per second over the public switched network. Switched 56 Service will be used in conjunction with either Feature Group C or Feature Group D trunks to complete message toll calling.

B. Conditions

Switched 56 Service is furnished only in central office areas where adequate facilities are available. Central offices will be equipped for this service based on Member demand and at the discretion of the Cooperative.

Switched 56 Service is a measured data access line service. Any restriction against combining flat-rated and measured service at the same location does not apply to Switched 56 Service.

Switched 56 Service requires a digital loop from the Member's premises to the Switched 56 serving central office. The Member is required to have compatible Member premises equipment (CPE). This service cannot be used for standard voice transmission using analog CPE.

Operator handled calls cannot be completed using Switched 56 Service. Access to emergency services (911) and local directory assistance (411) is not available with this service.

Switched 56 Service may be available to Members whose serving central office is not equipped with Switched 56. This availability will be based on the discretion of the Cooperative, and also will be based on whether sufficient digital facilities are available between the Member's serving central office and the Switched 56 equipped central office. In situations where a Member is provided with Switched 56 Service from a central office that is not that Member's serving central office, the Digital Data Service channel mileage facility and channel mileage termination rate elements from the Cooperative's Special Access Tariff will apply. The charging of these rates will be in addition to the rates charged as described in Section 6.10(C) and listed in Section 20.3(J) of this Assessment Schedule.

(T)

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.10 Switched 56 Service (Continued)

C. Rates, Charges and Payment Arrangements

Switched 56 Service may be ordered on a month-to-month basis or under a fixed period service agreement for periods of one, three or five years. The Member must specify at the time service is ordered the length of the fixed period plan desired.

When Switched 56 Service is provided on a month-to-month basis, the minimum period for which rates and charges are applicable is one month. When service is discontinued prior to the expiration of the one month minimum period, a one month charge will apply at the rates in effect at the time service is discontinued. Service provided on a month-to-month basis may be upgraded to a fixed period service agreement at any time without the Member incurring any nonrecurring or discontinuance charges.

Under a fixed period service agreement, monthly rates for Switched 56 Service will not increase above the levels in effect at the time the Member ordered service, except rate increases ordered by the Illinois Commerce Commission. If rates decline during a Member's fixed period service agreement, the reduced rates will automatically be applied to the remaining term of the service agreement.

At the end of the fixed period service agreement, the Member may negotiate a new agreement, convert to month-to-month service, or terminate service. The monthly rates would be those rates in effect at the time the new fixed service period begins. If the Member does not make a choice for continuing service prior to the end of a fixed period service agreement, the Member's service will automatically revert to a month-to-month basis with the rates in effect at that time. Nonrecurring charges will not apply to continuation of service under any plan after the end of a fixed period service agreement.

Moves will be treated as a discontinuance and start of new service and all associated discontinuance and nonrecurring charges will apply. The Member will remain responsible for satisfying all outstanding charges for the discontinued service. Moves may be eligible for portability, which allows the fixed period service to be moved without incurring discontinuance charges.

OPTIONAL SERVICES AND FEATURES (Continued)

6. Optional Services and Features (Continued)

6.10 Switched 56 Service (Continued)

C. Rates, Charges and Payment Arrangements (Continued)

In conjunction with portability, all of the following conditions must exist:

- Both existing and the new services are provided solely by the Cooperative;
- The new service has a speed and capacity equal to or greater than the speed and capacity of the disconnected service;
- The Member’s request for both the disconnect order for the existing service and the new connect order for the new service are received at the same time and must specifically request portability;
- The Member’s request for the disconnect order for the existing service must reference the new connect order;
- The due date of the new connect order must be within 30 days of the due date of the disconnect order.

Should changes to either the disconnect order or the new connect order for portability exclude one or more of the conditions above, applicable discontinuance charges will be assessed.

The monthly rates for the new service will be those rates in effect at the time the new service is installed. All nonrecurring charges apply for the new service.

Should the Member choose to discontinue the fixed period service prior to the completion of the fixed period service agreement, in whole or in part, the Member will pay a discontinuance charge based on the number of months left in the fixed period service agreement.

The Supplemental Charge to Certain Intrastate Rates as described in Section 13.1 of this Assessment Schedule will apply to Switched 56 Service. Two such charges will apply. (T)

Switched 56 Service consists of three rate elements; a nonrecurring charge, a monthly flat rate, and a usage charge that applies for all local minutes of use. These charges are listed in Section 20.3(J) of this Assessment Schedule. (T)

MISCELLANEOUS SERVICES

7. Miscellaneous Services

7.1 Operator Assisted Local Calling Service

A. General

1. The provisions shown herein apply when connections (local calls) between stations belonging to the same flat rate calling area are established with the assistance of a Cooperative operator.

B. Conditions

1. All local calls, including local coin calls, which are not direct dialed by the Member are subject to change, unless otherwise exempted by Paragraph 2 following.
2. Charges do not apply to the following local calls:
  - a. Calls which require operator assistance to reach local emergency service agencies such as police, sheriff, fire department, poison control, etc., or calls from the accounts of Members who have been certified by a registered physician or recognized agency as unable to direct dial a local call because of a visual or physical handicap.
  - b. Calls which require operator assistance to reach the Cooperative business office or repair service.
  - c. Calls which require operator assistance due to equipment malfunctions which prevent completion of direct dialed calls.

C. Rates and Charges

Rates and charges are listed in Section 20.4(A) of this Assessment Schedule.

(T)

MISCELLANEOUS SERVICES (Continued)

7. Miscellaneous Services (Continued)

7.2 Directory Assistance Call Service

A. General

1. Telephone calls by Members for telephone number listings will be answered and numbers given if listed in the Cooperative's directory assistance records.
2. A maximum of two (2) requested telephone numbers will be provided for each Directory Assistance call.
3. The rates in Section B following apply for all calls to Directory Assistance operator (411 or 555-1212).
4. The Cooperative shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the Member shall indemnify and save the Cooperative harmless against all claims (including costs and reasonable attorney's fees) that may arise from the use of such information.

B. Rates and Charges

1. Local exchange Members are not allowed direct dialed calls to Directory Assistance per line or P.B.X. trunk per month free of charge.
2. Call allowances are not transferable between separate accounts of the same Member.
3. The charge for each direct dialed call to Directory Assistance (411 or 555-1212) exceeding the Member's allowance is listed in Section 20.4(B).
4. Where a Member requests operator assistance to place a call to Directory Assistance, the operator assistance charge is applicable in addition to the per call charge. These calls may not be included in the call allowance, and each call will be charged.
5. Calls to Directory Assistance from Payphone Service, Hotels or Hospitals or lines of Members who have been certified by a registered physician or recognized agency as unable to use a directory because of a physical handicap, are not subject to charge.

MISCELLANEOUS SERVICES (Continued)

7. Miscellaneous Services (Continued)

7.3 Foreign Exchange Service

A. General Regulations

1. Foreign exchange service is exchange service furnished to a Member from a central office of an exchange other than the one that normally serves the area in which the Member is located.
2. For the purpose of this section of the Assessment Schedule, the term, "Foreign Exchange", shall mean the exchange from which the foreign exchange service dial tone is furnished. The term "Normal Exchange", shall mean the exchange normally serving the area in which the Member's premise is located. (T)
3. Foreign exchange service does not come within the Cooperative's general undertaking, nor does the Cooperative obligate itself to furnish such service generally. At the Cooperative's option, where facilities of such a character are available as will permit satisfactory telephone transmission, and where the service is warranted by the circumstances involved, it will furnish the service.
4. Foreign exchange service will be furnished to exchanges within the same LATA as the normal exchange.
5. Foreign exchange service may be provided only in connection with private branch exchange trunk lines, and individual line business or residence service. The service will be furnished only at one location or premises for each channel or circuit.
6. Where the normal exchange is operated by this Cooperative, foreign exchange service is furnished only on the condition that the applicant is a Member to individual line business or residence service, or private branch exchange service, in the normal exchange, and at the same location where such service is proposed to be installed. Under this condition, when a foreign exchange service Member discontinues normal exchange service, the normal exchange shall immediately notify such foreign exchange Member and foreign exchange business office, that the foreign exchange service may be discontinued ten (10) days thereafter.

MISCELLANEOUS SERVICES (Continued)

7. Miscellaneous Services (Continued)

7.3 Foreign Exchange Service (Continued)

A. General Regulations (Continued)

7. Where the foreign exchange is operated by another Telephone Cooperative, foreign exchange service will be provided only when satisfactory arrangements can be negotiated with such Cooperative to furnish a portion of the necessary facilities.
8. Foreign exchange service will be furnished at the rates outlined hereafter, provided the necessary facilities and equipment are available. Where the facilities and/or equipment are not available, and extraordinary facility costs, equipment costs, special operating expenses, and/or other special considerations are incurred in making such service available, the Member may be required to pay an additional charge to cover all or a portion of such unusual expenses, or be required to contract for service beyond the initial period, or both.
9. No off-premise extensions will be furnished in connection with foreign exchange service.
10. The use of the service is limited to the Member and his employees for business purposes, and in the case of residence service, to the members of his immediate household. Foreign exchange service calls will be further limited to calls within the local calling area (including any EAS locations) of all Members in the foreign exchange. If any Member to this service is found to be transferring or transmitting messages for parties other than authorized above, in the normal exchange area, or subscribing to any optional calling area plan in the foreign exchange, and/or making toll calls through the foreign exchange, such Member and foreign exchange business office shall be notified that the practice must be discontinued or the foreign exchange service may be terminated ten (10) days after the date of such notice.

B. Rates and Charges

1. Rates for foreign exchange service will include rates for local service at the foreign exchange, rates for special access service from the foreign exchange to the Member location in the normal exchange, and supplemental charges as outlined below.

MISCELLANEOUS SERVICES (Continued)

7. Miscellaneous Services (Continued)

7.3 Foreign Exchange Service (Continued)

B. Rates and Charges (Continued)

2. The charge for local service at the foreign exchange is the established monthly service rate, and non-recurring service connection charge of the foreign exchange for the grade of service (individual line business or residence, or PBX and PABX trunks) with which the foreign exchange service is to be associated.
3. The charges for special access service from the foreign exchange to the Member location in the normal exchange will be as follows:
  - a. For special access facilities provided by this Cooperative, the rates outlined in the Cooperative's Special Access Tariff will apply.
  - b. Where all or a portion of the special access facilities are furnished by another Telephone Cooperative, charges for those facilities shall apply as specified in the regulations of such participating Cooperative.
4. The rates and charges that will apply at the normal exchange are listed in Section 20.4(C) of this Assessment Schedule.

(T)

7.4 Intraexchange Private Line Services

A. General Description

Intraexchange Private Line Services involve the provision of dedicated non-switched facilities of various types between two separate Member locations within the same exchange. The facilities are offered for the use of the Member to provide a communication path or paths between the two locations. Provision of the service is based on the availability of facilities between the two requested locations.

Facilities of the types described in the Cooperative's Special Access Tariff will be made available on an intraexchange basis based on the terms and conditions outlined in the Special Access Tariff.



MISCELLANEOUS SERVICES (Continued)

7. Miscellaneous Services (Continued)

7.4 Intraexchange Private Line Services (Continued)

B. Rate Application

Application of the rate elements in the Special Access Tariff referenced above will be as follows for intraexchange private line service:

1. The Channel Termination rate will apply once at each end of the circuit at the Member premises.
2. The channel mileage termination and facility rates will be applied if the circuit is routed between two Central Offices.
3. All rates for conditioning and optional features will apply as outlined in the Special Access Tariff.
4. Nonrecurring charge rates contained within the Special Access Tariff will apply.

C. Rates and Charges

Rates and charges are listed in Section 20.4(D) of this Assessment Schedule.

(T)

SPECIAL CONSTRUCTION

8. Special Construction

8.1 Excess Construction Charge

- A. Where no facilities are in place, the Cooperative will build one-third of a mile of circuits to any rural Member for business or residence use without excess construction charges.
- B. For all distance over one-third mile an excess construction charge based on the time and materials used for construction will be charged.
- C. The first 1000 feet of circuit on private property for local exchange service will be provided by the Cooperative. Any distance beyond the first 1000 feet will be charged to the Member at time (loaded labor rate) and materials used for construction. An advance payment of the reasonable cost of construction will be required. The Member shall furnish suitable right-of-way to the Cooperative.
- D. For mobile homes, trailers, construction sheds, and other non- permanent buildings, the Member may be required to pay in advance one year's rental in addition to any excess construction charge. This credit may not be used to reduce the monthly bill for toll or taxes, and no portion will be refunded to the Member if service is discontinued before credit is entirely used.
- E. Ownership of all facilities constructed under this section up to the demarcation point will remain with the Cooperative.

8.2 Special Construction

- A. When a special type of construction is desired by a Member, as when underground service connections are desired in places where aerial drop wires are regularly used to reach Member's premises, an additional charge is made. This charge is equal to the difference between the estimated cost of the special type of construction and the average cost of standard construction.
- B. Title to all facilities constructed and paid for wholly or in part by the Member is vested in the Cooperative.

SPECIAL CONSTRUCTION (Continued)

8. Special Construction (Continued)

8.3 Temporary Service

- A. Where plant construction is required to provide exchange, extension line, etc., service, temporary in character, the Cooperative may require the applicant to pay charges based upon the costs involved or to contract for service beyond the initial period or both.

8.4 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground.

- A. The following definitions are used in this section of the Assessment Schedule:

APPLICANT: The developer, builder, or other person, partnership, association, firm, private or public corporation, trust, estate, political subdivision, governmental agency, or other legal entity recognized by law, applying for the construction of a telephone distribution system in a subdivision.

BUILDING: A single structure roofed and enclosed within exterior walls, built for permanent use, erected, framed of component structural parts and unified in its entirety both physically and in operation for single-family residential occupancy in a subdivision (Definition excludes mobile home).

SUBDIVISION: A lot, tract, or parcel of land divided into two or more lots, plots, sites or other divisions for use for new residential buildings or the land on which is constructed new multiple-occupancy buildings per a recorded plot thereof if such recordation is required by law.

SPECIAL CONSTRUCTION (Continued)

8. Special Construction (Continued)

8.4 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground.  
(Continued)

B. The Cooperative upon receipt of the applicant's proper application will install an underground telephone system with suitable materials to assure that the applicant will receive reasonably safe and adequate telephone service. The provision of the underground telephone system will be provided at no charge except where a charge is permitted under Paragraphs (D) and (F) of this section of the Assessment Schedule. Temporary service is provided under Paragraph (E) of this section of the Assessment Schedule. (T)

C. Rights-of-Way and Easements

1. Within the applicant's subdivision, the Cooperative will construct, own, operate, and maintain underground telephone lines only along public streets, roads, and highways which the Cooperative has the legal right to occupy, and on public lands and private property across which rights-of-way and easements satisfactory to the Cooperative may be obtained without cost or need for condemnation by the Cooperative.
2. Rights-of-way and easements, within the subdivision, satisfactory to the Cooperative, must be furnished by the applicant in reasonable time to meet construction and service requirements before the Cooperative shall be required to commence its installation. Such rights-of-way and easements must be cleared of trees, tree stumps and other obstructions and graded to within six inches of final grade, by applicant, at no charge to the Cooperative. Such clearance and grading must be maintained by the applicant during construction by the Cooperative. (T)

SPECIAL CONSTRUCTION (Continued)

8. Special Construction (Continued)

8.4 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground.  
(Continued)

D. Advance Payments

1. Where, due to the manner in which a subdivision is developed, the Cooperative is required to construct an underground telephone distribution system through a section or sections of the subdivision where service will not be connected for at least two years, then the Cooperative may require an advance payment equal to the estimated cost of construction from the applicant before construction is commenced. If in the judgment of the Cooperative an advance is required under the above described conditions, the Cooperative has the right to refuse installation of the underground system until the required advance is paid to the Cooperative.
2. If an advance is required under these rules, then the advance, without interest, shall be returned to the applicant on a pro-rata basis as the permanent service connection is made to each building or multiple-occupancy buildings.
3. Any portion of an advance remaining unrefunded ten years from the date the Cooperative is first ready to render service with the extension will be retained by the Cooperative and credited to the appropriate construction account.

E. Temporary Facilities

1. Temporary facilities may be installed to provide service when necessary, for a maximum period of one year.
2. Where it is necessary to place temporary facilities in advance of the permanent underground telephone system in order to provide telephone service, the Cooperative may require the applicant to pay the estimated non-recoverable costs of the temporary facilities. If the required costs under the above described conditions apply, the Cooperative has the right to refuse installation of the temporary facilities until the required costs are paid to the Cooperative.

SPECIAL CONSTRUCTION (Continued)

8. Special Construction (Continued)

8.4 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground.  
(Continued)

F. Special Conditions

1. In circumstances, where the application of these rules appears impractical or unjust to applicant or the Cooperative, or discriminatory to other Members, (e.g., difficult rock conditions), the Cooperative or applicant shall refer the matter to the Illinois Commerce Commission for special ruling or for the approval of special conditions which may be mutually agreed upon prior to commencing construction.

8.5 Special Assemblies of Equipment or Speculative Projects

Special assemblies of equipment or speculative projects for which provision is not otherwise made in the Assessment Schedule may be provided where practical if not detrimental to any of the services furnished by the Cooperative.

- A. The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge, or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special equipment or service provided. (C)
1. Maintenance expense
  2. Depreciation expense
  3. Administration expense
  4. Taxes--including federal income tax
  5. And other specific items of expense that may be associated with the facility provided
  6. A reasonable return on investment

SPECIAL CONSTRUCTION (Continued)

8. Special Construction (Continued)

8.5 Special Assemblies of Equipment or Speculative Projects (Continued)

B. The estimated installation cost used in the derivation of the various expense items shall include the following:

1. Material
2. Material overhead
3. Installation labor
4. Installation labor overhead

SERVICE RESTRICTIONS

9. Service Restrictions

9.1 900 Service Access Restrictions

A. General

1. 900 Service Access Restriction is a central office service furnished to Members automatically, which allows for access restriction to be placed on the Member's local exchange telephone service line so that calls to telephone numbers preceded by the 900 NPA will not be completed. When a 900 NPA telephone number is dialed, the call will be diverted to a Cooperative-provided intercept announcement.
2. This restriction service enables the Member to prohibit the dialing of calls to 1+900-XXX-XXXX. Calls which are placed using any alternative dialing pattern cannot be restricted.
3. This restriction may only be removed with a signed authorization on file at Cooperative's Business Office. If the member decides to have this restriction removed, Member assumes full and 100% liability for all calls placed and charges associated with such services.

B. Rates and Charges

1. The request for blocking or unblocking is provided free of charge. A nonrecurring charge applies to each subsequent request.

9.2 976 Service Access Restriction

A. General

1. 976 Service Access Restriction is a central office service furnished to Members, upon request, which allows for access restrictions to be placed on the Member's local exchange telephone service line so that calls to telephone numbers preceded by the 976 NXX will not be completed. When a 976 NXX telephone number is dialed, the call will be diverted to a Cooperative-provided intercept announcement.



SERVICE RESTRICTIONS (Continued)

9. Service Restrictions (Continued)

9.2 976 Service Access Restriction (Continued)

A. General (Continued)

2. This restriction service enables the Member to prohibit the dialing of calls to 976-XXXX. Calls which are placed using any alternative dialing pattern cannot be restricted.

B. Rates and Charges

1. The first request for blocking or unblocking is provided free of charge. A nonrecurring charge applies for each subsequent request for blocking or unblocking.
2. Rates and charges are listed in Section 20.6(B) of this Assessment Schedule.

9.3 700 Service Access Restriction

A. General

1. 700 Service Access Restriction is a central office service furnished to Members, upon request, which allows for access restrictions to be placed on the Member's local exchange telephone service line so that calls to telephone numbers preceded by the 700 NPA will not be completed. When a 700 NPA telephone number is dialed, the call will be diverted to a Cooperative-provided intercept announcement.
2. This restriction service enables the Member to prohibit the dialing of calls to 1+700-XXX-XXXX. Calls which are placed using any alternative dialing pattern cannot be restricted.

SERVICE RESTRICTIONS (Continued)

9. Service Restrictions (Continued)

9.3 700 Service Access Restriction (Continued)

B. Rates and Charges

1. The first request for blocking or unblocking is provided free of charge. A nonrecurring charge applies for each subsequent request for blocking or unblocking.
2. Rates and charges are listed in Section 20.6(C) of this Assessment Schedule.

9.4 Toll Access Restriction

- A. Toll Access Restriction provides a means of restricting access to the Long Distance Message Telecommunications Network. Restriction of 1+ calls only is available to the Member.
- B. Restriction of 0+ and 0- operator handled calls prevents the Member from dialing a telephone operator for any purpose including for emergency or telephone assistance purposes. The Cooperative shall not be liable to the Member or any third party for any and all claims, losses or damages caused by the restriction to any toll service.
- C. Members must apply in writing for the establishment of Toll Access Restriction.
- D. The first request by a Member for Toll Access Restriction is provided free of charge. (T)
- E. Member Activity Charges as outlined in Section 5 will apply to the establishment of this service.
- F. Rates and charges are listed in Section 20.6(D) of this Assessment Schedule.

SERVICE RESTRICTIONS (Continued)

9. Service Restrictions (Continued)

9.5 Billed Number Screening

- A. Billed Number Screening allows the Member to identify to the Telephone Cooperative that they will not accept any Third-Number Billed and/or Collect calls for billing to their telephone number. The Cooperative places information regarding this screening restriction into a database that is normally accessed prior to such calls being completed that will refuse to validate the completion of such a call to the indicated number.
- B. Billed Number Screening can be ordered to screen third-number billed calls, collect calls, or both.
- C. Member Activity Charges as outlined in Section 5 will apply to establish this service.
- D. Rates and Charges

Rates and charges are listed in Section 20.6(E) of this Assessment Schedule.

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1)

10.1 General

- A. Emergency Number Service (9-1-1 service) is a telecommunications service and is arranged for terminating only service to one or more Public Safety Answering Points (PSAPs). The PSAPs are designated by 9-1-1 system management (9-1-1 Member) and may receive telephone calls dialed to the emergency telephone number 9-1-1.
- B. All 9-1-1 circuits shall be arranged for one-way incoming service only to the PSAP. Outbound dialing on 9-1-1 circuits is prohibited.
- C. 9-1-1 shall be the primary emergency telephone number within the 9-1-1 system. A public agency or public safety agency shall maintain a separate secondary seven digit emergency backup number for at least six months after the 9-1-1 system is in operation.
- D. The 9-1-1 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The 9-1-1 Member must subscribe to additional local exchange service at the PSAP for administrative purposes, for the placing of outgoing calls and for receiving other non-emergency calls, including any which might be relayed by Cooperative operators.
- E. The 9-1-1 Member may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated to manage the 9-1-1 system.
- F. 9-1-1 service must be provided free of charge from all payphones within an exchange that has 9-1-1 service.
- G. The Cooperative shall use the Common Language Circuit Identifier "ES" in the identification of 9-1-1 service "A" link (end office to tandem) trunks, and "EMNC" shall be used for "B" link (tandem to PSAP) circuits.
- H. 9-1-1 service may be either Basic 9-1-1 Service (B 9-1-1) or Enhanced 9-1-1 Service (E 9-1-1). Only one type of 9-1-1 service will be provided within a telephone exchange. Dedicated direct trunking is the standard method of providing incoming 9-1-1 circuits for B 9-1-1 Service or E 9-1-1 Service.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.2 Obligation and Liability of the Cooperative

- A. 9-1-1 service is provided solely for the benefit of the Member operating the PSAP. The provision of 9-1-1 service by the Cooperative shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Cooperative obligation toward any third person or legal entity other than the Member.
- B. The Cooperative does not undertake to answer and forward 9-1-1 calls, but furnishes the use of its facilities to enable the Member's personnel to respond to such calls on the Member's premises.
- C. 9-1-1 service information consisting of the names, addresses and telephone numbers of Members whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential.
- D. End users dialing 9-1-1 forfeit the privacy afforded by nonpublished and unlisted telephone number service to the extent that the telephone number, address and name associated with the originating station location may be furnished to a PSAP. Information will be provided only for the purpose of responding to emergency calls.
- E. The Cooperative will adopt practices to notify a point of contact for the primary PSAP within a 9-1-1 system within 15 minutes after a confirmed outage within the system, and to also advise as to the magnitude of the outage. The Cooperative will also adopt practices to notify the point of contact for the primary PSAP within a 9-1-1 system within 15 minutes after the confirmed restoration of 9-1-1 services.
- F. Any terminating equipment used in connection with 9-1-1 service shall be configured to restrict the Member from removing and/or changing the data provided by the Cooperative.
- G. The Cooperative shall not be liable or responsible for obtaining Member record information from private telecommunications systems.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.2 Obligation and Liability of the Cooperative (Continued)

- H. For a period of time negotiated between the Cooperative and the Member, the Cooperative will provide intercept service for any seven-digit emergency number replaced by 9-1-1 service. However, in no case shall intercept service be provided for more than one year, or beyond the next directory issuance, whichever is longer.
- I. The Cooperative will comply with database security procedures and requirements contained in 83 Illinois Administrative Code Part 725.400(d). The database information is subject to strict non-disclosure agreements between the Cooperative and system management.
- J. Upon receipt of a written request from the system management, the Cooperative shall provide within fourteen working days a report to assist in the validation of the accuracy of the 9-1-1 database. The report will be released only upon receipt by the Cooperative of a court order, and the report is proprietary and shall be used exclusively for validating the accuracy of the 9-1-1 database. This report may be requested in writing at a maximum on a monthly basis, and will be provided in ASCII or D-Base III format only. The Cooperative will have a tariffed charge for this report. The report will comply with the requirements of 83 Illinois Administrative Code Part 725.400(f)(1).
- K. The Cooperative's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof whether caused by the negligence of the Cooperative or otherwise shall not exceed an amount equivalent to the pro-rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- L. Each Member also agrees to release, indemnify and hold harmless the Cooperative from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Member or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Member or others.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.2 Obligation and Liability of the Cooperative (Continued)

- M. The Member also agrees to release, indemnify and hold harmless the Cooperative for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Cooperative in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Cooperative, the Member, its user, agencies or municipalities, or the employees or agents or any one of them.
- N. In the absence of willful misconduct or gross negligence, no liability for any death or injury to any person or for any damage to property shall attach to the Cooperative, its employees, agents or representatives as a result of or in connection with any situation in which the Cooperative may be requested, required, have undertaken or participated in the tracing of a 9-1-1 call.
- O. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the 9-1-1 Member contracting for 9-1-1 service. In the event of any interruption of the service, the Cooperative shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the rate for the service or facilities provided to the 9-1-1 Member for the time such interruption continues, after notice to the Cooperative. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Member.

10.3 Responsibility of the Member

- A. The 9-1-1 Member must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone central office area that has been arranged for E 9-1-1 service.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.3 Responsibility of the Member (Continued)

- B. Application for 9-1-1 service must be executed in writing by each 9-1-1 Member and must be accompanied by satisfactory proof of authorization to provide 9-1-1 service in the exchanges where the service is requested. If application for service is made by an agent, the Cooperative must be provided in writing with satisfactory proof of appointment of the agent by the Member.
- C. All 9-1-1 answering equipment used by a PSAP must comply with applicable Federal Communications Commission rules, 83 Illinois Administrative Code 740, and the Cooperative's tariffs and Assessment Schedules, and must be compatible with the LEC's central office equipment and trunking arrangements.
- D. The Member must comply with all rules and regulations associated with the PSAP contained in 83 Administrative Code Part 725.505.
- E. Prior to a 9-1-1 database query for the purpose of integrity verification, system management shall obtain a court order detailing the information which is to be disclosed and the reason for disclosure. The procedures for non-emergency database queries must be adhered to as outlined in 83 Illinois Administrative Code Part 725.400(d). System management shall be responsible for the compliance of these standards, overall system management, security and coordination of the 9-1-1 system.



EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.3 Responsibility of the Member (Continued)

- F. The 9-1-1 Member is required to furnish the Cooperative its agreement to the following terms and conditions:
  - 1. That all 9-1-1 calls will be answered on a 24-hour day, seven-day week basis.
  - 2. That the 9-1-1 Member has responsibility for dispatching the appropriate emergency service vehicles within the 9-1-1 service area, or will undertake to transfer all 9-1-1 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
  - 3. That the 9-1-1 Member will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 9-1-1 PSAP by calling parties.
  - 4. That the 9-1-1 Member will provide CPE with a capacity adequate to handle the number of incoming 9-1-1 lines recommended to be installed by the Cooperative. It is the Member's responsibility to ensure its CPE is compatible with the service(s) provided by the Cooperative.
  - 5. Each PSAP must subscribe to sufficient 9-1-1 service lines to adequately handle incoming calls in PSAP's average busy hour so that no more than one call out of 100 encounters a busy signal.
  - 6. The 9-1-1 Member will subscribe to a minimum of two dedicated E-9-1-1 trunks per central office for adequate handling of incoming 9-1-1 service calls.
  
- G. PSAP management shall develop procedures providing for the continued operation of a 9-1-1 answer point in the event that critical functions of a PSAP are partially or totally disabled due to natural or man-made disasters. Each central office shall be equipped with call boxes to serve a 9-1-1 system if there is an outage or disaster. A call box is designed to provide emergency on-site answering by authorized personnel in the event that the central office is isolated from the PSAP. Once accessed by authorized personnel, the call boxes are under direct control of system management. Call boxes shall be designed to meet the requirements outlined in 83 Illinois Administrative Code Part 725.620 and Part 725.505(u).

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.3 Responsibility of the Member (Continued)

H. When Selective Routing is provided, the Member is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Cooperative. The Member will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 serving area. These ESN's will be carried in the database to permit routing of 9-1-1 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the 9-1-1 serving area. The following terms define the Member's responsibility in providing this information:

1. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the Member to the Cooperative prior to the effective date of service.
2. After establishment of service, it is the 9-1-1 Member's responsibility to continue to verify the accuracy of the routing information contained in the master address file and to advise the Cooperative of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 9-1-1 calls to the proper PSAP.
3. The Cooperative will provide to the Member upon request a complete written copy of the master address file to permit the Member to verify the accuracy of the police, fire and ambulance PSAP routing designations.
4. Changes, deletions and additions which the 9-1-1 Member desires to have made in the master address file should be submitted on an "as occurred" basis.
5. The Cooperative will furnish a written copy to the Member for verification showing each change, deletion and addition to the master address file.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.4 Description of Basic 9-1-1 Service

- A. Basic 9-1-1 Service is provided to a 9-1-1 system to enable a person dialing 9-1-1 to be automatically connected to the PSAP through dedicated direct trunking, or by tandem switching using the exchange telephone network. Dedicated direct trunks may originate at the Cooperative serving central office and terminate at the PSAP. However, if the exchange telephone network is used from the Cooperative central office to the tandem, dedicated direct trunks would provide the facility between the tandem office serving the PSAP and the PSAP.
- B. The features provided with Basic 9-1-1 Service shall be the following types:
  - 1. Type 1 provides the following features:
    - a. No per-call charge;
    - b. Loop-ringdown signaling toward PSAP;
    - c. Ringback tone to caller, which indicates that a central office is providing ringing current to the called party's circuit;
    - d. Transmission path for communication between the caller and PSAP.
  - 2. Type 2 provides all of the features of the Type 1 circuit along with the options of:
    - a. Called Party Hold, which enables the called party to maintain a connection even if the calling party has hung up, on any circuit so equipped.
    - b. Forced Disconnect, which allows the PSAP to release a telephone connection even though the calling party has not been disconnected.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.4 Description of Basic 9-1-1 Service (Continued)

B. (Continued)

2. (Continued)

c. Idle Circuit Tone Application, which applies a distinctive tone toward the PSAP attendant to distinguish between calls that have been abandoned before the attendant answers and calls where the caller is unable to speak.

d. Originating Switchhook Status Indication, which is an audible indication of the status of a calling party being held.

3. Type 3 provides all of the features of the Type 1 and Type 2 circuits along with ringback of the calling party on a held line.

4. Type 4 provides for optional features beyond those described in Type 2 and Type 3. Type 4 also requires trunks capable of carrying ANI.

10.5 Description of Enhanced 9-1-1 Service

A. E 9-1-1 Service provides the capability to serve several PSAPs existing within the 9-1-1 service area with tandem trunking through the E 9-1-1 tandem office. A 9-1-1 call originating from any station in the 9-1-1 service area can be selectively routed to the correct primary PSAP. Dedicated direct trunks will originate at the Cooperative serving central office(s), and terminate at the tandem office that serves the PSAP, or the equipment provided to direct calls to a specific PSAP when more than one PSAP is present in a 9-1-1 system. Dedicated direct trunks will also provide the facility between the central office serving the PSAP and the PSAP equipment location.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.5 Description of Enhanced 9-1-1 Service (Continued)

B. The features associated with tandem trunking in an E 9-1-1 system may include:

1. Selective Routing

Selective Routing is a switching system which automatically routes calls to predetermined PSAPs based on the location of the calling telephone number. Selective routing provides the capability to direct calls to a specific dedicated 9-1-1 trunk group when the central office is split by political boundaries or when more than one PSAP serves the 9-1-1 service area.

2. Automatic Number Identification (ANI)

ANI provides for automatic display of the calling party's telephone number on the PSAP monitor. ANI Spill is a central office data stream that forwards the telephone number of the calling party.

3. Automatic Location Identification (ALI)

ALI is the transmission of the calling party's service address.

4. Central Office Transfer

Central Office Transfer allows a call received by a PSAP telecommunication to be transferred to the appropriate public safety agency or other provider of emergency services.

5. Default Routing

Default Routing allows E 9-1-1 calls to be routed to a designated default PSAP if the incoming E 9-1-1 calls cannot be selectively routed due to ANI failure, garbled digits, or other causes which prevent selective routing.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.5 Description of Enhanced 9-1-1 Service (Continued)

B. (Continued)

6. Alternate Routing

Alternate routing allows 9-1-1 calls to be alternatively rerouted to another PSAP location in the case of overflow calls on the circuits between the 9-1-1 tandem control offices and the PSAP (“B Links”), or in case of PSAP failure.

10.6 PSAP Database Establishment and Update Service

PSAP Data Base Establishment and Update Service provides the information required to establish and maintain a data base of the Members within the central office area that is served by the 911 Member.

10.7 B 9-1-1 and E 9-1-1 Service Rates and Charges

- A. Rates and charges associated with B 9-1-1 and E 9-1-1 Service are listed in Section 20.7 of this Assessment Schedule. These may include rates and charges for: (T)
1. Dedicated Direct Trunks
  2. Features associated with B 9-1-1 Service Types outlined in Section 10.4(B) of this Assessment Schedule. (T)
  3. Features associated with E 9-1-1 Service outlined in Section 10.5(B) of this Assessment Schedule. (T)
  4. PSAP Database Establishment and Update Service.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.8 Special Service Arrangements

- A. Special Service Arrangements provide for equipment and/or services that cannot be met with the standard 911 service offerings of this Assessment Schedule, and will be provided, when practical, by the Cooperative at charges equivalent to the costs of furnishing such arrangements. These charges will be applicable to areas such as engineering and special program development associated with billing and data base management. This will also include charges made by another Telephone Cooperative under contract when this service is requested by the 911 Member. (T)
- B. Costs as referred to in this section may include but are not limited to:
  - 1. Cost of maintenance.
  - 2. Cost of operation.
  - 3. Depreciation on any facilities used to provide the special service arrangement.
  - 4. General administration expenses, including taxes on the basis of average charges associated with these items.
  - 5. Any other expense item associated with the special service arrangement.
  - 6. An amount for return on investment, based on the installed cost of the facilities used to provide the special service arrangement.
- C. Installed cost includes the cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to the capital accounts.
- D. Special service arrangement rates are subject to review and revision based on changing costs.

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

11. Integrated Services Digital Network (ISDN) Service

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11.1 Primary Rate Interface (PRI)

- A. ISDN – PRI Service will be offered from suitably equipped central offices and outside plant facilities as conditions permit.
- B. ISDN service provides a method of access to the telephone network called Primary Rate Interface (PRI). ISDN service with PRI interface provides a high capacity access line, operating at 1.544 mbps to the telecommunications network and provides integration of multiple voice and data transmission channels on the same facility. The service will provide connectivity between an ISDN compatible CPE and a serving central office. PRI consist of twenty-three 64.0 kbps (B) Channels and one 64.0 kbps (D) Channel. These channels may be used to connect the customer’s CPE to the public circuit switched network.
  - 1. Bearer (B) Channels – A two-way synchronous channel capable of supporting 64.0 kbps of digital transmission. Each B Channel can be used for Circuit Switched Voice, Circuit Switched Data, or Packet Switched Data.
  - 2. Data (D) Channels – A 64.0 kbps digital signaling-only channel for call establishment when used with Primary Rate Interface. The D Channel cannot be used for Packet Switching.
- C. Clear Channel Capability and Extended Superframe Format are inherent to the service.
  - 1. Clear Channel Capability (CCC) – A connection that provides end-to-end digital connection in which all 64.0 kbps of bandwidth are available for customer use.
  - 2. Extended Superframe Format – This format increases bandwidth that can be used for other functions and allows enhanced features and continuous performance monitoring on the 1.544 mbps links. It also accommodates Bipolar with 8 Zero Substitution (B8ZS) for 64.0 kbps Clear Channel Capability.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

11. Integrated Services Digital Network (ISDN) Service (Cont'd)

11.1 Primary Rate Interface (PRI) (Cont'd)

D. The required components for PRI-ISDN service will be as follows:

1. Primary Rate Interface – Provides the multiplexing to support twenty-three B Channels at 64.0 kbps and one D Channel for signaling also at 64.0 kbps. The B Channels also provide circuit switched service that will allow either voice or data transmission. See Section 20.9 for PRI rates and charges.

E. Standard Features for PRI

1. Clear Channel Capability – The B Channels on the PRI are clear, since all signaling and control functions are handled by the D Channel. This allows all 64.0 kbps on each B Channel to be used for customer information over the PRI.
2. Dedicated Trunk Groups – Allow all 23 channels to be used as stand-alone trunk groups. Each channel is capable of handling incoming or outgoing Circuit Switched Voice or Circuit Switched Data.
3. Calling Number Delivery – Provides the customer with the telephone number of the calling party. This feature is provided via the D Channel associated with incoming calls on a B Channel to a PBX.
4. Call by Call for Trunk Groups – Allows Circuit Switched Voice and Data options enabled on the PRI to share B Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and Circuit Switch Data calls to use B Channels on a call by call basis.

F. Optional Features for PRI

1. Caller ID with Name Delivery – Provides the customer with the display of the listed name associated with the telephone number from which the call is being made. This feature is provided on a per trunk basis.
2. Direct Inward Dialing (DID) Numbers – Allows an incoming call to be dialed directly by a calling party to a station, bypassing a central answering point.

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

11. Integrated Services Digital Network (ISDN) Service (Cont'd)

11.1 Primary Rate Interface (PRI) (Cont'd)

G. A Service Rearrangement fee will be charged when, at the customer's request, the Company changes or makes additions/deletions to the PRI service trunking arrangement.

H. The minimum service period for each ISDN-PRI service is one month.

I. Term Plans

Customers choosing a PRI for a 3 or 5 year term will receive a discount on both the ISDN Service – PRI Access monthly service amount and the non-recurring charge.

1. In the event an ISDN-PRI service term plan is terminated prior to completion of the term plan period, the customer will be liable for payment of termination liability charges. To arrive at the amount owed for the termination liability charges, the Company will total the remaining term plan period payments and reduce this sum by 50%. The remaining 50% of the sum of the term plan payments will become immediately due and payable in its entirety.

2. An ISDN-PRI customer may, at any time, renew a term plan for an equal or longer period at the current tariffed rates subject to the following:

- a) Credit will not be given for payments made during the formerly selected term plan period.
- b) Non-recurring charges will apply to the new term plan.
- c) The new term plan period begins with the first billing date following the renewal.
- d) Termination charges will not apply for the former term plan.

J. Rates and Charges

Rates and charges for ISDN-PRI are shown in Section 20.9 of this Tariff.

CONCURRENCE IN REGULATIONS AND CHARGES OF THE ILLINOIS TELECOMMUNICATIONS ACCESS CORPORATION (ITAC)

12. ITAC Regulations and Charges

12.1 Concurrence

- A. The Cooperative concurs in the rates, rules and regulations governing: (1) intrastate telecommunications provisions for the hearing and voice impaired as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 3 Tariff; (2) intrastate telecommunications provisions for the deaf and severely hearing-impaired for dual party relay service as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 4 Tariff.
- B. The Cooperative extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 3 and ILL. C.C. No 4 Tariffs.
- C. The Cooperative hereby expressly reserves the right to cancel and make void this statement of concurrence at any time.

12.2 ITAC Supplemental Charge

Pursuant to the Order dated May 1, 2013, of the Illinois Commerce Commission in Docket No. 13-0253, Hamilton County Telephone Cooperative will impose a supplemental charge of 9 cents per month per line for Illinois telephone and VoIP subscriber lines other than Centrex-type and PBX lines, a charge of 1.8 cents for each Centrex-type line and VoIP business subscription, and a charge of 45 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced services shall mirror Hamilton County Telephone Cooperative's application of 9-1-1 charges. These charges shall be effective with bills rendered on or after June 1, 2013, or at the beginning of the first cycle after June 1, 2013.

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**SUPPLEMENTAL CHARGES**

13. Supplemental Charges

13.1 Supplemental Charge to Certain Intrastate Rates

Effective for service rendered on and after January 1, 1990, the Company will charge its customers, in addition to all other applicable rates and charges, a supplemental charge per access line as listed in Section 20.8 of this Assessment Schedule. This charge applies to each local access line, payphone service, PBX trunk and 911 service trunks.

13.2 Supplemental Schedule Due to Illinois Excise Tax

Pursuant to Title 83, Illinois Administrative Code Part 270 as amended, the Cooperative will charge its Members, in addition to all of the other lawful rates and charges, 0.1% of the amount payable for intrastate service on bills having a date after July 1, 1988.

RESERVED FOR FUTURE USE

TELEPHONE ASSISTANCE PROGRAMS

15. Telephone Assistance Programs

15.1 Universal Telephone Service Assistance Program (UTSAP) (T)

A. A one-time credit of up to \$20.00, not to exceed 50% of the total connection charge, will be applied to each eligible subscriber or eligible new subscriber, as defined in A.1. below. (I)  
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1. To qualify for the program, the applicant must participate in any of the following assistance programs, as required, to establish eligibility. The Illinois Department of Human Services will certify the applicant's participation in assistance programs (a) and (b) below for purposes of determining eligibility: (T)

- a. Medicaid
- b. Supplemental Nutrition Assistance Program (SNAP) – formerly Food Stamps
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance Program
- e. Low-Income Home Energy Assistance (LIHEAP)
- f. National School Lunch Program's Free Lunch Program
- g. Temporary Assistance for Needy Families (TANF)

2. The Cooperative's verification form signed by the applicant or verification with the Department of Human Services shall constitute proof of income eligibility. (C)

3. Assistance shall be granted to one access line per low income household. (T)

B. The UTSAP Program is funded through voluntary contributions from Illinois customers as described in 15.2 following. (T)

TELEPHONE ASSISTANCE PROGRAMS (Continued)

15. Telephone Assistance Programs (Continued)

15.2 Universal Telephone Supplemental Assistance Program (UTSAP) Voluntary Funding

A. Reserved for Future Use

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B. Contributions

1. Members wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Cooperative on the Member's monthly bill. The voluntary contribution shall not reduce the Member's total monthly bill amount due the Cooperative for telephone services or other charges. One time or periodic contributions in excess of the amounts referred to below in a. and b. shall be made directly to the UTSAP Administrator.
  - a. Residential Members may elect to contribute \$.50, \$1.00, \$2.00 or \$5.00 per month.
  - b. Business Members may elect to contribute \$1.00, \$5.00, \$10.00 or \$25.00 per month.
2. Members may elect to discontinue or change the amount of monthly contribution on their bill at any time upon providing at least 30 days notice to the Company.
3. Failure by the Member in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

TELEPHONE ASSISTANCE PROGRAMS (Continued)

15. Telephone Assistance Programs (Continued)

15.3 Lifeline Telephone Assistance Program

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- A. The Lifeline Program is a federally funded program established to provide monthly assistance to low income households. Eligible subscribers will receive a Federal Lifeline support credit of \$9.25.
- B. To qualify for the Lifeline Program the applicant's income, as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines. The applicant must provide documentation of income eligibility or participate in one of the following assistance programs:
  - 1. Medicaid
  - 2. Food Stamps
  - 3. Supplemental Security Income (SSI)
  - 4. Federal Housing Assistance
  - 5. Low Income Home Energy Assistance (LIHEAP)
  - 6. National School Lunch Program's free lunch program
  - 7. Temporary Assistance to Needy Families (TANF)
- C. The applicant must sign, under penalty of perjury a document certifying:
  - 1. That applicant meets one of the qualifications listed in 15.3(B)(2) above.
  - 2. Name of the program(s) from which applicant is receiving benefits.
  - 3. That applicant will notify the company within 30 days if he/she no longer participates in the program(s) named in 15.3(B)(2), preceding.
  - 4. Applicant will notify the company within 30 days if he/she moves to a new address.
  - 5. Applicants household is only receiving one Lifeline service.

(C)



TELEPHONE ASSISTANCE PROGRAMS (Continued)

15. Telephone Assistance Programs (Continued)

15.3 Lifeline Telephone Assistance Program (Cont'd)

- D. Lifeline service shall not be disconnected for non-payment of toll charges.
- E. Qualifying low-income subscribers who voluntarily elect toll blocking, where available, will not be required to pay a service deposit in order to initiate Lifeline Service. This service will only be provided at the customer's request.
- F. Qualifying Lifeline customers will not be charged a monthly number-portability charge.
- G. A Lifeline customer may only receive assistance from one wireline or one wireless provider per household.
- H. Customer Annual Responsibility

All Lifeline customers as of June 1, 2012 must certify with the Cooperative that they are still eligible for Lifeline support by December 31 each year. Customers may certify in person, over the phone or in writing. Customers will not be required to provide verifying documentation.

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Hamilton County Telephone Cooperative

**ILL. C.C. NO. #####**

Section 16

Original Sheet No. 1

RESERVED FOR FUTURE USE

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**Issued: 12/01/97**

**Issued by: DAVID E. PARKHILL, EVP/GM  
PO BOX 40  
DAHLGREN, IL 62828**

**Effective: 12/01/97**

RESERVED FOR FUTURE USE

Hamilton County Telephone Cooperative

**ILL. C.C. NO. #####**

Section 18

Original Sheet No. 1

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Section 19

Original Sheet No. 1

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PO BOX 40  
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**Effective: 12/01/97**

**RATES AND CHARGES**

20. Rates and Charges

20.1 Local Exchange Service

		Monthly Service Amount	Non- Recurring Charge	Assessment Schedule Section References	(T) (T)
A.	Business (Per Line)	\$ 7.94		4.1	(I)
B.	Residence (Per Line)	\$ 7.94		4.1	(I)
C.	Multi-Line Hunt (Rate is in addition to local exchange service)	\$ 3.44		4.4	
D.	Reserved for Future Use				(C) (D)

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**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.2 Member Activity Charges

		Monthly Service <u>Amount</u>	Non- Recurring <u>Charge</u>	Assessment Schedule Section <u>References</u>	(T) (T)
A.	Initial Service Order Charge (Business and Residence)	NA	\$ 7.50	5.2(A)	
B.	Service Order Change Charge (Business and Residence)	NA	\$ 7.50	5.2(B)	
C.	Service Installation Charge (Business and Residence)	NA	\$17.50	5.2(C)	(I)
D.	Premises Visit Charge (Business and Residence)	NA	\$15.00	5.2(D)	(T)
E.	Programming Change Charge (Business and Residence)	NA	\$0.00	5.2(E)	(R) (T)
F.	Service Reconnection Charge (Business and Residence)	NA	\$15.00	5.2(F)	(T)

**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.3 Optional Services and Features

A. Custom Local Area Signaling Services (CLASS)

	<u>Monthly Business Amount</u>	<u>Monthly Residence Amount</u>	<u>Assessment Schedule Section References</u>	
1. Automatic Recall (Per Line)	\$ 1.50	\$	6.1(D)(1)	(T)
2. Automatic Callback (Per Line)	\$ 1.50	\$	6.1(D)(2)	(T)
3. Calling Number Delivery (Per Line)	\$ 4.00	\$	6.1(D)(3)	
4. Calling Name Delivery (Per Line)	N/C	\$	6.1(D)(4)	
5. Selective Call Acceptance (Per Line)	\$ 2.00	\$	6.1(D)(5)	
6. Selective Call Rejection (Per Line)	\$ 2.00	\$	6.1(D)(6)	
7. Selective Call Forwarding (Per Line)	\$ 0.75	\$	6.1(D)(7)	(R)
8. Distinctive Ringing/ Call Waiting (Per Line)	\$ 2.00	\$	6.1(D)(8)	
9. Member Originated Trace (Per Successful Trace)	\$ 3.00	\$	6.1(D)(9)	
10. Caller ID Package (includes Calling Number Delivery, Calling Name Delivery and Call Waiting)	\$ 4.50	\$	6.1(D)(10)	(I) (T) (T)
11. Automatic Callback/ Automatic Recall	N/A	\$	6.1(D)(11)	



**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.3 Optional Services and Features (Continued)

B. Reserved for Future Use

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**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.3 Optional Services and Features (Continued)

B. Reserved for Future Use

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**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.3 Optional Services and Features (Continued)

B. Reserved for Future Use

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**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.3 Optional Services and Features (Continued)

C. Custom Calling Features

<u>All rates are per line</u>	<u>Monthly Service Amount</u>	<u>Assessment Schedule Section References</u>	(T) (T)
Distinctive Ring	N/A	6.3(C)(1)	
Call Forwarding	\$ 0.75	6.3(C)(2)	
Call Forwarding, Remote Access	\$15.00	6.3(C)(3)	(I)
Call Forwarding, Busy-No Answer	N/A	6.3(C)(4)	
Call Waiting	\$ 0.75	6.3(C)(5)	
Cancel Call Waiting	\$ 0.00	6.3(C)(6)	
Data Line Security	N/A	6.3(C)(7)	
Do Not Disturb	N/A	6.3(C)(8)	
Automatic Call Back	N/A	6.3(C)(9)	
Second Line Coded Ringing	N/A	6.3(C)(10)	
Three-Way Calling	\$ 1.00	6.3(C)(11)	
Automatic Recall	N/A	6.3(C)(13)	
Wakeup	N/A	6.3(C)(14)	
Ring Again	N/A	6.3(C)(15)	
8-Number Speed Calling	\$ 0.50	6.3(C)(16)	(I)

**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.3 Optional Services and Features (Continued)

C. Custom Calling Features (Continued)

	Monthly Service Business	Assessment Schedule Section References	(T) (T)
<u>All rates are per line</u>			
30-Number Speed Calling	\$ 1.00	6.3(C)(17)	
Toll Restrictions with PIN	\$ 5.00	6.3(C)(18)	
Line Hunting	N/A	6.3(C)(19)	
Warm Line	N/A	6.3(C)(20)	

(D)

(D)

**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.3 Optional Services and Features (Continued)

D. Reserved for Future Use

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**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.3 Optional Services and Features (Continued)

E. Direct Inward Dialing (DID) Service

	<u>Basic Termination Charge</u>	<u>Monthly Service Amount</u>	<u>Assessment Schedule Section References</u>	(T) (T)
First 100 Direct Inward Dialing Numbers Assigned minimum charge	NA	\$	6.5	
Each additional 100 Direct Inward Dialing Numbers assigned over the first 100	N/A	\$	6.5	
Direct Inward Dialing Trunk Termination - per DID trunk	\$30.00	\$	6.5	
	<u>Monthly Service Amount</u>	<u>Per Item Amount</u>	<u>Assessment Schedule Section References</u>	
F. Directory Listings				
Non-published	\$ 0.50		6.6	
Non-list	\$ 0.50		6.6	
Additional Listing	\$ 0.50		6.6	(I)

**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.3 Optional Services and Features (Continued)

	<u>Non- Recurring Charges</u>	<u>Monthly Service Amount</u>	<u>Assessment Schedule Section References</u>	(T) (T)
G. Nuisance Traps*				
Nuisance call trapping	N/A		6.7	
H. Off-Premise Extension Service *				
First 1/4 mile or fraction thereof	\$ 1.00		6.8	
Each additional 1/4 mile or fraction thereof	\$ 1.00		6.8	
I. Temporary Dual Residence Service*	N/A		6.9	
J. Switched 56 Service*				
Monthly Service	N/A		6.10	
1 Year Contract				
3 Year Contract				
5 Year Contract				
Usage, per minute	N/A		6.10	

\* Member Activity Charges as discussed in Section 5 may apply to the establishment of the above listed services. (N)



**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.4 Miscellaneous Services

		Monthly Service <u>Amount</u>	Per Item <u>Amount</u>	Assessment Schedule Section <u>References</u>	
A.	Operator Assisted Local Calling Service Per local call completed	N/A	\$	7.1	(T)
B.	Local Directory Assistance Call Service Per call after the Member allowance	N/A	\$0.65 (N)	7.2	(T)
	National Directory Assistance Call Service Per call after the Member allowance	N/A	\$0.95 (N)	7.2	
	Call Completion Per Minute	N/A	\$0.25 (N)	7.2	
C.	Foreign Exchange Service	N/A		7.3	
	The monthly charge will apply at the normal exchange for each \$.05 multiple of the day station-to-station initial period, message toll rate between the normal exchange and the foreign exchange.				
D.	Intraexchange Private Line Services		N/A	7.4	
	Rates for Intraexchange Private Line Services will be charged at 0.4 times (40% of) the rates for the same facilities contained in the Cooperative's Special Access Tariff.				
E.	Reserved for Future Use				

(C)  
(D)

**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.5 Special Construction

	<u>Monthly Service Amount</u>	<u>Per Item Amount</u>	<u>Assessment Schedule Section References</u>	(T) (T)
Special Assemblies, Speculative Projects	N/A	**	8.1	

\*\* Based on cost. See Section 8 of this Tariff.

20.6 Service Restrictions

A. 900 Service Access Restoration	NA	\$ 7.50 * **	9.1	
B. 976 Service Access Restoration	NA	\$ 7.50 * **	9.2	
C. 700 Service Access Restoration	NA	\$ 7.50 * **	9.3	
D. Toll Service Restoration	NA	\$ 5.00 * **	9.4	
E. Billed Number Screening	NA	\$ 5.00 **	9.5	

\* First request for service is free of charge.

\*\* Member Activity Charges apply as discussed in Section 5.

**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.7 <u>Emergency Number Service (E 9-1-1)</u>	Monthly Service <u>Amount</u>	Per Item <u>Amount</u>	Assessment Schedule Section <u>References</u>	(T) (T)
B 9-1-1 and E 9-1-1 Service			10.4, 10.5, 10.7	
Dedicated Direct Trunks *See Cooperative's special access tariff. Dedicated Direct Trunks provisioned for 911 Service is a Special Access Service as defined in ILL. C.C. NO. 6, and the provision of such trunks are governed by the terms and conditions contained therein.	*	*		
Exchange Switching, per exchange	\$40.00	\$500.00		
<u>E 9-1-1 Service Features</u>			10.5, 10.7	
Selective Routing	\$40.00	\$1,500.00		
Automatic Number Identification	\$25.00	\$100.00		
Automatic Location Identification				
<u>Data Base Establishment and Update</u>			10.6	
Initial Data Base Information:				
Per request	N/A	\$1,200.00		
Per Member listing	N/A	\$1.00		
Update Information:				
Per Member listing	N/A	\$1.50		
<u>Special Service Arrangements</u>	**	**	10.8	
** See Section 10.8 for discussion of charges.				
20.8 <u>Supplemental Charges</u>				
A. Supplemental Charge to Certain Intrastate Rates	\$12.45	N/A	13.1	

**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.9 Integrated Services Digital Network (ISDN) Service

(N)

	<u>Monthly Service Amount</u>	<u>Non Recurring Amount</u>	<u>Tariff Section References</u>
A. Integrated Services Digital Network (ISDN) Service – PRI Access			11.1
Month to Month	\$650.00	\$1,000.00	
3 Year Term	\$550.00	\$600.00	
5 Year Term	\$500.00	\$400.00	
Direct Inward Dialing (DID) Numbers Per 100 DID Numbers	\$100.00	N/A	
Caller ID with Name Delivery - Per PRI Trunk	\$75.00	N/A	
Hunt Group	\$50.00	N/A	

(N)

**RATES AND CHARGES (Continued)**

20. Rates and Charges (Continued)

20.9 Reserved for Future Use

<u>Monthly</u> <u>Service</u> <u>Amount</u>	<u>Per</u> <u>Item</u> <u>Amount</u>	<u>Tariff</u> <u>Section</u> <u>References</u>
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