1 Sections 1 thru 4

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TARIFF BRANCH
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9/13/2013
PUBLIC SERVICE COMMISSION OF KENTUCKY

GENERAL RULES AND REGULATIONS

I. APPLICATION OF TARIFF

The General Rules and Regulations contained in this Section apply to the service and facilities provided by the Cooperative in the State of Kentucky. These General Rules and Regulations are in addition to those contained in the Switched and Special Access Service Tariff, Long Distance Message Telecommunications Service Tariff, the Wide Area Telecommunications Tariff and the Private Line Services and Channels Tariff. When service and facilities are provided in part by the Cooperative and in part by other connecting companies, the regulations of the Cooperative apply to the portion of the service or facilities furnished by the Cooperative. Failure on the part of the customer to observe these General Rules and Regulations after due notice of such failure, automatically gives the Cooperative the right to discontinue service to that customer.

The regulations covering the connection of equipment, accessories or facilities provided and maintained by the customer are contained in other sections of this tariff.

A. In the event of a conflict between any rate, rule, regulation or provision contained in this tariff and any rate, rule, regulation or provision contained in the tariffs of Companies' in which the Cooperative concurs, the rate, rule, regulation or provision contained in this tariff shall prevail.

B. This Tariff cancels and supersedes all other tariffs of the Cooperative issued and effective prior to the effective date shown on the individual sheets of this tariff.

C. Should there be any conflict between this tariff and the General Rules and Regulations of the Public Service Commission of Kentucky (the Commission), the Commission's rules shall apply unless otherwise established by the courts.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APR 29 1998

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)
BY: Stephan O Bell
SECRETARY OF THE COMMISSION

GENERAL RULES AND REGULATIONS

II. AVAILABILITY OF FACILITIES

The Cooperative's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service. The rates and charges quoted in this Tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 3 "Charges Applicable Under Special Conditions," except as otherwise specified.

The economical operation of the telephone business, for the benefit of the whole body of rate payers and to the business itself may require changes in the wire center and base rate area boundaries. The rates for service furnished to customers affected when such changes take place will be recalculated based on the application of the approved tariff methods of applying charges and the customer will be informed of any increase or decrease in their rates at the time of the change.

III. CUSTOMER SERVICE AND PROTECTION

This part of the General Rules and Regulations Section of the tariff provides information to telephone customers about: resolving disputes with the Cooperative, applying for service, the classification of business and residential rates, deposits, billing, refusal of service, disconnection of service and cancellation of service. The rules set forth below the rules and regulations prescribed by the Public Service Commission of Kentucky (the Commission). A complete copy of the Rules and Regulations, as well as the Kentucky Revised Statutes, is available for review in the Cooperative business office upon request.

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By: Keith Gabbard, Manager

Keith Gabbard

GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

A. Resolution of Disputes

Upon receiving a complaint from a customer at the Cooperative's office, either by telephone, in writing or in person, the Cooperative will make a prompt and complete investigation and advise the complainant of its findings. A record of the complaint will be kept and show the name and address of the complainant, date and nature of the complaint, and the adjustment or disposition of the complaint. This record will be maintained for two (2) years from the date of resolution. If a written complaint or a complaint made in person is not resolved, the Cooperative shall provide written notice to the complainant of their right to file a complaint with the Commission, and shall provide them with the address and telephone number of the Commission. If a telephonic complaint is not resolved, the Cooperative will provide at least oral notice to the complainant of their right to file a complaint with the Commission and the address and telephone number of the Commission.

B. Application for Service

Upon request of an application for service, the Cooperative will give its customers or prospective customers such information as is reasonably possible in order that they may secure safe, efficient and continuous service. The Cooperative shall inform its customers of any change made or proposed in the character of its service which might affect the efficiency, safety, or continuity of operation.

Application for service, or requests from customers for additional service or changes in the grade or class of service become contracts when received by the Cooperative and are subject to the minimum contract term of one month unless specified otherwise. The Cooperative reserves the right to require application for service to be made in writing on forms supplied by it. Applicants may be required to pay in advance, at the time application is made, the membership fee, installation/service establishment, service charges, any other nonrecurring charges, and a deposit if required.

Generally, installation of an applicant's basic telephone service, not involving a line extension, will be completed within five (5) working days unless a different date is mutually agreed to between the applicant and the Cooperative.

Any general change in rates, rules or regulations modifies the terms of the contract to the extent of such change without further notice. However, if rates are increased, the customer may cancel his contract upon reasonable written notice and upon payment for all service and any contractual liability.

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

C. Refusal of Service

1. Compliance by Applicant

   The Cooperative may decline to serve an applicant until such applicant has complied with the state and municipal regulations and the Cooperative-approved General Rules and Regulations on file with the Commission governing the service applied for or for the following reasons:

   a. The applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be provided.

   b. The applicant is indebted to any Cooperative company for the same kind of service as that applied for; however, in the event the applicant's indebtedness is in dispute, the applicant shall be served upon complying with deposit requirements (see Paragraph F of this Section).

   c. The applicant refuses to make a deposit if required under these rules.

   d. The applicant refuses or neglects to provide reasonable access to the premises for installation operation, maintenance, or removal of Cooperative property.

2. Applicant's Recourse

   In the event that the Cooperative refuses to serve an applicant under the provisions of these rules, the Cooperative must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the Commission.

3. Insufficient Grounds for Refusal to Serve

   The Cooperative shall not refuse service to a present customer or applicant because of:

   a. delinquency in payment for service by a previous occupant of the premises to be served;

   b. failure to pay for merchandise or charges for nonutility service purchased from the Cooperative;

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

C. Refusal of Service (Continued)

3. Insufficient Grounds for Refusal to Serve (Continued)

c. failure to pay a bill to correct previous under billing due to misapplication of rates more than six months prior to the date of application;

d. violation of the Cooperative's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others, or with other services such as communication services, unless the customer has first been notified and been afforded a reasonable opportunity to comply with said rules; and/or

e. failure to pay a bill of another customer as guarantor thereof, unless the guarantee was made in writing to the Cooperative as a condition precedent to service.

D. Application Of Business Or Residence Rates

1. Business rates apply at the following locations:

a. in offices, stores, mines, factories, and all other places of a strictly business nature;

b. in boarding houses (except as noted below), offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs, or lodges, public, private or parochial schools, colleges, hospitals, nursing homes, libraries, churches, and other similar institutions, except in churches and lodges as specified below;

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

D. Application Of Business Or Residence Rates (Continued)

1. Business rates apply at the following locations: (Continued)

   c. at residence locations when the customer 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 a residential nature. This fact might be indicated by some form of advertising, or when such business use is not typically characteristic of residential telephones usage and occurs during times when, in compliance with the law or established custom, business places are ordinarily closed;

   d. at residential locations when a station or bell is located in a shop, office or other place of business;

   e. in college fraternity houses; and/or

   f. at any location where the location and expected usage of telephone service at that location are indicative of a business, trade or profession.

2. Residence rates apply at the following locations:

   a. in a private residence where business listings are not provided;

   b. in private apartments of hotels, rooming houses or boarding houses where service is confined to the customer's use and which are not advertised as a place of business;

   c. in the place of residence of a clergyman, physician, nurse or other medical practitioner, provided the office is located in their residence and is not a part of an office building. In any such cases, the listing may indicate the customer's profession, but only in connection with an individual name. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply;

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

D. Application of Business or Residence Rates (Continued)

2. Residence rates apply at the following locations: (Continued)

   d. in a private stable or garage when strictly a part of a domestic establishment;

   e. in churches where the service is not accessible for public use as in a clergyman's study; and/or

   f. in fire department dormitories or sleeping quarters where the telephone number is not published, and the telephone is not available for use by the general public.

E. Advance Payments

When making application for service, the applicant may be required to pay, at the time the application is accepted, the service connection charge, if applicable, and the first month's charges for exchange service, excluding charges for local messages in excess of the monthly guarantee. This provision does not apply if a deposit is collected. In all cases, the regular monthly charges for service are payable as specified in the Local Exchange Tariff. The provisions of this paragraph affect the initial payment only and not the subsequent billing and collecting practices as elsewhere provided in this tariff.

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits

The following provisions summarize the principal features of the Commission's Regulations on deposits. In addition, the Cooperative will furnish applicants who may be required to pay a deposit with written information concerning deposit requirements.

The Cooperative will keep sufficient records on customer deposits including the name and address of customer or account number, date, and amount of deposit, and any account activity. The Cooperative will issue a receipt to customers required to make a deposit.

1. Requirements for Permanent Residential Applicants

   a. The Cooperative may require a residential applicant for service to establish satisfactory credit, but establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared the service. Credit history maintained by one must be applied equally to the other without modification and without additional qualifications not required of the other.

   b. Subject to the following conditions, a residential applicant shall not be required to pay a deposit:

      1) if the residential applicant has been a customer of any telephone company within the last two years and is not delinquent in payment of any such telephone service account and during the last twelve (12) consecutive months of service did not have more than one occasion in which a bill for such service was paid after becoming delinquent and never had service disconnected for nonpayment;

      2) if the residential applicant furnishes in writing a satisfactory guarantee for the amount of the required deposit to secure payment of bills for the service requested; and/or

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

1. Requirements for Permanent Residential Applicants (Continued)

   b. Subject to the following conditions, a residential applicant shall not be required to pay a deposit: (Continued)

      3) if the residential applicant demonstrates a satisfactory credit rating by appropriate means including, but not limited to, the production of generally acceptable credit cards, letters of reference, and the names of credit references which may be quickly and inexpensively contacted by the Cooperative, or ownership of substantial equity.

   c. The Cooperative may require an initial deposit from residential customers if: (1) the customer has on more than one occasion during the last twelve (12) consecutive months of service been delinquent in paying a bill for telephone service, or (2) the customer's service was disconnected for nonpayment.

   d. Alternatively, the customer may furnish a satisfactory written guarantee to secure payment of bill in lieu of a cash deposit.

2. Requirements for Commercial and Industrial Service Customers

   If the credit of a commercial or industrial applicant for service has not been satisfactorily established to the Cooperative, the applicant may be required to make a deposit.

3. Reestablishment of Credit

   An applicant who had previously been a customer of the Cooperative and whose service had been discontinued for nonpayment of bills shall be required, before service is rendered, to pay all amounts due the Cooperative, or execute a deferred payment arrangement, if offered, to reestablish credit.

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Keith Gabbard

GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

4. Deposit for Temporary or Seasonal Service

The Cooperative may require a deposit sufficient to reasonably protect it against the assumed risk for temporary or seasonal service. These requirements will be applied in a uniform and non-discriminatory manner and will be subject to refund guidelines as outlined in 7, following.

5. Amount of Deposit and Interest for Permanent Residential, Commercial and Industrial Service and Exemption from Deposit.

a. Deposit – The required deposit shall not exceed an amount equivalent to two-twelfths (2/12) of the estimated annual billings for exchange service and toll charges. The Cooperative may require the customer to increase the amount of the deposit if, in the Cooperative's opinion, the charges billed against the customer are found to warrant such an increase.

(C)

b. Interest on Deposits – Interest will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit. Interest accrued will be refunded to the customer or credited to the customer's bill on an annual basis. If interest is paid or credited to the customer's bill prior to twelve (12) months from the date of deposit or the last interest payment date, the payment or credit shall be on a prorated basis.

(C)

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Deposits (Continued)

7. Refund of Deposit

a. If service is not connected or after disconnection of service, the Cooperative shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. If the Cooperative retains the deposit for more than eighteen (18) months, it shall notify customers in writing that, at the customer's request, the deposit will be recalculated every eighteen (18) months based on actual usage of the customer. A transfer of service from one premises to another within the service area of the Cooperative shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless in accordance with these rules.

b. When the customer has paid bills for service for twelve-(12) consecutive billings without having service disconnected for nonpayment and without having more than two occasions on which a bill was delinquent, and when the customer is not delinquent in the payment of current bills, the Cooperative shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's bill or void the guarantee. If the customer does not meet these refund criteria, the deposit and interest may be retained.

8. Deposit Not to Affect Regular Collection Practices

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

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

G. Order of Precedence for Establishing Service

Applications for service in a particular exchange will be completed in accordance with the chronological order of receipt and depending upon the availability of facilities. Where facilities are limited, the following order of precedence shall apply:

1. First priority will be given to furnishing those services which are essential to public health and safety.

2. All others.

H. Billing and Payment For Service

1. The customer is responsible for payment of all charges for services furnished, including charges for service originated or accepted at his access line. In addition, the customer is responsible for any charges which may be applicable to a guarantee of deposit as provided in accordance with the Deposit rules and regulations of this tariff.

2. Disputed Bills

   If objection in writing is not received by the Cooperative within thirty (30) days after the bill is rendered, the account shall be deemed correct and binding upon the subscriber. However, in the event of a dispute between a customer and the Cooperative over any bill for utility service, the Cooperative shall make an appropriate investigation of the disputed amount(s) and report the results to the customer. The investigation and subsequent report to the customer shall be completed within 60 days from the date the Cooperative is made aware of the customer's dispute. The Cooperative may not disconnect the customer's service for nonpayment of the disputed amounts; however, the customer remains responsible for payment of all non-disputed amounts. In the event the dispute is not resolved, the Cooperative shall provide a written notice to the customer of his right to file a complaint with the Commission and shall provide him with the address and telephone number of the Commission.

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Keith Gabbard

GENERAL REGULATIONS (Cont'd)

H. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Billing and Payment for Service (Continued)

3. The customer shall pay all basic charges for monthly service in advance while all other charges for long distance and additional services are billed in arrears. All charges due by the customer are payable at the Cooperative's Business office or at any agency duly authorized to receive such payments. The postmark, if any, on the envelope of the bill, or the issuance date on the bill, if there is no postmark on the envelope, shall constitute proof of the date of issuance. Service shall not be discontinued for nonpayment of charges unless the Cooperative has given the affected subscriber a written notice of the proposed date of disconnection at least five (5) days before the proposed date of disconnection. Service shall not be terminated until at least twenty (20) days after the issuance date of the original unpaid bill.

4. Bills for telephone service shall normally be rendered monthly; shall show the period of time covered by the billings, date of the bill, the telephone number being based; and, shall show a clear listing of all charges due and payable. The Cooperative shall provide the customer with an itemization of local and toll service charges as appropriate. Customer billings sent through the United States mail shall be sent in an envelope.

5. A late payment charge of 10.00 **(I)** percent will be applied to a customer's bill when any undisputed portion of a customer's bill has not been paid in full prior to the due date.

6. Any applicant or one for whom an application is made, owing the Cooperative for service furnished under a former contract, shall pay or make satisfactory arrangements for paying any bill outstanding and unpaid before any additional service will be furnished.

* Applicable late fees will appear in the first bill cycle following notice and the effective date of this tariff. **(T)**

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2/21/2012
PUBLIC SERVICE COMMISSION OF KENTUCKY

GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Billing and Payment for Service (Continued)

7. Failure to receive a bill and disconnect notice does not relieve the customer of responsibility for payment in accordance with the provisions set forth herein (See Sheet 10 of this Section).

8. Partial Payment Plan: The Company shall negotiate and accept reasonable partial payment plans at the request of residential customers who have received a termination notice for failure to pay their bill, except that the Company is not required to negotiate a partial payment plan with a customer who is delinquent under a previous partial payment plan. Partial payment plans shall be mutually agreed upon and subject to the conditions in this section and the Discontinuance of Service section. Partial payment plans which extend for a period longer than thirty (30) days shall be in writing and shall advise customers that service may be terminated without additional notice if the customer fails to meet the obligations of the plan.

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Billing and Payment for Service (Continued)

9. Adjustment of Charges

If billings for telephone service are found to differ from the Cooperative's lawful rates for the services purchased by the customer, the Cooperative shall calculate a billing adjustment. If the customer was overcharged, the Cooperative will refund all overcharges.

If the customer was undercharged, the Cooperative may back bill the customer for a period not to exceed six (6) months, unless the Cooperative can produce records to identify and justify the additional amount of back billing. Service may not be disconnected for charges incurred six months prior to the date the Cooperative initially notifies the customer of the amount of undercharge and the total additional amount that will be due. If the under billing is $25.00 or more, the Cooperative shall offer such customer a payment plan option for the same length of time as that of the under billing.

10. Adjustments of Charges for Service Interruptions

In the event a customer's service is interrupted other than by the negligence or willful act of the customer and remains out of order for twenty-four (24) hours or longer after access to the premises is made available and after the customer reports to the Cooperative that the service is out of order, upon request of the customer, the Cooperative shall make an appropriate adjustment to the customer's bill.

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Billing and Payment for Service (Continued)

PRTC
The People's Network
P.O. Box 159 McKee, Kentucky 40447
(606) 287-7101 (606) 593-5000
Dial 611 Toll Free From Jackson & Owsley Co

BILLING DATE	TELEPHONE NUMBER
MAR 1, 1998	606/
DELINQUENT AFTER	
MAR 15, 1998	

PAGE 1 OF 4

AMOUNT DUE : $50.15

AMOUNT PAID : $ _____

PAYMENT DUE AT:
P.O. Box 159
McKee, Kentucky 40447

MCKEE KY 40447

PLEASE RETURN THIS PORTION WITH PAYMENT

TELEPHONE NUMBER 606/

ACCOUNT NUMBER

PRTC
The People's Network
P.O. Box 159 • McKee, Kentucky 40447 • (606) 287-7101 • (606) 593-5000
Dial 611 Toll Free From Jackson & Owsley Co

NEELEY, STANLEY

PAGE 1 OF 4

PAYMENTS RECEIVED AFTER FEB 23 ARE NOT INCLUDED

BILLING DATE	DELINQUENT AFTER
MAR 1, 1998	MAR 15, 1998

PREVIOUS BALANCE	PREVIOUS PAYMENTS	BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE
$58.23	$58.23	$.00	$50.15	$50.15

(YOUR PAST DUE BILL IS DUE BY MARCH 15, 1998.)

YOUR CURRENT BILL IS DUE BY MARCH 15, 1998.

CUSTOMER SUMMARY

PRTC CURRENT CHARGES

MONTHLY SERVICE FROM MAR 1 THRU MAR 31 (INCLUDING TAX)	33.29
TOTAL - OTHER CHARGES/CREDITS (INCLUDING TAX)	3.49-
PRTC /JOINTLY PROVIDED WITH BELLSOUTH - ITEMIZED CALLS (INCLUDING	11.10
AT&T COMMUNICATIONS - ITEMIZED CALLS (INCLUDING TAX)	9.25
TOTAL CURRENT CHARGES (INCLUDING TAX)	50.15
TOTAL AMOUNT DUE - PLEASE PAY THIS AMOUNT	$50.15

MAR 1-98 MONTHLY SERVICES 606/ PAGE 2

		QTY	AMOUNT
CALL RETURN 2 RES	REG	1	2.00
CALLER NAME & NUMBER DELIVERY	REG	1	5.00
FEDERAL ACCESS	REG	1	3.50
KYTRS $.07 TDD $.01	REG	1	.08
LOCAL SERVICE - RESIDENCE	REG	1	12.00
INSIDE WIRE MAINTENANCE CHARGE	UNREG	1	.40
TONE LINE	REG	1	2.00
TONE PHONE	UNREG	2	3.00
CALL WAITING	REG	1	2.75
REGULATED TOTAL		QTY: 7	27.33
UNREGULATED TOTAL		QTY: 3	3.40
TOTAL RECURRING CHARGES		10	30.73
TAXES: FED .93 ST 1.63 SCH TX .00			2.56
TOTAL - MONTHLY SERVICES (INCLUDING TAX)			$33.29

MAR 1-98 OTHER CHARGES AND CREDITS 606/

	SCH TX	STATE	FED	AMOUNT	TOTAL
AT&T ONE RATE ADJ	.00	.19-	.10-	3.20-	3.49-
TOTAL OTHER CHARGES/CREDITS	.00	.19-	.10-	3.20-	
TOTAL - OTHER CHARGES/CREDITS (INCLUDING TAX)					$3.49-

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

APR 29 1998

PURSUANT TO 807 KAR 5:011, SECTION 9 (1)

BY: Stephan Bey
SECRETARY OF THE COMMISSION

Issued: March 30, 1998

Effective: April 29, 1998

By: Keith Gabbard, Manager

Keith Gabbard

GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service

1. Discontinuance with notice.

Proper notice consists of a separate mailing or hand-delivery of termination notice to the last known address of the customer. The termination notice shall be in writing and shall state the reason for termination, that the termination date will not be affected by receipt of any subsequent bill, and that the customer has the right to dispute the reason for termination.

Telephone service may be disconnected after proper notice for any of the following reasons:

a. failure to pay a delinquent account for telephone service or failure to comply with the terms of a payment agreement after providing at least five (5) days written notice;

b. violations of the Cooperative's rules pertaining to the use of service in a manner which interferes with the service of others or relating to the operation of nonstandard provided equipment, if after a reasonable attempt has been made to notify the customer and the customer has been afforded a reasonable opportunity to remedy the situation, and after ten (10) days written notice;

c. failure to comply with the Cooperative's tariffed rules or Commission regulations after the Cooperative makes a reasonable effort to obtain customer compliance and after providing at least ten (10) days written notice;

d. failure to pay the account of another customer as guarantor thereof if the customer has signed a guarantee as a precedent to service.

e. failure to comply with the Cooperative's deposit or guarantee arrangements as set forth in this tariff after providing at least ten (10) days written notice;

f. failure to comply with state, municipal or other codes, rules and regulations applying to the service after providing at least ten (10) days written notice unless ordered to terminate service immediately by government official; and customer have failed to resolve the situation and after providing at least ten (10) days written notice.

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SECRETARY OF THE COMMISSION

GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service (Continued)

1. Discontinuance with notice. (Continued)

   g. failure to provide reasonable access to a premises for installation, operation, maintenance or removal of utility property after the Cooperative and customer have failed to resolve the situation and after providing at least ten (10) days written notice.

2. Telephone service may be disconnected without advance notice under either of the following conditions:

   a. where a known dangerous condition exists and for as long as the condition exits; however, a written notice will immediately be sent to the customer as soon as possible after the service has been disconnected informing the customer of the circumstance surrounding the disconnection and the corrective action to be taken before service will be restored by the Cooperative.

   b. service is connected without authority by a person who has not applied for service or who has reconnected service without authority. Within twenty-four (24) hours after such termination, the Cooperative shall send written notification to the customer of the reasons for termination or refusal of service.

3. The Cooperative may not disconnect service for any of the following reasons:

   a. if payment for services is made after termination notice is received by the customer but prior to actual termination of service by the Cooperative;

   b. if a payment agreement is entered into between the customer and the Cooperative;

   c. if a medical certificate issued by a physician, registered nurse, or public health officer is presented certifying that termination of service would aggravate a debilitating illness or infirmity on the affected premises.

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

I. Discontinuance of Service (Continued)

4. Disconnection on holidays or weekend.

   Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day when Cooperative personnel are not available to the public for the purpose of making collections and reconnecting service.

5. Disconnection due to abandonment.

   The Cooperative may not abandon a customer or a certificated service area without written notice to its customers therein and all similar neighboring companies, and without approval from the Commission.

6. Collection costs.

   The customer is responsible for all collection costs, including attorney's fees, incurred by the Cooperative as a result of any breach of contract by the customer.

7. Disputes.

   In the event of a dispute between a customer and the Cooperative, the Cooperative shall not disconnect service pending completion of a supervisory review of the dispute as provided in Part III. Paragraph A., preceding.

J. Cancellation of Application For Basic Service

When the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

When installation of service has been started prior to the cancellation, a cancellation charge equal to the minimum service charge shall apply.

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GENERAL RULES AND REGULATIONS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

J. Cancellation of Application for Basic Service (Continued)

Where special construction has been started prior to the cancellation, a charge equal to the cost incurred in the special construction, less net salvage, applies. Installation or special construction for a customer is considered to have started when the Cooperative incurs any expense in connection with the installation which would not otherwise have been incurred.

K. Termination of Service

The customer may terminate service prior to the expiration of the initial contract period after giving notice to the Cooperative, and after payment of the termination charges given below, in addition to all charges due for service which has been furnished.

1. In the case of service for which the initial contract period is one month, the charges are due for the balance of the initial month.

2. Service may be terminated after the expiration of the initial contract period after notifying the Cooperative and payment of charges due to the date of termination of the service as provided elsewhere in this tariff.

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GENERAL REGULATIONS (Cont'd)

(N)

III. CUSTOMER SERVICE AND PROTECTION (Continued)

L. Taxes and Surcharges

a. When the Company is required to pay the utilities license tax for schools authorized by KRS 160.613, the Company will increase (or decrease) its rates in any county in which it is required to pay such school tax by the amount of the tax.

b. The Company will add to the bills of all subscribers a surcharge to recover the KY Gross Revenues Tax (GRT) imposed by KRS 136.616. This will appear as a separate line item on the customer's bill and will read: "Gross Receipts." The Gross Receipts will be calculated using the following formula:

Gross Receipts = [1 / (1-GRT)] – 1

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GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES

A. Use of Service

1. Local exchange telephone service, as distinguished from Customer Provided or Public Pay Telephone Service, is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of customer service may be extended to Private Pay Service, or to guests of a hotel or motel. The Cooperative has the right to refuse to install customer service or to permit such service to remain on the premises of a public character when the service is so located that the public in general or patrons of the customer may make use of the service. At such locations, however, customer service may be installed, provided the service is so located that it is not accessible for public use.

2. The customer is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage, or that of any of his authorized users.

3. Local residence exchange service may not be resold or used to provide access to resold or shared customer-premises key equipment. Local business exchange service may not be resold or used to provide access to resold or shared customer premises key or switching equipment, intraLATA Long Distance Message Telecommunications Service and intraLATA Wide Area Telecommunications Service.

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GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

A. Use of Service (Continued)

4. Transmitting Messages - The Cooperative does not transmit messages but offers the use of its facilities for communications between its customers.

5. Use of Lines of Other Companies - When suitable arrangements can be made, lines of other telephone companies may be used in establishing connections to points not reached by the Cooperative's lines. In establishing connections with the lines of other companies, the Cooperative is not responsible or liable for any action of the connecting company.

6. Unauthorized Attachments or Connections - No equipment, accessory, apparatus, circuit or device shall be attached to or connected with Cooperative facilities except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Cooperative shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection or to disconnect service. The customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his premises because of the use of such attachments or connections.

7. Except as otherwise provided in this Tariff, nothing herein shall be construed to permit the use of a device to interconnect any Cooperative-owned line or channel with any other communications line or channel of the Cooperative or of any other person.

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GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

B. Obligations of Customers

1. Alterations - The customer agrees to notify the Cooperative promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Cooperative's facilities, and the customer agrees to pay the Cooperative's current costs for such changes.

2. Use of Commercial Power - Unless specifically provided otherwise in this tariff, when commercial power is used for the operation of customer-provided premises equipment, the customer provides the necessary power wiring, power outlets and commercial power and assumes all responsibility for the safe condition of the power wiring, power outlets and commercial power.

C. Rights of the Cooperative

1. Work Performed on an Overtime Basis - The charges specified in this Tariff do not contemplate work being performed by Cooperative employees at a time when overtime wages apply due to the request of the customer. If the customer requests that overtime labor be performed, an additional charge, based on the additional costs involved, applies.

2. Work Interruption - The charges specified in this Tariff do not contemplate work once begun being interrupted by the customer. If the customer interrupts work once begun, an additional charge, based on the additional costs involved, applies.

3. Ownership - Any facilities on the customer's premises furnished by the Cooperative shall be and remain the property of the Cooperative, whose agents and employees have the right to enter said premises at any reasonable hour for the purpose of installing, terminating, inspecting, maintaining or repairing service, and making collections from pay telephones.

4. Impairment of Telephone Service - When the general telephone service to the public is impaired by a customer's use of telephone service, or service directly incident thereto, the Cooperative shall have the right to require the customer to contract with the Cooperative for such additional facilities as may be necessary in the Cooperative's judgment to remove the cause of said impairment, or if the customer refuses this requirement or will not remedy the situation, to discontinue service completely.

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GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

C. Rights of the Cooperative (Continued)

5. Abandonment of Telephone Service - The Cooperative may discontinue service which has been abandoned.

6. Abuse of Telephone Service - After giving the customer a reasonable opportunity to remedy the situation and after giving proper notice, the Cooperative may discontinue service which is used:

   a. in such a way that interferes with the service of other telephone users;

   b. for any purpose other than as a means of communication;

   c. to communicate profane or obscene language;

   d. for a call or calls, anonymous or otherwise, if made in a manner which reasonably could be expected to frighten, abuse, torment or harass another;

   e. in any fraudulent or unlawful manner and may include but is not limited to an order, provided by law enforcement officials to the Cooperative, from a court of competent jurisdiction in which the court finds that the service is being used or will be used in violation of the law and should be terminated;

   f. in manner which violates any of the Cooperative's lawful regulations.

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GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

C. Rights of the Cooperative (Continued)

7. Telephone Directories - The Cooperative publishes telephone directories at least annually.

   a. Distribution - The Cooperative distributes to its customers without charge such directory information as in its opinion is generally necessary for the efficient use of the service. Any additional directories or information requested by a customer will be furnished without additional charge if the Cooperative agrees, that such provisions will make the customers use of telephone service more efficient. Other directories will be furnished at the Cooperative's discretion at a reasonable rate.

   b. Ownership - Directories regularly furnished to customers are the property of the Cooperative and are loaned to customers to aid in the use of telephone service. Upon reasonable request by the Cooperative, customers may be required to return directories to the Cooperative. Customers must not deface or mutilate directories. The Cooperative has the right to make a charge for directories issued in replacement of directories destroyed, defaced or mutilated while in possession of customers.

8. Telephone Numbers - The Cooperative reserves the right to change the telephone number or numbers assigned to a customer or the central office designation associated with such telephone number or numbers, or both, as reasonably appropriate in the conduct of its business. The customer has no property right in any number or central office designation assigned by the Cooperative.

D. Liability of the Cooperative

1. Given the customer's exclusive control of his communications over Cooperative-provided facilities, and of the other uses for which Cooperative facilities may be furnished, and because errors incident to the service and the use of facilities are unavoidable, the services and facilities furnished by the Cooperative are subject to the terms, conditions and limitations specified herein.

2. The Cooperative's failure to provide or maintain facilities under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Cooperative's control, subject to the interruption allowance provisions by this tariff.

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GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Cooperative (Continued)

3. Defacement of Premises - No liability shall attach to the Cooperative by reason of any defacement or damage to the customer's premises resulting from the existence of the Cooperative's facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the sole negligence of the Cooperative or its employees.

4. Errors - The Cooperative's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer or any others, for damages arising from errors or omissions in the making up or printing of its directories or in accepting listings as presented by customers or prospective customers, the Cooperative's liability, if any, shall not exceed one-half the amount paid for local exchange service during the period covered by the directory in which the error or omission occurred, or $500 whichever is less. For listings furnished at additional charge, the Cooperative's liability shall not exceed the amount of such additional charge during the period covered by the directory or during the period that the directory assistance records remain in error after notice to the Cooperative by the subscriber. The Cooperative may discharge its liability for errors or omissions by abatement or refund, or by a combination of abatement and refund.

5. Interruptions of Service - In the event a customer's service is interrupted by other than the negligence or willful act of the customer, and it remains out of order for twenty-four (24) hours or longer after access to the premises is made available and after being reported to be out of order, upon request by the customer appropriate adjustments or refunds shall be made. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the customer shall be the pro rata part of the month's flat-rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for telephone service. No allowance for interruption of service will be made for any period in which such service interruption is caused by malfunction or failure of customer-owned equipment.

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GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Cooperative (Continued)

6. Indemnification - The Cooperative's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer or by any others, the customer indemnifies and holds harmless the Cooperative against claims, losses or suits for injury to or death of any person, or damage to any property which arises from:

   a. the use, placement or presence of the Cooperative's facilities on the customer's premises; or

   b. mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the cooperative.

   Further, the customer indemnifies and holds harmless the Cooperative against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the Cooperative's facilities or the use thereof by the customer; against claims for infringement of patents arising from, combining with, or using in connection with, facilities furnished by the Cooperative and apparatus, equipment, and systems provided by the customer; and against all other claims arising out of any act or omission of the customer in connection with the services or facilities provided by the Cooperative.

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GENERAL RULES AND REGULATIONS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Cooperative (Continued)

7. Liability - The Cooperative's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring during provision of telephone service, the Cooperative's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this tariff as an allowance for interruptions. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer or authorized user, or joint user, or which arise from the use of customer-provided premises equipment shall not result in the imposition of any liability whatsoever upon the Cooperative.

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GENERAL REGULATIONS (Cont'd)

(M)

V. KENTUCKY TELECOMMUNICATIONS RELAY SERVICE FOR HEARING-IMPAIRED OR SPEECH-IMPAIRED PERSONS **(T)**

A. Regulations

Pursuant to KPSC Administrative Case No. 333 and 372, a monthly surcharge shall be imposed on all local exchange access lines to fund the Kentucky Telecommunications Relay Service. This service provides telephone communications between deaf and hearing / speech-impaired customers who use telecommunications devices for the deaf and customers who use standard voice telephones.

B. Surcharge Rate

1. Recovery of state costs associated with the Telephone Relay Service ("TRS") and Telecommunications Access Program ("TAP") is based on a fixed monthly charge per access line.

2. For purposes of application of the surcharge, access lines are defined as facilities that provide access to and from the telecommunications network for toll service and for local calling. WATS, Remote Call Forwarding, Radio Common Carriers, InterLATA Foreign Exchange Lines, Private Line Services, Mobile, Other Common Carriers, and Company Official Accounts are excluded from this category.

3. The monthly surcharge will appear in customer invoices labeled "TRS/TAP Surcharge."

The monthly surcharge amount is as follows:
Per access line

	Monthly Recurring Charge	
	Billed prior to June 1, 2009	Billed Effective June 1, 2009
TRS	$0.07	$0.02
TAP	$0.02	$0.02
TRS / TAP Surcharge	$0.09	$0.04

(M)

Material appearing here previously appeared as 4th Revised Sheet No. 10, Section 7. Material previously on this page has been moved to Original Sheet No. 4.

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Keith Gabbard, General Manager

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SERVICE CHARGES

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SERVICE CHARGES

I. GENERAL

Service Charges are in addition to all other rates and charges that may be applicable for services provided by the Cooperative. Service Charges apply in addition to installation and construction charges incurred because of unusual costs encountered in the provision of service.

A. Categories of Service Charges

The work functions required to establish, add to, move or change telephone service for a business or residence class of service customer are classified by type of service charge as follows:

(C)

Service Order Charge – a charge for work performed with the processing of a service order activity for which no other service charge applies.

Line Connection Charge – a charge for work which includes, but is not limited to, establishing exchange service with or without a dispatch of a technician to the customer's premises.

(C)

Outside Move Charge – a charge for work performed with moves of service locations at the customer's request.

(D)
(D)
(C)

Trip Dispatch / Trouble Isolation Charge applies when a service outage or other trouble report, is submitted by the subscriber or the subscriber's agent and the trouble is isolated to non-Cooperative equipment, or, if the subscriber or agent requests a support service, such as line tagging, and the Cooperative is required to dispatch a technician to complete the service request.

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SERVICE CHARGES

I. GENERAL (Continued)

A. Categories of Service Charges (Continued)

6. Returned Check Charge - a charge made to customer's for each returned check or moneys not honored by a bank or depository.

7. Membership Fee - applies to the collection of a membership fee to the Cooperative upon the customer's initial application for service.

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SERVICE CHARGES

I. GENERAL (Continued)

B. Rules

(D)

1.

2.

(D)

3. Charges specified in this Section do not apply to services furnished under the concurrence provisions of this tariff. These services may include, but are not limited to, WATS access lines and access line extensions, and all private line services and channels and access services provided. Nonrecurring charges for these services are stated as exceptions or additions to concurring provisions of this Tariff.

4. Changes in the locations of existing services to different premises, or to additional points of termination or to points outside the customer's premises are considered new installations for purposes of this Tariff.

(N)

5. The Company performs work only during normal working hours from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays. All work performed during other than normal hours at the customer's request may be provided at the sole discretion of the Company at rates based on time and material costs.

6. Additional installation or other non-recurring charges indicated elsewhere in this Tariff may be required.

(N)

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SERVICE CHARGES

I. GENERAL (Continued)

B. Rules (Continued)

7. The service charges described in this tariff are not applicable for: **(T)**

a. Normal maintenance and repair of the Company's equipment and service.

b. Deregulated connection of telephone sets or other terminal equipment by the customer when no line connection or central office access work is required. Such services will be subject to the company's deregulated fees.

(N)

c. Conversion of existing service to or from Lifeline Service.

d. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.

(N)

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SERVICE CHARGES

II. APPLICATION OF CHARGES

A. Service Order Charge

(C)

The Service Order Charge applies for the handling and implementation of any customer-requested service order activity associated with services provided under this Tariff for which no other applicable non-recurring or other installation fee applies. Such work includes, but is not limited to, changes in directory listings, additions, deletions or modifications of features associated with services, or temporary suspension of service.

One Service Order Charge applies per distinct service order processed regardless of the number of activities requested on the Service Order.

B. Line Connection Charge

The Line Connection Charge applies for the installation of exchange service with or without the dispatch of a Cooperative technician. The Line Connection Charge applies per exchange line ordered. When two or more segments of a local private line or an off premise access are line bridged in the central office, one Line Connection Charge will apply for each leg of the circuit.

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SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

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C. Outside Move Charge

The Outside Move Charge is applicable for work performed by the Cooperative involving:

a. transfer of lines or Cooperative-provided equipment from one building to another building;

b. a move of a customer's portable structure containing telephone service;

c. transfer of lines from one premises to another in the same building, e.g., one apartment to another apartment, one office or suite of offices to another office or suite of offices.

(M)
(N)

D. Trip Dispatch / Trouble Isolation Charge

The Trip Dispatch fee applies when the Cooperative dispatches a technician at the request of the customer or his agent for purposes of assisting the customer with service issues, include tagging of working service, which are specific to the needs of the customer but not necessary for the installation, maintenance, or operation of the service provided by the Cooperative.

The Trouble Isolation charge applies when the Cooperative receives a repair or maintenance request from the customer and trouble is subsequently isolated to the non-Company equipment.

(N)

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SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

(N)

E. Returned Check Charge

Returned Check Charge applies for each returned check or moneys not honored by a bank or depository as being immediately available at the time they are remitted by the Cooperative. The Returned Check Charge applies in addition to late fees or service reconnection fees that may result from failure to timely pay an invoice.

F. Membership Fee

Membership fee applies for the initial establishment of a membership qualifying service and entitles the subscriber to membership in the cooperative for the life of the member.

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SERVICE CHARGES

III. SCHEDULE OF CHARGES

(C)

	Residential	Business
Service Connection Charge *	$25.00	$25.00
Line Connection Charge	$25.00	$25.00
Outside Move Charge	$25.00	$25.00
Trip Dispatch /Trouble Isolation Charge	$25.00	$25.00
Returned Check Charge	$25.00	$25.00
Membership Fee	$10.00	$10.00

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* Waived for the service activity associated with optional calling features. **(N)**

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SERVICE CHARGES

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SERVICE CHARGES

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SERVICE CHARGES

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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PUBLIC SERVICE COMMISSION
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By: Keith Gabbard, Manager

Keith Gabbard

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

I. SPECIAL CHARGES

A. Applications

Special charges may be applied in addition to the usual service connection charges and monthly rates. Special charges apply primarily when unusual investment or expense will be incurred by the Cooperative. Special charges will apply when:

1. conditions require or the customer request the provision of special equipment or unusual or nonstandard methods of plant construction, installation or maintenance or a move of Cooperative facilities;

2. the customer's location requires the use of costly private right-of-way; and

3. the proposed service is of a temporary nature, and the plant to be placed would not be useful to the Cooperative in the general conduct of its business after that service was discontinued.

B. Customer Requirements

1. Temporary Construction - The customer shall be charged the estimated cost of construction and removal of the plant which would not be of value to the Cooperative, less the estimated net recovery value of the material used. The Cooperative may require the customer to pay the cost of construction plus the cost of removal, less salvage, for temporary construction performed in advance of permanent construction or to provide temporary service.

2. The Cooperative shall retain title to all plant constructed, as specified within this tariff, provided wholly or partially at a customer's expense.

3. When attachments are made to poles of other companies, instead of providing construction for which the customer would be charged under the provisions of this section, the customer shall pay the Cooperative's cost for such attachments.

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I. SPECIAL CHARGES (Continued)

B. Customer Requirements (Continued)

4. The customer is required to pay the construction charges made by another telephone company providing facilities to connect with the facilities of the Cooperative.

II. LINE EXTENSIONS

The Cooperative will make an extension of 750 feet or less, free of charge, from existing plant facilities to provide service to applicants who shall apply for and contract to use the service for up to one (1) year and guarantee payment for the service.

The Cooperative will furnish adequate telephone service to the largest practicable number of customers in its certificated service area on the basis of the following conditions:

A. Conditions for Line Extension Charges

1. Until the Cooperative has extended service to the number of customers specified in its most current loan agreement with the Rural Utilities Service (RUS), the Cooperative's policy is to extend its distribution plant to furnish service to an applicant within its service area without requiring a construction charge.(1)

2. Once the Cooperative has extended service to the number of customers specified in its most current loan agreement with the RUS, a new applicant for service may be required to pay a contribution to the cost of construction.

(1) Special construction charges may apply as outlined in Part III following.

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II. LINE EXTENSIONS (continued)

A. Conditions for Line Extension Charges (Continued)

3. If an applicant for service was not included in the latest area coverage survey specified by RUS, then the applicant is required to pay the cost of construction in excess of seven (7) times the applicant's estimated annual local service revenues.

4. Drop wire less than 300 feet in length which connects the Cooperative's facilities to the customer's premises is not considered a line extension. However, placement of facilities that require a permit for a road or railroad crossing will be classified as line extension.

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II. LINE EXTENSIONS (Continued)

B. Rules for Line Extension Charges

1. All costs will be computed on a current basis, and material cost will be computed on the basis of the extension of the minimum sized cable used by the Cooperative to the applicant.

2. The Cooperative will determine the type of cable plant extension required on the basis of current and projected conditions and estimate the cost accordingly.

3. The Cooperative will explain any construction cost options available (i.e. rebate to the customer and sharing of construction costs either with the Cooperative or other applicants.) When applicable, the construction charge for line extensions is apportioned equally among all applicants of a group. Each customer receiving service under such extension will be reimbursed under the following plan: Each year for a refund period of not less than ten (10) years, the Cooperative will refund to any customer who paid for the excessive footage cost of 750 feet of the extension in place for each additional customer connected to the extension installed and not to exceed the amount paid to the utility. After the refund period ends, no refund will be required.

4. Applicants may be required to make advance payments to cover all or a portion of the excess construction charges for exchange service or special service arrangements when in the Cooperative's judgement there is evidence of credit risk. A cash deposit may also be required as specified in Section 7, General Rules and Regulations, Part III, Paragraph F. on Deposits.

5. Payments for line construction are not refundable, and no credit will be allowed for future installations on line extensions constructed under the above regulations.

6. Requests for line extensions will be completed within 90 days unless materials or facilities necessary are unavailable or other situations exist that are beyond the control of the Cooperative. If service will be delayed in excess of 90

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II. LINE EXTENSIONS (Continued)

B. Rules for Line Extension Charges (Continued)

6. (Continued)

days for the above mentioned reasons, the Cooperative will inform the customer of the new completion date as soon as possible but not later than 10 days after the delay is noted.

C. Poles on Private Property

The Cooperative will provide the poles on private property which are used in serving an individual customer at no cost to the customer except in cases where the customer is required to pay for constructing the line extension. Poles requested by the customer, in excess of those deemed necessary by the Cooperative, will be charged to the customer at the installed cost. Ownership and maintenance of such poles is vested in the Cooperative.

D. Provisions of Private Rights-of-Way

The Cooperative's obligation to provide service through line extension depends entirely on its ability to secure, retain and maintain suitable easements and rights-of-way without incurring unreasonable expense. The cost of obtaining easements and rights-of-way will be included in the total per foot cost of an extension, and will be apportioned among the utility and customer in accordance with the applicable extension regulation.

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III. SPECIAL CONSTRUCTION

A. Construction on Private Property

1. The Cooperative will furnish an average amount of entrance and distribution facilities, provided the facilities are of the standard type normally furnished for the particular location or kind of service.

2. If additional entrance or distribution facilities are required, or if conditions require special equipment, maintenance or methods of construction, if the installation is for a temporary purpose, or if for any other reason, the construction costs are excessive as compared with the revenue to be derived from the project, the applicant may be required to pay for costs over and above the costs applicable for a normal installation.

3. The customer will provide the Cooperative upon request and without charge written permission for the placement of the Cooperative's facilities on his property.

4. The customer is responsible for providing satisfactory entrance to the building and space for mounting any necessary network protection equipment.

B. Temporary Service

Where plant construction is required to provide any temporary service or facility, or where it is necessary to place temporary construction in advance of permanent construction in order to meet the customer's requirements, the Cooperative may require the applicant to pay the nonrecoverable costs of the temporary construction or to contract for service beyond the initial period, or both.

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III. SPECIAL CONSTRUCTION (Continued)

C. Service to Residential and Commercial Developments

The construction charges, allowances and provisions previously specified in this Section contemplate the extension of facilities into areas of normal growth and development. Where facilities are to be extended into new areas of residential or commercial real estate development which, in the Cooperative's opinion, are of a promotional or speculative nature, the Cooperative may require an advance payment equal to all or a portion of the costs of such construction, depending on the circumstances in each case. This advance payment will be payable prior to the start of construction.

1. The Cooperative and the developer may enter into a contractual agreement that provides for the periodic refund of portions of the deposit as customers in the development receive telephone service, and other terms of the contract are met. The contract will specify the estimated number of telephone customers expected to receive service within the area and the time required to complete the project (not to exceed ten years). The contract will provide that the construction charge be recomputed to reflect regular tariff allowances, design changes made by the developer, damage to telephone facilities by persons other than Cooperative employees or agents or unusual construction requirements. Periodic refunds to the developer will be adjusted accordingly.

2. The applicant for telephone service to a development is required to provide the Cooperative, at his own expense, the necessary easements for installation and maintenance of telephone facilities, clear the ground where facilities are to be installed according to Cooperative specifications and request installation of telephone facilities at an appropriate time during construction of the project to avoid unnecessary costs to the Cooperative.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

III. SPECIAL CONSTRUCTION (Continued)

D. Underground Service Connections

When a customer requests that underground service connections be installed instead of aerial facilities which would ordinarily be used, or when aerial facilities are used to provide service, and the customer subsequently requests that facilities be placed underground, the following regulations apply:

1. the customer shall pay the cost on constructing and maintaining underground conduits which will be built according to Cooperative specifications;

2. any ducts required in the underground conduit by the Cooperative to furnish service shall be reserved for its exclusive use;

3. if a customer requests that cable be installed in a trench, the trench shall be constructed and back filled under the Cooperative's supervision at the customer's expense;

4. the Cooperative will maintain and replace cable installed in conduit where the Cooperative has inspected and approved the conduit. The Cooperative will repair or replace cable in conduit or trench necessitated by damage caused by the customer or his representatives, only at the customer's expense; and

5. the Cooperative may replace existing aerial facilities with underground facilities in connection with planned projects or during its normal operations. If a customer requests the removal and replacement of existing aerial facilities with underground facilities prior to the time of normal replacement, the customer will be responsible for the expense incurred by the Cooperative in making the replacement.

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IV. SPECIAL SERVICE ARRANGEMENTS

A. General

1. If a customer's requirements cannot be met by regular service arrangements, the Cooperative will provide, where practical, special service arrangements at charges equal to the estimated cost of furnishing such facilities. These special service arrangements will be provided if the provision of such arrangements is not detrimental to any other services furnished under the Cooperative's tariffs.

2. If any type of qualifying special assembly device is subscribed to by more than three (3) customers, the Cooperative shall file the offering as a general service offering in the appropriate tariff section.

B. Rates and Charges

1. Rates for special service arrangements are equivalent to the estimated costs of furnishing the special service arrangements.

2. Estimated costs, which consist of an estimate of the total cost to the Cooperative of providing the special service arrangement, may include the following:

   a. cost of maintenance;

   b. cost of operation;

   c. depreciation on the estimated installed cost of any facilities used to provide the special service arrangement based on anticipated useful service life less estimated net salvage value;

   d. general administration expenses, including taxes on the basis of average charges for these items;

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

IV. SPECIAL SERVICE ARRANGEMENTS (Continued)

B. Rates and Charges (Continued)

2. Estimated costs, which consist of an estimate of the total cost to the Cooperative of providing the special service arrangement, may include the following: (Continued)

   e. any other item of expense associated with the particular special service arrangement; and

   f. an amount, computed on the estimated installed cost of the facilities used to provide the special service arrangement, for return on investment.

3. The estimated installed cost described above will include the costs of equipment and materials provided or used, plus estimated labor costs, including the cost of installation, engineering, supervision, transportation, rights-of-way, in addition to other items chargeable to the capital accounts.

4. Special service arrangement rates are subject to revision depending on changing costs.

5. If and when a special service arrangement becomes a tariffed offering, the tariffed rate or rates will apply from the date of tariff approval.

6. The following rate treatments may be used in connection with charges for special service arrangements:

   a. monthly rental or termination agreement with or without an installation charge; and

   b. installation charge only.

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V. OTHER REGULATIONS

Line extensions and special service arrangements are further subject to the regulations specified in the tariffs of this Cooperative, as they now exist, and any revisions, additions or supplements which may be made in the future.

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CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

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CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

I. GENERAL PROVISIONS

Terminal equipment, inside wiring and communications systems may be connected at the customer's premises to telecommunications services furnished by the Cooperative in accordance with the provisions of this Section. Telecommunications services include local exchange service, Long Distance Message Telecommunications Service (LDMTS), Wide Area Telecommunications Service (WATS), and Access Service.

A. Responsibility of the Customer

1. The customer shall be responsible for the installation, operation and maintenance of any terminal equipment, inside wiring, or communications systems. No combinations of terminal equipment or communications systems shall require change in or alteration of the Cooperative's equipment or services, cause electrical hazards to Cooperative personnel, damage to Cooperative equipment, malfunction of Cooperative billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system. Upon notice from the Cooperative that terminal equipment or communications systems are causing hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to correct the problem.

2. Service Charges

   a. If a Cooperative employee makes a repair visit to the customer's premises where the service difficulty may result from the use of terminal equipment, inside wiring or a communications system, the customer shall be responsible for payment of a Maintenance Service Charge as shown in Section 2 of this tariff.

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CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

I. GENERAL PROVISIONS (Continued)

A. Responsibility of the Customer (Continued)

2. Service Charges (Continued)

   b. If customer-provided premises wiring or communications systems fail acceptance tests monitored by, or participated in by the Cooperative, as provided in Section 68.215 of the Federal Communications Commission's (FCC) Code, and/or if the wiring has been shown to be not in conformance with the information provided in the affidavit as specified in Section 68.215, and/or if the wiring has caused harm to the network, the customer shall agree to pay the Cooperative an amount based on the costs of activities performed by its employees.

3. The customer shall provide all electrical power necessary for the operation of terminal equipment, communications systems and associated wiring to the point of interconnection with the telephone network.

4. Customers providing their own premises equipment shall reimburse the Cooperative for the cost of damages or changes requested by the customer to facilities or equipment of the Cooperative caused by the negligence or willful act of the customer or resulting from improper use of Cooperative facilities, or due to malfunction of any facilities or equipment provided by other than the Cooperative.

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CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

I. GENERAL PROVISIONS (Continued)

B. Responsibility of the Cooperative

1. The Cooperative shall not be responsible for the installation, operation or maintenance of any terminal equipment, inside wiring or communications system. Telecommunications services are not represented as adapted to the use of terminal equipment or communications systems. Where terminal equipment or communications systems are used with telecommunications services, the responsibility of the Cooperative shall be limited to the furnishing of service components suitable for telecommunications services and to the design, maintenance and operation of service components in a manner proper for such services. Subject to this responsibility, the Cooperative shall not be responsible for (1) the through transmission of signals generated by the terminal equipment or communications systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by terminal equipment or communications systems, or (3) address signaling where such signaling is performed by signaling equipment.

2. The Cooperative will, at the customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with telecommunications services.

3. The Cooperative may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with part 68 of the FCC Rules. If such changes can be reasonably expected to render any customer's premises equipment incompatible with telecommunications services, require modification or alteration of such premises equipment, or otherwise materially affect its use or performance, the customer will be given adequate notice, in writing, to allow the customer an opportunity to maintain uninterrupted service.

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CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

I. GENERAL PROVISIONS (Continued)

C. Liability of the Cooperative

1. The Cooperative will not be held responsible for any loss or damage, nor for any impairment or failure of service, arising from or in connection with the use of customer-provided premises equipment and not caused solely by the negligence of the Cooperative.

2. The Cooperative will not be held liable for damages arising out of injuries to persons or property from voltages or currents transmitted over the facilities of the Cooperative caused by customer-provided premises equipment.

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CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

I. GENERAL PROVISIONS (Continued)

E. Violation of Regulations

When any premises equipment is used with telecommunications services in violation of any of the provisions in this Section, the Cooperative will take such immediate action as necessary for the protection of the telecommunications network and its employees and will promptly notify the customer of the violation. The customer shall discontinue such use of the premises equipment or correct the violation and shall confirm in writing to the Cooperative within 10 days, following the receipt of written notice from the Cooperative, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use, to correct the violation or to give the required written confirmation to the Cooperative within the allotted time shall result in suspension of the customer's service until such time as the customer complies with this provision of the tariff.

II. CONNECTIONS OF REGISTERED EQUIPMENT

A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Registered terminal equipment, protective circuitry, and communications systems may be directly connected at the customer's premises to the telecommunications network, subject to Part 68 of the FCC Rules, Part I, as set forth in the Section preceding, and the following:

1. All combinations of registered equipment and associated nonregistered terminal equipment (including, but not limited to, wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the FCC Rules are continually satisfied.

   The Cooperative may discontinue service or impose other remedies, as provided for in Part 68, for failure to comply with these provisions.

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CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

II. CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems (Continued)

2. The customer shall not connect registered equipment to a Cooperative line if:

   a. the ringer equivalence of such equipment in combination with the total ringer equivalence of other equipment connected to the same line exceeds the allowable ringer equivalence as determined by the Telephone Cooperative; or

   b. the ringer type is not a ringer type designated by the Cooperative, as suitable for that particular line.

3. Unless the FCC grants a specific waiver or the equipment is located in hazardous or inaccessible locations (the exception described in Part II, Paragraph A.4. following), all connections of registered equipment to the Cooperative-provided services shall be made through FCC-registered standard jacks. However, in the case of registered communications systems, standard jacks may be wired in a nonstandard manner if wired in such a manner as to prevent hazard, damage, malfunction or degradation of service.

4. The required use of standard jacks is waived for registered equipment which is located in hazardous or inaccessible locations.

B. Premises Wiring Associated With Registered Communications Systems

Premises Wiring is wiring which connects separately-housed equipment entities or system components to one another, or wiring which connects an equipment entity or system component with the Cooperative's point of interconnection located at the customer's premises and not within an equipment housing.

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CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

II. CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

B. Premises Wiring Associated With Registered Communications Systems (Continued)

1. Fully-protected premises wiring is premises wiring which is either:

   a. no greater than 25 feet in length (measured linearly between the points where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used;

   b. a cord which complies with Paragraph a. preceding and which is extended once by a registered extension cord. Extension cords may not be used as substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure;

   c. wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that conforms to Part 68 of the FCC Rules; or

   d. electrically behind registered equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.

2. Protected premises wiring requiring acceptance testing for imbalance is premises wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages to the Cooperative's facilities.

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II. CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

B. Premises Wiring Associated With Registered Communications Systems (Continued)

3. Unprotected premises wiring is all other premises wiring. Customers who intend to connect premises wiring other than fully-protected premises wiring to the telephone network shall give advance notice to the Cooperative and comply with the procedures specified in Part 68 of the FCC Rules, or as otherwise authorized by the FCC.

4. The Cooperative may invoke extraordinary procedures as specified in Part 68 of the FCC Rules where one or more of the following conditions are present:

   a. Information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely.

   b. A failure has occurred during acceptance testing for imbalance.

   c. Harm has occurred, and there is reason to believe that this harm was a result of wiring operations performed under Part 68.

5. In addition, the Cooperative may monitor or participate in acceptance testing for imbalance, or may inspect other than fully-protected premises wiring installations as set forth in Part 68 of the FCC Rules.

C. Connections Involving National Defense and Security

In certain cases, Part 68 of the FCC Rules permits the connection of unregistered terminal equipment or communications systems to the telecommunications network, provided that the Secretary of Defense, the head of any other governmental department (having requisite FCC approval), or their authorized representative certifies in writing to the Cooperative that:

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II. CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

C. Connections Involving National Defense and Security (Continued)

1. the connection is required in the interest of national defense and security;

2. the equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or the Cooperative's employees; and

3. the work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

III. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS

A. Direct Connections

Grandfathered terminal equipment and communications systems, including protective circuitry, may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration and may be modified only in accordance with Part 68 of the FCC Rules, subject to the following conditions:

1. The customer shall notify the Cooperative when such grandfathered terminal equipment or communications systems are to be connected and shall notify the Cooperative when such grandfathered terminal equipment or communications systems are to be permanently disconnected. Such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment.

2. All such connections are made through FCC registered standard jacks.

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III. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)

A. Direct Connections (Continued)

3. All such connections shall comply with the minimum protection criteria set forth in Part 68 of the FCC Rules.

4. Premises wiring shall conform to Part 68 of the FCC Rules.

5. No changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer.

6. Additions to grandfathered communications systems may be made without registration of any additional equipment involved if:

   a. equipment to be added is being reconnected, i.e., was previously directly connected prior to January 1, 1980, in accordance with the Cooperative's tariffs, and

   b. such additions comply with the provisions of Part III Paragraph A.1. through 5. preceding.

7. Additions of registered equipment to grandfathered communications systems are subject to the provisions of Part II preceding.

B. Connections Through Grandfathered Connecting Arrangements

1. Grandfathered connections of terminal equipment and communications systems (as defined in Section 8) may remain connected and may be moved and reconnected for the life of the equipment and may be modified only in accordance with Part 68 of the FCC Rules.

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CONNECTIONS OF CUSTOMER-PROVIDED PREMISES EQUIPMENT

III. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)

B. Connections Through Grandfathered Connecting Arrangements (Continued)

2. All terminal equipment and communications systems must comply with the following minimum protection criteria:

   a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt when averaged over any three-second interval. To insure that this limit is not exceeded, the power of the signal which may be applied by the equipment to the Cooperative's point of interconnection located on the customer's premises will be specified for each customer location, but in no case shall it exceed one milliwatt.

   b. To protect other services, it is necessary that the signal which is applied by the equipment to the Cooperative's point of interconnection located on the customer's premises comply with the limits specified in Part 68 of the FCC Rules.

C. Modifications To Systems and Installations Involving Unregistered Equipment Are Covered As Follows:

The use of other than fully-protected premises wiring is considered a modification under Part 68 of the FCC Rules. As an exception to the general requirement that no modification is permitted to unregistered equipment whose use is permitted under Part 68, certain modifications are authorized by Part 68. Other than fully-protected premises wiring may be used if it is qualified in accordance with the procedures and requirements specified in Part 68.

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III. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Continued)

C. Modifications To Systems and Installations Involving Unregistered Equipment Are Covered As Follows: (Continued)

Existing separate, identifiable and discrete protective apparatus may be removed, or replaced with apparatus of lesser protective function, provided that any premises wiring to which the telephone network is thereby exposed conforms to FCC requirements. Minor modifications to existing unregistered equipment are authorized to facilitate installation of premises wiring, so long as these minor modifications are performed under the responsible supervision and control of a person who complies with the FCC requirements.

IV. CONNECTIONS OF EQUIPMENT NOT SUBJECT TO PART 68 OF THE FCC RULES

Terminal equipment and communications systems not registered nor grandfathered in accordance with Part 68 of the FCC Rules and Regulations may be connected to the network pursuant to the tariff provisions in effect prior to October 17, 1977, requiring the use of a network control signaling unit and connecting arrangement, or customer-provided protective circuitry registered in accordance with Part 68 of the FCC Rules and Regulations.

The terminal equipment and communications systems must comply with the minimum protection criteria set forth in Part 68 of the FCC Rules.

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