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BEFORE THE ARIZONA CORPORATION COMMISSION

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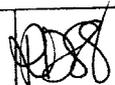
KRISTIN K. MAYES  
Commissioner

GARY PIERCE  
Commissioner

Arizona Corporation Commission

DOCKETED

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In the Matter of the Application of Navigator )  
Telecommunications, LLC for a Certificate )  
of Convenience and Necessity to Provide )  
Resold and Facilities-Based Local Exchange )  
Telecommunications Services )

Docket No. T-20398A-06-0346

SUPPLEMENT TO APPLICATION

Navigator Telecommunications, LLC ("Navigator") files this Supplement to propose amendments to its original proposed tariff filed on May 26, 2006. Attached as Exhibit A to this filing is the revised Tariff. Navigator requests that this revised tariff be approved as part of its Application in this proceeding.

RESPECTFULLY SUBMITTED this 19th day of January, 2007.

LEWIS AND ROCA LLP

Thomas H. Campbell  
Michael T. Hallam  
40 North Central Avenue  
Phoenix, AZ 85004

Attorneys for Navigator Telecommunications,  
LLC

1 ORIGINAL and thirteen (13) copies  
2 of the foregoing filed  
3 this 19th day of January 2007, with:

4 The Arizona Corporation Commission  
5 Utilities Division – Docket Control  
6 1200 W. Washington Street  
7 Phoenix, Arizona 85007

8 Copy of the foregoing hand-delivered  
9 this 19th day of January, 20007, to:

10 Maureen Scott  
11 Legal Department  
12 Arizona Corporation Commission  
13 1200 W. Washington Street  
14 Phoenix, Arizona 85007

15 Armando Fimbres  
16 Utilities Division  
17 Arizona Corporation Commission  
18 1200 W. Washington Street  
19 Phoenix, Arizona 85007

20 Amy Bjelland, Administrative Law Judge  
21 Hearing Division  
22 Arizona Corporation Commission  
23 1200 W. Washington Street  
24 Phoenix, Arizona 85007

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26  
  
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COMPETITIVE TELECOMMUNICATIONS SERVICE

TARIFF SCHEDULE APPLICABLE TO

LOCAL EXCHANGE SERVICES

WITHIN THE STATE OF ARIZONA

FOR

NAVIGATOR TELECOMMUNICATIONS, LLC.

Issued by:

Louis F. McAlister, President  
Navigator Telecommunications, LLC.  
8525 Riverwood Park Drive, P.O. Box 13860  
North Little Rock, AR 72113-0860  
(501) 954-4000

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By Louis F. McAlister, President  
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**Check Page**

The Title Page and pages listed below of this tariff are effective as of the date shown. Revised sheets contain all changes from the original tariff that are in effect as of the date indicated.

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<sup>®</sup>	Service Mark of Qwest Communications International, Inc.	

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<sup>SM</sup> Service Mark of Qwest Communications International, Inc.  
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### **SYMBOLS**

The following symbols are used for the purposes indicated below:

- D** - Indicates Discontinued Rate or Regulation.
- I** - Indicates Rate Increase.
- M** - Indicates Move in Location of Text.
- N** - Indicates New Rate or Regulation.
- R** - Indicates Rate Reduction.
- T** - Indicated Change of Text Only but No Change in Rate or Regulation.
- C** - Indicates Changed Regulation.
- S** - Indicates Reissued Matter.

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**TARIFF FORMAT**

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially by section. However, new Pages are occasionally added to the Tariff. When a new Page is added between Pages already in effect, a decimal is added. For example, a new Page added between Pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current Page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Consult the Check Page for the Page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:
- 2
  - 2.1
  - 2.1.1
  - 2.1.1.A
  - 2.1.1.A.1
  - 2.1.1.A.1.(a)
  - 2.1.1.A.1.(a).I
  - 2.1.1.A.1.(a).I.(i)
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- D. Check Pages** - When a Tariff filing is made with the Arizona Corporation Commission, an updated Check Page accompanies the Tariff filing. The Check Page lists the Pages contained in the Tariff, with a cross-reference to the current revision number. When new pages are added, the Check Page is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on the check Page if these are the only changes made (i.e., the format, etc. remain the same), just revised revision levels on some pages. The Tariff user should refer to the latest Check Page to determine if a particular Page within the Tariff is the most current on file with the PSC.

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**LIST OF WAIVED STATUTES AND REGULATIONS**

Reserved for future use.

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**TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** – A connection of the Customer to a switching center or point of presence.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

**Business Service** – Exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, fraternal lodges, churches, clubs, other organizations of a similar nature and individuals practicing a profession or operating a business who have no offices other than their residence and where the use of service is principally or substantially of a business, professional or occupational nature.

**Central Office** – An operating office where connections are made between telephone exchange lines.

**Commission** – Arizona Corporation Commission.

**Company** - Whenever used in this tariff, "Carrier" or "Company" refers to Navigator Telecommunications, LLC. unless otherwise specified or clearly indicated by the context.

**Customer** - The person, firm, corporation, or other entity which orders, cancels, amends, or uses service and is responsible for payment of charges and compliance with all terms of the Company's Tariff.

**Exchange** – An exchange is a specified area established for the furnishing of communication service. It usually embraces a city, town, village, or unincorporated community and environs thereto and may consist of one or more central offices, together with the associated plant used in furnishing service within that area.

**Exchange Access Line** - Serving central office line equipment and all LEC plant facilities up to and including the LEC provided Standard Network Interface. These facilities are LEC provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer. These lines are subject to non-recurring charges, as shown in Section 3 of this tariff.

**ILEC** - The Incumbent Local Exchange Carrier.

**Installation Charge or Rate** – A nonrecurring charge made to cover all or a portion of the cost associated with the installation or move of communication facilities.

**LATA** – Local Access and Transport Area. The area within which the Company provides local and long distance (intraLATA) service. For call to numbers outside this area (interLATA) service is provided by long distance companies.

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**TECHNICAL TERMS AND ABBREVIATIONS, CONT.**

**LEC** - Local Exchange Carrier.

**Local Call** – A call that, if placed by a customer over the facilities of the Company, is not rated as a toll call.

**Local Calling Area** – The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

**Local Exchange Services** - Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

**Local Service** – Telephone exchange service within a local calling area.

**Message Rate Service** – A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

**Non-recurring Charge (NRC)** – The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**Person-to-Person Calling** - An operator-assisted service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department or office to be reached through a PBX attendant. Charges may be billed to the called party, a third number, a credit card, a calling card or designated third party station.

**Public Access Line Service** – Service-providing facilities for a customer owned coin operated telephone (“COCOT”).

**Public Safety Answering Point (PSAP)** – An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

**Rate Center** – A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

**Recurring Charges** – The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

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**TECHNICAL TERMS AND ABBREVIATIONS, CONT.**

**Resold Local Exchange Service** - A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carrier, in combination with Company provided usage services, miscellaneous services or interstate/international services.

**Service** - Any means of service offered herein or any combination thereof.

**Service Central Office** - The central office from which local service is furnished.

**Service Charges** - A nonrecurring charge associated with establishing or changing service.

**Service Order** - The request for Company services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the obligations of the parties as set forth herein and pursuant to this tariff.

**Station-to-Station Calling** - A service whereby the originating End User requests operator assistance to place or bill the call. Calls billed Collect, to a company issued Calling Card or to an authorized Credit Card are Operator-Station calls unless placed on a Person-to-Person basis. Automated Calling Card calls are not Operator-Station calls. Calls may be dialed with or without operator assistance. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

**Tariff** - The rates, charges, rules and regulations adopted and filed by the Company and approved by the Arizona Corporation Commission.

**Telephone Service** - A service that consists of local and/or toll service.

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### APPLICATION OF TARIFF

This Tariff contains the regulations and rates applicable to local exchange telecommunications services provided by Navigator to business and coin customers for telecommunication services between points within the State of Arizona. Navigator's services are furnished subject to the availability of facilities and subject to the terms and conditions of this Tariff.

The Company concurs in the rules, regulations and local calling areas applying to and governing non-residential Local Exchange telephone service (hereinafter referred to as Exchange Access Lines service) as defined in the tariffs of Qwest Corporation on file with and approved by the Arizona Corporation Commission, and in any amendments thereto as authorized by the Arizona Corporation Commission or applicable law. Rates and specific footnotes are set out in the following pages of this tariff. The Company reserves the right to cancel and make void the above statement, subject to requirements as may be ordered by the Arizona Corporation Commission, at any such time as it appears that such cancellation is in the best interest of the Company and/or its Customers

The rates and regulations contained in this Tariff apply only to the services furnished by the Company and do not apply to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of Company.

This tariff is on file with the Arizona Corporation Commission. In addition, this tariff is available for review at the main office of Navigator Telecommunications, LLC. at 8525 Riverwood Park Drive, North Little Rock, Arkansas 72113.

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**SECTION 1 – RULES AND REGULATIONS**

**1.1 Undertaking of Navigator Telecommunications, LLC.**

Navigator Telecommunications, LLC. services offered pursuant to this Tariff are furnished for Local Exchange Service among specified points within a Local Calling Area. Navigator Telecommunications, LLC. will offer these services through both resale and facilities-based arrangements.

Navigator Telecommunications, LLC. may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Commission's rules and orders, when authorized by the Customer, to allow connection of a Customer's location to the Navigator Telecommunications, LLC. network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.

**1.2 Limitations**

- 1.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this Tariff.
- 1.2.2 Navigator Telecommunications, LLC. reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of the law.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.2 Limitations, cont.**

- 1.2.3 The Company does not undertake to transmit messages, and will not be liable for errors in transmission or for failure to establish connections.
- 1.2.4 All facilities provided under this Tariff are directly controlled by the Company and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 1.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

**1.3 Use**

Services provided under this Tariff may be used for any lawful purpose for which the service is technically suited.

**1.4 Liabilities of the Company**

- 1.4.1 Navigator Telecommunications, LLC's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 1.4.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission or defect in any service, facility or transmission provided under this Tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.4 Liabilities of the Company, cont.**

1.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, tradename, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this Tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by the negligence of the Company.

1.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

1.4.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service, which is not the direct result of the Company's negligence.

1.4.6 The Company shall not be liable for and the Customer shall indemnify and hold the Company harmless against any claims for loss or damages involving:

Changes in any of the facilities, operations or procedures of the Company that: (1) render equipment, facilities or services provided or utilized by the User obsolete; (2) require modification or alteration of such equipment, facilities or services; or (3) affect use or performance of such equipment, facilities or services except where reasonable notice is required by the Company and is not provided to the Customer.

Any wrongful act of a Company employee where such act is not authorized by the Company and is not within the scope of the employee's responsibilities for the Company;

Any representations made by a Company employee that do not comport with or that are inconsistent with the provisions of this Tariff.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.5 Application of Rates**

1.5.1 Business rates as described in Section 3 apply to service furnished:

- A. In office buildings, stores, factories and all other places of a business nature;
- B. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
- C. At any location when the listing or public advertising indicates a business or a profession;
- D. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;

1.5.2 The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.6 Telephone Number Changes**

When a business customer requests a telephone number change, the referral period for the disconnected number is 180 days.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer. A change of a telephone number initiated by the customer is subject to a maximum charge of \$82.50. The current charge is shown in Section 6 of this tariff. No charge applies if the change is due to annoyance calls.

**1.7 Dishonored Checks**

The Company reserves the right to assess a maximum return payment charge of \$35.00 whenever a check or draft presented for payment of service is not accepted by the institution upon which it is written.

**1.8 Deposits**

The Company will not require a deposit from its business customers.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.9 Termination of Service – Company Initiated**

**1.9.1 Suspension or Termination of Service**

- A. Suspension/termination notices may not be issued until at least 25 days after the date of the bill. Bills must be mailed to the customer no later than 6 business days after the date of the bill.
- B. After issuing a written notification, at least one attempt shall be made during non-working hours to contact the customer by telephone before the scheduled date of suspension/termination.
- C. Suspension/termination may occur only between 8:00 AM and 7:30 PM on Monday through Thursday, and between 8:00 AM and 3:00 PM on Friday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 1.
- D. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.9 Termination of Service – Company Initiated, cont.**

**1.9.2 Reasons for Termination**

The Company may terminate service, with notice, for the following reasons:

- A. Nonpayment - Any sum due the Company beyond the payment date, except unpaid 976/676 charges.
- B. Abandonment - In the event of the abandonment of the service.
- C. Obscenities - Use of foul or profane language over the lines of the Company.
- D. Abuse
  - 1. Use of service that interferes with another customer's service or that is used for any purpose other than communication.
  - 2. Directory Assistance to obtain a customer's listed name, address or telephone number for any purpose other than to facilitate the making of a telephone call shall constitute an abuse of the service.
- E. Full Toll Denial
  - 1. When a customer fails to pay outstanding charges billed by the Company for Long Distance Message Telecommunications (MTS) calls but excluding 900-type services, all MTS service (e.g., 0+, 1+ including 900-type services, 0-, 10XXX), may be denied (Full Toll Denial), where Company facilities are capable of providing Full Toll Denial. Where Company facilities do not permit Full Toll Denial, the Company may deny all service.
  - 2. Full Toll Denial includes the denial of third number billed, collect, and calling card calls. If the customer's primary exchange access line service remains connected, MTS will be reestablished only upon the payment of all outstanding MTS charges, and the MTS Restoration Charge shown in Section 1.9.6 below.
- F. The Company shall terminate service in accordance with Commission rules and where required by specific order of the Commission.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.9 Termination of Service – Company Initiated, cont.**

**1.9.3 Exceptions to Termination for Nonpayment**

Telephone service shall not be suspended or terminated for:

- A. Nonpayment of bills rendered for charges other than telephone service;
- B. Nonpayment for service for which a bill has not been rendered;
- C. Nonpayment for service which have not been rendered;
- D. Nonpayment of any billed charge which is in dispute before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill if the customer does not pay the undisputed portion after being asked to do so.

**1.9.4 Verification of Nonpayment**

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered unless:

- A. The Company has verified, in a manner approved by the Arizona Corporation Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- B. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.9 Termination of Service – Company Initiated, cont.**

**1.9.5 Termination for Cause Other Than Nonpayment**

**A. General**

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

1. In the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
2. If, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. In the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
4. In the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification. See Section 1.11 regarding Deferred Payment Agreements.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.9 Termination of Service – Company Initiated, cont.**

**1.9.5 Termination for Cause Other Than Nonpayment, cont.**

B. Prohibited, unlawful or improper use of the facilities or service includes, but is no limited to:

1. Use of Company facilities or service without payment of charges shown in this tariff;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. Use of the service in a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
6. Permitting fraudulent use.

C. Abandonment or Unauthorized Use of Facilities

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.
2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:
  - a. No charge shall apply for the period during which service had been terminated, and
  - b. Reconnection charges will apply when service is restored. However, no charge is assessed for reconnection if the service was terminated due to a Company error.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.9 Termination of Service – Company Initiated, cont.**

1.9.6 Nonrecurring Charge for Restoral of Service

A. A nonrecurring charge will be applied to reestablish service if service is interrupted due to nonpayment of exchange service, toll service or other regulated charges, but an order providing for complete disconnection has not been completed. The following charge will be applied unless a charge for restoral of service is included in a specific service's section of the Tariff. Additionally, all charges up to the date of the suspension are due prior to restoral of service.

B. Once a disconnection order has been completed, service will be reestablished only upon the basis of a new application for service in addition to any charges for regulated services due up to the date of suspension.

	Maximum Nonrecurring Charge
Business	\$165.00

C. Where Full Toll Denial (see Section 1.9.2.E above) has been applied to a customer's account, and the customer's primary exchange access line service remains connected, MTS will be reestablished only upon the payment of all outstanding MTS charges. The following MTS Restoration Charge will apply:

	USOC NPAPL	Maximum Nonrecurring Charge
Per line		\$48.00

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.10 Temporary Suspension of Service – Customer Initiated**

**1.10.1 Suspension of Service**

Upon the request of the customer, exchange telephone service may be temporarily suspended as provided hereinafter.

- A. Any class of business service may be suspended except as specifically precluded elsewhere.
- B. Suspension of service may begin or terminate on any day of the month provided notice is given sufficiently in advance for arrangements to be made.
- C. Where service is suspended, persons calling the number of the suspended service are so informed where it is practicable to do so, and where the customer has so requested, are given the number of a station designated by the customer at which the customer may be reached or calls received. Arrangements for informing calling parties of the telephone number of a station at which the customer may be reached or calls received, are made with the understanding that the customer assumes all risks in connection therewith and that no liability attaches to the Company by reason of failure to complete a particular call.
- D. A suspension rate will be applicable throughout the period of suspension, except as specified in Section 1.10.2 and 1.10.3 as follows:
  - 1. Where the initial contract period is one month or longer, the suspension rate will not be applicable until after the service has been in effect at full rate for at least one month. Where the initial contract period is in excess of one month, the contract period will be extended by one-half of the period service is on suspension.
- E. If service is disconnected while on suspension and before the minimum period of one month in connection with suspension of all service, two months in connection with suspension of a portion of service) has elapsed, the customer will be charged for the minimum period at the suspension rate or charged for the actual number of days of service at the full rate whichever produces the lower charge.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.10 Temporary Suspension of Service – Customer Initiated, cont.**

**1.10.2 Suspension of all Service (SUS)**

- A. Suspension of the entire service of a customer is intended to meet the needs of those customers who desire to suspend their telephone service temporarily because generally then, and those whose use of the service is contemplated under the customer's application for service, are to be absent from the premises, but who wish to retain their directory listings and have the other benefits of suspension.
- B. Service will be disconnected to the extent necessary to assure that no inward or outward service will be available during the period of suspension.
- C. The suspension rate is applicable to all suspended facilities of the customer, whether the service consists of one, two or more access lines and extension lines, etc., except as specified below:
  - 1. In connection with access lines on separate premises, the suspension rate will be applicable to the service on each premises separately. Exchange Service Extension charges will be included in computing the suspension rate.
  - 2. In connection with customer service and PAL Service, the suspension rate will be applicable to the customer service and to each PAL Service separately.
  - 3. In connection with trunks from different exchanges or two or more access lines served from different exchanges, the suspension rate will be applicable to the service furnished from each exchange separately.
- D. In connection with suspension of all service, the suspension rate will not be applicable unless service is retained on suspension for one month or more.
- E. The suspension rate is applied as follows:
  - 1. For PAL customers, the rate is 50 percent of the regular monthly rate and the rates for other services and facilities. The charge for local messages is not affected.
  - 2. For all other customers, the rate is 50 percent of the regular exchange service and the rates for other services and facilities.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.10 Temporary Suspension of Service – Customer Initiated, cont.**

**1.10.3 Suspension of a Portion of Service**

- A. Suspension of a portion of service is intended to meet the needs of those customers who desire to have a portion of their telephone service facilities suspended but who wish to retain the remainder of their service facilities on a nonsuspended basis. Under this type of suspension, the facilities suspended will be physically disconnected to the extent necessary to prevent use but left in place on the customer's premises.
- B. In connection with suspension of a portion of service, the suspension rate will not be applicable unless the service or facility is retained on suspension for two months or more.
- C. The suspension rate is equal to 50 percent of the regular charges for the exchange services or facilities suspended. Regular exchange service charges are applicable to the services and facilities that are continued in service.
- D. The nonrecurring charges specified in Section 1.9.6, preceding, also apply for suspension and restoral of a portion of service

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.11 Deferred Payment Agreements**

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. Customers with three or more month's service and for who service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA).

A Deferred Payment Agreement will be for a period agreed to by both the customer and the Company.

**1.12 Advance Payments**

The Company will not require an advance payment from its business and coin customers.

**1.13 Taxes**

The Customer is responsible for the payment of Federal excise taxes, gross receipts, access, state and local sales and use taxes and all taxes, fees, surcharges (however designated) and other taxes imposed on the Company or its services by governmental jurisdictions, other than taxes imposed generally on corporations. Any taxes imposed by a local jurisdiction (e.g. county and municipal taxes) will only be recovered from those customers residing in the affected jurisdictions. All such taxes, fees, and charges shall be separately designated on the Company's invoices, and are not included in quoted rates. It should be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

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**SECTION 1 – RULES AND REGULATIONS, CONT.****1.14 Equipment**

- 1.14.1 The Company's services may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key systems or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. The Customer is responsible for ensuring that Customer-provided equipment connected to Company services, is compatible with such services. The Customer shall be responsible for not creating or allowing any liens or other encumbrances to be placed on the Company's equipment or facilities.
- 1.14.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others, to disconnect, rearrange, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- 1.14.3 Equipment the Company provides or installs at the Customer's premises for use in connection with services the Company offers shall not be used for any purpose other than that for which it was provided by the Company.
- 1.14.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the Customer's premise when the service difficulty or trouble results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- 1.14.5 The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this Tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or the reception of signals by Customer-provided equipment.
- 1.14.6 Upon notification to the Customer, and at a reasonable time, the Company may make tests and inspections as may be necessary to determine that the Customer is complying with requirements set forth in this tariff for installation, operation and maintenance of Customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.
- 1.14.7 Title to facilities provided by the Company under this tariff shall remain in the Company's name or the name of the carrier supplying the services and facilities.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.15 Installation**

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter installation rates as specified in this Tariff.

**1.16 Payment for Service**

**1.16.1 Responsibility for All Charges**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by Navigator Telecommunications, LLC. All charges due by the Customer are payable to the Company or to any agent duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of that agent and subject to the rules of regulatory agencies, such as the Arizona Corporation Commission.

Navigator Telecommunications, LLC.'s billing invoices will be considered correct and binding upon the Customer if no written notice or telephone call is received from the Customer within ninety (90) days of the invoice date. Adjustments to bills shall be made to the extent circumstances exist that reasonably indicates such changes are appropriate.

Upon receipt of a billing inquiry, charges involved in the disputed of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice.

**1.16.2 Telephone inquiries may be directed to Navigator Telecommunications, LLC. at 888-662-8835. Written inquiries may be directed to:**

Navigator Telecommunications, LLC.  
P.O. Box 13860  
North Little Rock, AR 72113-0860

If a Customer is not satisfied with the Company's response to an inquiry he or she may appeal to the Arizona Corporation Commission for final resolution. The Commission may be contacted at:

Arizona Corporation Commission  
Consumer Services Division  
1200 West Washington Street  
Phoenix, Arizona 85007  
1-800-222-7000 (Phoenix Office)  
1-800-535-0148 (Tucson Office)

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.16 Payment for Service, cont.**

**1.16.3 Payment of Charges**

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.16 Payment for Service, cont.**

1.16.4 Late Payment Charge

- A. A late payment charge of 1 1/2% applies to all billed balances which are not paid by the billing date shown on the next bill, unless the balance is \$15.00 or less.
- B. With respect to disputed bills resolved against the customer, the late payment penalty will apply where a disputed bill amount, or some portion thereof, is not paid within five working days or by the next month's bill date, whichever date is later.
- C. Collection procedures, temporary disconnection of service, and the requirements for deposit are unaffected by the application of a late payment charge.
- D. The late payment charge does not apply to the following:
  - 1. Billed amounts under dispute until the dispute is resolved against the customer.
  - 2. Bills rendered more than 10 days after bill date.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.17 Billing and Payment Procedures**

- 1.17.1 Navigator Telecommunications, LLC. issues bills on a monthly basis with bills received by the Customer on or about the same day each month.
- 1.17.2 Navigator Telecommunications, LLC. will not alter the billing cycle unless affected Customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a Customer requests a number or billing change or when the Customer disconnects and reconnects service or transfers service from one premise to another.
- 1.17.3 Navigator allows Customers 25 days from the bill date to pay the charges stated. If the charges remain unpaid for twenty-five days (25) from the bill date, such charges will be deemed delinquent.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.18 Cancellation of Application for Service**

- 1.18.1 Applications for service are noncancellable unless the Company otherwise agrees. Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- 1.18.2 Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun (all discounted to present value at six percent (6%)).
- 1.18.3 Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- 1.18.4 The special charges described above will be calculated and applied on a case-by-case basis.

**1.19 Interconnection**

Service furnished by Navigator Telecommunications, LLC. may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with Navigator Telecommunications, LLC.'s service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.20 Inspection, Testing, and Adjustment**

Upon suitable notice, the Company may also make such tests, adjustments, and inspections as may be necessary to maintain the Company's facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the period during which the Company makes such tests, adjustments, or inspections.

**1.21 Tests, Pilots, Promotional Campaigns and Contests**

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will obtain Commission approval regarding specific promotions and contests.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.22 Interruption of Service and Credit Allowances**

- 1.22.1 For the purpose of applying this provision, the work interruption shall mean the inability to complete calls either incoming or outgoing or both. Interruption does not include and no credit allowance shall be given for service difficulties such as slow dial tone, busy circuits or other network and/or switching capacity shortages.
- 1.22.2 The credit allowance will not apply where service is interrupted by the negligence or willful act of the customer or the failure of facilities provided by the customer, or where the Company, pursuant to the terms of the Tariff, suspends or terminates service because of unlawful or improper use of the facilities or service, or any other reason covered by the Tariff.
- 1.22.3 No credit allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the customer is responsible for providing electric power.
- 1.22.4 When service is interrupted for a period of at least 24 hours after notice by the customer to the Company, a credit allowance equal to 1/30 of the Tariff monthly rate for all services and facilities furnished by the Company rendered useless shall apply for each 24 hours, or major fraction thereof, during which the interruption continues after notice to the Company. Credit allowances in any billing period shall not exceed the total charges for that period for the services and facilities which were rendered useless.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.23 Cost of Collection and Repair**

The Customer is responsible for any and all costs incurred in the collection of past due monies due the Carrier including legal and accounting expenses incurred by the Company's use of collection agencies or use of legal action. Customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

**1.24 Service Implementation**

Absent a promotional offering, service charges per service order will apply to new service orders or to orders to change existing service for the services listed in Section 3.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.25 Operator Services**

- 1.25.1 Navigator Telecommunications, LLC. will not bill for incomplete calls where answer supervision is available. Navigator Telecommunications, LLC. will not bill for incomplete calls and will remove any charges for incomplete calls upon (a) subscriber notification or (b) Navigator Telecommunications, LLC.'s knowledge.
- 1.25.2 The caller and billed party, if different from the caller, will be advised that Navigator Telecommunications, LLC. is the operator service provider at the time of the initial contact.
- 1.25.3 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 1.25.4 Only rates approved by this Commission for Navigator Telecommunications, LLC. shall appear on any local exchange telephone company (LEC) billings.
- 1.25.5 Navigator Telecommunications, LLC. shall be listed on the LEC billing if the LEC has multi-company billing ability.
- 1.25.6 Navigator Telecommunications, LLC. will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 1.25.7 Navigator Telecommunications, LLC. will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.25 Operator Services, cont.**

- 1.25.8 Upon request, Navigator Telecommunications, LLC. will transfer calls to other authorized interexchange companies or to the LEC, if billing can list the caller's actual origination point.
- 1.25.9 Navigator Telecommunications, LLC. will refuse operator services to traffic aggregators which block access to other companies.
- 1.25.10 Navigator Telecommunications, LLC. will assure that traffic aggregators will post and display information including: (1) that Navigator Telecommunications, LLC. is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange companies.

**1.26 Access to Telephone Relay Services**

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by state law.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.27 Directory Listings**

- 1.27.1 The Company does not publish a directory of subscriber listings. The Company, however, does arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier.
- 1.27.2 The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone numbers and as an aid to the use of telephone service.
- 1.27.3 The listings of subscribers, either without charge or at a rate specified within this Tariff for other listings, are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings in the directories.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.27 Directory Listings, cont.**

- 1.27.4 Listings must conform to the Company's specifications with respect to the directories. The Company reserves the right to reject listings when, in its sole judgment, such listings would violate the integrity of Company records and the directories, confuse individuals using the directory, or when the Customer cannot provide satisfactory evidence that he is authorized to do business as requested.
- 1.27.5 The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired.
- 1.27.6 Generally, the listed address is the location of the subscriber's place of business.
- 1.27.7 Liability of the Company due to directory errors and omissions is as specified in Section 1.4 of this Tariff.
- 1.27.8 Generally, a business listing consists of a name or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation, which contracts for the service, or the name under which a business is regularly conducted.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.28 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this Tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer.

Where the Company furnishes a facility or service on a special construction basis, or any service for which a rate or charge is not specified in the Company's tariff, charges will be based on the costs incurred by the Company and may include, (1) nonrecurring type charges; (2) recurring type charges, (3) termination liabilities; or (4) combinations thereof. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the facilities provided.

Special construction is construction undertaken:

- 1.28.1 Where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- 1.28.2 A type other than that which the Company would normally utilize in the furnishing of its services;
- 1.28.3 Over a route other than that which the Company would normally utilize in the furnishing of its services;
- 1.28.4 In a quantity greater than that which the Company would normally construct;
- 1.28.5 On an expedited basis;
- 1.28.6 On a temporary basis until permanent facilities are available;
- 1.28.7 Involving abnormal costs; or
- 1.28.8 In advance of its normal construction.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.29 Universal Emergency Telephone Number Service (911, E911)**

- 1.29.1 The Company is obligated to supply the E-911 service provider in the Company's service area (the E-911 service provider) with information necessary to update the E-911 database.
- 1.29.2 At the time the Company provides basic local service to a Customer by means of its own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911. The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point (PSAP). The Company recognizes the authority of the E-911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 1.29.3 The Company will collect 911 surcharges and remit surcharge revenue to the appropriate governmental entity on a monthly basis.
- 1.29.4 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

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**SECTION 1 – RULES AND REGULATIONS, CONT.**

**1.29 Universal Emergency Telephone Number Service (911, E911), cont.**

1.29.5 After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

1.29.6 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this Tariff, the Public Safety Agency must agree (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Customer or others.

Under the terms of this Tariff the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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## SECTION 2 – DESCRIPTION OF SERVICE

### 2.1 Product Descriptions Generally

Navigator Telecommunications, LLC. will resell many of the underlying carrier's services for business and coin Customers of the incumbent local exchange carriers that are eligible for resale. Navigator Telecommunications, LLC. will also sell services for business Customers, including Virtual PBX service and certain optional business features.

#### 2.1.1 Resold Services

Navigator Telecommunications, LLC.'s Resold Services are offered for local calling using the resold services of the ILEC.

Navigator Telecommunications, LLC. resells business, PBX trunks, and optional services of the ILEC.

For Qwest Service Areas, resold features associated with resold local exchange service will generally be priced according to rates established for such features in Qwest Corporation tariffs on file with the Commission. Some services, however, are not based on rates contained in Qwest tariffs and will be provided at rates determined by an analysis of Navigator's cost to provision such services. The rates for specific resold services are set forth in Section 3 – Rates.

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**SECTION 2 – DESCRIPTION OF SERVICE, CONT.****2.2 Caller ID Language**

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted, where an executive officer of the agency registers with the telephone company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. Line blocking Customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code (\*82 on their Touch-Tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A Customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their Touch-Tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID Customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID Customer that the calling party has elected to block the delivery of their name and telephone. The blocking of Calling Party Number (CPN) will not be provided on calls originating from Customer-Owned Pay Telephone Service. If the Caller ID Customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any Customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the Customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the Customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly, by the transmission to a Caller ID Customer of a name or telephone number which the calling party of the Caller ID Customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

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**SECTION 2 – DESCRIPTION OF SERVICE, CONT.**

**2.3 Local Service Areas**

Navigator will match the Local Calling Areas as defined in Section 5.1 of Qwest Corporation's Exchange and Network Services Price Cap Tariff. These Local Calling Areas are as shown in Section 3.4.2 of this tariff.

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**SECTION 2 – DESCRIPTION OF SERVICE, CONT.**

**2.4 Directory Listings**

For each Customer of Navigator Telecommunications, LLC.'s Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings. See Section 3.17 for rates and regulations for directory listings.

**2.5 Operator-Assisted Services**

Operator-assisted services are provided to non-residential Customers on a pre-subscribed basis. Various billing arrangements are available with Navigator Telecommunications, LLC.'s operator-assisted service including Calling Card, Commercial Credit Card, Collect, Person-to-Person and Third Party. Charges apply as stated in Section 3 as well as per call operator charges.

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**SECTION 2 – DESCRIPTION OF SERVICE, CONT.**

**2.5 Operator-Assisted Services, cont.**

**2.5.1 Operator Dialed Surcharge**

This surcharge applies to Operator Station and Person-to-Person rated calls when the Customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to:

- A. Calls where a Customer cannot otherwise dial the call due to defective equipment or trouble on the Company network; and
- B. Calls where an operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

The Surcharge applies in addition to any other applicable operator charges.

**2.5.2 Busy Verification and Interrupt Service**

**A. General**

At the calling party's request, the Company will verify a busy condition on a called line.

- 1. The operator will determine if the line is clear or in use and report to the calling party.
- 2. The operator will interrupt a call on the called line only if the calling party indicates an emergency and requests interruption.

**B. Regulations**

- 1. A charge will apply when the operator:
  - a. Verifies that the line is busy with a call in progress.
  - b. Verifies that the line is available for incoming calls.
  - c. Verifies that a called number is busy with a call and the caller requests interruption. The operator will interrupt the call advising the called party the name of the calling party. One charge applies for both verification and interruption.

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**SECTION 2 – DESCRIPTION OF SERVICE, CONT.**

**2.6 Directory Assistance**

2.6.1 Customers and users of the Company's business calling services (excluding Toll Free services) may obtain directory assistance in determining telephone numbers within the state by calling the Directory Assistance operator

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- A. Requests for telephone numbers which were omitted from the alphabetical directory as a result of Company error.
- B. Requests for telephone numbers of non-published service.
- C. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company to receive credit.
- D. Requests from individuals which certified visual of physical handicaps in which the handicap prevents the use of a local directory.
- E. Requests for address and zip code information where the subscriber has requested that they be omitted from listing.

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**SECTION 2 – DESCRIPTION OF SERVICE, CONT.**

**2.7 Minimum Period of Service**

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular approved rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

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### SECTION 3 – RATES

#### 3.1 General

The regulations set forth herein apply to intrastate services and facilities furnished within the State of Arizona by Navigator Telecommunications, LLC., hereinafter referred to as the Company, subject to the jurisdiction of the Arizona Corporation Commission.

The Company concurs in the rules and regulations applying to and governing Basic Local Exchange telephone service as set forth in the tariffs of Qwest Arizona on file with and approved by the Arizona Corporation Commission. Initially, Navigator will offer service only to business customers within the service area of Qwest. Navigator will offer business customers 10% off rates contained in Section 3 with the exception of rates shown in Sections 3.3, 3.7, 3.8, 3.9, 3.10, and 3.20.

Regulations, descriptions, scope of service, and rates for Public Access Line Service are as shown in Section 4 of this tariff.

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**SECTION 3 – RATES, CONT.**

**3.2 Service Charges**

3.2.1 Nonrecurring Charges

A. Terms and Conditions

Unless otherwise shown, nonrecurring charges apply whether or not the facilities are in place. Facilities are considered as being in place when no change is made to the customer's request in the type or location of the facilities.

B. Charges

1. Nonrecurring charges do not apply to:
  - a. Move or change a customer's telephone service or equipment if required or initiated by the Company.
  - b. Install, move, or change telephone equipment located on a customer's premises but used exclusively by the Company for maintenance or training activities.
  - c. The "from" portion of work involved in a transfer of service and equipment from one premises to another.
2. Nonrecurring charges apply to:
  - a. Change of billing name responsibility subsequent to the initial installation of service.

	Maximum Nonrecurring Charge
Each Billing Name Change – Business	\$25.50
Class of Service Change	82.50

3. The nonrecurring charges, where applicable, are shown with a given service as stated in each Tariff.

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**SECTION 3 – RATES, CONT.**

**3.3 Customer Premises Wire and Maintenance Plans**

**3.3.1 Premises Work Charges**

**A. Description**

Premises Work Charges are charges for work performed on the customer's side of the demarcation point by a Company employee or representative, at the customer's request. Chargeable time is labor which includes, but is not limited to, work preparation, actual work and cleanup. Time charges begin when a technician arrives on site.

Included in the Premises Work Charges category are Time Charges (which include a Premises Visit Charge), and the No Trouble Found Charge.

Time Charges are charges applicable for repair work, rewiring and installations of complex wiring. Chargeable time is labor which includes, but is not limited to, work preparation, actual work and cleanup.

**B. Definitions**

Additional Time Charge

All 15 minute increments or fraction thereof beyond the first 30 minute increment of billable premises work performed on the customers premises.

Initial Time Charge

The first 30 minute increment or fraction thereof of billable premises work performed on the customers premises, which includes a Premises Visit Charge.

Premises Visit Charge

A charge per premises visit or series of visits by a Company technician to the customer premises for the purpose of performing billable premises work requested by the customer or customer's representative.

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**SECTION 3 – RATES, CONT.**

**3.3 Customer Premises Wire and Maintenance Plans, cont.**

3.3.1 Premises Work Charges, cont.

C. Terms and Conditions

1. Premises Work Charges are in addition to other applicable rates and charges.
2. Premises Work Charges apply to all customer-requested:
  - a. Installations, moves, changes, removals, rearrangements and replacements of premises wire, per premises visit.
  - b. Maintenance
  - c. Repair visits for replacement or repair of customer inside wire.
  - d. Replacement of wire not installed in accordance with technical standards.
  - e. Prewiring
3. A Premises Visit Charge is in addition to all applicable Premises Work Charges.
4. Only one Initial Time Charge (which includes one Premises Visit Charge) will apply when, for Company initiated reasons, more than one Company technician or representative is involved in performing premises work on the same premises. Only Additional Time Charges apply for work performed by the additional technicians or representatives.
5. Except as specified in 4., preceding, one Initial Time Charge, one Premises Visit Charge and any Additional Time Charges, will apply per Company technician or representative when performing premises work on the same premises, per premises visit.
6. Time Charges (which includes one Premises Visit Charge) apply separately for each premises involved per service call, when billable premises work is performed on premises wire. Such charges are due and payable when billed.

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**SECTION 3 – RATES, CONT.**

**3.3 Customer Premises Wire and Maintenance Plans, cont.**

**3.3.1 Premises Work Charges, cont.**

**C. Terms and Conditions, cont.**

7. Premises Work Charges do not apply to the following work:
  - a. To move or change a customer's telephone service if required or initiated by the Company.
  - b. To install, move, or change telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
  - c. The "from" portion of work involved in a transfer of service from one premises to another.
  - d. Disconnection of access line services providing no work subject to Premises Work Charges is involved.
  - e. Repair service except as stated otherwise.
8. Business customers may request an estimate or a firm bid before ordering wire installation work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual Premises Work Charge incurred. When a firm bid is provided at the customer's request, the charge to be billed is the amount quoted to the customer for the work requested.
9. When a customer with or without a subscription to the Company Premises Wire Maintenance Plan requests the Company to make a repair or trouble isolation technician visit to the customer's premises to test the central office line up to the demarc or to check the inside wiring, and the line tests clear, no trouble is found in the inside wiring, or trouble is found in customer CPE, the customer will be charged a No Trouble Found Charge as shown in Section 3.3.1.D.3. Customers will be notified of this potential charge prior to dispatch.

When a customer subscribes to the Company Premises Wire Maintenance Plan and trouble is found in the inside wiring, no time or trip charges apply.

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**SECTION 3 – RATES, CONT.**

**3.3 Customer Premises Wire and Maintenance Plans, cont.**

3.3.1 Premises Work Charges, cont.

D. Charges

1. Business

a. Time and Material Charges (Maintenance/Repair and complex wire installation)

	USOC	Maximum Nonrecurring Charge <sup>1</sup>
<u>Schedule I</u> Applicable to work performed during regularly scheduled business hours - Initial 30 minute increment or fraction thereof - Additional 15 minute increment or fraction thereof	HRD11 HRDA1	\$120.00 60.00
<u>Schedule II</u> Applicable to work performed at hours other than Schedule I <sup>2</sup> - Initial 30 minute increment or fraction thereof - Additional 15 minute increment or fraction thereof	HRD12 HRDA2	140.00 70.00
<u>Schedule III</u> Applicable to work performed on holidays. - Initial 30 minute increment or fraction thereof - Additional 15 minute increment or fraction thereof	HRD13 HRDA3	160.00 80.00

b. Premises Visit Charge<sup>3</sup>

	USOC	Maximum Nonrecurring Charge
Per visit	NRTCY	\$50.00

<sup>1</sup> The Nonrecurring Charge includes a \$25.00 Premises Visit Charge.  
<sup>2</sup> Schedule II work is performed between 5:00 pm and 8:00 am on regularly scheduled business days and on weekends, excluding holidays.  
<sup>3</sup> The Premises Visit Charge is included in the Initial 30 Minute Increment of all Time Charge Schedules

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**SECTION 3 – RATES, CONT.**

**3.3 Customer Premises Wire and Maintenance Plans, cont.**

3.3.1 Premises Work Charges, cont.

D. Charges, cont.

2. Holidays subject to Schedule III Business Charges are:

<b>Holidays</b>	<b>Day Observed</b>
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

3. No Trouble Found Charge

	USOC	Maximum Nonrecurring Charge <sup>1</sup>
Business	LTESX	\$190.00

<sup>1</sup> The Nonrecurring Charge includes a \$25.00 Premises Visit Charge.

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**SECTION 3 – RATES, CONT.**

**3.3 Customer Premises Wire and Maintenance Plans, cont.**

**3.3.2 Business Maintenance Plan**

**A. General**

Business NWIRE Service provides for inside wire maintenance, trouble isolation and repair services for business customers as specified below.

**B. Terms and Conditions**

1. Business NWIRE Service is subject to a minimum billing period of one month.
2. Coverage of this Plan will commence for all new wire maintenance customers without delay on the completion date of a service order as noted on the customer's service record. However, the Plan does not cover trouble which exists prior to establishing telephone service or prior to establishing the Plan. Existing wire maintenance customers moving to a different address may subscribe to the plan without delay; however, at least one jack must be working at the time the service is established. Installation of new jacks and wiring or rewiring of existing jacks will be at Time and Material charges as specified in Section 3.3.1.D of this tariff.

**C. Business NWIRE Service**

**1. Description**

Business NWIRE Service provides for the following:

- a. Noncomplex coverage which includes isolation and maintenance of the inside wire and jacks within the individual business suite. If possible, the Company will cut to clear in riser or intrabuilding cable.
- b. Complex coverage which includes isolation and maintenance of the inside wire from the inside terminal or MPOP to the common equipment jack. If possible, the Company will cut to clear in riser or intrabuilding cable.
- c. Waiver of Premises Work Charges when trouble is isolated to the customer-provided equipment.

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**SECTION 3 – RATES, CONT.**

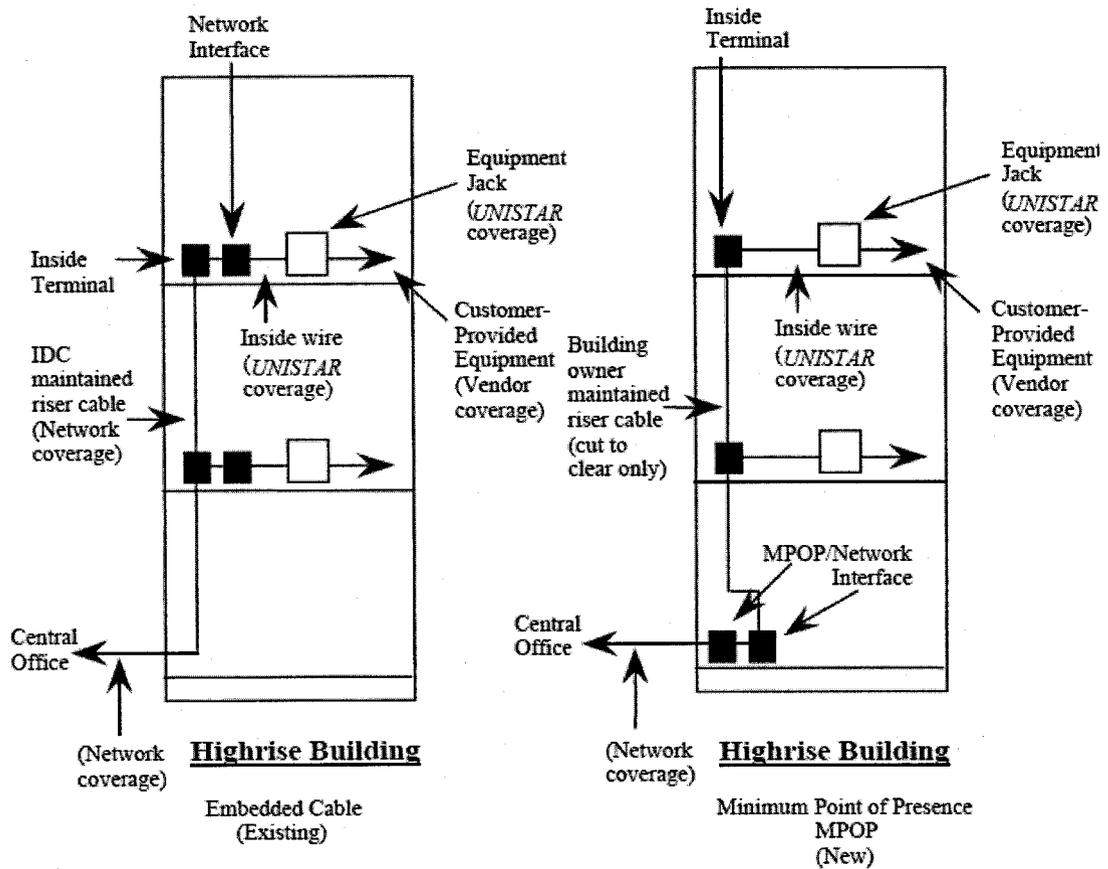
**3.3 Customer Premises Wire and Maintenance Plans, cont.**

**3.3.2 Business Maintenance Plan, cont.**

**D. Illustrations<sup>1</sup>**

1. The following illustration exemplifies the network coverage, Business NWIRE Service coverage, and Customer/Vendor coverage.

**NONCOMPLEX COVERAGE**



<sup>1</sup> All references to UNISTAR service apply to NWIRE service.

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**SECTION 3 – RATES, CONT.**

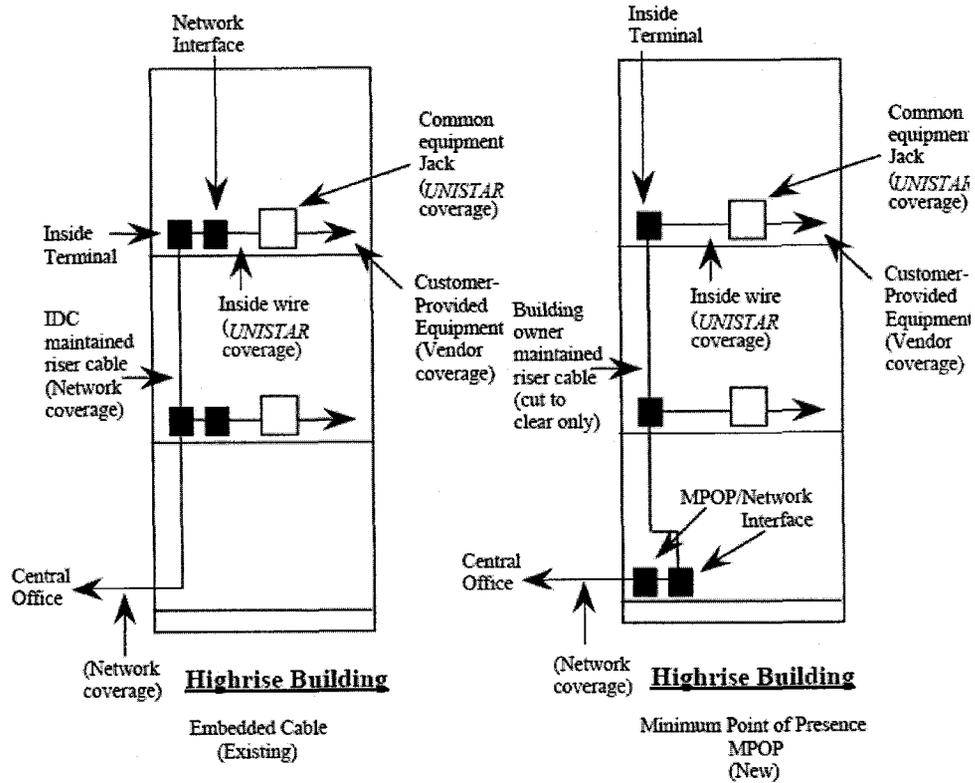
**3.3 Customer Premises Wire and Maintenance Plans, cont.**

3.3.2 Business Maintenance Plan, cont.

D. Illustrations<sup>1</sup>, cont.

- The following illustration exemplifies the network coverage, Business NWIRE Service coverage, and Customer/Vendor coverage.

**COMPLEX COVERAGE**



<sup>1</sup> All references to UNISTAR service apply to NWIRE service.

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**SECTION 3 – RATES, CONT.**

**3.3 Customer Premises Wire and Maintenance Plans, cont.**

3.3.2 Business Maintenance Plan, cont.

E. Rates and Charges

Service	USOC	Maximum Monthly Rate
Business NWIRE Service - Per line termination, each	USPIX	\$18.75

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**SECTION 3 – RATES, CONT.**

**3.4 Exchange Services**

3.4.1 Exchange Areas

The Company develops exchange service areas to establish service within a defined geographical area.

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**SECTION 3 – RATES, CONT.**

**3.4 Exchange Services, cont.**

**3.4.2 List of Exchange Areas and Local Calling Areas**

**A. Description**

Local calling refers to calls placed to telephone numbers where message toll charges do not apply. This includes calls places within an exchange as well as between two or more exchanges that are part of the local calling area as shown below.

**B. Local Exchange and Local Calling Areas**

<u>Exchange Area</u>	<u>Exchange Area/Wire Center Included In The Local Calling Area</u>
Ash Fork	Ash Fork, Cameron, Flagstaff, Munds Park and Williams
Bisbee	Bisbee, Douglas, Sierra Vista, Tombstone and (Elfrida) <sup>1</sup>
Cameron	Cameron, Ash Fork, Flagstaff, Munds Park and Williams
Camp Verde	Camp Verde, Cottonwood and Sedona
Casa Grande	Casa Grande, Coolidge, Eloy, Florence and Maricopa
Chino Valley	Chino Valley, Humboldt, and Prescott; (Millsite) <sup>1</sup>
Coolidge	Coolidge, Casa Grande, Eloy, Florence and Maricopa
Coronado	Coronado, Green Valley, Marana, Robles, Tubac, Tucson and Vail
Cottonwood	Cottonwood, Camp Verde and Sedona
Douglas	Douglas, Bisbee, Sierra Vista, Tombstone and (Elfrida) <sup>1</sup>
Eloy	Eloy, Casa Grande, Coolidge, Florence and Maricopa
Flagstaff	Flagstaff, Ash Fork, Cameron, Munds Park and Williams
Florence	Florence, Casa Grande, Coolidge, Eloy and Maricopa
Globe	Globe, Miami and (San Carlos) <sup>1</sup>
Green Valley	Green Valley, Coronado, Marana, Robles, Tubac, Tucson and Vail
Humboldt	Humboldt, Chino Valley, Prescott; (Millsite) <sup>1</sup>
Joseph City	Joseph City and Winslow
Marana	Marana, Coronado, Green Valley, Robles, Tubac, Tucson and Vail
Maricopa	Maricopa, Casa Grande, Coolidge, Eloy, and Florence
Miami	Miami, Globe and (San Carlos) <sup>1</sup>
Munds Park	Munds Park, Ash Fork, Cameron, Flagstaff and Williams
Nogales	Nogales and Patagonia
Page	Page and Glen Canyon City
Patagonia	Patagonia and Nogales

<sup>1</sup> Denotes other company exchanges.

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**SECTION 3 – RATES, CONT.**

**3.4 Exchange Services, cont.**

**3.4.2 List of Exchange Areas and Local Calling Areas**

**B. Local Exchange and Local Calling Areas, cont.**

<u>Exchange Area</u>	<u>Exchange Area/Wire Center Included In The Local Calling Area</u>
Phoenix Metropolitan	Beardsley, Bethany, Black Canyon, Buckeye, Cactus, Cave Creek, Chandler, Circle City, Coldwater, Deer Valley, Foothills, Fort McDowell, Gilbert, Glendale, Greenway, Higley, Laveen, Litchfield Park, Maryvale, McClintock, Mesa, Midrivers, New River, Pecos, Peoria, Phoenix, Pinnacle Peak, Queen Creek, Rio Verde, Scottsdale, Shea, Sunnyslope, Sunrise, Superstition, Tempe, Thunderbird, Tolleson, Whitetanks; (Lake Pleasant, Granite Mountain, Saddleback and South Lake Pleasant) <sup>1</sup>
Pima	Pima and Safford
Prescott	Prescott, Chino Valley, Humboldt; (Millsite) <sup>1</sup>
Robles	Robles, Coronado, Green Valley, Marana, Tubac, Tucson and Vail
Safford	Safford and Pima
Sedona	Sedona, Camp Verde and Cottonwood
Sierra Vista	Sierra Vista, Bisbee, Douglas, Tombstone and (Elfrida) <sup>1</sup>
Tombstone	Tombstone, Bisbee, Douglas, Sierra Vista and (Elfrida) <sup>1</sup>
Tubac	Tubac, Coronado, Green Valley, Marana, Robles, Tucson and Vail
Tucson	Tucson, Coronado, Green Valley, Marana, Robles, Tubac and Vail
Vail	Vail, Coronado, Green Valley, Marana, Robles, Tubac and Tucson
Wellton	Wellton and Yuma
Wickenburg	Wickenburg, Yarnell and (Aguila) <sup>1</sup>
Williams	Williams, Ash Fork, Cameron, Flagstaff and Munds Park
Winslow	Winslow and Joseph City
Yarnell	Yarnell, Wickenburg and (Aguila) <sup>1</sup>
Yuma	Yuma and Wellton

<sup>1</sup> Denotes other company exchanges.

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**SECTION 3 – RATES, CONT.**

**3.4 Exchange Services, cont.**

3.4.3 Classes of Service Offered in an Exchange Area

- A. All exchanges offer Flat Rate Service.
- B. The following table lists all the exchange areas and the available services in each area.

Exchange Area	Business (B) Individual Line
Ash Fork	B
Benson	B
Bisbee	B
Cameron	B
Camp Verde	B
Casa Grande	B
Chino Valley	B
Coolidge	B
Coronado	B
Cottonwood	B
Douglas	B
Eloy	B
Flagstaff	B
Florence	B
Gila Bend	B
Globe	B
Grand Canyon	B
Green Valley	B
Hayden	B
Humboldt	B
Joseph City	B
Marana	B
Maricopa	B
Miami	B
Munds Park	B
Nogales	B
Page	B
Patagonia	B
Payson	B
Phoenix Metro Exchange, including all wire centers listed in Section 3.4.2.	B
Pima	B

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**SECTION 3 – RATES, CONT.**

**3.4 Exchange Services, cont.**

**3.4.3 Classes of Service Offered in an Exchange Area, cont.**

B. The following table lists all the exchange areas and the available services in each area, cont.

Exchange Area	Business (B) Individual Line
Prescott	B
Robles	B
Safford	B
San Manuel	B
Sedona	B
Sierra Vista	B
Superior	B
Tombstone	B
Tubac	B
Tucson	B
Vail	B
Wellton	B
Whitlow	B
Wickenburg	B
Willcox	B
Williams	B
Winslow	B
Yarnell	B
Yuma	B

**3.4.4 Local Service Increments.**

A. Exchange Zone Increment

1. The increment shown below is applicable to exchange service furnished within exchange zones and is in addition to the local exchange service rates shown in Section 3.5.

2. Monthly Increment Per Access Line

Exchange Zone Number	Maximum Exchange Zone Increment	USOC Rate Variation
1	\$2.00 <sup>1</sup>	U1
2	6.00 <sup>1</sup>	U2

<sup>1</sup> Exchange Zone Increments do not apply in the Phoenix area.

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**SECTION 3 – RATES, CONT.**

**3.5 Local Exchange Service**

**3.5.1 General**

- A. The provision of local exchange service at the rates, charges, terms and conditions shown is subject to the provision of other sections of this Tariff.
- B. The rates and charges as quoted herein for local exchange service entitle the customer to local calls, without toll charges, to all local exchange access lines connected to a CO of the exchange, or to all exchange access lines served by COs of the extended local service area where comprised of more than one exchange.
- C. Application of Business Rates
  - 1. Service is classified as business service and business rates apply when any of the following conditions exist:
    - a. When the service is furnished at a location where a business, trade or practice is performed and where use of the location is not confined primarily to domestic activities.
      - I. Service for social clubs (e.g., Elks, VFW, Eagles, etc.) will be considered business service.
    - b. When the directory listing is to be a business listing, except when a residence telephone number is advertised as an alternate call number in connection with a business telephone number.

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**SECTION 3 – RATES, CONT.**

**3.5 Local Exchange Service, cont.**

3.5.1 General, cont.

D. Nonrecurring Charges

The nonrecurring charge is a one-time charge associated with a given service or item of equipment which applies on a per-service and/or per-item basis each time the service or item of equipment is provided.

1. Nonrecurring charges do not apply:
  - a. To change a customer's mailing address;
  - b. To move a drop for maintenance reasons

E. The following nonrecurring change charge applies for changes at the customer's request, unless otherwise specified.

	Maximum Nonrecurring Change
To change class of service from: - Residence to business	\$82.50

F. All local operator-handled calls will be assessed the same charges as shown in Section 3.8. Discounts do not apply to the surcharge for operator-handled local calls.

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**SECTION 3 – RATES, CONT.**

**3.5 Local Exchange Service, cont.**

**3.5.2 Flat Rate Service**

This service entitles customers to an unlimited number of calls within the local calling area. Incremental charges, as shown in Section 3.4.4., apply to service outside the exchange base rate area.

**A. Rates and Charges**

1. The nonrecurring charge associated with the provision of flat rate service applies:
  - a. To install each access line.
2. Business Flat Rate Service

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Rate
Individual Line, each	1FB	\$127.50	\$91.20
Additional individual line, each	AFK	127.50	91.20

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**SECTION 3 – RATES, CONT.**

**3.5 Local Exchange Service, cont.**

**3.5.3 HOME BUSINESS LINE (HBL)<sup>SM</sup> Service**

**A. Description**

HOME BUSINESS LINE (HBL)<sup>SM</sup> is a flat rated business voice service which includes the functionality of Custom Ringing and business listings. Custom Ringing and business listings are integrated components of HBL<sup>SM</sup> service. Customers subscribing to this service access the network via a flat business line.

**B. Terms and Conditions**

1. HBL<sup>SM</sup> service is offered for small business customers and is only available to businesses operating in a residence location as described in Section 3.5.1.C. It is not available to businesses operating in commercial business locations.
2. HBL<sup>SM</sup> is offered as a business class of service that gives subscribing customers the opportunity to enhance their telephone service to a business class of service allowing for a business listing without losing their residence number or residence listing. This service offering, which includes one Custom Ringing option, allows the customer to know whether an incoming call is business or personal.
3. HBL<sup>SM</sup> service also includes a primary business listing. The business listing will appear on Directory Assistance and in the white and yellow page directories. The residence listing will appear on Directory Assistance and in the white pages. This allows the home based business to maintain its residence identity. Additional listings may be purchased at rates and charges and under terms and conditions specified in Section 3.17.
4. To change class of service from residence individual exchange access line to HBL service, the nonrecurring charge shown in Section 3.5.1.E applies.
5. Additional features to HBL<sup>SM</sup> service may be purchased at business rates and charges and under terms and conditions specified in other sections of the tariff or specified elsewhere.

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**SECTION 3 – RATES, CONT.**

**3.5 Local Exchange Service, cont.**

**3.5.3 HOME BUSINESS LINE (HBL)<sup>SM</sup> Service, cont.**

**C. Rates and Charges**

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Rate
HOME BUSINESS LINE <sup>SM</sup> , each	BHS	\$85.00	\$108.09

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**SECTION 3 – RATES, CONT.**

**3.6 Touch-Tone Calling Service**

3.6.1 Description

- A. Touch-Tone Calling Service is a distinctive type of telephone service using audible voice frequency tones to actuate the CO equipment.

3.6.2 Terms and Condition

- A. Touch-Tone Calling Service is furnished only in CO areas where Touch-Tone CO equipment is available. COs will be equipped for touch-tone operation at the discretion of the Company and in accordance with regular engineering practices.
- B. Touch-Tone Service will be provided in connection with all classes of service.
- C. If any lines in a multiline telephone system are equipped for Touch-Tone Service, then all lines should be equipped for Touch-Tone Service.

3.6.3 Rates and Charges

USOCs associated with Touch-Tone Service are as follows:

	USOC	Nonrecurring Charge	Monthly Rate
Business, per line	TTB	-	-

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**SECTION 3 – RATES, CONT.**

**3.7 Business - Bundled Service Offerings**

**3.7.1 SmartTime Unlimited for Business**

**A. Description**

1. This offering is available only to business customers (coin lines are not eligible) and provides for unlimited local and long distance calling. The customer may choose an unlimited number of features as shown in D below. Touch tone calling is included as part of this offering.

**B. Regulations**

1. The customer must commit to at least a one-year term agreement to be eligible for the service.
2. Maximum of ten (10) lines per location. Charges below are shown on a per line basis.
3. Includes unlimited long distance calls for business customers, non-data, voice use only, within the 48 contiguous United States. Calls made to points outside of the contiguous 48 states, including all international calls, are not included in this offer, and will be billed at applicable rates. Navigator reserves the right to cancel subscriptions to any customer at any time due to fraud or misuse. Usage can be screened for use other than voice usage. Taxes, fees, and any EAS charges also apply.

**C. Rates and Charges**

1. SmartTime Unlimited for Business – Recurring Charge, per line

	Maximum Charge
All Density Zones – Monthly - Each	\$213.30

2. SmartTime Unlimited for Business – Nonrecurring Charge, per line

	Maximum Charge
All Density Zones – Monthly - Each	\$133.33

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**SECTION 3 – RATES, CONT.****3.7 Business - Bundled Service Offerings, cont.****3.7.1 SmartTime Unlimited for Business, cont.****D. Available Features<sup>1</sup>**

Service	USOC
Abbreviated Access, one-digit - Each line arranged	EV4
Abbreviated Access, two-digit - Each line arranged	EV8
Call Forwarding - Busy Line (expanded) - Busy Line (external) - Busy Line (overflow) - Busy Line/Don't Answer (expanded) - Busy Line (external)/Don't Answer - Busy Line (overflow)/Don't Answer - Busy Line (programmable) - Don't Answer - Don't Answer (expanded) - Don't Answer (programmable) - Variable - No call completion option	FBJ EVB EVO FVJ EVF EVK ERB EVD FDJ ERD ESM FOQ
Call Rejection	NSY
Call Transfer	EO3
Call Waiting	ESX
CALLER ID WITH PRIVACY+ <sup>SM</sup>	N6S
Caller Identification – Name and Number	NNK
Caller Identification – Number	NSD
Continuous Redial	NSS
Dial Call Waiting	WDD
Dial Lock	OC4
Directed Call Pick Up	PUN
Directed Call Pick Up with Barge-In	PUQ
Distinctive Alert	DHA
Do Not Disturb	D7T
Easy Access	SQAVX
Hot Line	HLA
Last Call Return	NSQ
Priority Call	NSK

<sup>1</sup> See Section 3.11 for feature descriptions.  
<sup>SM</sup> Service Mark of Qwest Communications International, Inc.

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**SECTION 3 – RATES, CONT.**

**3.7 Business - Bundled Service Offerings, cont.**

**3.7.1 SmartTime Unlimited for Business, cont.**

**D. Available Features<sup>1</sup>, cont.**

Service	USOC
Remote Access Forwarding	AFD
Scheduled Forwarding	ATF
SECURITY SCREEN <sup>SM</sup>	RV1
Selective Call Forwarding	NCE
Selective Call Waiting	S7W, S7Y
Speed Calling, 8-number capacity	E8C
Speed Calling, 30-number capacity	E3D
Talking Call Waiting	TW1
Three-Way Calling	ESC
Warm Line	WLS

<sup>1</sup> See Section 3.11 for feature descriptions.  
<sup>SM</sup> Service Mark of Qwest Communications International, Inc.

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**SECTION 3 – RATES, CONT.**

**3.7 Business - Bundled Service Offerings, cont.**

**3.7.2 SmartTime for Business**

**A. Description**

1. This offering is available only to business customers (coin lines are not eligible) and provides for unlimited local calling. Long distance calling is billed at \$.055 per minute. The customer may choose an unlimited number of features as shown in Section 3.7.1.D above. Touch tone calling is included as part of this offering.

**B. Regulations**

1. The customer must commit to at least a one-year term agreement to be eligible for the service.
2. Long distance calls for business customers at \$.055 per minute is only for calls within the 48 contiguous United States. Calls made to points outside of the contiguous 48 states, including all international calls, are not included in this offer, and will be billed at applicable rates. Taxes, fees, and any EAS charges also apply.

**C. Rates and Charges**

1. SmartTime for Business – Recurring Charge, per line

	Maximum Charge
All Density Zones – Monthly - Each	\$186.64

2. SmartTime for Business – Nonrecurring Charge, per line

	Maximum Charge
Phone Line Installation Fee	\$133.33

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**SECTION 3 – RATES, CONT.**

**3.8 Operator Services**

**3.8.1 Local Operator Service Surcharges**

**A. Class of Calls**

Charges apply according to the class of call the calling person selects as defined below.

**1. Dial Station-to-Station**

Applies when the calling person dials the desired telephone number without the assistance of an operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment. Dial Station-to-Station also applies when the operator:

- a. Records the calling telephone for areas without recording equipment.
- b. Reaches the called telephone number because of trouble on the network or because dial completion is not available.
- c. Places a call for a calling person who is identified as being disabled and is unable to dial the call because of that disability.
- d. Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.
- e. Records a special identification number, issued by the Company for its billing purposes to students who reside in dormitories of colleges or universities equipped for School Centrex Service, for a call placed from a dormitory station.

**2. Payphone - Dial Station-to-Station**

Applies to calls placed from pay telephones, utilizing Smart Public Access Line (PAL), when station-to-station calls are dialed and paid by the calling person with no assistance from the operator.

**3. Customer-Dialed Calling Card (Mechanized)**

Applies to Station-to-Station calls where equipment is available and the calling person dials zero, the telephone number desired, and the calling card or special billing number without the assistance of an operator. This also applies to calls placed from PALs.

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**SECTION 3 – RATES, CONT.**

**3.8 Operator Services, cont.**

**3.8.1 Local Operator Service Surcharges, cont.**

**A. Class of Calls, cont.**

Charges apply according to the class of call the calling person selects as defined below, cont.

4. Customer-Dialed Calling Card (Operator-Assisted) Applies to Station-to-Station calls where equipment is available and the calling person dials zero, the telephone number desired and operator assistance is limited to the operator entering the calling card. This also applies to calls placed from PALs.
5. Operator-Assisted Station-to-Station Applies when calls are completed with the assistance of an operator. Examples of these calls include collect, billed to another telephone number, connect to directory assistance, and sent paid, except in 1., 3., and 4., preceding and 6., following. This also applies to calls placed from PALs.
6. Operator-Assisted Station-to-Station Inmate  
  
Applies to all non-sent paid collect calls originating from correctional facilities.
7. Operator-Assisted Person-to-Person Applies when a calling person names the particular party to be reached by an operator. This also applies to calls placed from PALs. The party may be a person, station, department or office reached through a PBX attendant. Person-to-person also applies when the calling person cannot speak to the intended person or station but agrees to speak to someone else or requests an operator to make arrangements with a person to receive a call at a specified time.

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**SECTION 3 – RATES, CONT.**

**3.8 Operator Services, cont.**

3.8.1 Local Operator Service Surcharges, cont.

A. Class of Calls, cont.

8. Charges

a. Payphone Surcharge

Applies to all carried non coin calls (i.e. billed to a third party, calling card, or collect) placed from pay telephones. This charge is in addition to all other applicable charges.

b. The following charges are in addition to other applicable rates shown in this tariff.

	Maximum Charge Per Call
Customer-Dialed Calling Card (Mechanized)	\$ 6.00
Customer-Dialed Calling Card (Operator-Assisted)	9.00
Operator-Assisted Station-to-Station - Inmate	4.35
- Partially Assisted	6.90
- Fully Assisted	11.40
Operator-Assisted Person-to-Person - Partially Assisted	13.50
- Fully Assisted	18.00
Payphone Surcharge	1.50

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**SECTION 3 – RATES, CONT.**

**3.9 Local Operator Verification and Interrupt Service**

3.9.1 Description

Customers may obtain assistance in determining if a called line is in use (herein called verification) or in interrupting a communication in progress (herein called interrupt) by calling the "0" operator.

3.9.2 Terms and Conditions

- A. A verification charge applies each time the operator verifies a called line.
- B. An interrupt charge applies each time an operator interrupts a communication that is in progress on the called line.
- C. Verification and interrupt service is furnished where and to the extent that facilities permit.
- D. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted communication or any person.
- E. If an operator both verifies the condition of the line and interrupts a communication on the same request, only the interrupt charge applies.
- F. The charge for interrupt applies whenever the operator interrupts the communication even if one or the other parties interrupted refuses to terminate the communication in progress.
- G. Charges for verify/interrupt service may be billed to a calling card, special billing number or third number. Charges may not be billed on a collect basis.
- H. The charges for verify/interrupt service are in addition to any applicable rates, i.e., operator assistance charges. Unused Directory Assistance allowances will not be applied against these charges.
- I. If the line is cleared as the result of interrupt, and the operator completes the call at the calling party's request, the applicable operator assistance charge applies in addition to the interrupt charges.

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**SECTION 3 – RATES, CONT.**

**3.9 Local Operator Verification and Interrupt Service, cont.**

3.9.2 Terms and Conditions, cont.

- J. The verify charge will not apply if the number verified is not in use and the operator completes the call. See Section 3.8 for applicable operator assistance charges.
- K. No verification or interrupt charge will apply if the requesting customer identifies that the call is from an authorized Public Emergency Agency. An authorized Public Emergency Agency is defined as a government agency which is operated by the Federal, State or local government and has the capability and legal authority to provide prompt aid to the public in emergency situations.
- L. No charge will apply when the operator encounters a trouble condition or has reason to believe a trouble condition exists.
- M. Requests which originate from stations equipped with CUSTOMNET<sup>SM</sup> Service will be completed and billed subject to applicable screening restrictions in addition to the regulations shown herein.
- N. Verification and Interrupt Service is available only on an alternately billed basis (e.g. billed to a credit card) for Basic PALs.
- O. Person-to-Person service is not offered.

3.9.3 Rates

	Maximum Charge
Verification, per request	\$ 9.00
Interrupt, per request	18.00

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**SECTION 3 – RATES, CONT.**

**3.10 Directory Assistance**

3.10.1 Directory Assistance Service

A. General

1. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.
2. The charges set forth, following, apply when customers of the Company request assistance in determining telephone numbers of:
  - a. A person who is located in the same local service area, or
  - b. A person who is not located in the same local service area but who is located within the state for which the Company furnishes Centralized Directory Assistance Service.
3. If a customer abuses or fraudulently uses Directory Assistance service, the appropriate Directory Assistance charges may be assessed on that customer's telephone account.
4. A caller may request a maximum of two telephone numbers for each call to Directory Assistance.
5. Call completion is provided without additional charge for calls within the LATA. However, intraLATA long distance or local message charges apply if applicable. Call completion is provided from Public Access Lines on an alternately billed basis and where facilities permit. Appropriate service charges listed in Section 3.8 apply in addition to the Directory Assistance Service charge.
6. Directory Assistance Service charges do not apply to requests originating from telephone services the Company has determined are used on a continuing basis by person(s) certified incapable of using a published telephone directory. A nonrecurring charge does not apply to establish or remove Directory Assistance Service exemption.

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**SECTION 3 – RATES, CONT.**

**3.10 Directory Assistance, cont.**

3.10.1 Directory Assistance Service, cont.

B. Allowances

1. A customer is allowed one directly dialed Directory Assistance call per month at no charge for each central office line or trunk, excluding PALs.
2. Call allowances are not transferable between separate accounts of the same customer.

C. Charges

1. In locations, including Public Access Lines, where the customer has the capability to direct dial Directory Assistance but chooses to place the call as a mechanized or operator-assisted customer-dialed calling card call or operator assisted station-to-station call, the appropriate charge, as shown in Section 3.8, apply in addition to the Directory Assistance charge.

	Maximum Charge
Each call dialed directly by customer	\$3.00
Each call placed from Public Access Line	
- Direct Dial	1.20
- Alternatively Billed	2.31

2. Service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use includes obtaining, attempting to obtain, or assisting others to obtain or to attempt to obtain Directory Assistance service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or devise whatsoever, with attempt to avoid payment, in whole or in part, of the charge for this service. In addition to any other action authorized by this Tariff, the Company may, in cases of abuse or fraudulent use, assess appropriate Directory Assistance charges on the customer's telephone account.

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**SECTION 3 – RATES, CONT.**

**3.10 Directory Assistance, cont.**

**3.10.2 National Directory Assistance Service**

**A. Description**

National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service areas.

**B. Terms and Conditions**

1. There are no call allowances or exemptions for National Directory Assistance customers.
2. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing and also asks for a listing within their local Directory Assistance service area, the charge in C. below applies.
3. A maximum of two requested telephone numbers are allowed per call.
4. This service may be alternately billed. Appropriate service charges listed in Section 3.8 apply in addition to the National Directory Assistance charge.

**C. Charges**

1. Charges apply to each call placed to National Directory Assistance from a Payphone.
2. In locations, including payphones, where the customer has the capability to direct dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator handled service charges as shown in Section 3.8 apply in addition to the following Directory Assistance Charge.

	Maximum Charge
Each call dialed directly by customer	\$3.00

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service**

3.11.1 Description

Custom Calling Services include one or more of the following features.

3.11.2 Definitions

Abbreviated Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one digit or Abbreviated Access, two digit.

The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number. This option is not available to business customers who subscribe to the Business - Bundled Service Offerings as shown in Section 3.7.

Call Curfew

Allows the customer the ability to block incoming and outgoing calls. The feature can be turned on and off manually or automatically by pre-set schedules which have been defined by the customer.

When the feature is activated, incoming calls will be blocked and the calling party will hear an announcement that the customer is unavailable. For outgoing calls, the customer will hear a fast busy and the call will not be completed. When the feature is not activated, normal call processing will occur. Calls placed to 911 are not affected.

Call Forwarding – Busy Line

Expanded Forwarding

Allows a customer to have an incoming call forwarded to another predetermined number in a different central office switch if the called number is busy.

External Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy.

Overflow Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number within the customer's central office switch if the called number is busy.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.2 Definitions, cont.

Call Forwarding – Busy Line/Don't Answer

Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy or if the customer does not answer after a preset number of ringing cycles.

External Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy or to any number within the same central office switch if the called number does not answer (where available).

Overflow Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy or does not answer.

Call Forwarding – Busy Line (Programmable)

Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

Call Forwarding – Don't Answer

Allows a customer to have incoming calls forwarded to another number within the same central office switch if the customer does not answer after a preset number of ringing cycles.

Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the customer does not answer after a preset number of ringing cycles.

Call Forwarding – Don't Answer (Programmable)

Allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.2 Definitions, cont.

Call Forwarding – Variable

Enables the customer to forward incoming calls to another number by dialing a code, plus the number to receive the call. Call Forwarding-Variable for PBX and Horizon customers will only work on one trunk at a time. The feature will also remove that trunk from rotary hunting service during its use.

An option is also available that allows a customer to activate the feature without completing a call to the forward-to number.

Call Rejection

Enables a customer to reject call attempts from up to fifteen numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

Call Trace

Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for action. The customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them.

Call Transfer

Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three-party connection, and then to leave the connection without disconnecting the call.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.2 Definitions, cont.

Call Waiting

When a customer is talking on the telephone, a short spurt of tone signals that a call is waiting. The tone is heard only by the Call Waiting customer, while the incoming caller hears a regular ringing signal. Flashing the switchhook holds the first call while the second is answered. The customer can alternate between calls by flashing the switchhook.

Where facilities and equipment permit, customers who have a line equipped with Call Waiting and Call Forwarding Don't Answer and/or Call Forwarding Busy Line, will be provided a feature so that Call Forwarding Don't Answer and/or Call Forwarding Busy Line forwards an incoming call to the number designated by the customer when the incoming call is not answered in response to the Call Waiting tone.

A customer with Caller Identification may also receive name and/or number information on a call that is waiting (USOC: N2W). The customer must have the appropriate CPE.

A customer who subscribes to Call Waiting may enhance service to separately identify local and long distance calls. Different tones will distinguish the two types of calls, whether at the initial ring cycle or in the call waiting mode. There is no additional charge for this Long Distance Alert feature enhancement, nor will the Company charge to add this feature.

A customer who subscribes to Call Waiting may also enhance service by adding Talking Call Waiting to their line. Talking Call Waiting is an enhancement that provides an audible announcement of the incoming caller's name. The audible announcement consists of the regular Call Waiting tone followed immediately by the calling party's name.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.2 Definitions, cont.

Caller ID With Privacy +<sup>SM</sup>

Includes the Caller Identification-Name and Number functionality and, in addition, provides the customer with the ability to screen private and unidentified calls that are placed to their number.

Callers placing a call from a private or blocked telephone number to a CALLER ID WITH PRIVACY+<sup>SM</sup> customer will hear a series of prompts asking them to unblock their line or record their name for delivery to the called party. Callers placing a call from an unidentified number will be asked to record their name for identification purposes and to hold the line.

When the calling party records their name, the service will call the CALLER ID WITH PRIVACY+<sup>SM</sup> customer and the Caller ID unit will display “PRIVACY+<sup>SM</sup>,” which identifies that the call is from the CALLER ID WITH PRIVACY+<sup>SM</sup> service. The customer will also hear a distinctive ring unless they subscribe to Custom Ringing. If the customer answers the call from the CALLER ID WITH PRIVACY +<sup>SM</sup> service, they will hear the recorded name and may then choose between three options for handling the incoming call. They may accept the original call, they may choose not to accept the original call or if they subscribe to Voice Messaging, they can direct the original call to their mailbox.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.2 Definitions, cont.

Caller Identification – Name and Number

Allows for automatic delivery of a calling party's name and telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

The name displayed shall be the name associated with the calling telephone number as shown in the Company's records. The Company in its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy.

Caller Identification customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to business subscribers where technically feasible.

Caller Identification – Number

Allows for the automatic delivery of a calling party's telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.

Caller Identification customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to business customers where technically feasible.

Continuous Redial

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A distinctive ring alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.

Dial Call Waiting

Allows a customer with the feature to direct a Call Waiting tone or a Distinctive Alert signal to a line equipped with Distinctive Alert. The feature is activated by dialing a preset access code and the telephone number of the line to which the signal is directed.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.2 Definitions, cont.

Dial Lock

Allows a customer the ability to manage their outbound calls (local, local long distance, and toll) by selectively blocking different types of calls placed from their line. This service will allow blocking to: all non-emergency local calls; long distance calls; international calls; operator assisted; toll free; information services; and directory assistance calls. The customer will select the types of calls to have blocked. Customers may override the blocking at anytime through a personalized assigned PIN code.

Directed Call Pick Up

Allows a customer to answer a call, during the ringing cycle, that is directed to another line, by dialing a preset code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

Directed Call Pick Up with Barge-In

Allows a customer to answer a call directed to another line which has been answered or is ringing by dialing a preset access code and telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

Distinctive Alert

Allows a customer to receive an audible Call Waiting tone or Distinctive Ringing signal from a line equipped with Dial Call Waiting. If the called line is idle, a Distinctive Ringing signal will be heard. If the called line is busy, the called line receives a Call Waiting tone.

Do Not Disturb

Allows a customer to prevent the ringing of the telephone. When the feature is activated, callers hear a customer selected greeting indicating that the customer is not available. If the customer has messaging service the caller may stay on the line and leave a message.

Easy Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated two digit code. The dialing code is \*98.

Hot Line

Allows a customer to establish a switched connection to a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number.

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**SECTION 3 – RATES, CONT.****3.11 Custom Calling Service, cont.**

## 3.11.2 Definitions, cont.

**I-CALLED<sup>SM</sup>**

I-CALLED<sup>SM</sup> allows callers who encounter a “ring no answer” condition to record their name and telephone number for future delivery to the called party. The service provides a voice prompt for the caller to enter a touch-tone command. Once callers record their name and number, I-CALLED<sup>SM</sup> will attempt to deliver the information to the called party by calling the called party periodically for a predetermined number of days, or until the called party answers, whichever comes first. When the called party answers the I-CALLED<sup>SM</sup> call, the recorded information will be played through twice to ensure the called party hears the information. The called party will also have the opportunity to replay the message if needed. This service is billed to the calling party on a per use basis

**Last Call Return**

Allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the calling party's number. If the calling party's number is blocked by the calling party, the service will not return the call. If the called number is busy, the feature will redial the called number for a limited time period. A tone alerts the customer when the called line is available. Service is on a usage or subscription basis.

Last Call Return customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to business customers where technically feasible; and to monthly (subscription) customers only.

**NO SOLICITATION<sup>SM</sup>**

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors “do-not-call” list. NO SOLICITATION<sup>SM</sup> automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily and it may be disabled by the customer at any time, if desired. A caller may press one, or stay on the line to complete the call connection. Subscribers to this feature have the option of establishing a “Privileged Caller List” (PCL) consisting of up to 25 numbers. A caller whose number appears on the PCL will bypass the recorded message.

**Priority Call**

Allows a customer to assign a maximum of fifteen callers' telephone numbers to a special list. The customer will hear a distinctive ring at his/her location when calls are received from callers' telephone numbers on that list.

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**SECTION 3 – RATES, CONT.****3.11 Custom Calling Service, cont.**

## 3.11.2 Definitions, cont.

Remote Access Forwarding (Call Forwarding)

A function which allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number.

SECURITY SCREEN<sup>SM</sup>

Provides the customer with the ability to screen private and unidentified calls that are placed to their number. A customer who subscribes to SECURITY SCREEN<sup>SM</sup> must also subscribe to Caller Identification – Name and Number.

Callers placing a call from a private or blocked telephone number to a SECURITY SCREEN<sup>SM</sup> customer will hear a series of prompts asking them to unblock their line or enter a telephone number for delivery to the called party. Callers placing a call from an unidentified number will be asked to enter a telephone number for identification purposes. The SECURITY SCREEN<sup>SM</sup> customer will hear a distinctive ring if the calling party input the data passed unless they subscribe to Custom Ringing Service.

Unidentified callers will hear a message indicating that the person they are calling does not accept unidentified calls. The calling party will be told to hang up if they are a solicitor. All other callers will be asked to input the telephone number they are calling from. Once the calling party unblocks their line or enters a telephone number, they will be connected directly to the SECURITY SCREEN<sup>SM</sup> customer. The Caller ID unit will display one of the following:

- If the call is private or unavailable and the caller enters a ten-digit number from within Navigator's service territory that is the same as the calling number, the display will carry the telephone number and the caller's name with an (\*).
- If the call is private or unavailable and the caller enters a private ten-digit number that is different from the calling number, the display will show SECURITY SCREEN<sup>SM</sup> and the number the caller input.
- If the call is private or unavailable and the caller enters a ten-digit number outside of Qwest's territory, the display will read SECURITY SCREEN<sup>SM</sup> and the number the caller input.
- If the call is private or unavailable and the caller inputs one to nine digits (e.g. 2345), the display will read SECURITY SCREEN<sup>SM</sup> and the number the caller input backfilled with zeros (000-000-2345).

A caller who chooses not to unblock their line or enter a number will be advised that their call could not be completed and the call will be terminated.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.2 Definitions, cont.

Scheduled Forwarding

A function which allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

Selective Call Forwarding

Allows a customer to specify a special list of a maximum of fifteen telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

Selective Call Waiting

Includes the Call Waiting or Call Waiting Identification functionality and, in addition, allows the customer to establish and modify a list of telephone numbers that trigger the Call Waiting tone when the customer's line is in use. Calls from telephone numbers not on the list, or calls from unidentified callers will either hear busy tone when the customer's line is busy or if the customer subscribes to Voice Mail service, the call will be routed to the customer's mailbox.

Speed Calling

Enables the customer to call a preselected group of telephone numbers by dialing 1 or 2 digits rather than the actual number. Speed Calling is available with an 8 or 30 telephone number capacity.

Three-Way Calling

Enables a customer to add a third customer on an established local or long distance connection without operator assistance. The third customer may be called by the customer initiating the Three-Way Calling on either a local or long-distance basis.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.2 Definitions, cont.

Receptionist

Allows the customer to control the disposition of incoming calls while in an offhook condition via a visual display unit.

Additionally, it allows for the automatic delivery of a calling party's name and/or telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, in its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The Company's sole and only obligation shall be to reasonably correct errors in names when notified in writing of such errors.

Customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to business customers where technically feasible.

Warm Line

Allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office switching equipment.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.3 Terms and Conditions

- A. Custom Calling Services are furnished only in CO areas where adequate and suitable facilities are available. COs will be equipped for Custom Calling Services at the discretion of the Company and in accordance with regular engineering practices.
- B. The services will be provided only in connection with individual business access line service.
- C. At the time of a number change for Company reasons, existing business lines may be equipped for one or more Custom Calling features without a nonrecurring charge.
- D. Flat or Measured service equipped for Call Forwarding Features are assessed regular long distance message charges for each call forwarded on a long distance basis. Measured Rate Service equipped for Call Forwarding features are assessed usage charges for each call forwarded on a local basis.
- E. Due to technical limitations, customers who subscribe to Abbreviated Access, one-digit may not purchase an additional Abbreviated Access, one-digit or Speed Calling, 8-number and customers who subscribe to Abbreviated Access, two-digit may not purchase an additional Abbreviated Access, two-digit or Speed Calling, 30-number.
- F. Control of the number assignment on the shared speed call list associated with Abbreviated Access resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the speed call list. The access line will be restricted from dialing any toll calls billable to the end user.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

**3.11.3 Terms and Conditions, cont.**

- G. Due to technical limitations, customers who subscribe to Call Transfer and Speed Calling 8-number capacity will only have 6-number capacity available for their use.
- H. Where technology permits, the predetermined number associated with Warm Line Service is controlled by the customer and may be changed by dialing an access code and the new number. In other instances, the connection to the predetermined number cannot be changed except through the issuance of a service order.
- I. With Warm Line Service, the timing delay period before automatic dialing begins is specified at the time the service is ordered and cannot be changed except through the issuance of a service order.
- J. Once automatic dialing begins on lines equipped with Warm Line Service, calls to other numbers cannot be made. For example, dialing of 911 or other emergency numbers must begin before the delay periods ends.
- K. The connection to the predetermined number associated with Hot Line Service cannot be changed except through the issuance of a service order.
- L. A line equipped with Hot Line Service is totally dedicated to operate in the manner outlined herein. There is no ability to operate the line in any other manner. For example, calls to 911 or other emergency numbers cannot be placed from a line equipped with Hot Line Service.
- M. A line equipped with Hot Line Service can be used for incoming calls, but cannot initiate outgoing calls except to the predetermined number.
- N. Operator Verification and Interrupt will not function on lines equipped with any of the Call Forwarding features.
- O. Due to technical limitation, the calling number and the called number must be in the same central office switch for the following features: Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.
- P. A telephone number must be assigned to lines with Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.
- Q. A tone signaling telephone is required to use Do Not Disturb and its options.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.3 Terms and Conditions, cont.

- R. Last Call Return, Continuous Redial and Three-Way Calling are available on a subscription or usage basis. The usage basis pricing options will be available where facilities permit. For any month, the total usage billing per service will not exceed the normal flat rate subscription charge for the individual service, per line. Customers may request the removal of these services at any time, at no charge.
- S. Some of the features may be subscribed to separately or in a combination of several on the same line in a package rate.
- T. Call Manager Connection is a package of services available to business customers. The services in this package are defined by the Company but the customer does have the choice of including, at no additional charge, Call Waiting or the Call Waiting feature which meets their needs, e.g. Call Waiting ID or Receptionist. The package includes:
  - 1. Call Rejection
  - 2. Call Forwarding-Variable
  - 3. Caller Identification-Name and Number
  - 4. Continuous Redial
  - 5. Priority Call
  - 6. Three-Way Calling

Call Manager Connection is not available to business customers who subscribe to the Business - Bundled Service Offerings as shown in Section 3.7.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.3 Terms and Conditions, cont.

- U. Recognizing the potential for misuse associated with Remote Access Forwarding and Scheduled Forwarding, the Company will attempt to verify that requests for this service are being made to the subscriber of record, not unauthorized parties.

The following are restrictions to forwarding destinations for Remote Access Forwarding and Scheduled Forwarding:

1. No International numbers – only United States NPAs allowed.
  2. No 700, 800, 900, 950 pr 976
  3. No N11 or 555-1212
  4. No operator assisted calls (0-, 0+,00-, 01+, 10XXX+0, 10XXX+00, 10XXX+0+, 10XXX+01+)
  5. No speed dial codes or customized dialing plans.
  6. No third-number billed calls.
  7. A limit of four destination charges per hour.
- V. I-CALLED<sup>SM</sup> service has blocking capabilities. Customers may block originating and/or terminating I-CALLED<sup>SM</sup> calls. If a customer places an I-CALLED<sup>SM</sup> call to a blocked number, there will be no charge.
- W. I-CALLED<sup>SM</sup> is not available on the following types of originating service:
1. Public Telephone service
  2. Operator assisted.
- X. I-CALLED<sup>SM</sup> is not available on calls to special access numbers, including but not limited to: 800, 888, 900, 976 and N11.
- Y. I-CALLED<sup>SM</sup> is limited to certain technologies. In addition, in order for the service to work, the calling party and the called party must either be served from the same central office or served from central offices which are linked by facilities that can send the recorded name and telephone number. I-CALLED<sup>SM</sup> will only work on intraLATA calls.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.4 Rates and Charges

- A. Except as specifically provided herein, Custom Calling Services are subject to the terms, conditions, rates and charges applicable to other types of customer service and are in addition to the basic rates and charges for the services with which it is associated. May be combined as part of business bundled offerings.
- B. Business Custom Calling Services, each line, cont.
  - 1. Custom Calling Services

Service	USOC	Maximum Charge
Abbreviated Access, one-digit		
- Each shared speed call list	EV5	\$58.50
- Each line arranged	EV4	0.75
Abbreviated Access, two-digit		
- Each shared speed call list	EV9	88.50
- Each line arranged	EV8	0.75
Call Forwarding		
- Busy Line (expanded)	FBJ	7.50
- Busy Line (external)	EVB	7.50
- Busy Line (overflow)	EVO	12.00
- Busy Line/Don't Answer (expanded)	FVJ	15.00
- Busy Line (external)/Don't Answer	EVF	15.00
- Busy Line (overflow)/Don't Answer	EVK	22.50
- Busy Line (programmable)	ERB	22.50
- Don't Answer	EVD	10.50
- Don't Answer (expanded)	FDJ	10.50
- Don't Answer (programmable)	ERD	12.00
- Variable	ESM	12.90
- No call completion option	FOQ	-
Call Manager Connection	NLUBQ	58.35
- with Call Waiting	NLUBR	58.35
- with Call Waiting ID	NLUBT	58.35
- with Receptionist	NLUBS	58.35
Call Rejection	NSY	12.00
Call Transfer	EO3	16.50
Call Waiting	ESX	21.00
CALLER ID WITH PRIVACY+ <sup>SM</sup>	N6S	31.35
Caller Identification – Name and Number	NNK	22.35

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.4 Rates and Charges, cont.

B. Business Custom Calling Services, each line, cont.

1. Custom Calling Services, cont.

Service	USOC	Maximum Charge
Caller Identification – Number	NSD	\$22.35
Continuous Redial	NSS	9.00
Dial Call Waiting	WDD	5.70
Dial Lock	OC4	10.35
Directed Call Pick Up	PUN	2.25
Directed Call Pick Up with Barge-In	PUQ	2.25
Distinctive Alert	DHA	2.25
Do Not Disturb	D7T	10.35
Easy Access	SQAVX	2.19
Hot Line	HLA	5.25
Last Call Return	NSQ	7.50
NO SOLICITATION <sup>SM</sup>	SB5	19.35
Priority Call	NSK	9.00
Receptionist		
- with Name & Number	EWY2X	43.65
- with Number only	EWY20	43.65
- with CALLER ID WITH PRIVACY + <sup>SM</sup>	EWY29	52.35
Remote Access Forwarding	AFD	21.75
Scheduled Forwarding	ATF	24.75
SECURITY SCREEN <sup>SM</sup>	RV1	8.10
Selective Call Forwarding	NCE	9.00
Selective Call Waiting	S7W, S7Y	22.50
Speed Calling, 8-number capacity	E8C	7.50
Speed Calling, 30-number capacity	E3D	12.00
Talking Call Waiting <sup>1</sup>	TW1	10.35
Three-Way Calling	ESC	10.50
Warm Line	WLS	6.75

<sup>1</sup> The rate for Talking Call Waiting is in addition to the rate for Call Waiting.

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.4 Rates and Charges, cont.

B. Business Custom Calling Services, each line, cont.

1. Custom Calling Services, cont.

Service	USOC	Maximum Charge
Call Waiting, Call Forwarding-Variable on the same line	ES7	\$28.50
Call Waiting, Three-Way Calling on the same line	ER9	27.00
Speed Calling, 8-number and 30-number capacity on the same line	EZL	16.50
Call Waiting, Speed Calling, 8-number capacity on the same line	ES6	24.00
Call Waiting, Speed Calling, 30-number capacity on the same line	ESW	27.00
Call Waiting, Speed Calling, 8-number and 30-number capacity on the same line	EZN	34.50
Call Waiting, Call Forwarding-Variable, Three-Way Calling on the same line	ETC	37.50
Call Waiting, Call Forwarding-Variable, Speed Calling, 8-number capacity on the same line	ESA	39.00
Call Waiting, Call Forwarding-Variable, Speed Calling, 30-number capacity on the same line	ESG	39.00
Call Waiting, Call Forwarding-Variable, Speed Calling, 8-number and 30-number capacity on the same line	EZQ	46.50
Call Waiting, Three-Way Calling, Speed Calling, 8-number capacity on the same line	ET8	33.00
Call Waiting, Three-Way Calling, Speed Calling, 30-number capacity on the same line	ET3	34.50
Call Waiting, Three-Way Calling, Speed Calling, 8-number and 30-number capacity on the same line.	EZR	43.50
Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling, 8-number capacity on the same line	ES3	45.00

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**SECTION 3 – RATES, CONT.****3.11 Custom Calling Service, cont.**

## 3.11.4 Rates and Charges, cont.

## B. Business Custom Calling Services, each line, cont.

## 1. Custom Calling Services, cont.

Service	USOC	Maximum Charge
Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling, 30-number capacity on the same line	ES5	\$49.50
Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling, 8-number and 30-number capacity on the same line	EZT	55.50
Call Forwarding - Variable, Three-Way Calling on the same line	ER5	21.00
Call Forwarding – Variable – Speed Calling, 8-number capacity on the same line	ER3	18.00
Call Forwarding – Variable – Speed Calling, 30-number capacity on the same line	ER4	21.00
Call Forwarding-Variable, Speed Calling, 8-number and 30-number capacity on the same line	EZO	28.50
Call Forwarding-Variable, Three-Way Calling, Speed Calling, 8-number capacity on the same line	ESR	30.30
Call Forwarding-Variable, Three-Way Calling, Speed Calling, 30-number capacity on the same line	ESB	31.50
Call Forwarding-Variable, Three-Way Calling, Speed Calling, 8-number and 30-number capacity on the same line	EZS	37.50
Three-Way Calling, Speed Calling, 8-number capacity on the same line	ER6	15.00
Three-Way Calling, Speed Calling, 30-number capacity on the same line	ER7	19.50
Three-Way Calling, Speed Calling, 8-number and 30-number capacity on the same line	EZP	25.50

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**SECTION 3 – RATES, CONT.**

**3.11 Custom Calling Service, cont.**

3.11.4 Rates and Charges, cont.

C. Business Custom Calling Services, per occurrence

2. Custom Calling Services

Service	Maximum Charge
Call Trace, per activation - Business	\$6.00
Usage Basis Continuous Redial, per activation <sup>1</sup> - Business	2.25
Usage Basis Last Call Return, per activation <sup>1</sup> - Business	2.25
Usage Basis Three-Way Calling, per activation <sup>1</sup> - Business	2.25
Usage Basis I-CALLED <sup>SM</sup> , per activation - Business	2.85

<sup>1</sup> Monthly rate does not apply to customers using the service on a per activation basis.

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**SECTION 3 – RATES, CONT.**

**3.12 MARKET EXPANSION LINE (MEL) SERVICE® - (Remote Call Forwarding - RCF)**

3.12.1 Description

When a customer activates MARKET EXPANSION LINE (MEL) SERVICE®, (also known as Remote Call Forwarding (RCF)) on the customer's service, all incoming calls are automatically routed to another customer-selected telephone number in the local calling area or a distant exchange.

3.12.2 Terms and Conditions

- A. MEL® Service is furnished only where adequate and suitable facilities are available. COs will be equipped for MEL® Service at the discretion of the Company.
- B. MEL® Service is provided on the condition that customer subscribe to sufficient MEL® features and facilities to adequately handle calls to the MEL® customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional MEL® features at the call forwarding location or facilities at the terminating telephone are needed, the customer will be required to subscribe for such additional MEL® features and facilities.
- C. MEL® Service is not offered when terminating on a PAL.
- D. The Company cannot provide the customer with the telephone number of the originating call.
- E. The Company provides one free directory listing in the exchange where the MEL® CO is located; however, at the customer's request, the listing may be omitted at no charge. Additional listings may be provided at rates and charges for business additional listings.

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**SECTION 3 – RATES, CONT.**

**3.12 MARKET EXPANSION LINE (MEL) SERVICE® - (Remote Call Forwarding - RCF), cont.**

3.12.2 Terms and Conditions, cont.

F. Directory assistance charges, or allowances, are not applicable to MEL® services since this is an inward only calling arrangement.

G. The charges applicable to remotely forwarded calls shall be comprised of two separate elements; (a) a charge for that portion of the call from the calling telephone to the called number, and (b) a charge for that portion of the call from the called telephone to the remotely call forwarded terminating telephone. The respective charge for each such portion shall be as follows:

1. Between the calling telephone and the called (MEL®) location.

The calling party is responsible for the payment of these charges with the exception of those calls which are placed collect and accepted by the MEL® customer.

2. From the called telephone (MEL®) location to the terminating telephone.

The Remote Call Forwarding customer is responsible for the applicable Local Measured Service usage charges as shown in Section 3.12.3.B of this Tariff or for the applicable customer-dialed station-to-station charges shown in this or any other applicable Tariff. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

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**SECTION 3 – RATES, CONT.**

**3.12 MARKET EXPANSION LINE (MEL) SERVICE® - (Remote Call Forwarding - RCF), cont.**

3.12.3 Rates and Charges

- A. The appropriate nonrecurring charge specified in this section will apply for the installation of MEL® Service. Subsequent to the initial establishment of MEL® Service, the appropriate nonrecurring charge will also apply to add or change one or more of the MEL® numbers, to change a call forwarding telephone number and to restore service for Company initiated termination of service.
- B. The following rates and charges are added to all rates and charges for associated services:

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Rate
Measured MEL®			
- Each line arranged	RCF	\$60.00	\$40.35
- Each additional line arranged	RCA	60.00	40.35
MEL® with No Charge (for business customers only) <sup>1</sup>			
- Each line arranged	RFFXS	-	-

	Maximum Charge For Each Call
Per Call Charge	\$0.321

<sup>1</sup> Available only to customers located in Area Code 520 who are experiencing problems with incoming call completion due to the Area Code 602/520 split.

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**SECTION 3 – RATES, CONT.**

**3.13 Basic Exchange Enhancement**

3.13.1 Description

Amplified Voice Grade Circuit

This grade of service provides a circuit with no more than a 4 decibel (d.B.) loss (measured at 1004 Hz.) from the local central office to the customer's network interface. This service provides the customer a high quality transmission line and signaling for use on all local switched service.

3.13.2 Terms and Conditions

- A. Amplified Voice Grade Circuit is furnished only in central office areas where adequate and suitable facilities are available. Central offices will be equipped for Amplified Voice Grade Circuit at the discretion of the Company and in accordance with regular engineering practices.
- B. The services will be provided only in connection with business individual access line service. Amplified Voice Grade Circuit is not available in connection with Smart Public Access Line Service, Multi-party Service, FX, FCO and WATS.
- C. When a customer subscribes to Amplified Voice Grade Circuit all access lines in a hunt group must be equipped with this service.

3.13.3 Rates and Charges

Except as specifically provided herein, Amplified Voice Grade Circuit is subject to the terms, conditions, rates and charges applicable to other types of customer service and are in addition to the basic rates and charges for the service with which it is associated.

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Rate
Amplified Voice Grade Circuit, per flat rate access line	VGA	\$151.00	\$25.20

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**SECTION 3 – RATES, CONT.**

**3.14 Custom Ringing Service**

3.14.1 Description

Custom Ringing Service (Custom Ringing) is a central office based service which provides up to three distinctive ringing codes on incoming calls, using one individual access line. The distinctive ringing codes are achieved by assigning up to three additional telephone numbers to the access line.

3.14.2 Terms and Conditions

- A. Custom Ringing Service is provided with individual exchange access lines and may be unavailable with some services due to technical limitations.
- B. Custom Ringing numbers are subject to a minimum service period of one month.
- C. Custom Ringing will be billed to the primary access line number. Itemized billing is not available on Custom Ringing numbers.
- D. When the customer's access line is equipped with Call Waiting, and the line is busy, incoming calls will generate a distinctive Call Waiting tone at no additional charge.
- E. When the customer's access line is equipped with Call Forwarding-Variable, the customer can choose one of the following options:
  - 1. To have Call Forwarding-Variable only on the access line number, or
  - 2. To have all Custom Ringing Service numbers forwarded with the access line number.

This choice is made, or changed, at the time the customer places an order with the Company. Call Forwarding-Variable rates apply only to the access line number. Distinctive ringing will not be heard at the forwarded location.

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**SECTION 3 – RATES, CONT.**

**3.14 Custom Ringing Service, cont.**

3.14.3 Rates and Charges

- A. This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

	USOC	Maximum Monthly Rate
Business		
- First additional number	RGG1+	\$20.85
- Second additional number	cRGG2+	14.25
- Third additional number	RGG3+	14.25

- B. Nonrecurring Change Charges

Business	
- Change Telephone Number	1
- Change Custom Ringing Service number to access line number	2

<sup>1</sup> The charge for changing telephone numbers is as shown in Section 1.6.  
<sup>2</sup> The nonrecurring charge is the same as for the installation of a new line.

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**SECTION 3 – RATES, CONT.**

**3.15 Hunting Service**

3.15.1 Description

Hunting Service is an optional arrangement available to business customers with two or more individual line services. Where facilities permit, such lines will be arranged so that incoming calls to a busy line will overflow to other of the customer's lines not busy. The following types of hunting arrangements are available: series and multiline (basic hunting), circular, and preferential.

3.15.2 Rates and Charges

- A. The rate for each individual line arranged for Hunting Service is in addition to the regular individual line rate.
- B. The following monthly increment is for business Hunting Service.

	USOC	Maximum Monthly Rate
Business - Basic hunting, per access line	HTG	\$12.00

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**SECTION 3 – RATES, CONT.**

**3.15 Hunting Service, cont.**

3.15.3 Optional Features

A. Circular Hunt

1. Description

Circular Hunt is an option of Hunting Service that allows for hunting to start at the dialed number and continues in ascending order to the last number in the hunt group. Hunting then proceeds to the first number of the hunt group and continues through the group until an idle line is reached or the number just preceding the dialed number is reached.

2. Rates and Charges

The rates and charges for Circular Hunt are in addition to the rates and charges for Hunting Service.

	USOC	Maximum Monthly Rate
Business - Per hunt group	HCKPG	\$7.50

B. Preferential Hunt

1. Description

Preferential Hunt is an option of Hunting Service that enables incoming calls to a specific number within a hunt group to hunt over a unique hunting sequence of lines within the hunting group. The unique hunting sequence is other than that encountered when a caller dials the first telephone number in the hunt group.

2. Rates and Charges

The rates and charges for Preferential Hunt are in addition to the rates and charges for Hunting Service.

	USOC	Maximum Monthly Rate
Business - Each line arranged	HSHHP	\$2.25

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**SECTION 3 – RATES, CONT.**

**3.16 Answer Supervision – Line Side**

3.16.1 Description

Answer Supervision - Line Side provides the capability to deliver "off-hook" supervisory signals from the terminating central office switch to a line side interface at the originating central office switch. These signals indicate when the called station has answered an incoming call.

3.16.2 Terms and Conditions

Answer Supervision - Line Side will only be provided where technically and economically feasible and where sufficient demand exists to warrant the provision of the service.

3.16.3 Rates and Charges

The terms, conditions, rates and charges applicable to Answer Supervision - Line Side are in addition to the rates and charges for the services with which it is associated.

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Rate
Answer Supervision – Line Side, per line arranged	AS8L+	\$45.00	\$11.85

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**SECTION 3 – RATES, CONT.**

**3.17 Directory Listing Services**

3.17.1 Description

The alphabetical directory is a list of names of customers and others for whom directory listings are provided. Alphabetical listings include information which is essential to the identification of the listed party and facilitates the use of the directory. The Company reserves the right to refuse to publish listings which, in the judgment of the Company, are considered inappropriate.

3.17.2 Terms and Conditions

- A. The Company, in accepting listings as prescribed by applicants or customers, will not assume responsibility for the result of the publication of such listings in its directories, nor will the Company be a party to controversies arising between customers or others as a result of such publication.
- B. The Company has the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby.
- C. Listings are regularly provided in connection with most classes of exchange service.

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**SECTION 3 – RATES, CONT.**

**3.17 Directory Listing Services, cont.**

**3.17.3 Primary Listings**

A. One listing, the Primary Listing, is provided without charge for:

1. Each exchange access line.

Dual name listings may be provided to customers referred to by two names, if such listings facilitate the use of the directory. Where two or more exchange access lines are served on a Hunting Service basis, only one Primary Listing for the group will be provided.

B. In those cases in which the business of the customer is so conducted, the Primary Listing may be the trade name of an article or service, provided the customer is the authorized agent or representative for the particular article or service.

C. At the request of the customer, the Primary Listing may be omitted from the directory (Nonlisted Service) or from both the directory and the information records (Nonpublished Service). Nonlisted and Nonpublished Services are furnished subject to the terms, conditions and rates shown herein.

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**SECTION 3 – RATES, CONT.**

**3.17 Directory Listing Services, cont.**

3.17.4 Additional Listings

A. Regular Additional Listings

1. Business Additional Listings may be the listings of:

Individual names of those entitled to the use of the customer's service under the provisions of this Tariff. These listings could include, but are not limited to, Departments, Divisions, Tradenames, etc.

2. Additional Listings:

Where a listing appears in the current directory, charges to the end of the directory period will apply except that the charges will cease at the time:

- a. The contract for the main service is terminated.
- b. The listed party becomes a customer to a class of exchange service.
- c. The listed party dies, or moves to a new location at which the customer's service with which the listed party is listed is not available.

- B. Special Types of Additional Listings Special types of additional listings such as Alternate, Alpha and Informational, Duplicate and Reference Listings, Foreign Listings, Listings of Amateur Radio Stations, or Listings of Resort Cottages take the same business classification as the service with which such listings are furnished.

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**SECTION 3 – RATES, CONT.**

**3.17 Directory Listing Services, cont.**

**3.17.5 Nonpublished Service**

**A. Description**

1. The telephone numbers of Nonpublished Service are not listed under the current subscriber's name in the telephone directory or in the information records available to the general public.
2. Nonpublished information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

**B. Terms and Conditions**

1. Incoming calls to Nonpublished Service will be completed only when the calling party places the call by telephone number. The Company will adhere to this condition notwithstanding any claim made by the calling party.
2. No liability for damages arising from publishing the telephone number of Nonpublished Service in the telephone directory or disclosing the telephone number to any person shall attach to the Company. Where such number is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the Nonpublished Service.
3. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a nonpublished telephone number upon request or by the publication of the number of a Nonpublished Service in the telephone directory or disclosing of such number to any person.

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**SECTION 3 – RATES, CONT.**

**3.17 Directory Listing Services, cont.**

3.17.5 Nonpublished Service, cont.

B. Terms and Conditions, cont.

4. The monthly rate for Nonpublished Service does not apply to:
  - a. PAL Telephone Service.
  - b. Service in addition to the regularly listed service for the same customer at the same location, e.g., additional lines in a rotary group.
5. Due to the limited supply of vacant telephone numbers, there may be situations where a number appears in the current directory under a prior subscriber's name.
6. The Company may disclose a nonpublished number to its authorized collection agents in order to collect amounts owed to the Company.

3.17.6 Nonlisted Service

A. Description

At the request of the customer, any one or all of the customer's Primary Listings, Additional Listings or other listings associated with the same or different CO line or trunk normally published in the alphabetical directory will be omitted from the directory but listed in the information records available to the general public.

B. Terms and Conditions

The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly by the publication of a listing which the customer has requested be omitted from the telephone directory or the disclosing of such a listing to any person. Where such a listing is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular Nonlisted Service.

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**SECTION 3 – RATES, CONT.****3.17 Directory Listing Services, cont.**

## 3.17.7 Rates and Charges

- A. The monthly rate for nonlisted listings applies separately for each listing which normally would be published in the alphabetical directory but which, at customer's request, is furnished on a nonlisted basis.
- B. Additional listings may be provided to public agencies at no charge where, in the opinion of the Company, directory service to the public will be improved.

	USOC	Maximum Charge
Change in Primary Listing - Business	NA	-
Additional Listings, each - Business <sup>1</sup>	CLT	\$7.50
Alpha Listing, each - Business	RNCAF	7.50
Foreign Listings, each - Business <sup>1</sup>	FAL	<sup>2</sup>
Each Listing changed to Nonpublished Service - Business	NPU	4.65
Each Listing changed to Nonlisted Service - Business	NLT	3.60

<sup>1</sup> For customers located in Area Code 520 who are experiencing problems with incoming call completion due to the Area Code 602/520 split, the monthly rate and nonrecurring charge for a Foreign Listing (USOCs: FAL,CLT,RLT) will be waived for customers in Area Code 520 who subscribe to MARKET EXPANSION LINE Service, as shown in Section 3.12.

<sup>2</sup> The FAL in this State takes the appropriate (CLT or RLT) rate as shown above. Should the FAL be in another state, then that State's (CLR or RLT) rate will apply.

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**SECTION 3 – RATES, CONT.**

**3.18 Intercept Services**

**3.18.1 Description**

Basic Intercept Service

Basic Intercept Service includes all intercept recordings that do not provide the new number information.

New Number Referral Service

New Number Referral Service includes all intercept recordings that provide the new number information.

Split Referral Intercept Service

Split Referral Intercept Service provides for calls to the disconnected number to be routed to the Operator who will challenge the incoming call and provide the new number information dependent on the caller's response.

**3.18.2 Terms and Conditions**

- A. Intercept services apply to temporary or permanently disconnected numbers, including vacation suspension service and telephone number changes.
- B. Intercept services are offered for periods up to 12 months for business customers.
- C. Intercept services are subject to the availability of the disconnected number and the availability of CO facilities.
- D. The minimum billing period for Split Referral is three months.
- E. The Company will be held harmless from any claims which may arise out of the Company's provision of Intercept Services.

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**SECTION 3 – RATES, CONT.**

**3.18 Intercept Services, cont.**

**3.18.3 Rates and Charges**

The following nonrecurring charges apply to Intercept Service on a per line basis dependent upon the number of months provided.

- A. Basic Intercept Service is provided at no charge.
- B. New Number Referral Service is provided at no charge.
- C. Split Referral Intercept Service

	USOC	Maximum Nonrecurring Charge
Business Rates		
- Three months	S1W3X	\$250.00
- Six months	S1WSX	490.00
- Nine months	S1W9X	730.00
- Twelve months	S1WTX	980.00

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**SECTION 3 – RATES, CONT.**

**3.19 Miscellaneous Service Offerings**

3.19.1 CUSTOMNET<sup>SM</sup> Service

A. Description

1. CUSTOMNET<sup>SM</sup> Service enables a customer, by means of Company operator identification, to restrict outgoing toll calls by their station users to only collect calls, bill to third party calls, and calling card calls.
2. This service is offered, subject to the availability of mechanized operator type services and existing CO facilities to individual line business customers. The provision of this service may require some customers to change their existing telephone number.

B. Rates and Charges

1. The nonrecurring charges will apply.
  - a. To each initial premises location of the customer ordering CUSTOMNET<sup>SM</sup> Service, regardless of the number of exchange access lines equipped.
  - b. To partial transfer CUSTOMNET<sup>SM</sup> Service to a different premises.
  - c. To a transfer of the customer's entire service to a different wire center.
  - d. When CUSTOMNET<sup>SM</sup> Service is disconnected at the customer's request and then subsequently ordered by the same customer.

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Charge
Initial Installation	N/A	\$742.00	-
Per exchange access line arranged	SRG	-	\$0.75

<sup>SM</sup> Service Mark of Qwest Communications International, Inc.

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**SECTION 3 – RATES, CONT.**

**3.19 Miscellaneous Service Offerings, cont.**

3.19.1 CUSTOMNET<sup>SM</sup> Service, cont.

C. Per Line Service

1. CUSTOMNET<sup>SM</sup> Service enables a customer, by means of Company operator identification, to restrict outgoing toll calls to only collect calls, bill to third party calls, and calling card calls.
2. This service is offered, subject to the availability of mechanized operator type services and existing CO facilities, to individual line customers. The provision of this service may require some customers to change their existing telephone number.
3. The nonrecurring charge applies to install, move or change, per order.

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Charge
Per exchange access line arranged	SEA	\$55.00	\$15.00

<sup>SM</sup> Service Mark of Qwest Communications International, Inc.

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**SECTION 3 – RATES, CONT.**

**3.19 Miscellaneous Service Offerings, cont.**

3.19.2 Toll Restriction

A. Description

1. Toll Restriction provides for exchange access lines to be restricted from dialing billable toll calls. Local directory assistance calls are allowed. Attempted violation of the restrictions are routed to an announcement.
2. This service is offered, subject to the availability of existing CO facilities, to individual line businesses and dial switching type customers.
3. Provision of toll restriction does not alleviate customer responsibility for completed toll calls.
4. Billed Number Screening (BNS) prohibits collect and/or third number billed calls from being charged to BNS equipped numbers. Some calls, originating from locations that do not have screening capabilities, may not be capable of being intercepted and denied. These calls, e.g., International calls and calls that do not go through the Billing Validation Authority data base, will be billed to the customer if completed.

B. Rates and Charges

Charges and rates for this service are in addition to the charges and rates for the class, type and grade of service furnished.

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Charge
Business - Per line arranged	RTY	\$82.50	\$15.00

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**SECTION 3 – RATES, CONT.**

**3.19 Miscellaneous Service Offerings, cont.**

**3.19.3 900 Service Access Restriction**

**A. Description**

900 Service Access Restriction enables business exchange access line customers to prohibit dialing of calls with the 900 prefix. Customers who choose to restrict 900 Service will also be restricted from calling ScoopLine Service calls with the prefix of 976 and 676.

**B. Terms and Conditions**

1. 900 Service Access Restriction is offered only where central office facilities permit.
2. 900 Service Access Restriction is only available on directly dialed calls.
3. 900 Service Access Restriction is available to:
  - a. Single party service
4. No charge applies to remove 900 Service Access Restriction.

**C. Rates and Charges**

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Charge
Business, per line	RTVXN	-	-

<sup>SM</sup> Service Mark of Qwest Communications International, Inc.

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**SECTION 3 – RATES, CONT.**

**3.19 Miscellaneous Service Offerings, cont.**

3.19.4 Blocking for 10XXX1+/10XXX011+

A. Description

This service prevents 10XXX1+ and 10XXX011+ calls from being completed. Blocked calls will be routed to an announcement.

B. Terms and Conditions

1. This service is offered subject to the availability of existing central office facilities.
2. Provision of 10XXX1+/10XXX011+ Blocking does not alleviate customer responsibility for completed toll calls.
3. Other toll restriction type services are available to customers subscribing to 10XXX1+/10XXX011+ Blocking.

C. Rates and Charges

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Charge
Per line arranged	RTVXY	\$9.00	\$0.30

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**SECTION 3 – RATES, CONT.**

**3.19 Miscellaneous Service Offerings, cont.**

**3.19.5 Message Waiting Indication**

**A. Audible**

**1. Description**

Message Waiting Indication-Audible is a feature whereby subscribing customers of Message Delivery Service (MDS) will hear an audible interrupted tone, when lifting the receiver, giving an indication of a message waiting for the customer at the customer's chosen MDS provider. The tone will be initiated by the provider over the customer's telephone line. The customer may call the provider for their message or ignore the tone and place a call. The tone will continue until the message has been retrieved.

**2. Terms and Conditions**

- a. Each customer subscribing to Message Waiting Indication-Audible must have their line programmed to accept Message Waiting Indication- Audible.
- b. Message Waiting Indication-Audible is available only where facilities and operating conditions permit.

**3. Rates And Charges**

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge to change the service is the same as the charge to install it.
- c. The rates and charges are as follows:

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Charge
Each client line, arranged billed to provider - Business	MWS	\$26.00	\$0.75
Each client line arranged billed to client - Business	MWW	26.00	0.75

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**SECTION 3 – RATES, CONT.**

**3.19 Miscellaneous Service Offerings, cont.**

3.19.5 Message Waiting Indication, cont.

B. Visual

1. Description

Message Waiting Indication-Visual is a feature whereby subscribing customers will see a visual alerting signal giving an indication of a message waiting for the customer at the customer's chosen Message Delivery Service provider (provider). The signal will be initiated by the provider over the telephone line of the provider's customer. The customer may call the provider for the message or ignore the signal and place a call. The signal will continue until the message has been retrieved. The provider or customer must provide the visual device.

2. Terms and Conditions

- a. Each provider customer subscribing to Message Waiting Indication-Visual must have the line programmed to accept Message Waiting Indication-Visual.
- b. The provider must subscribe to Message Delivery Service in order to provide this feature.

3. Rates And Charges

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge to change the service is the same as the charge to install it.
- c. The rates and charges are as follows:

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Charge
Each client line arranged - Business	MV5	\$26.00	\$2.55

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**SECTION 3 – RATES, CONT.**

**3.19 Miscellaneous Service Offerings, cont.**

3.19.5 Message Waiting Indication, cont.

C. Audible/Visual

1. Description

Message Waiting Indication-Audible/Visual is a feature whereby a subscriber will hear an audible interrupted tone when lifting the telephone receiver and see a visual altering signal giving an indication of a message waiting. The signal will be initiated by the subscriber's Message Delivery Service provider, or other provider source capable of initiating the signal, over the subscriber's telephone line. The subscriber may call the provider for their message or ignore the signal and place a call. The tone and visual signal will continue until the message has been retrieved. The provider or subscriber must provide the visual device.

2. Terms and Conditions

- a. Each subscriber must have their line programmed to accept Message Waiting Indication-Audible/Visual.
- b. The provider must subscribe to Message Delivery Service or other source capable of initiating the signal in order for this feature to function.

3. Rates And Charges

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge to change the service is the same as the charge to install it.

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Charge
Each line arranged - Business	M1W	\$26.00	\$3.30

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**SECTION 3 – RATES, CONT.**

**3.19 Miscellaneous Service Offerings, cont.**

**3.19.6 Caller Identification Blocking – Per Call**

**A. Description**

Enables a customer to control the disclosure of his/her name and/or telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public Status" allows delivery of the name and/or telephone number. "Private Status" prevents delivery of the name and/or telephone number. Per Call Blocking is provided at no charge.

**B. Rates And Charges**

Service	USOC	Maximum Monthly Charge
Per Call	N/A	-

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**SECTION 3 – RATES, CONT.**

**3.19 Miscellaneous Service Offerings, cont.**

**3.19.7 Caller Identification Blocking – Per Line**

**A. Description**

Provides a permanent private indicator on a customer's line. Once blocking is established on the customer's line, the private status can be deactivated by the customer by dialing a code, \*82 (or 1182 on rotary phones), before each call, to change the indicator from private to public. This one call unblock allows the name and/or number to be sent for that one call only.

If a line is equipped with per line blocking, the name and number of that line will not be delivered to any subscriber of Caller ID. Poison control centers, hospitals, medical centers and others who might use Caller ID will not be able to identify callers with per line blocking who need assistance. 911 is not affected.

**B. Rates And Charges**

1. Customers who choose per line blocking for the first time will not be charged the nonrecurring charge.
2. New customers to the Caller ID serving area will be provided the same option as will customers who change their telephone number and/or service address.
3. After the first time, customer requesting per line blocking will pay a nonrecurring charge for each line equipped with per line blocking.
4. Per line blocking will be provided free to law enforcement and domestic violence agencies and individual victims of domestic violence upon request.

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Charge
First Time - Business, per line	NKM	-	-
Subsequent - Business, per line	NKS	\$32.85	-

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**SECTION 3 – RATES, CONT.**

**3.20 SmartATM**

3.20.1 Description

- A. The SmartATM Service is only available to business subscribers and provides the following services (includes Touch-Tone):
  - 1. Business individual lines for Automated Teller Machines only.
  - 2. Unlimited calling to 800 toll-free numbers.
- B. The rate specified herein is subject to a 12-month service term.

3.20.2 Regulations and Service Limitations

- A. Charges for this service commence when the company's information records are posted and are payable monthly in advance.
- B. Charges for service are automatically discontinued upon service termination.
- C. If service is terminated before the 12-month term, a charge of \$10 per month will be applied for each line currently or previously classified as a SmartATM line. This charge will be imposed based upon the remainder of the commitment period.
- D. Existing SmartATM subscribers may not take advantage of special promotions or rate changes prior to the end of the 12-month service term. This is applicable to existing lines only. New lines may qualify for any special promotions or price changes.

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**SECTION 3 – RATES, CONT.**

**3.20 SmartATM, cont.**

3.20.3 Rates and Charges

A. The following monthly rates will apply for the SmartATM service.

Service Category	Rate Group	Maximum
SmartATM	Zone 1 Exchanges	\$61.33
	Zone 2 Exchanges	66.67
	Zone 3 Exchanges	80.00

B. Message rate, per minute

Service Category	Rate Group	Maximum
Per minute	All Exchanges	\$0.15

C. Line Connection Charge, per line

Service Category	Rate Group	Maximum
Line Connection Charge, per line	All Exchanges	\$133.33

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**SECTION 4 – PUBLIC ACCESS LINE RATES**

**4.1 Public Access Line (PAL) Service**

4.1.1 Description

- A. Public Access Line (PAL) Service is provided for use with Payphone Service Provider (PSP) pay telephones at locations accessible to the public, subject to the availability of existing CO facilities and special operator equipped locations, as appropriate, e.g., Traffic Operator Position System (TOPS).
- B. The use of "coinless" telephone in this Tariff refers to telephones without a coin collecting device. This type of telephone is used to provide an optional billing arrangement on originating calls for third number billed, collect and calling card calls.
- C. Coin collection and/or return of coins for Basic Public Access Lines is controlled by the PSP pay telephones.
- D. The following types of Basic Public Access Lines are available:
  - 1. Flat Full Resale Basic PAL Service  
This service provides:
    - a. Access to the local and toll network;
    - b. Unlimited number of calls within the local calling area;
    - c. Access to directory assistance;
    - d. Free calls to the 911 emergency code;
    - e. Inter/intraLATA and interstate direct dialed toll calling.
  - 2. Coinless Subscriber Basic PAL Service  
This service provides:
    - a. Free calls to 911 emergency agency code;
    - b. Access to directory assistance;
    - c. Prevention of Company operators from billing collect and bill to third number calls to the PAL service;
    - d. Station users will be restricted to placing calling card, bill to third number and collect calls only.

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**SECTION 4 – PUBLIC ACCESS LINE RATES**

**4.1 Public Access Line (PAL) Service, cont.**

4.1.1 Description, cont.

D. The following types of Basic Public Access Lines are available, cont.:

3. Coinless Collect Only Basic PAL Service

Coinless Collect only Basic PAL Service is a one-way out only service to be used in penal, correctional and mental health institutions only. This service provides:

- a. Access to the toll and local network only by dialing 0 plus the desired number;
- b. Restriction of Company operator assisted calls by station users to only collect calls;
- c. Prevention of Company operators from billing collect and bill to third number calls to the PAL Service.

This service prohibits calls to:

- a. Directory Assistance;
- b. 911 emergency code;
- c. Interexchange carriers other than the carrier presubscribed to the line;
- d. 800/800-type service, 676, 900, 976, 950, 960 telephone numbers;
- e. Company repair service.

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**SECTION 4 – PUBLIC ACCESS LINE RATES**

**4.1 Public Access Line (PAL) Service, cont.**

4.1.1 Description, cont.

E. Fraud Protection Service for Basic PAL Service offers three levels of protection: incoming, outgoing, and incoming & outgoing as described below:

1. Incoming Fraud Protection, or Billed Number Screening (BNS), prohibits collect and/or third number billed calls from being charged to Incoming Fraud Protected numbers. Callers attempting to place a collect or third number billed call using an Incoming Fraud Protected number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.
2. Outgoing Fraud Protection restricts outgoing toll calls to only collect, third number billed and calling card.
3. Incoming & Outgoing Fraud Protection is a combination of the two aforementioned Fraud Protection Services.

Fraud Protection Service is subject to the availability of facilities with Basic PAL Service. Operator assisted, collect and/or third number billed calls originating from locations that do not have screening capabilities may not be capable of being intercepted and denied and will be billed, e.g., International calls and calls that do not go through the Billing Validation Authority database. Provision of Fraud Protection does not alleviate customer responsibility for completed toll calls.

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**SECTION 4 – PUBLIC ACCESS LINE RATES**

**4.1 Public Access Line (PAL) Service, cont.**

**4.1.2 Terms and Conditions**

1. For PSP pay telephones with unrestricted access to the local network, PAL Service will be provided as Flat or Coinless Subscriber Service as described in Section 4.1.4.C.
2. PAL is the only service offered for use with PSP pay telephones. In the event it becomes apparent that a PSP pay telephone is attached to a line not authorized for such use, the Company reserves the right to disconnect that customer's service. However, should the customer so request, the Company will install a Public Access Line at the rates and charges specified herein.
3. Two-way PAL Service rates and charges include one business directory listing. Additional listings will be furnished at rates and charges shown in Section 3.17.
4. PAL Service is not represented as adapted for data service. PAL Service contemplates the provision of satisfactory voice transmission only.
5. Joint User Service is not available with PAL Service.
6. Calls to directory assistance, 911, and telephone repair service are not subject to measured or message PAL usage charges.
7. Terms, conditions, rates and charges as described elsewhere in this Tariff apply as appropriate.
8. The Company is not liable for shortages of coins deposited and/or collected from the pay telephones used on PAL Service.
9. The Company is not liable for end-user fraud associated with failure of the PSP's pay telephones to perform correctly.
10. Changing to Basic from Smart PAL Service may require a telephone number change.

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**SECTION 4 – PUBLIC ACCESS LINE RATES**

**4.1 Public Access Line (PAL) Service, cont.**

4.1.3 Responsibility of the Customer

- A. The PAL customer will be responsible for:
1. The installation, operation, and maintenance of any PSP pay telephone used in connection with this service.
  2. The rates and charges incurred on the Public Access Line. Toll adjustments will not be allowed on the PAL account, unless due to Company error.
  3. The refund of coins when lost or collected in error.
  4. The payment of Maintenance of Service Charges for visits made by a Company employee to the customer's premises when a service difficulty or trouble report results from the PSP pay telephone.

4.1.4 Rates and Charges

- A. Each call to Directory Assistance is charged for and will not be subject to an allowance.
- B. Exchange zone increments will be applied to PAL Service furnished within exchange areas.
- C. Basic Public Access Lines will be provided at the following rates and charges:

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Rate
Flat - Full resale, per line	12Y	\$133.00	\$29.68
Coinless Subscriber Service - Digital and ESS offices			
- Outgoing only, per line	1PZ	133.00	29.68
- Two-way, per line	1NP	133.00	29.68

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**SECTION 4 – PUBLIC ACCESS LINE RATES**

**4.1 Public Access Line (PAL) Service, cont.**

4.1.4 Rates and Charges, cont.

- D. The following nonrecurring charge for changes applies:
1. To each line when changing from one PAL line to another;
  2. To telephone number charges, at customer's request.
  3. For temporary transfer of calls, at customer's request

	Maximum Nonrecurring Charge
Per activity, per CO access line changed	\$55.00

- E. Fraud Protection features will be provided to customers at the following rates and charges.

	USOC	Maximum Nonrecurring Charge	Maximum Monthly Rate
Fraud Protection <sup>1</sup>			
- Incoming, per line	PSES1	\$3.36	\$0.33
- Outgoing, per line	PSESO	3.36	0.33
- Incoming and outgoing, per line	PSESP	3.36	0.33

- F. See Section 3.8 for application of local operator handled charges.

<sup>1</sup> The nonrecurring charge will apply when the Fraud Protection features are provided subsequent to the initial installation of the Basic PAL access lines.

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**SECTION 5 – SPECIAL SERVICE ARRANGEMENTS**

**5.1 Individual Case Basis Arrangements**

Rates for Dedicated Access, Private Line and CO Based Virtual PBX Custom (Centrex) services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to Customers in a nondiscriminatory manner. Terms of the specific ICB contracts will be made available to the Arizona Corporation Commission upon request on a proprietary basis.

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**SECTION 6 – CURRENT PRICE LIST**

**6.1 Telephone Number Changes**

	Nonrecurring Charge
Business	\$27.50

**6.2 Dishonored Checks**

	Nonrecurring Charge
Business	\$27.50

**6.3 Nonrecurring Charge for Restoral of Service**

See Section 1.9.6 for additional information.

	Nonrecurring Charge
Business	\$55.00

Where Full Toll Denial (see Section 1.9.2.E) has been applied to a customer's account, and the customer's primary exchange access line service remains connected, MTS will be reestablished only upon the payment of all outstanding MTS charges. The following MTS Restoration Charge will apply:

	USOC	Nonrecurring Charge
Per line	NPAPL	\$16.00

**6.4 Service Charges**

**6.4.1 Nonrecurring Charge**

	Nonrecurring Charge
Each Billing Name Change - Business	\$8.50
Class of Service Change	27.50

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**SECTION 6 – CURRENT PRICE LIST, CONT.**

**6.5 Customer Premises Wire and Maintenance Plans**

**6.5.1 Premises Work Charges**

See Section 3.3.1 for additional information.

Time and Material Charges (Maintenance/Repair and complex wire installation)

	USOC	Nonrecurring Charge
<u>Schedule I</u> Applicable to work performed during regularly scheduled business hours - Initial 30 minute increment or fraction thereof - Additional 15 minute increment or fraction thereof	HRD11 HRDA1	\$85.00 30.00
<u>Schedule II</u> Applicable to work performed at hours other than Schedule I - Initial 30 minute increment or fraction thereof - Additional 15 minute increment or fraction thereof	HRD12 HRDA2	95.00 35.00
<u>Schedule III</u> Applicable to work performed on holidays. - Initial 30 minute increment or fraction thereof - Additional 15 minute increment or fraction thereof	HRD13 HRDA3	105.00 40.00

**Premises Visit Charge**

	USOC	Nonrecurring Charge
Per visit	NRTCY	\$25.00

**No Trouble Found Charge**

	USOC	Nonrecurring Charge
Business	LTESX	\$95.00

**6.5.2 Business Maintenance Plan**

See Section 3.3.2 for additional information.

Service	USOC	Monthly Rate
Business NWIRE Service - Per line termination, each	USP1X	\$6.25

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**SECTION 6 – CURRENT PRICE LIST, CONT.**

**6.6 Local Service Increments**

See Section 3.4.4 for additional information.

Monthly Increment Per Access Line

Exchange Zone Number	Exchange Zone Increment	USOC Rate Variation
1	\$0.50	U1
2	1.50	U2

**6.7 Local Exchange Service**

6.7.1 The following nonrecurring change charge applies for changes at the customer's request, unless otherwise specified.

	Nonrecurring Change
To change class of service from: - Residence to business	\$41.25

6.7.2 Business Flat Rate Service

See Section 3.5.2 for additional information.

	USOC	Nonrecurring Charge	Monthly Rate
Individual Line, each	1FB	\$42.50	\$30.40
Additional individual line, each	AFK	42.50	30.40

6.7.3 HOME BUSINESS LINE (HBL)<sup>SM</sup> Service

See Section 3.5.3 for additional information.

	USOC	Nonrecurring Charge	Monthly Rate
HOME BUSINESS LINE <sup>SM</sup> , each	BHS	\$42.50	\$36.03

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**6.8 Business – Bundled Service Offerings**

6.8.1 SmartTime Unlimited for Business

A. SmartTime Unlimited for Business – Recurring Charge, per line

	Monthly Charge
All Density Zones – Monthly - Each	\$79.99

B. SmartTime Unlimited for Business – Nonrecurring Charge, per line

	Nonrecurring Charge
All Density Zones – Monthly - Each	\$50.00

6.8.2 SmartTime for Business

A. SmartTime for Business – Recurring Charge, per line

	Monthly Charge
All Density Zones – Monthly - Each	\$69.99

B. SmartTime for Business – Nonrecurring Charge, per line

	Nonrecurring Charge
Phone Line Installation Fee	\$50.00

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**6.9 Operator Services**

Local Operator Service Surcharges

	Charge Per Call
Customer-Dialed Calling Card (Mechanized)	\$2.00
Customer-Dialed Calling Card (Operator-Assisted)	3.00
Operator-Assisted Station-to-Station	
- Inmate	1.45
- Partially Assisted	2.30
- Fully Assisted	3.80
Operator-Assisted Person-to-Person	
- Partially Assisted	4.50
- Fully Assisted	6.00
Payphone Surcharge	0.50

**6.10 Local Operator Verification and Interrupt Service**

	Charge Per Request
Verification, per request	\$3.00
Interrupt, per request	6.00

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**SECTION 6 – CURRENT PRICE LIST, CONT.**

**6.11 Directory Assistance**

6.11.1 Directory Assistance Charge

	Charge Per Call
Each call dialed directly by customer	\$1.15
Each call placed from Public Access Line	
- Direct Dial	0.60
- Alternatively Billed	1.15

6.11.2 National Directory Assistance Charge

	Charge Per Call
Each call dialed directly by customer	\$1.15

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**6.12 Custom Calling Service**

6.12.1 Business Custom Calling Service

Service	USOC	Monthly Charge
Abbreviated Access, one-digit		
- Each shared speed call list	EV5	\$19.50
- Each line arranged	EV4	0.25
Abbreviated Access, two-digit		
- Each shared speed call list	EV9	29.50
- Each line arranged	EV8	0.25
Call Forwarding		
- Busy Line (expanded)	FBJ	2.50
- Busy Line (external)	EVB	2.50
- Busy Line (overflow)	EVO	4.00
- Busy Line/Don't Answer (expanded)	FVJ	5.00
- Busy Line (external)/Don't Answer	EVF	5.00
- Busy Line (overflow)/Don't Answer	EVK	7.50
- Busy Line (programmable)	ERB	7.50
- Don't Answer	EVD	3.50
- Don't Answer (expanded)	FDJ	3.50
- Don't Answer (programmable)	ERD	4.00
- Variable	ESM	4.30
- No call completion option	FOQ	-
Call Manager Connection	NLUBQ	19.45
- with Call Waiting	NLUBR	19.45
- with Call Waiting ID	NLUBT	19.45
- with Receptionist	NLUBS	19.45
Call Rejection	NSY	4.00
Call Transfer	EO3	5.50
Call Waiting	ESX	7.00
CALLER ID WITH PRIVACY+ <sup>SM</sup>	N6S	10.45
Caller Identification – Name and Number	NNK	7.45
Caller Identification – Number	NSD	7.45
Continuous Redial	NSS	3.00
Dial Call Waiting	WDD	1.90
Dial Lock	OC4	3.45

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**SECTION 6 – CURRENT PRICE LIST, CONT.****6.12 Custom Calling Service, cont.****6.12.1 Business Custom Calling Service, cont.**

Service	USOC	Monthly Charge
Directed Call Pick Up	PUN	\$ 0.75
Directed Call Pick Up with Barge-In	PUQ	0.75
Distinctive Alert	DHA	0.75
Do Not Disturb	D7T	3.45
Easy Access	SQAVX	0.73
Hot Line	HLA	1.75
Last Call Return	NSQ	2.50
NO SOLICITATION <sup>SM</sup>	SB5	6.45
Priority Call	NSK	3.00
Receptionist		
- with Name & Number	EWY2X	14.45
- with Number only	EWY20	14.45
- with CALLER ID WITH PRIVACY + <sup>SM</sup>	EWY29	17.45
Remote Access Forwarding	AFD	7.25
Scheduled Forwarding	ATF	8.25
SECURITY SCREEN <sup>SM</sup>	RV1	2.70
Selective Call Forwarding	NCE	3.00
Selective Call Waiting	S7W, S7Y	7.50
Speed Calling, 8-number capacity	E8C	2.50
Speed Calling, 30-number capacity	E3D	4.00
Talking Call Waiting	TW1	3.45
Three-Way Calling	ESC	3.50
Warm Line	WLS	2.25

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**SECTION 6 – CURRENT PRICE LIST, CONT.****6.12 Custom Calling Service, cont.**

## 6.12.1 Business Custom Calling Service, cont.

Service	USOC	Monthly Charge
Call Waiting, Call Forwarding-Variable on the same line	ES7	\$ 9.50
Call Waiting, Three-Way Calling on the same line	ER9	9.00
Speed Calling, 8-number and 30-number capacity on the same line	EZL	5.50
Call Waiting, Speed Calling, 8-number capacity on the same line	ES6	8.00
Call Waiting, Speed Calling, 30-number capacity on the same line	ESW	9.00
Call Waiting, Speed Calling, 8-number and 30-number capacity on the same line	EZN	11.50
Call Waiting, Call Forwarding-Variable, Three-Way Calling on the same line	ETC	12.50
Call Waiting, Call Forwarding-Variable, Speed Calling, 8-number capacity on the same line	ESA	13.00
Call Waiting, Call Forwarding-Variable, Speed Calling, 30-number capacity on the same line	ESG	13.00
Call Waiting, Call Forwarding-Variable, Speed Calling, 8-number and 30-number capacity on the same line	EZQ	15.50
Call Waiting, Three-Way Calling, Speed Calling, 8-number capacity on the same line	ET8	11.00
Call Waiting, Three-Way Calling, Speed Calling, 30-number capacity on the same line	ET3	11.50
Call Waiting, Three-Way Calling, Speed Calling, 8-number and 30-number capacity on the same line.	EZR	14.50
Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling, 8-number capacity on the same line	ES3	15.00

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Service	USOC	Monthly Charge
Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling, 30-number capacity on the same line	ES5	\$16.50
Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling, 8-number and 30-number capacity on the same line	EZT	18.50
Call Forwarding - Variable, Three-Way Calling on the same line	ER5	7.00
Call Forwarding – Variable – Speed Calling, 8-number capacity on the same line	ER3	6.00
Call Forwarding – Variable – Speed Calling, 30-number capacity on the same line	ER4	7.00
Call Forwarding-Variable, Speed Calling, 8-number and 30-number capacity on the same line	EZO	9.50
Call Forwarding-Variable, Three-Way Calling, Speed Calling, 8-number capacity on the same line	ESR	10.10
Call Forwarding-Variable, Three-Way Calling, Speed Calling, 30-number capacity on the same line	ESB	10.50
Call Forwarding-Variable, Three-Way Calling, Speed Calling, 8-number and 30-number capacity on the same line	EZS	12.50
Three-Way Calling, Speed Calling, 8-number capacity on the same line	ER6	5.00
Three-Way Calling, Speed Calling, 30-number capacity on the same line	ER7	6.50
Three-Way Calling, Speed Calling, 8-number and 30-number capacity on the same line	EZP	8.50

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**6.12 Custom Calling Service, cont.**

6.12.2 Business Custom Calling Services - per occurrence

Service	Monthly Charge
Call Trace, per activation - Business	\$2.00
Usage Basis Continuous Redial, per activation - Business	0.75
Usage Basis Last Call Return, per activation - Business	0.75
Usage Basis Three-Way Calling, per activation - Business	0.75
Usage Basis I-CALLED <sup>SM</sup> , per activation - Business	0.95

**6.13 MARKET EXPANSION LINE (MEL) SERVICE<sup>®</sup> - (Remote Call Forwarding - RCF)**

	USOC	Nonrecurring Charge	Monthly Rate
Measured MEL - Each line arranged	RCF	\$30.00	\$16.00
- Each additional line arranged	RCA	30.00	16.00
MEL with No Charge (for business customers only) - Each line arranged	RFFXS	-	-

	Charge For Each Call
Per Call Charge	\$0.107

**6.14 Basic Exchange Enhancement**

	USOC	Nonrecurring Charge	Monthly Rate
Amplified Voice Grade Circuit, per flat rate access line	VGA	\$75.50	\$8.40

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**6.15 Custom Ringing Service**

	USOC	Monthly Rate
Business		
- First additional number	RGG1+	\$6.95
- Second additional number	RGG2+	4.75
- Third additional number	RGG3+	4.75

**6.16 Hunting Service**

	USOC	Monthly Rate
Business		
- Basic hunting, per access line	HTG	\$4.00

Optional Features

Circular Hunt

	USOC	Monthly Rate
Business		
- Per hunt group	HCKPG	\$2.50

Preferential Hunt

	USOC	Monthly Rate
Business		
- Per hunt group	HSHP	\$0.75

**6.17 Answer Supervision – Line Side**

	USOC	Nonrecurring Charge	Monthly Rate
Answer Supervision – Line Side, per line arranged	AS8L+	\$15.00	\$3.95

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**6.18 Directory Listing Services**

	USOC	Monthly Charge
Change in Primary Listing - Business	NA	-
Additional Listings, each - Business	CLT	\$2.50
Alpha Listing, each - Business	RNCAF	2.50
Client Main Listing, each - Business	LBS	2.50
Foreign Listings, each - Business	FAL	<sup>1</sup>
Each Listing changed to Nonpublished Service - Business	NPU	1.55
Each Listing changed to Nonlisted Service - Business	NLT	1.20

**6.19 Intercept Services**

	USOC	Nonrecurring Charge
Business Rates		
- Three months	S1W3X	\$125.00
- Six months	S1WSX	245.00
- Nine months	S1W9X	365.00
- Twelve months	S1WTX	490.00

<sup>1</sup> The FAL in this State takes the appropriate (CLT or RLT) rate as shown above. Should the FAL be in another state, then that State's (CLR or RLT) rate will apply

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**6.20 Miscellaneous Service Offerings**

6.20.1 CUSTOMNET<sup>SM</sup> Service

	USOC	Nonrecurring Charge	Monthly Charge
Initial Installation	N/A	\$371.00	-
Per exchange access line arranged	SRG	-	\$0.25

	USOC	Nonrecurring Charge	Monthly Charge
Per exchange access line arranged	SEA	\$27.50	\$5.00

6.20.2 Toll Restriction

	USOC	Nonrecurring Charge	Monthly Charge
Business - Per line arranged	RTY	\$27.50	\$5.00

6.20.3 900 Service Access Restriction

	USOC	Nonrecurring Charge	Monthly Charge
Business, per line	RTVXN	-	-

6.20.4 Blocking for 10XXX1+/10XXX011+

	USOC	Nonrecurring Charge	Monthly Charge
Per line arranged	RTVXY	\$3.00	\$0.10

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**6.20 Miscellaneous Service Offerings, cont.**

**6.20.5 Message Waiting Indication**

**A. Audible**

	USOC	Nonrecurring Charge	Monthly Charge
Each client line arranged billed to provider			
- Business	MWS	\$13.00	\$0.25
Each client line arranged billed to client			
- Business	MWW	13.00	0.25

**B. Visual**

	USOC	Nonrecurring Charge	Monthly Charge
Each client line arranged			
- Business	MV5	\$13.00	\$0.85

**C. Audible/Visual**

	USOC	Nonrecurring Charge	Monthly Charge
Each line arranged			
- Business	M1W	\$13.00	\$1.10

**6.20.6 Caller Identification Blocking – Per Call**

Service	USOC	Monthly Charge
Per Call	N/A	-

**6.20.7 Caller Identification Blocking – Per Line**

	USOC	Nonrecurring Charge	Monthly Charge
First Time			
- Business, per line	NKM	-	-
Subsequent			
- Business, per line	NKS	\$10.95	-

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**6.21 SmartATM**

6.21.1 The following monthly rates will apply for the SmartATM service.

Service Category	Rate Group	Monthly Rate
SmartATM	Zone 1 Exchanges	\$23.00
	Zone 2 Exchanges	25.00
	Zone 3 Exchanges	30.00

6.21.2 Message rate, per minute

Service Category	Rate Group	Per Minute
Per minute	All Exchanges	\$.05

6.21.3 Line Connection Charge, per line

Service Category	Rate Group	Nonrecurring
Line Connection Charge, per line	All Exchanges	\$50.00

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**6.22 Public Access Line (PAL) Service**

6.22.1 Basic Public Access Lines will be provided at the following rates and charges:

	USOC	Nonrecurring Charge	Monthly Rate
Flat - Full resale, per line	12Y	\$50.00	\$11.13
Coinless Subscriber Service - Digital and ESS offices			
- Outgoing only, per line	1PZ	50.00	11.13
- Two-way, per line	1NP	50.00	11.13

6.22.2 The following nonrecurring charge for changes applies:

	Nonrecurring Charge
Per activity, per CO access line changed	\$27.50

6.22.3 Fraud Protection features will be provided to customers at the following rates and charges.

	USOC	Nonrecurring Charge	Monthly Rate
Fraud Protection - Incoming, per line	PSES1	\$0.00	\$0.00
- Outgoing, per line	PSESO	1.12	0.11
- Incoming and outgoing, per line	PSESP	1.12	0.11

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