

P.S.C. WV No. 8
Cancels P.S.C. WV No. 7

1st Revised Cover Sheet
Cancels Original Cover Sheet

TARIFF

Naming

Rates and Rules

Governing the Furnishing of Telephone Service

in

Monongalia County, West Virginia

James Lauffer President and CEO
West Side Telephone Company DBA
West Side Telecommunications
1449 Fairmont Road
Morgantown, WV 26501-9729

Issued: September 7, 2007

Effective: October 8, 2007

Changes Made

This tariff filing establishes the following:

Regulations and rates for Bundled Services.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 11-0060-T-T dated February 7, 2011, effective on February 20, 2011.

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(N) New

Issued by authority of an Order of the Public Service Commission of West Virginia in
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West Side Telephone Company DBA
West Side Telecommunications

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(N) New

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West Side Telephone Company DBA
West Side Telecommunications

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(D) Delete

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(C) Change

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(N)

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Issued by authority of an Order of the Public Service Commission of West Virginia in
General Order No. 187.19 dated March 13, 2000 .

S1. TERRITORY SERVED BY THIS COMPANY

Monongalia County, West Virginia

Core, Daybrook, and Laurel Point

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

Issued: May 14, 1999

Effective: May 14, 1999

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Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

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S2. GENERAL REGULATIONS

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Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 00-1603-T-PW dated March 9, 2001 .

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Effective: November 1, 2000

S2. GENERAL REGULATIONS

S2.1 Limitations and Use of Service

This tariff governs the furnishing of telephone service and facilities by West Side Telecommunications, hereinafter referred to as the Telephone Company. The general regulations in this section of the tariff are supplemental to regulations contained in other sections of this tariff, other applicable tariffs of the Company, and any tariffs or portions of other companies with which the Company concurs.

The Company will comply with the current Chapter 24 Public Service Commission Law of West Virginia. Any tariff provision inconsistent with Chapter 24 will be deemed inoperative and superseded.

S2.1.1 Telephone Service Defined

The Telephone Company does not transmit messages but offers, subject to the terms and conditions specified in this tariff, the use of its facilities, where available, for communication between customers. The term "service" as used throughout this tariff refers to the cable distribution and the switching equipment required to establish and maintain connections between customers within the Local Calling Area and connections with the toll (Long Distance) network.

S2.1.2 Obligation to Furnish Service

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction, installation, testing and maintenance of the necessary pole lines, circuits, and equipment.

S2.1.3 Special Types of Service and Equipment

In cases where a customer desires some special type of service or equipment for which provision is not otherwise made, and in the judgment of the Telephone Company there is no reason for refusing to render the special service desired, a rate is quoted based on the cost of furnishing such service or equipment.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.1 Limitations and Use of Service (continued)

S2.1.4 Equipment, Apparatus and Lines

Equipment furnished by the Telephone Company shall remain the property of the Telephone Company and, upon termination of service for any cause whatsoever, shall be returned to the Telephone in good condition, reasonable wear and tear thereof excepted.

S2.1.5 Customer Premise Inside Wire

A. Definitions

Customer Premises Inside Wire (CPIW) – That wire, including connectors, blocks and jacks, within a customer’s premises that extends between the point of demarcation and those standard jack locations within the customer’s premises to which terminal equipment can be connected for access to the exchange access line.

Point of Demarcation – The point of interconnection between Telephone Company communications facilities and terminal equipment, protective apparatus, or wiring at a customer’s premise. The point of demarcation shall be located on the customer’s side of the Telephone Company protector.

B. General

Customers may, at their option, elect to have someone other than the Telephone Company install their CPIW as long as it is in accordance with the installation regulations outlined below.

1. Installation Regulations of CPIW

- a. CPIW must be installed in accordance with FCC Rules and Regulations governing the provision of inside wire or as otherwise permitted by order of the Public Service Commission of West Virginia.
- b. CPIW must be connected to residence and business exchange access line service at the point of demarcation.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.1 Limitations and Use of Service (continued)

S2.1.5 Customer Premise Inside Wire (continued)

C. General (continued)

- c. The Telephone Company will make installation guidelines available to customers at the business office.
- d. The Telephone Company is not responsible for the connection of telephone instruments and standard jacks to CPIW.

2. Violation of Regulations

- a. Where any CPIW is used with telecommunications service in violation of any provision in this tariff, the Telephone Company will take such immediate action as necessary for the protection of its service and will promptly notify the customer of the violation.
- b. In the event of such violation, the customer shall discontinue use of the CPIW or correct the violation and notify the Company in writing that such violation has been corrected within 5 days after receipt of such notice.
- c. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's until such time as the customer complies with the provisions of this tariff.

3. Liability

In the event that the customer installs CPIW, the customer assumes the risk of loss of service, damage to property, or injury to the customer or his agent. The customer will save the Telephone Company harmless from any and all liability, claims or damage suits arising from the customer's installation of CPIW.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.1 Limitations and Use of Service (continued)

S2.1.6 Foreign Equipment

All lines necessary for the provision of a given service are furnished by the Telephone Company and, unless specifically authorized in other sections of this tariff, no line not furnished by the Telephone Company shall be connected with, attached to or used in connection with any line furnished by the Telephone Company.

This regulation shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Telephone Company in the service for which they are furnished under this tariff, provided any such device so used would not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, or involve connection to, the facilities of the Telephone Company; or interfere with the proper functioning of such facilities; or impair the operation of the telephone system or otherwise have a deteriorate effect on the use of the Telephone Company's services by the public. However, nothing herein shall be construed to permit the use of any customer-provided equipment which is not compatible with the facilities provided by the Telephone Company.

S2.1.7 Connections With Customer Provided Facilities

When facilities furnished by the customer in cases permitted by this tariff are used in connection with facilities furnished by the Telephone Company, the facilities furnished by the customer must be connected solely with the Telephone Company's telecommunications system.

The customer may not create additional channels from facilities provided by the Telephone Company. The magnitude and character of the voltages and currents impressed on the Telephone Company facilities by the customer-provided facilities and the operation and maintenance of such facilities shall be such as not to interfere with any if the services offered by the Telephone Company or interfere with others.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.1 Limitations and Use of Service (continued)

S2.1.7 Connections With Customer Provided Facilities (continued)

A. Responsibility of the Customer

1. Where service is available under this tariff for use in connection with customer provided facilities, the operating characteristics of such equipment shall be such as not to interfere with any of the services offered by the Telephone Company or impair privacy of communications over such facilities. Such use is subject to Part 68 of the Federal Communications Commission's Rules and Regulations and subject to any rules or orders now in effect or that hereafter may be issued by the Public Service Commission of West Virginia, or the Federal Communications Commission. Upon notice from the Telephone Company that customer-provided facilities are causing or are likely to cause hazard to the telecommunications network or do not comply with the aforementioned rules and regulations, the customer shall disconnect such equipment from the telecommunications network and confirm in writing to the Telephone Company within ten (10) days that such equipment has been disconnected.

In cases in which additional protective equipment is required, this shall be provided by the customer or by the Telephone Company at the customer's expense. Such equipment shall be suitable to avoid hazard of damage to the Telephone Company facilities or of injury to the Telephone Company employees or to the public because of the character or location of customer-provided facilities and of sources of power to which they are connected. Upon notice from the Telephone Company that the customer-provided facilities are causing or are likely to cause interference, impairment or hazard, the customer shall make such changes as shall be necessary to remove or prevent such interference, impairment, or hazard.

2. Where a service difficulty or a trouble report requires a visit by the Telephone Company to the customer's premises and the difficulty or trouble is not the result of failure of the Telephone Company facilities, a maintenance visit charge applies as covered in Section 17 of this tariff.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.1 Limitations and Use of Service (continued)

S2.1.7 Connections With Customer Provided Facilities (continued)

A. Responsibility of the Customer (continued)

1. The customer indemnifies and saves the Telephone Company harmless from any and all claims (including any expense in connection with defending against such claims) for infringement of patents arising from, combining with, or using in connection with, facilities of the Telephone Company, apparatus or systems of the customer; arising out of or in connection with the failure or malfunction of any customer provided facilities which are interconnected with the Telephone Company's facilities; or arising out of any act or omission of the customer or by the Telephone Company.

B. Connection of Customer-Provided Facilities

1. Where customer-provided equipment is used, the connection of such equipment shall be made at the point of demarcation which is furnished, installed, and maintained by the Telephone Company.
2. A customer wishing to connect customer-provided equipment to the telecommunications network shall notify the Telephone Company of each line to which connection is proposed and shall provide the F.C.C. registration number and other related equipment information, including the ringer equivalency number. The customer shall notify the Telephone Company when such equipment is permanently disconnected.
3. The customer shall not modify or alter or change telephone instrument circuitry connected under these provisions in any way which would render such instrument circuitry to be in noncompliance with Part 68 of the F.C.C. Rules and Regulations.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.1 Limitations and Use of Service (continued)

S2.1.7 Connections With Customer-Provided Facilities (continued)

C. Telephone Company Liability

The Telephone Company shall not be liable for the installation, operation, maintenance, or for any damages arising out of failure or malfunction of any customer-provided equipment that is interconnected with the Telephone Company's facilities. The use of customer-provided facilities in connection with the facilities of the Telephone Company is permitted only on the condition that the Telephone Company shall not be responsible for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failure or defects in telephone company facilities, except those caused by the Telephone Company's failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service.

S2.2 Establishment and Furnishing of Service

S2.2.1 Primary Local Exchange Service

Local exchange service monthly rates include the central office equipment with rotary dialing capability, outside plant distribution facilities up to and including the point of demarcation.

S2.2.2 Installation, Relocation, Maintenance, Repairs, and Removal

Except as otherwise provided in this tariff, all equipment and wiring installed by the Telephone Company, up to and including the Point of Demarcation, must be furnished, maintained, repaired, relocated, and removed by the Telephone Company and the customer may not rearrange, remove, or attempt to repair it or permit others to do so except upon the written consent of the Telephone Company, or unless specifically authorized in other sections of this tariff.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.2 Establishment and Furnishing of Service (continued)

S2.2.2 Installation, Relocation, Maintenance, Repairs, and Removal (continued)

In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of local and message toll telephone services shall take precedence over all other services.

The customer shall be responsible for payment of damages to the facilities of the Telephone Company resulting from negligence or willful act of the customer, his agents, employees, and/or members of his household.

In the event Telephone Company property is damaged, lost, stolen or destroyed through the negligence of willful act of the customer or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Telephone Company in connection with its restoration to original condition or its replacement.

The Telephone Company shall not be liable for any defacement of, or damage to, the premises of the customer resulting from the attachment of the Telephone Company's wiring or lines on such premises, or by the installation or removal when such damage is not the result of negligence of the Telephone Company.

S2. GENERAL REGULATIONS

S2.2 Establishment and Furnishing of Service (continued)

S2.2.3 Access to Premises of Customer

For the purpose of installing, inspecting, or removing any of its lines on the premises of the customer, or for making collections, the agents and employees of the Telephone Company shall have entrance thereto at any reasonable hour.

S2.2.4 Business and Residence Service Classifications

Business rate are applicable in connection with service furnished at a business location or and other place where the service is used primarily or dominantly for business, professional, or institutional or occupational purposes. If either main station or any extension connected therewith is located in a place where business rates are applicable, business rates apply to the main station and to all extensions thereof.

Residence rates apply in private residence where the service is used primarily or dominantly for non-business purposes. Final determination as to business or residence classification remains with the Company.

S2.2.5 Use of Service

Unless otherwise indicated in this tariff, the use of business service is restricted to the customer, his agents and representatives, and the use of residence service is restricted to the customer and members of his household.

The customer shall not use the service or permit others to use it in such a manner as to interfere with the service of others. Unless otherwise provided in this tariff, service shall in no case be resold.

S2. GENERAL REGULATIONS

S2.2 Establishment and Furnishing of Service (continued)

S2.2.5 Use of Service (continued)

The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, fraudulent or misleading advertisements or infringement of copyright arising from the improper use of material transmitted over its facilities including that which is recorded, claims for infringement of patents arising from combining with, or using in connection with facilities of the Telephone Company, any apparatus or systems of the customer and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

S2.2.6 Employee Discount

A. General

Employees of this Company and of its associated Companies are allowed discounts as specified for exchange telephone service.

B. Regulations

1. Discounts apply on the monthly rates for local exchange telephone service including local messages and associated exchange services such as additional directory listings, mileage, supplemental equipment, special equipment and service arrangements.
2. No discount will be allowed on charges for service connections and service changes, installation charges, construction charges, charges for restoral of service, telegrams, long distance services, directory assistance services or the repair of DESIGN LINE Telephone Enclosures.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.2 Establishment and Furnishing of Service (continued)

S2.2.6 Employee Discount (continued)

3. Employees are allowed a 50% discount for service specified in 1. Preceding at their residences.
 - a. The service must be for the use of the employee or his immediate family only, and its use by others will not be permitted.
 - b. The term "employee" as used in this section includes all employees except those classified as temporary or occasional and those who are paid on a commission basis.
4. Employees who are required to be on call at all hours may, at the discretion of the company, be allowed a discount for service specified in 1. preceding up to 100%.

S2.2.7 Transfer of Service From One Customer to Another

Transfer of service from one customer to another is permitted subject to the application of termination charges and service charges in accordance with this Tariff.

The call number associated with the telephone service to be transferred may, upon request of either customer, be associated with the new customer's service if the new customer assumes all charges outstanding at the time of transfer and obtains, if requested by the Telephone Company, the written consent of the customer from whom the service is referred.

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances

S2.3.1 Contracts for Service

The Telephone Company reserves the right to require applications for service to be made in writing on forms supplied by it. Upon acceptance of an application for service, all applicable provisions of the Telephone Company's tariffs lawfully on file become the contract between the Telephone Company and the customer. Requests for additional service or changes in service, upon acceptance by the Telephone Company, become a part of the original contract, except that each item of additional service is subject to the appropriate minimum contract term. The acceptance or use of service may be deemed an application for such service and an agreement to pay for it at the rates applicable thereto under the current tariff. Any change in rate or regulations lawfully made acts as a modification of all contracts to that extent without further notice.

Except as otherwise provided in this tariff, service is furnished for a minimum contract term of one month.

S2.3.2 Deposits

(A) General

The Company may require an applicant for its service to satisfactorily establish credit; or a customer of its service to satisfactorily re-establish credit. The establishment or re-establishment of credit under the provisions herein, shall not relieve the applicant or customer from compliance with the Company's regulations as to advance payments and the payment of bills or, constitute a waiver or modification of any regulations of the Company in regard to the discontinuance of service for non-payment of bills due for service furnished.

(B) Establishment of Credit

(1) In the case of an applicant for residential service, credit will be deemed established if:

(a) The applicant owns the premises to be served provided the credit of the applicant is not otherwise impaired; or

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.2 Deposits (continued)

(B) Establishment of Credit (continued)

(1) (continued)

(b) The applicant demonstrates by appropriate means that his/her credit is acceptable to the Company. In determining whether the credit of the applicant is acceptable, the Company may request the following information from the applicant and shall consider it: name of employer, place of employment, length of service, and means of credit references; or

(c) The applicant has been a customer of a Company for a similar type of service within a period of six (6) consecutive months preceding the date of application unless records of such previous service show that during the last twelve (12) consecutive months of that service period, service was denied or disconnected for non-payment; or

(d) The applicant furnishes a guarantor satisfactory to the Company to secure payment of bills for the service requested; or

(e) The applicant makes a cash deposit. Such deposit shall not be more than one-twelfth (1/12) of the annual estimated charge for the residential service.

(2) In the case of an applicant for business service, credit will be deemed established if:

(a) The applicant owns the premises to be served, provided the credit of the applicant is not otherwise impaired; or

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.2 Deposits (continued)

(B) Establishment of Credit (continued)

(2) (continued)

- (b) The applicant demonstrates by appropriate means that his/her credit is acceptable to the Company. In determining whether the credit of the applicant is acceptable, the Company may request the following information from the applicant, and shall consider it: name of the business and the names of its officers or owners; type of organization, e.g., individually owned business, partnership, corporation; nature of the product or service provided; length of time established; other telephone service, present or previous; banking references and other sources of credit information which may be quickly and inexpensively contacted by the Company and any other information pertinent to the determination of the credit standing of the applicant; or
- (c) The applicant has been a customer of a Company for a similar type of service within a period of six (6) consecutive months preceding the date of application unless records of such previous service show that during the last twelve (12) consecutive months of that service period, service was denied or disconnected for non-payment or the applicant had more than one occasion during such twelve (12) month period in which a bill was not paid within the period prescribed by the reasonable regulations of the Company provided, that the average total monthly bill for all services rendered during such twelve (12) month period was equal to at least fifty percent (50%) of that estimated as the average total monthly bill for the service being applied for, and provided further, that the credit of the applicant is not otherwise impaired; or

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.2 Deposits (continued)

(B) Establishment of Credit (continued)

(2) (continued)

- (d) The applicant furnishes a guarantor satisfactory to the Company to secure payment of bills for the service requested; or
- (e) The applicant makes a cash deposit to secure payment of bills for service as prescribed in paragraph (d) of this rule.

(C) Re-establishment of Credit

(1) Applicant for Service – Previous Customer

An applicant for service who previously has been a customer of the Company and whose most recent period of service was discontinued by the Company because of non-payment of bills, may be required to re-establish credit in accordance with rule 2.2.3 with P.S.C. WV Rules and Regulations. The Company may refuse to provide service if the customer still owes a bill for previous service, furnished to the customer at the same or another location, regardless of the amount owing; provided, however, that an applicant for residence service shall not be denied service for failure to pay bills for business service, except where he was the sole owner of or partner in the business formerly served and responsible for charges incurred in connection with such business service.

(2) Current Customer with Service

- (a) A customer who fails to pay bills before they become past due, and who further fails to pay such bills within the time interval specified in any notification that service will be discontinued for non-payment,

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.2 Deposits (continued)

(C) Re-establishment of Credit (continued)

(2) Current Customer with Service (continued)

(a) (continued)

(regardless of whether or not service was discontinued for non-payment), may be required to pay such bills together with a reasonable reconnection charge and re-establish his credit by depositing the amount as prescribed in paragraph (D) of this rule.

(b) A customer may be required to re-establish his credit in accordance with paragraph (D) of this rule in case the conditions of service or basis on which credit was originally established have changed materially.

(D) Deposit Amount, Receipt; Interest

(1) The amount of the cash deposit which may be required to establish credit generally shall not be in excess of one and one-half the estimated average total monthly bill for all services for business customers; and shall not be in excess of an amount equal to one month's estimated average total bill for all services for residence customers. After service has been established and experience demonstrates that the amount the outstanding deposit is not suitable to safeguard the interests of the Company, the Company may require an adjustment to the deposit. In certain services which carry a termination liability, the amount of the deposit shall be determined by the circumstances in each case.

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.2 Deposits (continued)

(D) Deposit Amount, Receipt; Interest (continued)

- (2) Concurrently with receiving a cash deposit, the Company shall provide the applicant for service or customer a receipt showing:
 - (a) the date thereof;
 - (b) the name and billing address of the applicant to be served of customer served;
 - (c) the amount of the deposit
- (3) The Company shall pay interest at the rate prescribed by the West Virginia Public Service Commission. Simple interest on a deposit shall accrue annually. Where a deposit is retained by the Company for more than twelve (12) months and not used to offset an outstanding delinquent bill the interest on that deposit shall be credited to the customer's bill.

(E) Refund of Deposits

- (1) Upon discontinuance of service, the Company shall apply the customer's deposit, including accrued interest, to the final bill for service. Any amount in excess of the final charges shall be refunded to the customer promptly. A transfer of service from one premise to another within the service area of the Company shall not be deemed a discontinuance within the meaning of these regulations.
- (2) The Company shall return the deposit plus accrued interest at any time upon request, if the customer's credit has been otherwise established in accordance with these regulations.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.2 Deposits (continued)

(E) Refund of Deposits (continued)

- (3) At the option of the Company, a deposit plus accrued interest may be refunded, in whole or in part, at any time earlier than the times hereinabove prescribed.
- (4) Upon the customer meeting the provisions as stated below for refund, the Company shall promptly and automatically refund the deposit plus accrued interest. A receipt of production of proof of payment will not be necessary under these regulations as a condition of the deposit refund.

(a) Customers with Residence Service

After the customer has paid bills for service for nine (9) (or less at the Company's discretion) consecutive months without having had service denied or discontinued for non-payment, and without having had more than two (2) occasions on which a bill was not paid within the period prescribed in 2.1.6 Rules and Regulations of P.S.C. of West Virginia and provided the credit of the customer is not otherwise impaired, the Company shall refund the deposit plus accrued interest. If the customer has had service denied or discontinued for non-payment, or has had more than two (2) such past due bills during such period, the Company shall thereafter review the account every six (6) months and shall refund the deposit plus accrued interest after the customer has not had service denied or disconnected for non-payment, and has not had more than two (2) such past due bills during the six (6) months prior to any such review, provided that the credit of the customer is not otherwise impaired.

Tel-Assistance and Lifeline Service

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.2 Deposits (continued)

(E) Refund of Deposits (continued)

(4) (continued)

(a) Customers with Residence Service (continued)

No customer deposit is required from a Tel-Assistance or Lifeline customer if optional toll blocking is added to the customer's line at no charge.

(b) Customers with Business Service

After the customer has paid bills for service for twenty-four (24) (or less at the Company's discretion) consecutive months without having had service denied or disconnected for non-payment, and without having more than one occasion on which a bill was not paid within the period prescribed in 2.1.6 Rules and Regulations of P.S.C. of West Virginia and provided the credit of the customer is not otherwise impaired, the Company shall refund the deposit plus accrued interest. If the customer has had service denied or disconnected for non-payment, or has had more than one such past due bill during such period, the Company shall thereafter review the account every twelve (12) months and shall refund the deposit plus accrued interest after the customer has not had service denied or disconnected for non-payment and has not had more than one such past due bill during the twelve (12) months prior to any such review, provided that the credit of the customer is not otherwise impaired.

(F) Record of Deposit

The Company shall keep a record of each cash deposit until the deposit is returned. The record shall show:

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.2 Deposits (continued)

(F) Record of Deposit (continued)

- (1) the name and current billing address of the depositor;
- (2) the amount and date of the deposit;
- (3) each transaction concerning the deposit.

(G) Denial or Discontinuance of Service

The Company may refuse, deny or discontinue service, as appropriate, for failure on the part of the applicant or customer to establish or re-establish credit in accordance with these regulations; or for non-payment of a delinquent bill owed to the Company for service furnished. Delinquency under this provision shall apply to previous or existing service, whether at the same or another location and also be in accord with the other provisions in this regulation.

(H) Deposit Not to Affect Regular Collection Practices

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

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.3 Charges for Fractional Months

When service is established, discontinued, or changed, the charge for local service, equipment and facilities for the fractional part of the current billing month is a pro rata share of the monthly charge.

S2.3.4 Payment of Service

Installation and construction charges, where applicable, must be paid in advance of the establishment of service. Recurring charges for service are billed one month in advance and are payable when the service has been rendered. Charges for toll message service are billed after the service has been rendered and are payable on request.

The customer assumes responsibility for:

Charges for all local messages sent from the customers telephone station, and for all toll messages received at such on which charges are reversed with the consent of the person answering the call.

Charges for calls placed between two services other than the customer's and billed to him with prior consent of any person at his service location.

Charges billed to his credit card number by the customer or by any person with his knowledge or consent.

A statement of account rendered to the customer shall be deemed correct and binding upon the customer unless objection in writing is received by the Telephone Company within thirty days after rendition of the statement.

Late Payment Charges

A Late Payment Charge of 1.5% applies to any unpaid balance carried forward from a monthly bill to the next monthly bill, including all long distance charges billed by the Telephone Company for an interexchange carrier.

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Issued by authority of an Order of the Public Service Commission of West Virginia in

S2. GENERAL REGULATIONS

S2.3 Payment Arrangement and Credit Allowances (continued)

S2.3.5 Suspension of Service

The Telephone Company reserves the right to suspend service after due notice for non-payment of bills ten days after date due, or for violation of rules and regulations of this tariff.

The Company also reserves the right to suspend, without notice, service to facilities that have apparently been abandoned and for which there has been no notice of termination by the customer. Payment may be requested for such service and facilities up to and including the date of suspension.

S2.3.6 Allowances for Telephone Service Interruptions

When main telephone service is interrupted for a period of at least 24 hours, the company, after due notice by the customer, shall apply the following schedule of allowances except in situations as provided in Paragraph 2:

1. One-thirtieth of the tariff monthly rate of all services and facilities furnished by the company rendered inoperative to the extent of being useless for each of the first three (3) full 24 hour periods during which the interruption continues after notice by the customer of the company conditioned that the out-of-service extends beyond a minimum period of 24 hours.

Two-thirtieths of each full 24 hour period beyond the first three (3) 24 hour periods. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the company rendered inoperative to the extent of being useless.

2. When service is interrupted for a period of at least 24 hours due to such factors as storms, fires, floods, or other conditions beyond the control of the company, an allowance of one-thirtieth of the tariff monthly rate for all services and facilities furnished by the company rendered inoperative to the extent of being useless shall apply for each full 24 hours during which the interruption continues after notice by the customer to the company.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

Issued: May 14, 1999

Effective: May 14, 1999

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.6 Allowances for Telephone Service Interruptions (continued)

Nothing contained herein and not tariff adopted hereto shall limit any responsibility or liability on the part of a telephone company to a customer which would exist pursuant to law but for this rule and said tariff.

The foregoing allowances shall not be applicable where service is interrupted by the negligence of willful act of the customer to service or where the company pursuant to the terms of the contract for service suspends or terminates service for non-payment of charges or for unlawful or improper use of facilities or for any other reason provided for in the filed and effective tariff.

S2.3.7 Cancellation or Change of Application for Service Prior to Establishment

When an application for service is cancelled or changed, in whole or in part, by the applicant prior to the establishment of service, the applicant may be required to pay the Telephone Company, upon request, the aggregate of the costs and expenses incurred by the Telephone Company in providing and/or removing facilities for the service, or part thereof, the application for which is cancelled or changed. Such costs and expenses shall include: labor and engineering (including overhead), materials and supplies (including purchasing and return expenses) less net salvage value. If any facilities already installed can be used for the services as changed but at a lesser capacity than would have been required for the service previously applied for, the payment required of the applicant for such facilities shall be limited to the difference between the costs and expenses actually incurred less the costs and expenses of the facilities normally used to provide the service.

When an applicant requests, prior to the establishment of service, a change in the location of all or part of the facilities provided for the service, the applicant is required to pay, upon request, the aggregate costs and expenses incurred by the Telephone Company, as detailed above, in moving and rearranging such facilities.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.3 Payment Arrangements and Credit Allowances (continued)

S2.3.9 Cancellation or Change of Application for Service Prior to
Establishment (continued)

However, the payment to the Telephone Company required of the applicant as set forth above shall not exceed the aggregate of the non-recurring and minimum contract period charges, including, but not limited to, construction and termination charges, which would have applied if the service and facilities had been established prior to such cancellation, change, or change in location.

S2.4 Liability of the Company

S2.4.1 Service Irregularities

The liability of the Telephone Company for damages arising out of failure to comply with a customer's direction to install, restore or terminate service, or mistakes, omissions, interruptions, delays or errors or defects in transmission, or failure or defects in the Telephone Company's facilities occurring in the course of furnishing service and not caused by the negligence of the customer, or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall not, except in the case of service interruptions, exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such failure, mistake, omission delay, or error or defect in transmission, or failure or defect in the Telephone Company's facilities occurs. However, if, in the case of such interruption, service is restored on or before the day after said interruption is reported to or detected by the Telephone Company, no allowance will be made.

When the lines of another telephone company are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company shall not be held liable for any act or omission of the other telephone company.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S2. GENERAL REGULATIONS

S2.4 Liability of the Company (continued)

S2.4.2 Cancellation for Cause

Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction advises that such service is being used or will be used in violation of law, or if the Telephone Company receives other evidence that such service is being or will be so used.

The Telephone Company may also terminate without advance notice any service which is used in such a manner as to interfere with the service of others or that is used for any purpose other than a means of communications.

S2.4.3 Telephone Numbers

The area code, or codes, central office designation, or designations, or line number, or numbers, or all of them, to be associated with a customer's telephone service shall be determined by the Company. The Telephone Company reserves the right to change the telephone number or numbers associated with a customer's telephone service as the exigencies of the business may require. The customer has no proprietary right in any area code, central office designation, or line number.

S2.4.4 Telephone Directories

The Company will provide one telephone directory for each local exchange access line. The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors in, or omissions from, its directories, nor for the result of publication of such errors in the directory, nor will the Telephone Company be a party to controversies arising between customers or others as the result of listings published in its directories.

S2. GENERAL REGULATIONS

S2.4 Liability of the Company (continued)

S2.4.5 Overtime Work

When, at the customers request, work is performed at other than regular business hours of the Telephone Company, an extra charge for such work will be made to compensate for the current overtime wage rates.

In situations such as sporting events, one-time entertainment events, etc., where the customer requests that “standby workmen” be provided to safeguard the continuity of service, the entire cost of providing those “standby workmen” may be billed to the customer, regardless of whether such “standby workmen” were provided during regular or overtime working hours.

S2.4.6 Identification of Public Announcements

For the purpose of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Telephone Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided. Customers transmitting factual public announcements such as time, stock market quotations, airline schedules, and similar information are excluded from the preceding condition.

S2. GENERAL REGULATIONS

S2.5 Access Services

S2.5.1 Intrastate Access Services

West Side Telecommunications concurs in National Exchange Carrier Association Tariff No. 5 effective July 1, 1997.

S2.5.2 Intrastate, Interlata Billing and Collection Services

West Side Telecommunications will provide intrastate billing and collection services to interexchange carriers under the same terms, conditions, rates and charges that West Side Telecommunications provides interstate billing and collection service services to each such interexchange carrier.

S2.6 Special Offerings

S2.6.1 Periodic Special Offerings

The telephone company may, from time to time and in a nondiscriminatory manner, offer specifically designated services at reduced rates and/or charges, or for no rate and/or charge, for promotional, market research, training and/or experimental purposes. Such offerings shall be of ninety calendar days or less in duration. Such offerings may be limited to specific geographic areas within West Virginia and may also be limited to specific customer types (e.g., business or residential) and/or service classifications/designations (e.g., local or toll).

These offerings may be made without notice to the Commission, provided that, upon request by the Commission or an appropriate member of its Staff, the telephone company shall timely provide details, as appropriate, regarding any such offering for which information is requested.

(C)
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(C)S2.7 Billing for Non-Telecommunications Services and Items on West Side Telecommunications' Customer Bills for Telecommunications Services

In its decision issued March 9, 2001 in Case No. 00-1603-T-PW, the Public Service Commission of West Virginia ("Commission") authorized West Side Telecommunications, effective November 1, 2000, to place on a customer's bill for telecommunications services applicable charges for the following non-telecommunications services and items:

1. Charges associated with the sale of deregulated Internet service;
2. Charges associated with the sale of inside wire maintenance, installation or repair;
3. Charges associated with the sale of deregulated Customer Premise Equipment;
4. Charges associated with the sale of voice mail service; and
5. Charges associated with the sale of additional directory listings and other special types of listing services.

S2. GENERAL REGULATIONS

S2.7 Billing for Non-Telecommunications Services and Items on West Side Telecommunications' Customer Bills for Telecommunications Services (continued)

As part of this authority, West Side Telecommunications was directed to work with Commission Staff to convert its billing system by May 1, 2001 to begin to clearly and separately list telecommunications services and non-telecommunications services, as well as the subtotals charged for each, on all bills which include both types of services.

(N)

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 00-1603-T-PW dated March 9, 2001.

Issued: March 21, 2001

Effective: November 1, 2000

P.S.C. WV No. 8

West Side Telephone Company DBA
West Side Telecommunications

Section 3
First Revised Contents Sheet 1
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S3. CONSTRUCTION

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(D) Delete

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. _____ dated _____.

S3. CONSTRUCTION

S3.1 General

- (A) Construction Charges are applicable to customers under certain conditions for the establishment or rearrangement of telephone service when suitable plant facilities are not available or when the construction of the necessary facilities involves excessive costs.
- (B) Construction charges apply in addition to the rate for the class of service furnished and any service charge found in Section 17, mileage charge, or other similar charges that may apply.
- (C) Title to all construction, provided wholly or partly at a customer's expense, is vested in the Company.
- (D) The word "cost", when used in this Section, means the inplant cost consisting of labor, engineering, materials, supervision, and other overhead expenses associated with the construction. Estimated cost will be quoted to the customer and receipt of these dollars is required before construction can begin. If the actual cost of construction exceeds the estimated costs the customer may be required to pay the additional charges. If actual construction costs are less than the estimate, the difference shall be promptly refunded to the customer.
- (E) When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under the provisions of this Section, the attachment rental charges to the Company for such attachments may be assessed to the applicant(s) in whole or in part as the particular circumstances may warrant.
- (F) Except as otherwise provided herein, the regulations in this tariff contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired.
- (G) When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing, and retaining such right-of-way.

(C)

(C)

S3. CONSTRUCTION

S3.1 General (continued)

- (H) Where a customer elects to provide and install underground conduit, dig and backfill trenches, and/or provide and erect poles, it must be in accordance with the specification of the Company.

S3.2 Construction on Public Highways

- (A) No construction charge is applicable for the general provision of service along public highways or other public easements, except as follows:

Where an applicant desires service in an area not presently served and where there is no foreseeable potential growth, the Company will provide 2500 feet of new construction at no charge, and all other construction charges will be borne by the applicant.

S3.3 Construction on Private Property

(A) Distribution Facilities

- (1) No charge is made for construction of distribution facilities on private property, when such construction conforms to Company construction practices and is to be used in serving customers in general. Where an applicant desires any type of construction other than that determined to be appropriate by the Company, the applicant may be required to bear the increased costs incurred by the Company.
- (2) Where construction of distribution facilities is provided on private property and is not to be used in serving customers in general, the applicant may be required to bear all costs incurred by the Company for construction in excess of 500 feet.

(B) Service Entrance Facilities

- (1) Construction charges will not apply to the drop facility which extends from the distribution facility to the general location of the NID, protector, or other demarcation point when such construction conforms to the Company's construction practices. Where an applicant desires any type of construction other than that determined to be appropriate by the Company, the applicant may be required to bear the increased costs incurred by the Company.

S3. CONSTRUCTION

S3.3 Construction on Private Property

(C)

(B) Service Entrance Facilities (continued)

- (2) Cable or wire installed in conduit will be maintained and replaced at the expense of the Company where the conduit has been inspected in place by the Company and approved, but repairs or replacements of cable or wire in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
- (3) Where armored cable is laid in a trench, the trench shall be constructed and backfilled by, or at the expense of the customer. In addition, the customer shall pay the cost of the cable – including the cost of installing – less the estimated cost to the Company of installing such aerial drop as would be (or is) required to furnish the same service.
- (4) Where facilities are changed from aerial to underground, in addition to the above, the customer may be charged the cost of dismantling and removing the aerial facilities.

S3.4 Supporting Structures for Plant Facilities for Extension Lines

Where for the purpose of furnishing extension lines, it is necessary to lay underground conduit, to trench, or to set poles on the customer's premises, the customer is required to provide and install underground conduit, to dig and back fill trenches and to provide and erect such poles or the Company will perform the work at the customer's expense.

S3.5 Rearrangement of Existing Plant

When the Company is requested to move or change existing plant for which no specific charge is quoted in this Tariff, the person at whose request such move or change is made may be required to bear the costs incurred.

S3.6 Construction required for Temporary Service

When construction is required for temporary service and there is no immediate prospect for reusing the plant provided, the customer may be required to bear all or a portion of the cost of such construction, plus the estimated cost of removal of the plant minus net salvage.

(C)

S3. CONSTRUCTION

S3.7 Special Types of Construction

When a special type of construction other than those covered preceding is desired by a customer or where the individual requirements of a particular situation make the construction unusually expensive, the customer is required to pay the additional expense incurred by the Company for such construction, facilities or installation above the expense which would otherwise be incurred for a normal type of construction or facilities or a normal installation.

(C)

(C)

(D)

(D)

(D) Delete

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P.S.C. WV No. 8

West Side Telephone Company DBA
West Side Telecommunications

Section 3
First Revised Sheet 5
Cancels Original Sheet 5 through 10

S3. CONSTRUCTION

Material formerly on Sheets 5 through 10 have been cancelled and withdrawn.

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Section 3
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S3. CONSTRUCTION

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West Side Telecommunications

Section 3
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S3. CONSTRUCTION

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S3. CONSTRUCTION

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West Side Telephone Company DBA
West Side Telecommunications

Section 3
First Revised Sheet 9
Cancels Original Sheet 9

S3. CONSTRUCTION

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West Side Telephone Company DBA
West Side Telecommunications

Section 3
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S3. CONSTRUCTION

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S4. EXTENSIONS AND TIE LINES

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S4. EXTENSIONS AND TIE LINES

S4.1 General

Extension and Tie Lines are channels having an approximate band width of 300 – 3000 Hertz (Hz), furnished for use in connection with exchange services provided to customers.

Extension service may be provided to different premises in connection with all classes and grades of telephone service, excluding coin telephone service. The mileage charges as shown in S4.3.2 (b), c. (1) and (2) will apply for each circuit required.

Extension services must be so located that their use will be restricted to those entitled to use the customer's service, except that extension service may be located on the premises of a party other than the customer to provide for the answering of calls during the customer's absence. Such extension service is furnished only on the condition that use of separate exchange service is available to the other party on the same premises.

S4.2 Regulations

1. Explanation of Terms

a. Extension Line

An Extension Line is a channel which connects a main station line or branch exchange station line to additional terminations of such lines.

b. Tie Line

A Tie Line is a channel which connects two Private Branch Exchange (PBX) systems, two electronic switching systems, automatic call distributing (ESS-ACD) systems, any two of the preceding system: or any of the preceding systems to a customer-provided communications (switching) systems.

S4. EXTENSIONS AND TIE LINES

S4.2 Regulations (continued)

2. Scope of Service

a. Extension Line

An Extension Line includes the facilities necessary to provide two-point communications:

- (1) Between an Extension Line station and any disassociated main station which can be reached over the telecommunications network.
- (2) Between a branch exchange Extension Line station and any station connected to the branch exchange switching equipment to which the branch exchange station is connected.

b. Tie Line

Tie Lines are furnished within the scope of service as set forth following:

- (1) Connections involving only PBX and ESS-ACD systems.
 - (a) Connection between any two stations connected to the switching equipment of two PBX systems connected by Tie Lines.
 - (b) Connections between any two stations connecting to ESS-ACD systems that are connected by Tie Lines.
 - (c) Connection between any one station connected to the switching equipment of one type system to any one station of one other type system specified in (S4.2) 1 b preceding, when the two systems are connected by Tie Lines.

S4. EXTENSIONS AND TIE LINES

S4.2 Regulations (continued)

2. Scope of Service (continued)

b. Tie Line (continued)

(d) Connections of a Tie Line, at either end, but not both ends simultaneously, to a PBX trunk, or ESS-ACD Local Exchange Access station connected to the switching equipment of a PBS system or a station connected to an ESS-ACD system in which the Tie Line terminates, and any other station to which the PBX trunk or ESS-ACD Local Exchange Access Termination has access, via the telecommunications network.

(2) Connections involving PBX or ESS-ACD systems and customer-provided communications (switching) systems.

A connection between any two stations equivalent to that specified in (1) preceding. The transmission characteristics of the Tie Line will be comparable to those of a Tie Line connecting two Telephone Company provided systems, up to the point of interconnection with the customer-provided communications (switching) system.

(3) Connections of stations other than as specified in (1) and (2) preceding are permitted. However, such connections are subject to transmission and equipment limitations.

3. When a Tie Line connects a customer-provided communications (switching) system to a PBX or ESS-ACD system, the Telephone Company has the overall responsibility to the demarcation point on the customer's premises. The Basis of Connection is the same as that specified for Connection With Private Line Service in this tariff as to Certain Customer-Provided Facilities.

S4. EXTENSIONS AND TIE LINES

S4.3 Rates

S4.3.1 Application of Rates

When a Tie Line connects a customer-provided communications (switching) system to a PBX or ESS-ACD system, rates are applied in the following manner:

a. Intraexchange Service

That portion of the channel between a PBX or ESS-ACD systems and the serving wire center, or if more than one wire center is involved, the distant wire center is provided at Tie Line channel rates.

That portion of the channel between the customer-provided communications (switching) system and the serving wire center is part of the Tie Line and is provided at rates the same as for an appropriate local channel as offered in (S6), Private Line Services.

b. Interexchange Service

That portion of the channel between a PBX or ESS-ACD system and the distant interexchange channel terminal is provided at Tie Line channel rates.

That portion of the channel between the customer-provided communications (switching) system and the channel terminal is part of the Tie Line and is provided at rates the same as for an appropriate station terminal as offered in (S6), Private Line Services.

S4.3.2 Intraexchange Channels

a.	Within same building	Per Month
	Extension Line	None
	Tie Line, per channel.....	\$1.00

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S4. EXTENSIONS AND TIE LINES

S4.3 Rates (continued)

S4.3.2 Intraexchange Channels (continued)

b. Between buildings on the same premise, per channel

Extension Line, up to one-eighth mile \$1.75

Tie Line, one channel, up to one eighth mile \$1.75

For multiple channels connecting different buildings on the same premises, when the distance between such buildings is not more than one-eighth mile, the following schedule of charges applies:

Two channels \$3.50

Three channels \$4.00

Four channels \$5.00

Five channels \$6.00

Each channel in excess of five \$0.50

c. Between Buildings on Different Premises

Local channels are required to connect station locations to their serving wire centers. Where the station locations are in different wire center serving areas, an interoffice channel is required. For an extension line furnished to extend a main station line which is not terminated in Button Telephone Service or, if so terminated and the button service features are not extended to a distant location, the rate for a local channel does not apply or connecting the main station line

S4. EXTENSIONS AND TIE LINES

S4.3 Rates (continued)

S4.3.2 Intraexchange Channels (continued)

c. Between Buildings on Different Premises (continued)

with the serving wire center. However, where the main station line is terminated in Button Telephone Service and the button service features, including hold release, are extended to a distant location, a local channel is required to connect the location of the Button Telephone Service equipment to its serving wire center.

Where extension line service is furnished to extend a main exchange station line to more than one premises, a separate extension line is required for connecting each premises to the primary service.

A local channel is not required for terminating a tie line in switching equipment located in a wire center.

(1) Local Channels per mile, or fraction thereof, furnished for:
Per Month

Extension Lines, each

Extension of a main station line	\$3.50
Extension of a branch exchange station line	\$5.00
Tie Line, each	\$3.50

S4. EXTENSIONS AND TIE LINES

S4.3 Rates (continued)

S4.3.2 Intraexchange Channels (continued)

c. Between Buildings on Different Premises (continued)

(2) Interoffice Channels

Mileage, measured airline between serving wire centers, per mile or fraction thereof:

Extension Lines, each	Per Month
Extension of a main station line	\$3.50
Extension of a branch exchange station line	\$5.00
Tie Line	\$3.50

Channel Terminals for:

Extension Lines, each

Extension of a main station line	\$3.50
Extension of a branch exchange station line	\$5.00
Tie Line, each	\$3.50

(3) Additional terminations of extension lines on the same premise are provided at the rates set forth in a. and b. preceding.

(4) Where, at the option of the Telephone Company, a channel is provided directly between the customer locations, i.e., does not route through a wire center, the monthly rate is equivalent to one Local Channel.

S4. EXTENSIONS AND TIE LINES

S4.3 Rates (continued)

S4.3.3 Interexchange Channels

a. Within the same local service area, between contiguous exchanges or between an exchange and a contiguous zone of a multizone exchange, rates as specified in c. (2) preceding apply.

b. Between other Exchanges Per Month

(1) Mileage

First 25 miles, per mile or fraction thereof \$5.00

Next 25 miles, per mile or fraction thereof \$5.00

Each additional mile or fraction thereof\$5.00

(2) Channel Termination, each \$10.00

(3) Station Terminals, each \$5.00

(4) Additional Terminations of Extension Lines \$2.00

Where an additional termination is in the same building or in a different building on the same premise, rates set forth in 2. a. and/or 2. b. apply.

Where an additional termination is in a different building at a different premise within the same exchange, a station terminal rate applies.

The interexchange channel rate mileage is the airline distance between the rate centers of the locations being served.

S4. EXTENSIONS AND TIE LINES

S4.3 Rates (continued)

S4.3.3 Interexchange Channels (continued)

b. Between other Exchanges (continued)

When one or more of the exchanges involved are multizone exchanges, each zone of each such exchange is considered as a separate exchange for the purpose of applying these rates.

When locations being served in different exchanges are within a continuous area operated and supervised by a single authority, the charges for channels between such locations will be based on the circumstances in each case.

S5. LOCAL EXCHANGE SERVICE

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Case No. 99-0408-T-T dated May 14, 1999 .

S5. LOCAL EXCHANGE SERVICE

S5.1 General

This tariff applies to local exchange telephone services furnished by West Side Telecommunications in the exchanges in which the West Side Telecommunications has been authorized to serve under certificates of public convenience and necessity issued to it by the Public Service Commission of West Virginia. The regulations and rates contained herein are in addition to the applicable regulations and rates specified in other parts of this tariff.

S5.2 Regulations

Exchange services are provided only on an intraLATA basis, except for established local service areas in effect on December 31, 1983, which cross Local Access and Transport Area (LATA) boundaries.

S5.2.1 Application of Exchange Service Rates

a. Business and Residence

- (1) The determination as to whether customer service is furnished at business or residence rates is based on the character of the use, made of the service. The type of Directory Listing may, in some cases, also serve as a satisfactory basis for determining whether business or residence rates apply.
- (2) Where the place of business is located on the same premises as a residence and separate telephone service is not installed for the business, the telephone service installed on the premises shall ordinarily be billed at the business rate if the person operating said business is required to obtain a business registration certificate for said business on said premises; and provided that the person is not exempted from paying business registration tax. In all disputed cases, however, other external indicia will be taken into account in determining whether business or residence rates should apply.

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S5. LOCAL EXCHANGE SERVICE

S5.2 Regulations (continued)

S5.2.1 Application of Exchange Service Rates (continued)

a. Business and Residence (continued)

- (3) Service shall be classified and charged for as business service where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business Directory Listing is furnished, except as provided in following paragraph.
- (4) Service shall be classified and charged for as residence service where the primary use of the service is of a domestic nature and where the business use, if any, is merely incidental, except that service may be furnished at residence rates in the residence of a physician, nurse, dentist or veterinary surgeon, or in a clergyman's study located in a church.
- (5) When it is determined that a customer to residence service is using the service in such a manner that it should be classified and charged for as business service under the preceding provisions, the Telephone Company will discontinue the service of such customer in the event the customer refuses to permit the service to be classified as business service and pay the applicable business rates.
- (6) Residence rates shall apply to service which is terminated in facilities or equipment of an amateur radio license, not withstanding the fact that those facilities are not located at a residence, provided that the service is used solely for control of, and non-commercial communications through, an amateur radio communications repeater and for no purpose which would otherwise cause the service to be classified as business.

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S5. LOCAL EXCHANGE SERVICE

S5.2 Regulations (continued)

S5.2.1 Applications of Exchange Service Rates (continued)

b. Trunks

Private Branch Exchange (PBX) Trunk rates apply for exchange service lines connecting the PBX common equipment and in multifunction systems where the lines are used as pooled information, dial or button access, and used in connection with direct group calling features.

c. Local Exchange Services

Residence

Plan 1 (Thrifty Caller) is economy rate exchange service which provides measured rate calling only and has no usage charge allowance.

Plan 2 (Community Caller) provides for flat rate calling only within the originating exchange or zone and there is no usage charge allowance applicable to calls terminating in other exchanges or zones of the customer's local service area.

Plan 3 (Community Plus Caller) provides flat rate calling to specified areas with measured calling to all other exchanges or zones within the local service area and has no usage charge allowance.

Plan 4 (Frequent Caller) provides flat rate calling to all exchanges or zones within the local service area.

(M)

(M)

S5. LOCAL EXCHANGE SERVICE

S5.2 Regulations (continued)

S5.2.1 Applications of Exchange Service Rates (continued)

c. Local Exchange Services (continued)

Business

Plan 1 (Thrifty Caller) is economy rate exchange service which provides measured rate calling only and has no usage charge allowance.

Plan 2 (Community Plus Caller) provides for flat rate calling to specified areas with measured calling to all other exchanges or zones within the local service area and has no usage charge allowance. Effective September 22, 2002, Community Plus Caller Business Service is being discontinued and will not be available to new customers. Existing customers will be able to continue Community Plus Caller Business Service. However, when the customer discontinues using Community Plus Caller Business Service, the customer will not be able to switch back to Community Plus Caller Business Service.

Plan 4 (Frequent Caller) provides flat rate calling to all exchanges or zones within the local service area.

(M)

(M)(N)

(N)

S5. LOCAL EXCHANGE SERVICE

S5.2 Regulations (continued)

S5.2.2 Mixing Classes of Service on the Same Premises

Different classes of service will not be furnished to business customers on the same premises where both services are rated on the same exchange or zone, except for customers who have, for example, facsimile machines or any other special type equipment on premise that is not used to access local calling, and as otherwise specified in the Telephone Company's applicable tariffs. Access lines terminating on a multiline system cannot be mixed between classes of service. Residence customers may have different classes of service provided to the same customer or household on the same premises.

S5.2.3 Measured Rate Services

- a. Measured Rate Services provide for calling to exchange services within the local service area with each call measured on a time-of-day, distance called and length-of message basis.
- b. Measured Rate Services are offered in all exchanges and zones.
- c. Rates for messages between two points are based on the airline mileage between rate centers, except when the two points are located within the same exchange or zone. Airline mileage between rate centers are determined as specified in this Company's Long Distance Services Tariff for Long Distance Message Telecommunications Service.
- d. In the event that customers experience difficulty in dialing, through no fault of their own, and completion of a call necessitates the use of a Telephone Company operator, it is the responsibility of such customers, after receipt of their bill, to notify the Telephone Company business office of the difficulties which resulted in charges for long distance messages.
- e. For the purpose of determining charges the following applies:
 - (1) The rate for each message will be on a per-minute basis, with fractional minutes computed as one minute.

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S5. LOCAL EXCHANGE SERVICE

S5.2 Regulations (continued)

S5.2.3 Measured Rate Services (continued)

- (2) Chargeable time for all calls begins when connection is established between the calling line and the called line, branch exchange or Centrex system and ends when the calling line “hangs-up” thereby releasing the network connection. If the called line “hangs-up” but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.

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S5. LOCAL EXCHANGE SERVICE

S5.3 Exchanges and Zones of Area Exchanges

Core, PA (878) & Core, WV (879)

<u>Plan Option</u>	<u>Flat Rate Local Service Area</u>	<u>Measured Rate Local Area</u>			
		<u>Band 1</u>	<u>Band 2</u>	<u>Band 3</u>	<u>Band 4</u>
Plan 1	None	Core	Daybrook Mt. Morris** Laurel Point Blacksville Morgantown Fairview Rivesville	Wadestown Cheat Lake Farmington Fairmont	Mannington Worthington Hundred Reedsville Shinnston
Plan 2*	Core	None	Same as for Plan 1, Bands 2, 3 and 4 preceding.		
Plan 3	Core Daybrook Mt. Morris** Blacksville Laurel Point Fairview	None	Morgantown Rivesville	Same as for Plan 1 Bands 3 and 4 preceding	
Plan 4*	Core Daybrook Mt. Morris** Blacksville Morgantown Fairview Rivesville Laurel Point Wadestown Cheat Lake Farmington Fairmont Mannington Worthington Hundred Reedsville Shinnston	None	None	None	None

* Not offered to business customers.

** Mt. Morris includes Mt. Morris, PA and Mt. Morris, WV

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S5. LOCAL EXCHANGE SERVICE

S5.3 Exchanges and Zones of Area Exchanges (continued)

Daybrook

Plan Option	Flat Rate Local Service Area	Measured Rate Local Area			
		Band 1	Band 2	Band 3	Band 4
Plan 1	None	Daybrook	Laurel Point Mt. Morris ** Core Blacksville Fairview Wadestown	Rivesville Farmington Hundred Shinnston Mannington Fairmont Morgantown Worthington	Joetown Cheat Lake Cameron Smithfield Lumberport Monongah
Plan 2 *	Daybrook	None	Same as for Plan 1, Bands 2, 3 and 4 preceding.		
Plan 3	Daybrook Laurel Point Mt. Morris Core Blacksville Fairview	None	Wadestown	Same as for Plan 1 Bands 3 and 4 preceding.	
Plan 4 *	Daybrook Laurel Point Mt. Morris Core Blacksville Fairview Wadestown Rivesville Farmington Hundred Mannington Fairmont Morgantown Worthington Joetown Cheat Lake Shinnston Cameron Smithfield Lumberport Monongah	None	None	None	None

* Not offered to business customers.

** Mt. Morris includes Mt. Morris, PA and Mt. Morris, WV

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S5. LOCAL EXCHANGE SERVICE

S5.3 Exchanges and Zones of Area Exchanges (continued)

Laurel Point

<u>Plan Option</u>	<u>Flat Rate Local Service Area</u>	<u>Measured Rate Local Area</u>	<u>Band 1</u>	<u>Band 2</u>	<u>Band 3</u>	<u>Band 4</u>
Plan 1	None	Laurel Point	Daybrook Mt. Morris ** Core Morgantown Rivesville Cheat Lake	Blacksville Fairview Fairmont Reedsville Farmington	Worthington Wadestown Newburg Mannington Kingwood Grafton Bruceton Mills Shinnston Tunnelton Monongah	
Plan 2 *	Laurel Point	None	Same as for Plan 1, Bands 2, 3 and 4 Preceding.			
Plan 3	Core Daybrook Morgantown Rivesville Laurel Point	None	Mt. Morris	Same as for Plan 1, Bands 3 and 4 preceding.		
Plan 4 *	Core Daybrook Mt. Morris Blacksville Fairview Rivesville Laurel Point Wadestown Cheat Lake Farmington Fairmont Mannington Morgantown Worthington Newburg Reedsville Shinnston Kingwood Grafton Bruceton Mills Tunnelton Monongah	None	None	None	None	None

* Not offered to business customers.

** Mt. Morris, WV only.

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West Side Telephone Company DBA
West Side Telecommunications

Section 5
First Revised Sheet 9
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S5. LOCAL EXCHANGE SERVICE

S5.3.1 Application of Rates

The rates shown herein entitle the customer to local messages to all telephones of the exchanges and zones of an area exchange included in the associated local service area.

A. Rate Schedule – Monthly Rates

Residence

Plan 1 (Thrifty Caller).....	\$ 4.50	(T)
Plan 2 (Community Caller).....	\$10.50	(T)
Plan 3 (Includes Residence PBX trunks) (Community Plus Caller)...	\$14.25	(T)
Plan 4 (Frequent Caller).....	\$27.45	(T)

Business

Plan 1 (Thrifty Caller)		(T)
Individual Line or PBX Trunk.....	\$18.00	
Service for Customer-Provided Coin and Credit Card Operated Telephones.....	\$19.50	
Plan 2 (Community Plus Caller)		(T)
Individual Line.....	\$37.00	
PBX Trunk.....	\$58.00	
Plan 4 (Frequent Caller).....	\$55.00	(N)
PBX Trunk.....	\$70.00	(N)

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S5. LOCAL EXCHANGE SERVICE

S5.3 Exchanges and Zones of Area Exchanges (continued)

S5.3.2 Usage Charges for Calls from Plans 1, 2 and 3 Services preceding.

1. Other Than Plan 4

<u>Band</u>	<u>Airline Miles</u>	<u>Per Message, Per Minute or Fraction Thereof *</u>		A discount of 70% applies to the combined monthly usage charges, computed at the Peak Rates, for initial and additional Minutes occurring in this rate period.	
		<u>Peak †</u>			<u>Off-Peak #</u>
		<u>Initial Minute</u>	<u>Each Add'l Minute</u>		
1	Own Exchange	\$0.043	\$0.028		
2	1-10	\$0.052	\$0.034		
3	11-16	\$0.060	\$0.040		
4	17-22	\$0.069	\$0.046		

The peak and off-peak rates apply to that portion of the message occurring within the rate periods stated following. The charges are determined separately for each rate period and the results are totaled.

Peak and Off-Peak rates apply as follows:

Rate Periods	<u>Time Applicable</u>		Days Applicable
	From	To But Not Including	
Peak †	9:00A.M.	9:00 P.M.	Monday through Friday
Off-Peak #	9:00 P.M.	9:00 A.M.	Monday through Friday, all day Saturday and all day Sunday.

2. Plan 4 – No usage charges apply.

- * Residence customers who have been certified to the Telephone Company as having a hearing and/or speech impairment which requires them to communicate over telephone facilities by means other than voice and who use Data Transmitting and Receiving Terminals of speeds of 110 bauds or less, provided either by the Telephone Company or the customer, or any customer utilizing the services of the Telecommunications Relay Service Center will be charged Off-Peak rates for Measured Rate Service messages.
- # Holiday discount applies on New Year's Day (January 1), Independence Day (July 4), Labor Day (first Monday in September), Thanksgiving Day (fourth Thursday in November), and Christmas Day (December 25).

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S5. LOCAL EXCHANGE SERVICE

S5.4 Foreign Exchange Service

S5.4.1 General

Foreign Exchange telephone service is exchange service furnished from one exchange to a location in another exchange.

S5.4.2 Regulations

1. Foreign Exchange Service is provided in accordance with such methods as are best suited to meet plant and operating requirements of the Telephone Company.
2. Foreign Exchange Service will be provided only in connection with individual line and branch exchange or order receiving trunks.
3. Where the normal and foreign exchanges are not contiguous, a customer to Foreign Exchange Service is required to subscribe also for some class of exchange service regularly furnished in the exchange in which the customer's premises are located.
4. The rates and charges applicable to foreign exchange main stations and trunks are the rates and charges within the foreign exchange for the class of service furnished.
5. The rates and charges for all other items of service and equipment are the rates and charges applicable in the area within which the customer terminal equipment is located.
6. The rates specified for foreign exchange mileage in S5.4.3 following contemplate service over only those stations located in the same building with the foreign exchange service.

S5. LOCAL EXCHANGE SERVICE

S5.4 Foreign Exchange Service (continued)

S5.4.3 Rates

- | | | |
|----|---|-----------------|
| 1. | Interexchange Channel | PER MONTH |
| | a. Mileage | |
| | Per mile or fraction thereof | \$5.00 |
| | Mileage is measured by route miles between the rate centers of the normal and foreign exchange. | |
| | b. Channel Terminal | EACH
\$15.00 |
| | c. When Foreign Exchange Service is provided in an exchange contiguous with a metropolitan exchange having 1,000 or more main terminals and is subscribed to from the metropolitan zone having its rate center nearest the rate center of the normal exchange, the monthly charge for the interexchange channel is \$10.50. | |
| | b. When Foreign Exchange Service as described in c. preceding is provided in an exchange contiguous with an exchange described in c preceding, the maximum monthly charge for each channel is \$10.50 plus the applicable mileage and channel terminal charges as specified in a and b preceding. Mileage is measured airline between the rate centers of the normal exchange and the exchange adjacent to the metropolitan exchange. | |

P.S.C. WV No. 8

West Side Telephone Company DBA
West Side Telecommunications

Section 6
First Revised Contents Sheet 1
Cancels Original Contents Sheet 1

S6. PRIVATE LINE SERVICE

CONTENTS

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Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 01-1400-T-T dated December 7, 2001.

Issued: October 8, 2001
2001

Effective: December 10,

S6. PRIVATE LINE SERVICE

S6.1 GENERAL

Private line service is telephone service between two or more main stations, none of which are connected to or otherwise made available for service to any local exchange switching facilities. Such service is not in accord with the general plan of furnishing telephone service, and such service is provided only under special conditions where warranted by the circumstances, including availability of facilities involved. The rates and conditions outlined in this Section apply to burglar alarms, metering channels, tie lines and other private line services.

S6.2 CONDITIONS

An applicant for private line service extending beyond this Company's service area, who is located in the Company's area will normally contract for service with this Company and be treated as its subscriber.

This Company's service responsibility is limited to that furnished by its own facilities.

S6.3 CONCURRENCE, RATES AND CHARGES

West Side Telephone Company assents to, adopts and concurs with the rates, regulations and conditions applicable to all private line services and channels as filed in the National Exchange Carrier Association Tariff No. 5.

This concurrence will apply to all services and facilities that are interexchange, both intercompany and intracompany.

(C)
|
(C)

S7. DIRECTORY LISTINGS

CONTENTS

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S7.2 <u>Additional Listings</u>	1-4
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S7.4 <u>Regulations</u>	5-9
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Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 01-1400-T-T dated December 7, 2001.

S7. DIRECTORY LISTINGS

S7.1 General

Primary and Additional Directory Listings are provided in the alphabetical section of the telephone directory in accordance with the regulations and rates specified herein.

S7.2 Additional Listings

In addition to the listings for the primary service, there are other types of directory listings available to customers which will assist them in obtaining maximum benefits and usage of the telephone services provided.

These additional directory listings are described below under the following headings:

1. Regular Additional Listings

a. Business Additional Listings may be the listings of:

- (1) Individual names of partners or members of the firm, if the customer or joint-user is a partnership or firm, the names of officers of the corporation, if the customer or joint-user is a corporation; and the names of associates or employees of the customer or joint-user in connection with any type of business establishment.
- (2) Additional listings may be the bona fide names of individuals, firms or corporations which the customer owns or controls or is duly authorized to represent. Listings which are designed primarily to give publicity to a commodity or service are not accepted.
- (3) Departments or divisions of a customer's business in cases in which, in the opinion of the Telephone Company, identification of the department or division is desirable.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S7. DIRECTORY LISTINGS

S7.2 Additional Listings (continued)

1. Regular Additional Listings (continued)

- (4) Listings of trade names of articles or service, provided the customer is the authorized agent or representative for the particular article or service and the name of the article or service is followed by the word "Dealer," "Agency," "Distributor," "Sales and Service," "Service Station," or "Representative."
- (5) Business extra listings must meet the qualifications for primary listings as set forth in paragraph Section 7.2 above.
- b. Residence Additional Listings – Residence extra listings may be the names of members of the customer's family or of other persons residing in the customer's household and are entitled to the use of the customer's service under the provisions of the tariff of the Company.
- c. Tenants and Guests – In connection with private branch exchange service at hotels, motels and apartment houses, residence extra listings at business extra listing rates may be provided in the names of permanent guests or tenants at that location, provided approval is obtained of the hotel, motel or apartment house involved. However, no separate billing will be issued for those instances.

2. Duplicate Listings

Duplicate Listings are listings of other names by which the customers are known, including nicknames, pen names, stage names, abbreviated name and names which are commonly spelled in more than one way, and rearrangements of names. Such listings are furnished only in those cases in which, in the opinion of the Telephone Company, they are necessary for the proper identification of the customer and are not desired for the purpose of securing a preferential position in the directory or for advertising purposes.

S7. DIRECTORY LISTINGS

S7.2 Additional Listings (continued)

3. Reference Listings

Reference Listings, that is, listings in the name by which the customer is commonly known, or in a name made obsolete by a change in firm name, with reference to the complete or new name, may be provided when, in the opinion of the Telephone Company, their use will facilitate, the handling of telephone calls.

A reference listing would be such as one of the following:

Monroe Express Company
See Chester Express Company
Monroe Express Company 469-9971

4. Foreign Listings

Foreign Listings are listings furnished at the request of customers in the alphabetical list of an exchange other than the one in which they would normally be shown.

5. Indented Listings

Additional listings may be furnished for customer's or their employees' residence telephones to be indented under the listing of the business with which they are associated.

In such cases, the party in whose name the indented residence listing is shown must have a residence primary or additional listing in the same name.

6. Residence Business Listings

Additional Listings of residence may be furnished on business individual service provided the business and residence establishments are at the same address and under the same roof, and the additional listing is in the name of the customer, member of his immediate family or of an employee or representative of the customer. Such listings are furnished at the rate and under the regulations specified for additional listings.

S7. DIRECTORY LISTINGS

S7.2 Additional Listings (continued)

7. Alternative Listings

Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may obtain an alternate telephone number listing or a night listing as the following:

- If no answer call (telephone number)
- Night calls (telephone number)
- Night calls after – P.M. (telephone number)
- Nights, Sundays and holidays (telephone number)
- 5 P.M. to 9 A.M. weekdays, noon Saturday until
- 9 A.M. Monday and holidays (telephone number)
- At all hours weekdays and weekends (telephone numbers).

Such listings may be furnished as an indented listing or as a subcaption. The telephone number in such a listing may be that of another service furnished the same customer or one of the customer's PBX trunks not included in the incoming service group or the service furnished a different customer.

In the latter case, the customer desiring the alternative listing must have the consent of the customer having the alternatively listed number.

S7.3 Restricted Listings

1. Non-Listed Service

Non-Listed Service is an arrangement whereby a customer's number is omitted from the telephone directory but not from the information records.

2. Non-Published Service

Non-Published Service is an arrangement where a customer's listing is omitted from both the telephone directory and information listings.

S7. DIRECTORY LISTINGS

S7.4 Regulations

1. Directory listings are provided in connection with each customer service as specified herein.
2. The alphabetical section of the telephone directory consists of a list of names of customers in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service as an aid to the use of telephone service, and special positions or arrangements of names is not contemplated.
3. Listings must conform to the Telephone Company's specifications with respect to its directories.
 - a. The Telephone Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgement, the clearness of the listing or the identification of the customer is not impaired thereby. Where more than one line is required to properly list the customer, no additional charge is made.
 - b. The Telephone Company may refuse a listing which is known not to constitute a legally authorized or adopted name, or any listing which, in the opinion of the Telephone Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Telephone Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect.
4. Primary Listings
 - a. One listing, termed as the primary listing, is provided without additional charge in connection with each customer's service as follows:

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S7. DIRECTORY LISTINGS

S7.4 Regulations (continued)

4. Primary Listings (continued)

- (1) Individual line main service, service for Customer-provided Coin and Credit Card Operated Telephones. Two or more individual lines consecutively numbered and arranged for group hunting constitute one customer service.
 - (2) Joint Use – Each joint user.
 - (3) Multiline (key) Telephone systems.
 - (4) Branch exchange, order receiving or Centrex system.
 - (5) Mobile Telephone Service – per radiotelephone unit.
- b. When the service is contracted for by one party for the use of a second party, the primary listings may be the name of the second party.
- c. The primary listing for business service is ordinarily the name of the customer or the name under which a business is regularly conducted.
- d. A residence dual name primary listing is comprised of a surname, two first names, address and telephone number. A residence dual name primary listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

5. Regular Additional Listings

- a. In connection with business and residence service, regular additional listings are available only in the names of authorized users of the customer's service as specified in the Telephone Company's applicable tariffs.
- b. Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. however, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on premises of the customer, but at an address different from that of the attendant position or main service.

S7. DIRECTORY LISTINGS

S7.4 Regulations (continued)

5. Regular Additional Listings (continued)

- c. Business additional listings are not permitted in connection with residence service.
- d. Business additional listings may be provided in connection with Mobile Telephone Service and Inward Service of Wide Area Telephone Service (WATS) and on the connecting channel number with Interconnected Service through Miscellaneous Common Carriers.
- e. Business additional listings may be provided in connection with Joint User Service with one additional listing offered at no charge for each joint user on a customer's service.
- f. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.
- g. A residence dual name additional listing is comprised of a surname, two first names, address and telephone number. A residence dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

6. Special Types of Additional Listings

a. Alternate Number Listings

Alternate number listings refer calling parties to another telephone number at night and on Sundays and holidays, or in case no answer is received on the call to the primary number. If the alternate number is that of another customer's service, the written consent of the other customer must be obtained before the alternate listing is provided.

Where two or more alternate number listings are furnished under one directive note or caption heading, the rate shall apply to each listing under the note or caption, but no charge applies for the note or caption itself.

S7. DIRECTORY LISTINGS

S7.4 Regulations (continued)

6. Special Types of Additional Listings (continued)

b. Foreign Listings

Foreign listings are listings in an alphabetical directory of an area other than that from which the listed service is furnished.

7. Initial Contract Period For Additional Listings

The initial contract period for additional listings, where the listing appears in the directory, is the directory period. Each directory period, with the appearance of the listing in the directory, will constitute a separate initial contract period. Listings are automatically included in each directory issue unless notice to the contrary is received from the customer.

Termination charges for additional listings, where the listing appears in the directory, are the charges due to the end of the directory period, except that in the following cases the termination charges will be only the charges due for the period service has been rendered:

- a. The contract for the main service or Joint User Service is terminated.
 - b. The listed party contracts for service in his own name.
 - c. The customer or listed party moves to a new location as a result of which the service of the customer is not available to the listed party.
 - d. The listed party dies.
8. The Telephone Company may publish of its own volition in its directories such notices, instructions, listings and other information pertaining to local or other governmental agencies as are necessary in its judgement to meet the convenience of the public.
9. Foreign Zone Service

The primary listing is provided in the directory for the foreign zone.

S7. DIRECTORY LISTINGS

S7.4 Regulations (continued)

10. Foreign Exchange Service

The primary listing is provided in the directory for the foreign exchange. In addition, such listing will also be furnished without additional charge in the directory for the normal exchange, with a notation, if necessary, that a toll charge is applicable.

11. Special Reversed Charge Long Distance Service

The telephone number designation, with such explanatory notes as in the judgement of the Telephone Company are necessary, will be listed in the directory of the selected area.

12. Non-published Telephone Service

A Non-published Telephone Service will be furnished, at the customer's request providing for the omission or deletion of the customer's telephone listing from the telephone directory, and, in addition, the customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth below

- a. The Telephone Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number.
- b. The Telephone Company will try to prevent the disclosure, of the number of such telephone, but will not be liable should such number be divulged inadvertently; however.
- c. When a customer with Non-published Telephone Service places a call to the Universal Emergency Number 911 Service, the Telephone Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Universal Emergency Number 911 Service upon request of such governmental authority.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S7. DIRECTORY LISTINGS

S7.5 Rates

1. Regular and Special Types of Additional Listings

The following rates apply for regular and special types of additional listings, and shall be effective at the time the listing is placed on the directory records.

	<u>Per Month</u>
Business.....	\$0.60
Residence.....	\$0.50
One business Joint User listing, per Joint User.....	None

2. Non-published Telephone Service

Non-published Telephone Service.....	\$2.00
--------------------------------------	--------

Non-Listed and Non-Published charges, as specified following, are not applicable to:

- a. Non-Listed or Non-published Telephone Service furnished to a customer for data service where there is no voice use contemplated.
- b. Non-Listed or Non-published Telephone Service furnished to a customer for short periods of time, usually one day, in connection with local and long distance message broadcasts of sporting events, conventions or other special events.
- c. Non-Listed or Non-published Telephone Service furnished to a customer with other listed, non-listed or non-published service in the same directory area.
- d. Non-Listed or Non-published Telephone Service associated with Mobile Telephone Service, Service for Customer-Provided Coin and Credit Card-Operated Telephones, and Pay Telephone Network Lines.
- e. Non-listed or Non-published Telephone Service associated with dependent telephone numbers of a Distinctive Ring Custom Calling Service.

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Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 01-1400-T-T dated December 7, 2001 .

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

	<u>Sheet No.</u>	
S8.1	1-11	<u>Custom Calling and Class Services</u>
S8.2	12	<u>Long Distance Message Restriction</u>
S8.3	13	<u>Blocking "900" Information Service</u>
S8.4	14	<u>Trunk Hunting Service Arrangements</u>
S8.5	15-17	<u>Direct Inward Dialing (DID) Service</u>
S8.6	18	<u>West Virginia Telecommunications Relay Service</u>
S8.7	19	<u>Customer Response Card Credit</u>
S8.8	19-21	<u>Remote Call Forwarding</u>
S8.9	22-23	<u>Bill Charges</u>
S.810	24-25	<u>Optional Calling Plans</u>
S.811	26-27	<u>Bundled Services</u>

(N)

(N)-New

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 11-0060-T-T dated February 7, 2011, effective on February 20, 2011.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Services (continued)

C. Feature Definitions (continued)

1. ANONYMOUS CALL REJECTION (continued)

indicating that the person they are calling does not wish to receive calls from callers who choose to block their numbers. The customer does not receive any indication of rejected calls. This service is provided to Caller ID Subscribers at no additional charge.

2. AUTOMATIC ANSWER

Automatic Answer is an arrangement that allows a customer's telephone to serve as an answering machine for up to ten (10) messages when the subscriber is not available or the line is busy. Messages are password protected.

3. CALL FORWARDING

FIXED

Are those arrangements whereby incoming calls are transferred to another telephone number. These arrangements are established with the Telephone Company on a fixed basis and may only be rearranged by notifying the Telephone Company of the new telephone number to which the calls are to be transferred.

Fixed Call Forwarding may be associated with individual lines, and Private Branch Exchange (PBX) trunks. Fixed Call Forwarding arrangements are only available to customers served by compatible electronic type switching equipment.

Calls forwarded by these arrangements are subject to local and long distance message charges. These arrangements contemplate that normal transmission performance quality cannot be guaranteed to all calls forwarded.

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(C)

Some material previously on this Sheet has been moved to Sheet 2a.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 01-1400-T-T dated December 7, 2001.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Services (continued)

3. CALL FORWARDING (continued)

NO ANSWER

(N)

No Answer is a variable arrangement which automatically routes incoming calls to the designated telephone number when the called line doesn't answer before passage of a predetermined interval.

At the time a line is initially equipped for Call Forwarding – No Answer it will be arranged for a predetermined number of ringing cycles to be completed prior to the incoming call being forwarded.

BUSY LINE

Busy Line is a variable arrangement which automatically routes incoming calls to the designated telephone number when the called line is busy.

VARIABLE

Variable is an arrangement whereby a customer, by dialing a special code may have incoming calls redirected from their telephone number to another telephone number. Calls forwarded by this feature are subject to local and long distance message charges.

(N)(*)

4. CALL FORWARDING DELUXE

Call Forwarding Deluxe is an arrangement that allows customers with Call Forwarding to activate, de-activate or change their call forwarding service from any location and from any tone telephone.

5. CALL RETURN

Call Return is an arrangement that allows the customer to dial a code and have a call automatically returned to the last party who called, or who attempted to call, them.

(*)

*This material has been transferred from Sheet 2.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 01-1400-T-T dated December 7, 2001.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Services (continued)

C. Feature Definitions (continued)

6. CALL TRANSFER

Call Transfer is an arrangement that allows the customer to transfer any established call to another person. Calls may be transferred to other parties both inside or outside their home or business. This feature requires Three-Way Calling.

7. CALL WAITING/CANCEL CALL WAITING

Call Waiting is an arrangement which allows a customer, who is talking on the telephone, to be alerted by a tone signal that a second call is incoming. The customer, by flashing the switchhook is able to have alternative conversations between the parties. This feature may be usage sensitive.

Cancel Call Waiting is an arrangement which allows the customer to dial a special code that will disable Call Waiting for the duration of one (1) call.

8. CALLER ID

Caller ID is an arrangement that allows customers to view the telephone number of the calling party before answering the telephone. After the first ring, the number will appear on a special display unit that must be provided by the customer.

9. CALLER ID BLOCKING

Caller ID Blocking is an arrangement that allows customers to block their telephone number from being delivered to the called party. This can be a complete security block for all calls or a per call block activated by dialing an access code before each call is made.

10. CALLER ID DELUXE

Caller ID Deluxe is an arrangement that allows customers to view the name and the telephone number of the calling party before answering the phone

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Services (continued)

C. Feature Definitions (continued)

10. CALLER ID DELUXE (cont'd)

(when it becomes available). After the first ring, the name and the number will appear on a special display unit which must be provided by the customer.

11. CALLER ID DELUXE WITH CALL WAITING ID

Allows Caller ID (Name and Number) information to be delivered on incoming calls when the called party is off-hook. The information is delivered with the Call Waiting tone.

12. CUSTOMER ORIGINATED TRACE

Customer Originated Trace is an arrangement that allows customers to initiate a trace of the last incoming call. In the event that the call is of an obscene, threatening or harassing nature, the customer will be able to dial an activation code that will have the caller's number printed at the Telephone Company Central Office.

13. DISTINCTIVE RING

Distinctive Ring is an arrangement that allows customers to have up to three (3) telephone numbers on one (1) line and have a distinctive ring for each number. A distinctive call waiting tone is also associated with this service.

14. DO NOT DISTURB

Do Not Disturb is an arrangement that allows the customer to prevent calls from ringing in their home by diverting them to a tone or recorded announcement. They may give selected callers a Personal Identification Number (PIN) that will allow the caller to override Do Not Disturb in order to reach the customer.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling And Class Services (continued)

C. Feature Definitions (continued)

15. HOOK SERVICE

Hook Service is an arrangement that allows a pre-determined telephone number to be automatically dialed if the customer takes the telephone off the hook and does not dial any digits within a certain period of time. The time out interval may be set at one (1) to twenty-eight (28) seconds.

16. PRIORITY CALL

Priority Call is an arrangement which provides for one distinctive audible signal to the customer when a call is received from one of up to ten prespecified telephone numbers. If the customer also subscribes to call waiting, and the incoming call arrives while the line is busy, the usual call waiting tone is altered with a distinctive pattern. For calls originating from a line within a multiline hunting group, the distinctive signal is only produced when the caller's main telephone number is one of those prespecified.

17. REPEAT DIAL

Repeat Dial is an arrangement that allows the customer to dial an access code to have their phone continuously attempt to re-dial a busy number. When the line is free, the customer will be alerted by a special ring and the call will automatically be made. Customers may also use Repeat Dial to dial the last number called.

18. SELECTIVE CALL ACCEPTANCE

Enables a customer to designate a maximum of ten (10) telephone numbers from which calls will be accepted. The customer can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company's equipment will screen incoming calls against the customer's list and complete calls from numbers on the customer's list. Calls from all other numbers will be routed to a recorded announcement.

P.S.C. WV No. 8

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Features (continued)

C. Feature Definitions (continued)

19. SELECTIVE CALL FORWARDING

Enables the customer to forward incoming calls from a maximum of ten (10) specified telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The Telephone Company's equipment will screen incoming calls against the customer's list and forward only calls from telephone numbers included on the list. Calls forwarded by this feature are subject to all applicable local and long distance charges.

20. SELECTIVE CALL REJECTION

Selective Call Rejection is an arrangement which prevents future calls from up to ten (10) prespecified telephone numbers, one of which may be the most recent incoming call from an unknown telephone number immediately after the unwanted call has been received. Callers from the prespecified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within a multiline hunting group, the call will be blocked only when the main telephone number is included as one of the ten (10) prespecified telephone numbers.

21. SPEED CALLING

Speed Calling is an arrangement which allows customers to dial telephone numbers by using a pre-set abbreviated code. Customers may choose either an eight (8) number capacity or a thirty (30) number capacity.

22. THREE-WAY CALLING

Three-Way Calling is an arrangement which permits an existing call to be put on hold while a second call is established and added to the group. Conference calls made through this feature are subject to transmission limitations. This feature may be usage sensitive.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Features (continued)

C. Feature Definitions (continued)

23. TOLL PIN OVERRIDE

Toll PIN Override is an arrangement wherein customers who have a toll restriction on their line may dial an access code which will permit the subscriber to make long distance calls.

24. VISUAL MESSAGE WAITING INDICATION

Visual Message Waiting Indication (VMWI) is a telephone company central office feature used to turn a visual indicator (usually alight) "on" or "off" at the Customer Premises to indicate to the customer the availability of the absence of a waiting message in the customer's voice mail box. The customer is required to have a Customer Premise Equipment device that is capable of decoding the Frequency Shift Key (FSK) signaling that is sent by the telephone company switch to deliver the MWI feature.

(N)
|
(N)

25. VOICE/DATA PROTECTION

Voice/Data Protection is an arrangement that allows customers to enter an access code which will prohibit intrusion features such as Call Waiting or line verification from interrupting an existing call.

(C)

26. WAKE-UP SERVICE

Wake-Up Service is an arrangement that allows customers to dial an access code, along with the time to be notified, which will then cause the telephone to ring the customer at the specified time.

(C)

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Features (continued)

C. Feature Definitions (continued)

27. PACKAGES (continued)

(A) RESIDENTIAL

1. HOME OFFICE MANAGER

Automatic Answer, Distinctive Ring, Three-Way Calling, Speed Calling (30 number capacity), Voice/Data Protection, Call Transfer, and Repeat Dial.

2. TEEN PACKAGE

Caller ID Deluxe with Call Waiting ID, Call Waiting, Distinctive Ring, Do Not Disturb, and Speed Calling (30 number capacity).

3. SUPER SAVER 8

Caller ID Deluxe with Call Waiting ID, Call Waiting, Three-Way Calling, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding Don't Answer, Repeat Dial, and Call Return

4. ANSWER MANAGER

Caller ID Deluxe with Call Waiting ID, Call Waiting, Automatic Answer (includes Call Forwarding Busy and Call Forwarding Don't Answer), and Call Forwarding Variable

5. CALLER ID FEATURE PACKAGE

Caller ID Deluxe with Call Waiting ID, Call Waiting, Anonymous Call Rejection, Call Return, Repeat Dial, Call Forwarding Variable, Three-Way Calling

(N)
|
(N)

(N) - New

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Features (continued)

C. Feature Definitions (continued)

27. PACKAGES (continued)

(B) BUSINESS

1. OFFICE MANAGER

Automatic Answer, Distinctive Ring, Three-Way Calling, Speed Calling (30 number capacity), Voice/Data Protection, Call Transfer, and Repeat Dial

2. BUSINESS MANAGER

Automatic Answer (includes Call Forwarding Busy and Call Forwarding Don't Answer), Caller ID Deluxe with Call Waiting ID, Call Waiting, Call Transfer/Three-Way Calling, Call Forwarding Variable, and Call Return

(N)

(N)

(M)

(M)

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Features (continued)

C. Feature Definitions (continued)

27. PACKAGES (continued)

(C) RESIDENTIAL AND BUSINESS

1. CUSTOMIZED PACKAGE OPTIONS

Customers may design their own feature package by selecting up to four (4) features, per package, of the available features, except *Caller ID*, *Caller ID Deluxe*, *Caller ID Deluxe with Call Waiting ID*, *Customer Originated Trace*, *Toll PIN Override*, *Automatic Answer* with rate discounts on the total price, as follows:

2 features,	15% discount
3 features,	20% discount
4 features,	25% discount

Effective September 22, 2002, Customized Package Options are being discontinued and will not be available to new customers. Existing customers will be able to continue Customized Package Options to which they are currently subscribed. However, when the customer discontinues the Customized Package Option, the customer will no longer be eligible to subscribe to any Customized Package Option.

(M)

(M)

(N)

(N)

*Custom Calling and Class Features may not be available in all areas.

(M)

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Services (continued)

D. Rates

	RESIDENCE	BUSINESS	
1. Anonymous Call Rejection To Caller ID and Caller ID Deluxe Customers	\$0.00	\$0.00	
2. Automatic Answer	\$6.00	\$7.00	
3. Call Forwarding			
Fixed	\$1.50	\$2.50	
Busy Line	\$1.00	\$1.00	
No Answer	\$1.00	\$1.00	
Variable	\$2.50	\$4.00	
Usage Sensitive	\$0.75 (D)	\$0.75	(D)
4. Call Forwarding Deluxe	\$4.00	\$5.50	
5. Call Return	\$2.50	\$3.50	
Usage Sensitive	\$0.75 (D)	\$0.75	(D)
6. Call Transfer	\$4.00	\$5.50	
7. Call Waiting/Cancel Call Waiting	\$2.50	\$3.50	
Usage Sensitive	\$0.75 (D)	\$0.75	(D)
8. Caller ID	\$5.50	\$6.50	
9. Caller ID Blocking	\$2.00	\$3.00	
Usage Sensitive	\$0.00	\$0.00	
10. Caller ID Deluxe	\$6.00	\$7.00	
11. Caller ID Deluxe with Call Waiting ID	\$7.00	\$8.00	
12. Customer Originated Trace	\$2.50	\$2.50	(D)

(D) - Rate Decrease

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Services (continued)

D.	Rates (continued)	RESIDENCE	BUSINESS	
13.	Distinctive Ring	\$4.00	\$5.00	
14.	Do Not Disturb	\$1.50	\$2.50	
15.	Hook Service	\$1.00	\$2.00	
16.	Priority Call	\$3.00	\$3.50	
17.	Repeat Dial	\$1.50	\$2.50	
	Usage Sensitive	\$0.75 (D)	\$0.75	(D)
18.	Selective Call Acceptance	\$3.00	\$3.50	
19.	Selective Call Forwarding	\$4.00	\$4.50	
20.	Selective Call Rejection	\$4.15	\$4.70	
21.	Speed Calling			
	8 Code Capacity			
	Fixed	\$1.00	\$2.00	
	Variable	\$1.50	\$3.00	
	30 Code Capacity			
	Fixed	\$2.00	\$4.00	
	Variable	\$3.00	\$5.00	
22.	Three-Way Calling	\$2.50	\$4.50	
	Usage Sensitive	\$0.75 (D)	\$0.75	(D)
23.	Toll PIN Override	\$2.50	\$3.50	
24.	Visual Message Waiting Indication	\$1.00	\$1.00	
25.	Voice/Data Protection	\$2.00	\$3.00	

(D) - Rate Decrease

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.1 Custom Calling and Class Services (continued)

D. Rates (continued)

	RESIDENCE	BUSINESS	
26. Wake-Up Service	\$2.00	\$3.00	
27. Packages			
Home Office Manager	\$17.25	-----	
Teen Package	\$13.50	-----	(O)
Office Manager	-----	\$24.00	
Super Saver 8	\$16.50	-----	
Answer Manager	\$16.00	-----	
Business Manager	-----	\$26.00	
Caller ID Feature Package	\$12.00	-----	(N)
Customized Package Options*			(C)
Residence and Business			
2 features,	15% Discount		
3 features,	20% Discount		
4 features or more,	25% Discount		

*Discontinued effective September 22, 2002 (see S8.1.C.27.(C)1 preceding). (N)

(O) - Omission
(N) - New
(C) - Change

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.2 Long Distance Message Restriction – Local Exchange Service

A. General

Long Distance Message Restriction – Local Exchange Service is an arrangement, which permits a Local Exchange Service line user to dial local service area calls but prevents the origination of long distance calls. In addition, this arrangement denies the user access to “ZERO” (Operator) dialing.

B. Regulations

1. Long Distance Message Restriction – Local Exchange Service is provided for use only on individual line Local Exchange Service.
2. The acceptance of long distance collect call messages is not restricted by this arrangement.

C. Rates

No charge for this service.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.3 Blocking "900" Information Service

1. General

Where central office facilities permit, "900" Blocking provides customers the capability to block origination of direct dialed calls to a "900" Number (900-NXX-XXXX).

2. Regulations

- a. Blocking is available on individual lines for residence and business customers.
- b. When the blocking is activated, direct dialed calls to all "900" Service numbers are blocked.
- c. Blocking service may not be available with certain multi-line business arrangements
- e. There is no charge to remove "900" Blocking.

3. Rates

"900" Call Restriction Service, per line arranged

Per Month No Charge

No Service Charge applies:

- 1. In an exchange during the first six months after the exchange becomes equipped to provide this option.
- 2. When installed coincident with the establishment of the associated individual line.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.4 Trunk Hunting Service Arrangements

A. General

Trunk Hunting Service Arrangement is equipment located in the Telephone Company's central office arranged to select the next available hunting line of a customer's group when the line associated with the called number of the customer is busy.

B. Regulations

The rate following is applicable to residence and business individual line service, PBX trunks, Toll Free Service access lines, and Centrex lines which are grouped for incoming service.

C. Refer to Section S7 for the regulations applicable to directory listings in connection with provision of primary listings on a rotary basis, and Section S17 for applicable Service Charges.

D. Rates

Hunting Service Arrangement,
per group so arranged \$4.00

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.5 Direct Inward Dialing (DID) Service

A. Regulations

1. DID Service provides for inward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises. DID Service requires special equipment and will be provided only where DID facilities are available in the central office and the switching equipment located on the customer's premises is properly equipped for DID Service.

When modifications to the central office equipment are required in excess of those contemplated by the rates and charges specified herein, charges based on the estimated costs of the specially constructed equipment apply if the equipment has the capability to be modified. Such charges will be determined in accordance with (a) following, unless the customer elects the alternative charges specified in (b) following, and notifies the Telephone Company of such election in writing prior to the start of such special construction.

- a. Charges equal to the estimated costs of the specially constructed equipment apply as follows:
 - (1) An initial nonrecurring charge applies at the start of service equal to the cost installed.
 - (2) Monthly rates apply equal to the recurring monthly costs. For purposes of this paragraph, recurring monthly costs include the estimated costs of maintenance, depreciation, administration, taxes, return on investment and any other items of cost applicable to the specially constructed facilities, but do not include provision for depreciation, return on investment and federal income tax on any portion of the investment as to which a nonrecurring charge applies pursuant to (1) preceding.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.5 Direct Inward Dialing (DID) Service

A. Regulations (continued)

a. Charges equal to the estimated costs of the specially constructed equipment apply as follows: (continued)

(3) In the event charges are applicable pursuant to both (1) and (2) preceding, an additional monthly rate applies equal to 10% of the estimated recurring monthly costs of maintenance, administration and taxes, other than federal income tax, associated with any portion of investment as to which a nonrecurring charge applies pursuant to (1) preceding.

b. As an alternative to the charges specified in (a) preceding, charges equal to the estimated costs of the specially constructed equipment apply as follows:

Any such costs, whether in the costs installed or in the recurring monthly costs, or both, shall be recovered by a monthly rate which shall include the estimated excess cost of maintenance, depreciation, administration, taxes, return on investment, federal income tax and any other items of costs applicable to the specially constructed equipment.

2. DID Service must be provided on all trunks in a group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated.
3. Switching systems with which DID Service is associated must be arranged by the customer to provide for the intercepting of assigned by unused line numbers.
4. Where DID Service is requested from more than one wire center or from separate trunk groups within the same wire center, such service provided from each wire center or each trunk group within the same wire center shall be considered a separate service.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.5 Direct Inward Dialing (DID) Service (continued)

A. Regulations (continued)

5. DID Service is furnished upon the condition that the customer obtain adequate facilities to permit the use of DID Service without injurious effect upon it or any other services rendered by the Telephone Company. The Telephone Company may terminate or refuse to furnish service to any customer, without incurring any liability, if the use of the service would interfere with or impair other services provided by the Telephone Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail, or in person, of the Telephone Company's intention to terminate the service for such cause.

In the event that two or more customers in the same exchange require use of equipment constructed at customer expense for provision of the service to all such customers will be borne equitably by all such customers. Such equitable distribution of common costs may require the transfer of sums of money between customers. Discontinuance of use of DID Service shall not qualify a customer for a refund of any portion of any amount paid for noncustomer-premise equipment necessary for provision of DID Service. If any customer disagrees with the Telephone Company's decision regarding the previous referenced equitable distribution of common costs, that customer shall promptly ask the Public Service Commission of West Virginia to review the matter and issue such order as is appropriate.

B. Rates

<u>DID Service for:</u>	<u>Installation Charge</u>	<u>Per Month</u>	
First 10 DID line numbers	\$250.00*	\$3.50	(C)
Each additional 10 DID line numbers at the same time	25.00	\$3.50	(C)
DID central office trunk connection, per trunk **	18.00	10.00	(T)

* For initial DID installations, this charge will cover the installation of as many as 100 DID numbers. (N)

** In addition, rates and charges apply as specified for PBX Trunks in this Company's Local Exchange Rates in Section S5, and Service Charge in Section S17. (T)

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 02-1290-T-T Dated September 20, 2002

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.6 West Virginia Telecommunications Relay Service

1. General

The West Virginia Telecommunications Relay Service permits hearing and speech impaired users of the Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party.

2. Surcharge

Each Residential Line, (except Tel-Assistance), each Business Line, Each PBX Trunk, and Centrex (one charge for every eight Centrex Lines or equivalent).

The Commission has determined that the amount of the surcharge will be \$0.10 per access line and will appear as a separate line item on the customer's bill as "TRS Surcharge".

This amount is subject to change by the Commission to meet the needs of providing Telecommunications Relay Service for the hearing and or speech impaired persons in West Virginia.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.7 Customer Response Card Credit

Whenever the Company visits a customer's service location for the purpose of installing new service, adding to existing service, or responding to a report of service difficulty, a Customer Response Card will be handed to the customer or slipped onto the residential or business customer's door knob by the installer/repairman upon completion of work at the customer's location. A survey will be printed on the postage pre-paid business reply card to make it easy for the customer to return the questionnaire to West Side Telecommunications.

When the completed Customer Response Card is received back from the customer, West Side shall issue a \$5.00 credit toward the customer's local service.

S8.8 Remote Call Forwarding

A. General

Remote Call Forwarding is a telecommunications network service that utilizes a telephone number and electronic switching system central office facilities to automatically forward all incoming calls. A call dialed to the Remote Call Forwarding telephone number is forwarded to the remote telephone number.

B. Regulations

1. Remote Call Forwarding is offered subject to the availability of suitable facilities.
2. A Remote Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a forwarded telephone number.
3. Remote Call Forwarding calls may be forwarded to Branch Exchange (PBX) trunks, Centrex Service, Toll Free Service, and individual line service, excluding Pay Telephone Network Lines and Service for Customer-provided Coin and Credit Card Operated Telephones. A Centrex Service number may not be used as a Remote Call Forwarding originating number.

(N)
|
(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 01-1400-T-T dated December 7, 2001.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.8 Remote Call Forwarding (continued)

(N)

B. Regulations (continued)

4. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient Remote Call Forwarding arrangements and remote telephone numbers to adequately handle calls to the Remote Call Forwarding customer without interfering with or impairing any services offered by the Telephone Company. If in the opinion of the Telephone Company, additional Remote Call Forwarding arrangements or remote telephone numbers are required, the customer will be responsible for subscribing to such additional Remote Call forwarding arrangements or remote telephone numbers. In the event the customer refuses to subscribe to such additional Remote Call Forwarding arrangements or remote telephone numbers, such customer's Remote Call Forwarding service shall be subject to termination.
5. When the Remote Call Forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.
6. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
7. The Custom Calling Service call forwarding feature is not offered for use with the remote station of Remote Call Forwarding.
8. The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.
9. Remote Call Forwarding Service provides for handling only one call at a time. An additional service feature is required for each additional call to be handled while the first call continues.
10. Charges for calls from the originating service to a Remote Call Forwarding telephone number are the responsibility of the originating service, unless such calls are accepted as collect at the remote telephone number. Charges as specified in C., following, for the forwarding of calls from the Remote Call Forwarding number to the remote telephone number are the responsibility of the Remote Call Forwarding customer.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 01-1400-T-T dated December 7, 2001.

(N)

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.8 Remote Call Forwarding (continued)

(N)

B. Regulations (continued)

- 11. The classification of residence or business service for Remote Call Forwarding arrangements is determined by the class of service of the forwarded-to telephone number.
- 12. Remote Call Forwarding includes one directory listing, in the alphabetical section for the Directory covering the exchange in which the call forwarding central office is located, and will be provided without additional charges.

C. Rates and Charges

- (1) The following charge is for the Remote Call Forwarding feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used (the terminating station).

<u>Remote Call Forwarding</u>	<u>Monthly Rate</u>
(1) Per feature arranged	\$17.89*
(2) Per additional access facility	\$17.89*

* Remote Call Forwarding will be as specified in Section 5.3 of this tariff, Plan 1, for residential or business customers' usage charges.

(2) Service Charges

Service Charges as shown in Section 17 Residence or Business of this Tariff apply as follows:

Service Order Processing Charge and the Line Connection Charge apply when the Remote Call Forwarding feature is initially installed or when an additional access facility is provided.

The Service Order Processing Charge and the Line Connection Charge apply for all subsequent number changes, either the call forwarding location number or the terminating location number.

(N)

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.9 Bill Charges

(N)

General

Charges will be applied upon a customer's request for Detail Message request or Duplicate Bill request.

A. Detail Message Billing

The monthly rates for West Side's Local Calling Plans service do not include the provision of monthly billing detail. When a billing detail is furnished, the following charges, plus the Service Order Processing Charge for Billing Changes as shown in Section 17, will apply. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the period for which detail is desired. This service is not provided for Plan 4 (Frequent Caller).

Rates

Per Customer Bill, Per month \$2.00

B. Duplicate Bill Charges

A Duplicate Bill Charge will be applied upon a customer's request for duplicate copies of the telephone bill(s) in accordance with the charges specified following.

Duplicate Bill Charge will not be applied in the following instances:

1. When customers programmatically receive additional copies of their bills each month.
2. When customers request a copy of the bill because of non-receipt of an initial bill after new connect, transfer, or change of address orders.
3. When customers have not received a bill due to Company error in the address of the bill.
4. When customers request a copy of a final bill.

(N)

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.9 Bill Charges (continued)

Rates

Per request per bill for:	<u>Residence</u>	<u>Business</u>
Previous month	\$3.50	\$4.50
Three months or older	\$4.50	\$6.00

(N)

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 01-1400-T-T dated December 7, 2001.

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.10 Optional Calling Plans

(N)

A. Regulations

These optional calling plans are for customers of West Side Telephone Company. Resale is not permitted.

There is a minimum one (1) month service period.

Dialing is on a 7 or 10 digit basis.

Available where facilities permit.

B. Residence Optional Calling Plans

1. Line Manager Plus

Community Plus Caller (Local Exchange Service Residence Calling Plan 3), Caller ID Deluxe with Call Waiting ID, Call Waiting, Automatic Answer (includes Call Forwarding Busy and Call Forwarding Don't Answer), and Call Forwarding Variable

2. Frequent Caller Total Choice

Frequent Caller (Local Exchange Service Residence Calling Plan 4), Caller ID Deluxe with Call Waiting ID, Call Waiting, Three-Way Calling, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding Don't Answer, Repeat Dial, and Call Return

3. Community Plus Caller Total Choice

Community Plus Caller (Local Exchange Service Residence Calling Plan 3), Caller ID Deluxe with Call Waiting ID, Call Waiting, Three-Way Calling, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding Don't Answer, Repeat Dial, and Call Return

(N)

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.10 Optional Calling Plans (continued)

(N)

C. Business Optional Calling Plans

1. Total Choice Business

Frequent Caller (Local Exchange Service Business Calling Plan 4),
Automatic Answer (includes Call Forwarding Busy and Call Forwarding
Don't Answer), Caller ID Deluxe with Call Waiting ID, Call Waiting, Call
Transfer/Three-Way Calling, Call Forwarding Variable, and Call Return

D. Rates and Charges

	RESIDENCE	BUSINESS
Line Manager Plus	\$27.50	-----
Frequent Caller Total Choice	\$44.00	-----
Community Plus Caller Total Choice	\$31.00	-----
Total Choice Business	-----	\$81.00

(N)

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.11 Bundled Services

Bundled Services consist of regulated local exchange services combined with communications services that are regulated under other tariffs of the Company filed with the Commission and/or services not regulated by the Commission. Examples of other communications services that may be included in a bundle with regulated local services include, but are not limited to, long distance telecommunications and high speed internet access.

Bundled Services are available to any new or existing residential customer who is presubscribed to West Side Telephone Company for intraLATA long distance and to TelAtlantic Communications, Inc. d/b/a West Side Long Distance for interLATA long distance.

Subscription to all services in the applicable bundle must be maintained in order for the subscriber to be eligible for Bundled Services rates.

A. Bundled Services Plans

1. Telecommunications Bundle 1

Local Exchange Residential Access Line, Frequent Caller Plan 4
Long Distance Unlimited Call Plan*

2. Telecommunications Bundle 2

Local Exchange Residential Access Line, Frequent Caller Plan 4
Long Distance Unlimited Call Plan*
Caller ID Feature Package

*Not regulated under this Tariff

(N)-New

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 11-0060-T-T dated February 7, 2011, effective on February 20, 2011.

(N)

(N)

S8. MISCELLANEOUS SERVICES AND EQUIPMENT

S8.11 Bundled Services (Cont'd)

3. Telecommunications Bundle 3

Local Exchange Residential Access Line, Frequent Caller Plan 4
Long Distance Unlimited Call Plan*
Bundled Services rate applies when purchased in conjunction with any
West Side Telecommunications broadband Internet service.*

4. Telecommunications Bundle 4

Local Exchange Residential Access Line, Frequent Caller Plan 4
Long Distance Unlimited Call Plan*
Caller ID Feature Package
Bundled Services rate applies when purchased in conjunction with any
West Side Telecommunications broadband Internet service.*

B. Bundled Services Rates and Charges

	<u>Monthly Rate</u>
Telecommunications Bundle 1	\$44.95
Telecommunications Bundle 2	\$54.95
Telecommunications Bundle 3	\$41.95
Telecommunications Bundle 4	\$49.95

*Not regulated under this Tariff

(N)

(N)

(N)-New

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 11-0060-T-T dated February 7, 2011, effective on February 20, 2011.

S9. PAY TELEPHONE LINE SERVICE

CONTENTS

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S9.1 <u>Pay Telephone Line Service</u>	
S9.1.1 General	1-2
S9.1.2 Regulations and Rates	2-3
S9.1.3 Available Features For Pay Telephone Service	3-4

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S9. PAY TELEPHONE LINE SERVICE

S9.1 Pay Telephone Line Service

S9.1.1 General

- A. Service for Customer-provided Coin and Credit Card Operated Telephones is a type of business individual line, measured rated, exchange service designed for use with customer-provided coin and credit card operated telephones. In addition to the following regulations, customers must also comply with all Rules and Regulations of the Public Service Commission of West Virginia.
- B. Pay Telephone Line Service
1. Is available in all exchanges of the Company: foreign exchange service is not available to these lines.
 2. Provides for one listing in the white pages and one listing in the yellow pages of the Telephone Company directory for each Pay Telephone Line furnished. However, Non-published Number Service or Non-Listed Number Service at no charge are also available to Pay Telephone Line customers.
 3. Only one coin-operated or coinless public access telephone unit may be connected to each Pay Telephone Line.
 4. Will be provided on a dial-tone-first basis to enable end users to dial certain calls without requiring coin deposits, i.e., all emergency calls, telecommunications relay service calls, and non-sent paid calls.
 5. Service will be provided on a two-way basis, except lines for which a specific exemption has been granted by the Public Service Commission of West Virginia.
 6. The pay telephone provider is responsible for meeting all federal, state and local statutes with respect to provision of pay telephones in accordance with all hearing impaired and handicapped person requirements.

Issued by authority of an Order of the Public Service Commission of West Virginia in

Case No. 99-0408-T-T dated May 14, 1999 .

S9. PAY TELEPHONE LINE SERVICE

S9.1 Pay Telephone Line Service (continued)

S9.1.1 General (continued)

B. Pay Telephone Line Service: (continued)

7. Temporary suspension of service (vacation service) is not available for Pay Telephone Line Service.
8. Pay telephone connected to a Pay Telephone Line must be registered in compliance with part 68 or the FCC's rules and Regulations.
9. Each pay telephone connected to a Pay Telephone Line must be capable of providing user call completion to 911 Universal Emergency Service, if available. If 911 service is not available, the pay telephone must permit access to the operator.
10. Failure of the subscriber to comply with the provisions of this Tariff may result in the suspension or disconnection of the subscriber's service.

S9.1.2 Regulations and Rates

- A. The rates, charges and local service areas for Service for Customer-provided Coin and Credit Card-Operated telephones are as specified in Section 5 and S5.3.1 (Application of Rates) of this tariff.
- B. Line Connection charges listed in Section 17 of this Tariff applies to Pay Telephone Line Service, if requested by the customer.
- C. The business touch tone rate is included in the regular monthly rates Section 5 for the class, type and grade for service.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S9. PAY TELEPHONE LINE SERVICE

S9.1 Pay Telephone Line Service (continued)

S9.1.2 Regulations and Rates (continued)

- D. Pay Telephone Line Service customers will not be charged for non-published or non-listed telephone numbers. However, a non-recurring charge applies for each change of telephone number required to establish a non-listed number.
- E. All subscribers to Pay Telephone Service shall have the right to select their presubscribed intraLATA toll provider at such time that intraLATA presubscription is available in the Company's service territory.

S9.1.3 Available Features For Pay Telephone Service

- A. Optional call screening/blocking/coin supervision functions, as listed below are provided at the monthly rates stated. The non-recurring charges shown below do not apply to initial installations, but do apply to subsequent requests made by the customer.
 - 1. Incoming/Outgoing Screening – prevents completion of collect or third number calls to the Pay Telephone Line. Originated operator-handled calls from the Pay Telephone Line are restricted to collect, third number or calling card only.
 - 2. Incoming Blocking – blocks all incoming calls.
 - 3. Outgoing Blocking – restrict outgoing calls to non-sent paid call only (coinless).

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S9. PAY TELEPHONE LINE SERVICE

S9.1 Pay Telephone Line Service (continued)

S9.1.3 Available Features For Pay Telephone Service (continued)

A. (continued)

4. Coin Supervision Additive – provides for the collection, return, recognition, announcements and pre-prompting for overtime; monitors signals for the pay telephone equipment to identify when and what denomination of coins are deposited; identifies the status of attempted calls and sends signal to the pay telephone equipment to collect the appropriate coins when calls are completed, or returns coins when calls are not completed.

B. Rates

		<u>Monthly Charge</u>	<u>NRC</u>
1.	Incoming/Outgoing Screening	\$2.00	-----
2.	Incoming Blocking	-----	-----
3.	Outgoing Blocking	-----	-----
4.	Coin Supervision Additive	\$2.21	N/A

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

(C)

Sheet No.

(N)

S10.1 General Information

2-8

S10.2 Primary Rate Interface (PRI)

9-10

(N)

(C) Change in Text
(N) New

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN) (N)

S10.1 General Information

A. Description

Integrated Services Digital Network (ISDN) is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. ISDN distributes voice, data video, image and facsimile by the following method of access: a Primary Rate Interface (PRI). This serving arrangement conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT).

B. Definitions

B (Bearer) Channel

The B-channel carrier circuit-switched voice and/or data communications at speeds up to 64 kbps, from the customer's premises, over the loop facility, to the central office.

B-Channel Circuit-Switched Data

Circuit-Switched Data provides the capability of making data calls over the public switched network. Information is transmitted the same way as digitized voice. Like a voice call, a circuit switched data call ties up network/system resources for the duration of the call. Similar to voice, caller ID functionality is provided.

D (Delta) Channel

The D-channel carries signaling only information up to 64 kbps for PRI from the customer's premises to the central office. The D-channel has both data and signaling functionality; it does not have voice capability. (N)

(N) New

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

(N)

S10.1 General Information (Cont'd)

B. Definitions (Cont'd)

Primary Rate Interface (PRI)

PRI has a capacity of 1.544 Mbps and has multiple channels: 23 B-channels, and 1 D-channel, and is also known as 23 B+D access. The B-channels carry voice calls, circuit switched data, and video, while the D-channel handles signaling information. Once the customer has subscribed to PRI service subsequent T1 may be configured with 24 B channels circuits, subject to D channel signaling capacity.

Service Area

Service Area pricing for Single Line ISDN Service includes all customers who:

- Draw dial tone directly from an ISDN switch, or
- It is within a designated distance, as determined by the Company, from an ISDN equipped switch.

T1/DS1 Facility

This element is the digital facility transmitting as a rate of 1.544 Mbps. The T1/DS1 signal provided to the customer's premises would have a loss not greater than 16.5 dB. Construction charges may apply.

Digital Subscriber Loop (DSL)

The digital ISDN connection from the Central Office to the customer's premises.

(N)

(N) New

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

(N)

S10.1 General Information (Cont'd)

C. Terms and Conditions

1. General

- a. The customer will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer. CPE must meet national ISDN1 (NT1) standards to insure compatibility with ISDN services.
- b. ISDN includes a comprehensive 23 B+D package. Within the standard basic package there is little flexibility for customization.
- c. ISDN does not offer B-channel packet service capabilities.
- d. The Company will terminate ISDN Services at the customer's demarcation point.
- e. Should any change in customer owned inside wiring (including riser cable) or customer owned CPE require the Company to redesign ISDN service, the customer shall reimburse the Company for all costs incurred by the Company for making such a change. Should ISDN service fail due to customer owned inside wiring or CPE, or power failure, the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.
- f. The customer is responsible for replacement, installation, operation, maintenance, repair and replacement of all customer owned inside wire and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of ISDN Service.

(N)

(N) New

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

(N)

S10.1 General Information (Cont'd)

C. Terms and Conditions (Cont'd)

1. General (Cont'd)

- g. If there is an ISDN Service interruption which lasts more than 24 consecutive hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface, and/or CPE, an out-of-service credit will be applied to the customer's bill. This service shall be based on a 30-day month and shall be calculated by dividing the monthly rate for the service affected by 30 days and multiplying that daily rate by the number of days, or major fraction thereof, that the service was interrupted. This will be the customer's sole remedy.
- h. This ISDN service offering is considered an optional service. The ISDN equipment at the customer's premise will not function with the loss of electrical power leaving this service inoperable. Service location moves of ISDN circuits will be treated as a discontinuance and start of new service, therefore all associated nonrecurring charges will apply.

(N)

(N) New

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

(N)

S10.1 General Information (Cont'd)

D. Provisioning of ISDN

1. The rates and charges specified for ISDN are applicable only to customers whose serving central office has been identified by the Company as having ISDN available.
2. ISDN may be provided to customers from a central office other than their normal serving office as determined by the Company.
3. ISDN is offered where compatible facilities and equipment are available. Service is generally considered available for loops 18 kilo feet or less in length. Loops greater than 18 kilo feet in total length must meet ISDN extension technology design requirements and will be considered available if ISDN compatible pair gain systems are in place or planned to serve the area based on the scheduled placement of compatible pair gain systems. If no pair gain system is in place or planned, loops greater than 18 kilo feet in length will also be considered available if single line loop extension equipment can be deployed and the loop is within the design limitation of this type of extension equipment. If the loop is greater than 18 kilo feet in length, additional engineering and construction charges may apply.
4. Some products and services are not available and/or compatible with ISDN therefore the customer should check with the Company for capability before purchasing and installing this service.

E. Local Calling Areas and Telephone Numbers

1. If a customer is provided service from a designated central office, which is not the customer's normal serving office, the local calling area for the customer's ISDN will be that of the designated ISDN-equipped CO.
2. Calling areas are subject to change as additional central office become capable of directly providing ISDN services to the customer's own and nearby serving area. Changes to calling areas will affect customer telephone numbers.

(N)

(N) New

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

(N)

S10.1 General Information (Cont'd)

F. Indemnification

1. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities damages and lawsuits brought by any nonparty and arising, in whole or in part, out of customer's material breach of this tariff. Indemnification shall include, but is not limited to: costs and attorney's fees.
2. The customer is responsible for the content of communications. Where the customer's negligence or wrongful actions in using customer owned inside wire or CPE, or customer's communications result in any claim or legal action brought by any nonparty, the customer shall indemnify and hold the Company harmless.

G. Protection of the Network

1. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer premises, for this service. This includes the Company provided facilities or other companies' facilities used in connection with provision of ISDN capabilities, such as CPE.
2. The Company will notify the customer of any deviation form the authorized transmission or specifications established in provision of the service.

(N)

(N) New

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

(N)

S10.1 General Information (Cont'd)

G. Protection of the Network (Cont'd)

3. Upon notification by the Company that unauthorized transmissions are present due to customer equipment of facilities, the customer will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network. The Company shall not be liable for and disclaims liability for losses, which might be incurred as a result of disconnecting the service, and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment of service, the Company shall not be liable for any incidental or consequential damages, including, but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.

H. Agreement

Fixed period agreements will be priced on an Individual Case Basis (ICB) depending on the number of years of the agreement. Additions or changes to the agreement will be negotiable between the Company and the customer.

(N)

(N) New

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

(N)

S10.2 Primary Rate Interface (PRI)

A. General

1. The minimum configuration is a T1 with 23 B +D.
2. Base configuration includes forty (40) DID numbers, 2 way voice capability and data capability.
3. PRI is not available to Commercial Radio Mobile Carriers, Private Mobile Radio Carriers and Interexchange Carriers in their provision of services to their customers.
4. PRI is available for both residential and business customers.
5. Monthly rate includes T1 termination, T1 configuration and twenty-four (24), T1 channels.

B. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>5 Year</u>
Measured Service (Voice)	\$500.00	\$700.00	\$675.00	\$645.00	\$620.00	\$570.00
Measured Service (Data)	\$500.00	\$775.00	\$745.00	\$715.00	\$680.00	\$645.00 (N)

(N) New

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN) (N)

S10.2 Primary Rate Interface (PRI) (Cont'd)

B. Rates and Charges (Cont'd)

		<u>Per Message, Per Minute or Fraction Thereof</u>		
		<u>Peak †</u>		<u>Off-Peak #</u>
<u>Band*</u>	<u>Airline Miles</u>	<u>Initial</u> <u>Minute</u>	<u>Each Add'l</u> <u>Minute</u>	
1	Own Exchange	\$0.043	\$0.028	A discount of 70% applies to the combined monthly usage charges, computed at the Peak Rates, for initial and additional Minutes occurring in this rate period.
2	1-10	\$0.052	\$0.034	
3	11-16	\$0.060	\$0.040	
4	17-22	\$0.069	\$0.046	

The peak and off-peak rates apply to that portion of the message occurring within the rate periods stated following. The charges are determined separately for each rate period and the results are totaled.

Peak and Off-Peak rates apply as follows:

		<u>Time Applicable</u>		
<u>Rate</u>	<u>Periods</u>	<u>From</u>	<u>To But Not</u> <u>Including</u>	<u>Days Applicable</u>
Peak †		9:00A.M.	9:00 P.M.	Monday through Friday
Off-Peak #		9:00 P.M.	9:00 A.M.	Monday through Friday, all day Saturday and all day Sunday.

Holiday discount applies on New Year's Day (January 1), Independence Day (July 4), Labor Day (first Monday in September), Thanksgiving Day (fourth Thursday in November), and Christmas Day (December 25).

* See Section S5.3 preceding for Band identification

S10. INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

(N)

S10.2 Primary Rate Interface (PRI) (Cont'd)

B. Rates and Charges (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>5 Year</u>
Flat Service (Voice)	\$500.00	N/A	\$745.00	N/A	\$690.00	\$645.00
DID Group of 20	\$ 5.00	\$ 10.00	N/A	N/A	N/A	N/A
Caller ID with Name	N/A	\$ 93.00	\$88.00	\$83.00	\$80.00	\$78.00
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>5 Year</u>
Optional Service Features Packages						
Features Package I (Calling Line Identification and Call-by-Call Service Selection), per PRI Arrangement	\$ 80.00	\$120.00	\$115.00	\$112.00	\$110.00	\$105.00
Features Package II (Calling Line Identification with Name, Redirecting Number, Call-by-Call Service Selection), per PRI Arrangement	\$ 80.00	\$188.00	\$185.00	\$182.00	\$180.00	\$175.00
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>5 Year</u>
DID Trunk Package	N/A	\$108.00	N/A	N/A	N/A	N/A
Call by Call Service Selection	\$ 80.00	\$ 60.00	N/A	N/A	N/A	N/A

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

(C)

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(N)

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(C) Change
(N) New

Issued by authority of an Order of the Public Service Commission of West Virginia in
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S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service

(N)

S11.1.1 General

- A. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- B. Basic 911 (B911) Service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911. This service automatically routes 911 calls to a Public Safety Answering Point (PSAP), but provides no information about the location or telephone number of the caller.
- C. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911 is a telephone exchange communication service similar to Basic 911 Service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dialed 911. Enhanced 911 is different from Basic 911 primarily in the provisioning of Automatic Location Identification (ALI) which provides the customer's name, primary service address (street name and number), and telephone number associated with the calling party's telephone number as is forwarded to the Enhanced 911 display unit on a per call basis.

(N)

(N) New

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S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.1 General (Continued)

- D. The 911 customer may be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling.
- E. These service arrangements will provide a 911 Emergency System that will provide use of the exchange network at no charge to the caller on a per call basis. Calls from a pay telephone shall not require a coin to be deposited for payment of any charge. The ability to transfer calls from a Public Safety Answering Point (PSAP) to the proper Emergency Response Agency (ERA) will also be provided.
- F. Rates and charges for 911 service are specified in Section S11.1.5.
- G. Publishing, reproducing, re-selling, disclosing, tampering with, modifying, allowing access to, or using for any reason other than emergency response purposes associated with the public safety, any of the 911 database information is prohibited.
- H. Directory rules and regulations regarding 911 Service are covered in Section 7 of this tariff.

(N)

(N) New

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S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.2 Definitions

Additional 911 Exchange Line

Additional terminating lines at a PSAP that may be ordered by the customer.

Alternate PSAP

A feature provided to allow 911 calls to be routed to a designated alternate location if the 911 exchange lines to the primary PSAP (see definition of PSAP following) are out of service for any reason.

Alternate Routing

A feature that will route a 911 call to a location other than the primary PSAP should some temporary condition prevent the primary PSAP from answering the call.

Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Telephones associated with a calling party's telephone number but which are physically located elsewhere (off-premises extensions, secondary locations, etc.) can also be identified with the same address associated with the calling party's telephone number at the primary location if the customer enters this same information into the remarks section of the ALI record. No ALI data is provided when a call is sent to Default Routing (DR).

(N)

(N) New

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S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.2 Definitions (Continued)

ALI Database

A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 911 purposes. This database, once provided to the customer, may include additional information about that location. Company's Customer names may be omitted as a local option. Customer may use Company customer information for the purpose of creating Customer's ALI Database.

Automatic Number Identification (ANI)

A feature by which the calling party's ANI telephone number is forwarded to the PSAP and displayed on the PSAP monitor.

Called Party Hold

Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.

Caller

An individual who places a 911 call in order to obtain emergency assistance. May also be referred to as an end user.

Default Routing (DR)

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits, or other causes. Such incoming calls are routed from the 911 Control Office to a default PSAP. Each incoming 911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of 911 Service. All party line services will be default routed. No ANI/ALI.

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.2 Definitions (Continued)

Display and Transfer Unit

A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions.

Diverse Routing

Diverse routing provided for the processing of 911 calls over alternate paths to reduce service interruptions due to possible interface in facilities. This feature is available only where adequate facilities exist.

Emergency Response Agency

For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service (s) in response to a 911 call received at, or transferred from, a PSAP.

Emergency Ringback

Allows the PSAP attendant to ring back the caller's line. This feature may only be available if the call is routed to the PSAP via dedicated facilities. This feature may not be available with arrangements using tandem switching. Where the caller's line is other than one party service, operating this feature may also ring any additional parties on that line.

End Office

The Central Office(s) in the 911 System from which 911 calls are originated.

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.2 Definitions (Continued)

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAP's by use of a single button on the Display and Transfer Unit.

Forced Disconnect

Enables the PSAP attendant to release a connection on a 911 call, even if the calling party remains off-hook.

Host Provider

The telephone company that serves exchanges within the customer's serving area and provides 911 service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area.

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming call by accessing a dial tone line and dialing either a seven-digit or ten-digit telephone number. Manual transfer is associated with the 911 trunk unit and is a standard feature of 911 service.

Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 911 service, such as by an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Number (ESNs). The E911 Customer is responsible for the construction and maintenance of the MSAG.

(N)

(N) New

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S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.2 Definitions (Continued)Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. The PSAP responds first; the Emergency Response Agencies (ERAs) receive calls on a transfer basis only. PSAPs are public service agencies such as police, fire, or emergency medical or a common bureau serving a group of such entities.

Secondary Provider

A regulated telephone company that participates in offering 911 service under an agreement with the host provider.

Selective Routing

A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 911 services or when a central office's political subdivisions are served by different 911 systems.

Selective Transfer

A feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire," on the Display and Transfer Unit. For a given 911 caller. The unique combination of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 service area is defined by an "Emergency Service Number" (ESN).

(N)

(N) New

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S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.2 Definitions (Continued)

Serving Central Office

The Central Office from which a PSAP, either primary or secondary, is served.

Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dialed the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls are included.

Universal Emergency Number Service Customer

A municipality, county, or other state or local government unit or an authorized agent of one or more municipalities, counties, or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls at the minimum for police and fire service.

911 Service Area

The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.3 Rules and Regulations

- A. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number “911” for use with the Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
- B. At the request of any county, municipality or political subdivision (customer) subscribing to 911 Service, the Company will spread the applicable non-recurring charges for the initial provisioning or subsequent addition of 911 Service in equal installments, where possible, over a period not to exceed 18 months.
- C. The Company shall bill its subscribers the Enhanced 911 monthly fee, as specified in the applicable Enhanced 911 ordinance. Billing of the monthly E911 subscriber fee can occur prior to actual provisioning of 911 Service to those subscribers.
- D. 911 Service is provided by the Company where facilities and operating conditions permit, subject to rules and regulations in Sections 2, 3, and other applicable areas of this Tariff.
- E. 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP with the potential for extending 911 calls to the appropriate Emergency Response Agency.

(N)

(N) New

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S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.3 Rules and Regulations (Continued)

- F. This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any central office, although there may be a means to selectively route certain users in order to comply with county boundaries and/or emergency districts. The Company shall not be required to provide 911 Service to less than an entire central office (switching entity). Selective routing is described in S11.1.5 (F).
- G. The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
- H. The service is furnished to municipalities and other government agencies only for the purpose of voice reporting emergencies by the public.
- I. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited by the terms set forth in the following conditions, the General Regulations section of this tariff, and in all applicable sections of any other tariff in which an element of 911 Service may reside.

The Company shall not be liable to any person who dials the digits "911" or for whom such digits are dialed, or to the family of such person, for any loss or damages arising out of errors, mistakes, omissions, interruptions, defects, failures, or malfunctions of 911 Service, including any and all equipment, including but not limited to transmission equipment and data processing equipment, associated therewith, unless the Company has been notified and has had reasonable time to repair the defects, failures, or malfunctions that caused the loss or damage. In no event shall the Company's liability to any person on account of 911 Service exceed an amount equivalent to the charges made for the service affected for the period following such notice until service is restored.

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.3 Rules and Regulations (Continued)

I. (Continued)

The customer agrees to release, indemnify 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, operations, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection with 911 Service, 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.

The Company shall incur no liability whatsoever to any person arising from its provision of, or failure to provide, 911 Service to any Shared Tenant Service or end user.

The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff.

Any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment shall relieve the Company from all liability whatsoever.

Where a 911 call is placed by the calling party via interconnection with carrier other than the Company, the Company cannot guarantee the completion of said 911 call, the quality of the call, or any features that may otherwise be provided with 911 service; however, the Company will work with all carriers interconnecting to any 911 system involving Company facilities to the extent necessary to provide the call completion rate stated in S11.1.3 (M)(4) following, to provide acceptable transmission quality and to provide all 911 features to which the customer subscribes.

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.3 Rules and Regulations (Continued)

I. (Continued)

The Company accepts no responsibility for obtaining end user record information from private telecommunications systems, such as PBXs, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 911 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 911 Service when there is a failure of or interruption in 911 Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration and/or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 911 system ordered by the customer, adversely affect Company facilities, or otherwise cause harm to its telephone operations.

(N)

(N) New

Issued by authority of an Order of the Public Service Commission of West Virginia in
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S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.3 Rules and Regulations (Continued)

I. (Continued)

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith releases of information not in the public record, including non-published or non-listed end user information to emergency service providers responding to calls placed to a 911 service or host providers using such information to provide a 911 service.

J. Temporary suspension of service is not provided for any part of the 911 Service.

K. The rates charged for 911 Service do not contemplate the constant monitoring or inspection to discover errors, defects and malfunctions in the service; nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.

Notwithstanding the forgoing, the Company will engage in preventative maintenance and other service quality assurance activities regarding 911 facilities at a level as great as that generally used in dealing with the balance of the Company's network and switching facilities.

L. If a central office serves telephones located both within and outside the 911 customer's public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices. The Telephone Company, as feasible, shall offer selective routing in central offices such as described in the sentence immediately preceding.

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.3 Rules and Regulations (Continued)

M. Application for 911 Service must be executed in writing by the customer. The 911 customer must furnish the Company, in writing, with its agreement to the following terms and conditions:

1. That at least one PSAP will be provided and staffed on a 24 hour, seven days per week basis.
2. That the 911 customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
3. That the 911 customer will develop an appropriate method of responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.
4. That the 911 customer will subscribe to a sufficient number of interoffice and 911 access lines to provide a P.01 transmission grade of service to adequately handle incoming calls, as determined by the Customer in consultation with the Company; but in all cases subject to a minimum of two (2) lines required from serving central offices to the 911 PSAP.
5. That the 911 customer will subscribe to additional local exchange service at the PSAP location for administrative purposes, for the placing of outgoing calls. Such lines may, at the customer's option, be used to receive calls made to 911 when all 911 trunks are in use, i.e., administrative/outgoing lines may be used for "911 overflow."

(N)

(N) New

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. _____ Dated _____

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.3 Rules and Regulations (Continued)

- N. Diverse routing is supplied to the extent made possible as determined by the Company, through availability of Company facilities. Provision of diversity at the Public Safety Answering Point and additions to existing facilities to obtain such diversity, where feasible within the 911 network and as determined by the Company, will be based upon costs incurred by the Company and supplied upon customer request.

- O. Emergency Service Number (ESN)-When the Selective Routing feature is provided due to multiple PSAPs, the customer is responsible for identifying primary and secondary PSAP locations, as well as the unique combinations of police, fire, ambulance or any other appropriate agencies responsible for providing emergency service in the 911 service area. An Emergency Service Number (ESN) will be provided by the Company for each unique combination defined by the customer. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 911 serving area. The ESNs will be carried in the central office facilities to permit routing of 911 calls to the primary and secondary PSAPs responsible for the handling of calls from each telephone on the 911 serving area.

- P. The customer will comply with West Virginia Code Section 24-6-1, et seq., and all other applicable statutes and regulations.

- Q. Resolution of Conflicts—In the event that a conflict arises between the Company and the customer, the Public Service Commission of West Virginia (WVPSC), upon application by the Company or the customer, shall resolve such conflict.

(N)

(N) New

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. _____ Dated _____

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

S11.1.3 Rules and Regulations (Continued)

- R. The E911 Customer shall have the sole and exclusive ownership of, control over and responsibility for the ALI Database used in the operation of its E911 system. The E911 Customer's responsibility in this regard includes, but is not limited to, the verification and validation of all subscriber address information provided to the E911 Customer by the Company.
- S. The E911 Customer shall have the sole and exclusive responsibility to secure, operate, and maintain all equipment and software required on its side of the network point of demarcation in the construction and operation of its network up to the point of demarcation at the E911 Customer's location.

S11.1.4 Rules and Regulations Governing the Provision of End User Data to E911 Customers

- A. Company will provide the E911 Customer with all subscriber name and address information, including, where available and as requested by the Customer, instructions regarding how to drive to the subscriber's service location, in the Company's billing database, to the extent not otherwise prohibited by the privacy-related laws, regulations or tariff provisions, for the use of the E911 Customer in assembling, operating, and updating its ALI Database.
- B. The E911 Customer shall use non-listed or non-published telephone number information provided by the Company solely for the purpose of inclusion in E911 Customer ALI Database and in the discharge of E911 Customer's E911 responsibilities and such telephone numbers shall not be disclosed by E911 Customer, its employees, agents, and/or independent contractors for any other purpose.

(N)

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.4 Rules and Regulations Governing the Provision of End User Data to E911 Customers (Continued)

- C. Subscriber name and address information provided to the E911 Customer by the Company may not be relied upon in the E911 Customer's independent validation and verification, or in the assembly, operation and updating of the MSAG component of E911 Customer's ALI Database.
- D. The Company's obligation to provide name and address data from its billing database to the E911 customer is limited in scope to providing such information as it has available, without any representation or warranty as to the suitability of such data as it has available, for use in the assembly, operation or updating of E911 Customer's ALI Database.
 - 1. Company will endeavor to maintain accurate information in its billing database and to provide accurate information to E911 Customer, but shall bear no responsibility to the E911 Customer for validating and verifying the accuracy of that information for the E911 Customer's use in its ALI Database.
- E. In order to assist E911 Customer in maintaining an up-to-date ALI Database, the Company will provide E911 Customer with daily information regarding new subscribers and other changes in subscriber information which may be necessary in E911 Customer's ALI Database. The parties hereto will negotiate a methodology for the necessary data transfers required in the ALI Database updating process.
 - 1. The E911 Customer recognizes that although updates will be made daily as available, the updates will be generated from Company's completed service orders. Company agrees to give the highest priority to providing the new service information to the E911 Customer.

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.4 Rules and Regulations Governing the Provision of End User Data to E911 Customers (Continued)

- F. To the extent that E911 Customer’s process of validating and verifying address information provided by the Company reveals errors or discrepancies in addresses, E911 Customer shall, at no charge, notify Company in a timely manner of the correct address information. E911 Customer shall not be responsible for the accuracy of address information it provides to Company as a result of E911 Customer’s validation and verification process.
- G. The information in the ALI Database is and shall remain the property of E911 Customer. The E911 customer retains all rights, responsibilities (except as otherwise provided herein) and privileges associated with the ALI Database, and Company will take all reasonable and customary measures to protect the rights of the E911 Customer to its data.
- H. The E911 Customer shall not publish, reproduce, resell, disclose, allow access to or use for any reason other than emergency response purposes associated with the public safety, any of the subscriber information provided by the Company.

S11.1.5 Rates and Charges

- A. The tariff provisions in S.11.1.5 (F) following are applicable only to those local exchange end users served by the 911 Service who reside in the Company’s serving area.
- B. In such instance wherein the Company has been requested to bill Enhanced 911 fees prorate to local exchange end users, failure to pay the prorate charge affiliated with the payment of the Enhanced 911 fee shall not allow the Company to cut off service to local exchange end users.

(N)

(N) New

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. _____ Dated _____

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

S11.1.5 Rates and Charges (Continued)

- C. The Enhanced 911 fee billed by the Company pursuant to S11.1.5(F)(4) following in this Tariff will be listed individually on the bill.
- D. The ultimate responsibility for paying the sums due under the contract provisions in S11.1.5(F) is the customer.
- E. When an order for 911 Service or requests for additions, rearrangements, relocations, or modifications of service are cancelled in whole or in part prior to completion of the work involved, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved complying with the request had been completed.
- F. At the request of the Customer subscribing to 911 Service, the Company will spread the payment of the non-recurring and recurring charges for the initial provisioning or subsequent addition of 911 Service as follows:
 - 1. Installation and other non-recurring charges shall be covered under separate contract between the government and Company. This payment schedule shall not exceed 18 months from the date subscriber billing is commenced.
 - 2. In addition, at the request of such Customer, the Company will bill these Enhanced 911 fees prorata to the local exchange end users served by the 911 Service on an individual access line basis.

(N)

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.5 Rates and Charges (Continued)

F. (Continued)

- 3. Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed as covered in other sections of this Tariff based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.
- 4. The following monthly Rates and Charges are applicable to the Customer subscribing to the 911 Service:

B911- (Basic 911 Service)

B911 Service provides for routing all 911 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 911 Service line.

A 911 Service line consists of a central office termination and a local (loop) facility.

911 lines are furnished at rates and charges applicable for business measured rate individual lines or Private Branch Exchange (PBX) trunks, as appropriate, as specified in this Company's Local Exchange Tariff, Sections 5, 6, and 12.

A 911 call may be directed to a PSAP via dedicated facilities from the caller's central office to the PSAP or by tandem switching using the exchange telephone network from the caller's central office to the central office serving the PSAP.

(N)

(N) New

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. _____ Dated _____

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.5 Rates and Charges (Continued)

F.4. (Continued)

Basic 911 Feature Package

Features in the Basic 911 Feature Package include:

- (1) Forced Disconnect—Enables the PSAP attendant to release a connection on a 911 call even if the calling party remains off-hook.
- (2) Called Party Hold—Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.
- (3) Emergency Ringback—Allows a PSAP attendant to ring back the caller's line.

Enhanced 911-ANI Service

ANI Spill provides for the telephone number of the calling party to be forwarded to the PSAP.

ANI Provisioning refers to furnishing the capability in the telephone network to generate and transmit the caller's ANI to a PSAP upon completion of a 911 call.

Trunk Enabling refers to the central office engineering and equipment installation necessary to activate the local loop.

ANI Spill does not guarantee the capability of forwarding the number of a multiparty line end user. For calls placed to a PSAP from off premises stations and stations behind business systems, ANI Spill will display the identity of the primary telephone service billing number.

(N)

(N) New

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.5 Rates and Charges (Continued)

F.4. (Continued)

The PSAP's premises equipment used in conjunction with ANI Service must be reviewed by the Company to determine the compatibility of the unit with the E911 Service requested. Any additional costs associated with the bringing of incompatible equipment into compliance with the 911 system will be the responsibility of the customer.

Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is provided when an E911 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 911 services or when a central office's political subdivisions are served by different 911 systems. The Customer is responsible for the following:

- (1) Providing end user street address validation and PSAP routing information for each central office.
- (2) Verifying the accuracy of the routing information provided.
- (3) Advising the Company of any changes in the routing information on a timely basis.

(N)

(N) New

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. _____ Dated _____

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.5 Rates and Charges (Continued)

F.4. (Continued)

Subscriber Billing

Subscriber Billing Service refers to the billing of the Customer's end users by the Company, on behalf of the Customer, the Enhanced 911 fee as such fee as specified in the Customer's Enhanced 911 ordinance.

The Company shall retain three percent (3%) of the fees collected. For the purposes of this tariff, 3% of the "fees collected" shall mean the fees billed by the Company, less the fees uncollectible which shall be calculated at the Company's current rate of uncollectible revenues for intrastate service.

In the event a customer refuses to pay the monthly 911 surcharge and they have returned a completed "Refusal to Pay Fee" form, West Side Telecommunications will discontinue billing the 911 fee. A statement will appear on customer's bill indicating that the customer has refused to pay the 911 surcharge. Following such action, West Side Telecommunications will forward a copy of the refusal to pay form to the affected county. If the customer notifies West Side Telecommunications at some point in the future, in writing, that they are willing to pay the 911 monthly surcharge, billing will resume. This tariff change nullifies the contract language regarding the treatment of individuals refusing to pay the monthly 911 fee as outlined in West Side Telecommunication's Enhanced 911 Billing Contract with respective counties.

(N)

(N) New

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. _____ Dated _____

S11. EMERGENCY REPORTING SERVICE

S11.1 911 Emergency Telephone Service (Continued)

(N)

S11.1.5 Rates and Charges (Continued)

F.4. (Continued)

West Side Telecommunications will provide the County, upon request, a printout of every customer name and telephone number refusing to pay the E911 fee.

Where West Side Telecommunications is not the lead provider for the E911 database, the following charges apply:

E911 trunk rate element recovers the cost of all required E911 voice and data trunks between West Side Telecommunication's End Offices. West Side Telecommunications served PSAPs and the E911 Statewide provider's selective routers. This rate is based on provisioning to the Statewide E911 Provider a minimum of 232 DSO channel equivalents.

E911 Database Administration Rate recovers the cost of daily E911 database record error correction and maintenance on all customer access lines served by West Side Telecommunications of West Virginia. This pricing is applicable only to a Statewide E911 provider.

Rates/Charges for Enhanced 911 Database Provider

Trunking Rate Element per 1000 access lines	\$33.00	E911T (S&E)
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Database Administration per 1000 access lines	\$62.00	E911D (S&E)
--	---------	-------------

(N)

(N) New

Issued by authority of an Order of the Public Service Commission of West Virginia in
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S12. CENTREX SERVICES

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Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

Issued: May 14, 1999

Effective: May 14, 1999

S12. CENTREX SERVICES

S12.1 General

Centrex Services are communications systems which include the facilities necessary for exchange access and intercommunications within the system, plus other features specified by the Telephone Company.

S12.2 Regulations

1. Centrex Services are offered by the Telephone Company at rates, charges and terms as the Telephone Company shall determine.
2. The rates and charges for exchange access Centrex lines associated with Centrex Services are as specified in Section 12.3 following.
3. Centrex lines are classified as business service.

Centrex Service, furnished by central office type dial switching equipment, is offered to new customers only from the Telephone Company's electronic switching system central offices subject to the availability of facilities and where, in the judgement of the Telephone Company, service may be provided by the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Telephone. Whenever, in the judgement of the Telephone Company, it is impracticable to provide Centrex Service, the offerings of Direct Inward Dialing (DID) Service and Identified Outward Dialing (IOD) Service associated with dial switching equipment located on the customers premises may be provided as specified in this tariff as a substitute to meet the customer's requirements for service.

When a customer requests a new Centrex system or a new location group within an existing Centrex system that requires the installation of additional outside plant or central office facilities, and where, in the judgement of the Telephone Company, it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to all other rates and charges applicable to the Centrex system or location group being installed.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S12. CENTREX SERVICES

S12.2 Regulations (continued)

When additions to the outside plant or central office facilities are required in excess of those contemplated by the rates and charges specified herein, charges apply based on the estimated costs of the specially constructed facilities. Such charges will be determined in accordance with a. following, unless the customer elects the alternative charges specified in b. following, and notifies the Telephone Company of such election in writing prior to the start of such special construction.

a. Charges equal to the estimated costs of the specially constructed facilities apply as follows.

(1) An initial nonrecurring charge applies at the start of service equal to the cost installed.

If any element of the specially constructed facilities, is replaced subsequent to the start of service and the cost of such replacement is chargeable to the capital accounts of the Telephone Company, a nonrecurring replacement charge applies. The Telephone Company shall notify the customer in writing of the need for such replacement and such replacement shall not be undertaken until the Telephone Company has received written authorization from the customer.

(2) Monthly rates apply equal to the recurring monthly costs. For purposes of this paragraph, recurring monthly costs include the estimated costs of maintenance, depreciation, administration, taxes, return on investments and any other items of cost applicable to the specially constructed facilities, but do not include provision for depreciation, return on investment and federal income tax on any portion of the investment as to which a nonrecurring charge applies pursuant to (1) preceding.

(3) In the event charges are applicable pursuant to both (1) and (2) preceding, an additional monthly rate applies, equal to ten percent of the estimated recurring monthly costs of maintenance, administration and taxes, other than federal income tax, associated with any portion of the investment as to which a nonrecurring charge applies pursuant to (1) preceding.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S12. CENTREX SERVICES

S12.2 Regulations (continued)

3. Centrex lines are classified as business service. (continued)
- b. As an alternative to the charges specified in a. preceding, charges equal to the estimated costs of the specially constructed facilities apply as follows:

Any such costs, whether in the costs installed or in the recurring monthly costs, or both, shall be recovered by a monthly rate which shall include the estimated excess cost of maintenance, depreciation, administration, taxes, return on investment, federal income tax and any other items of costs applicable to the specially constructed facilities.

4. Centrex is offered only as a complete service. The exchange access and intercommunication with Centrex line portions of the service are not offered separately.

Where quantities of switching equipment or central office lines in excess of those considered adequate by the Telephone Company are requested by the customer, such additional facilities will be furnished at rates and charges based on costs.

5. Charges for Channels Connecting Different Premises

Channel charges as specified in this Company's Channel Services Tariff for connecting different premises are in addition to the rate for the Centrex line.

- (a) Intraexchange, or Zone of an Area Exchange

- (1) Except as specified in (2) following for Centrex Business Pak, where a main or intercommunication Centrex line is located outside of the serving or adjacent wire center area of the customer's primary location, channel charges apply for the extension of a Centrex line between the wire center serving the customer's primary location and the wire center serving the Centrex Business Pak line. Local channels are not required.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S12. CENTREX SERVICES

S12.2 Regulations (continued)

5. Charges for Channels Connecting Different Premises. (continued)

(a) Intraexchange, or Zone of an Area Exchange (continued)

(2) Channels for the extension of a Centrex Business Pak lines are required between the wire center serving the customer's primary location and the wire center serving the Centrex Business Pak line. Local channels are not required.

(3) If a Centrex number is extended to a second location, channel charges apply. Local channels are required, except at the switch end.

(b) Interexchange

Where a Centrex line is located in another exchange channel charges apply for the connecting facilities.

S12. CENTREX SERVICES

S12.3 Rates

PER MONTH

- 1. Centrex Business Pak, per Centrex line
 - 1 to 6 Lines..... †
 - 7 to 30 Lines..... #
 - Over 30 Lines..... *

† The monthly rate is an amount equal to 1/2 of the monthly rate specified for a Base Rate Area business Plan 1 PBX Trunk in Section 5 of this tariff, as appropriate.

The monthly rate is an amount equal to 1/3 of the monthly rate specified for a Base Rate Area business Plan 1 PBX Trunk in Section 5 of this tariff, as appropriate.

* Monthly rate is an amount equal to 1/6th of the monthly rate specified for a business Plan 1 PBX Trunk, as appropriate. No message unit allowance or usage charge allowance, as appropriate, is included in the rate schedules. The charges for all local Measured Rate Business Service, as appropriate, as specified in Section 5 of this tariff.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 99-0408-T-T dated May 14, 1999 .

S13. RESERVED FOR FUTURE USE

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S14. TEL-ASSISTANCE SERVICE

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Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

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S14. TEL-ASSISTANCE SERVICE

S14.1 General

Tel-Assistance Service is an offering designed to help qualified customers pay for their Local Exchange Service. Such qualified customers are charged a reduced rate for their local telephone service. Tel-Assistance Service shall be made available only to qualified low-income customers who are: Social Security Supplemental Security Income (SSI) benefit recipients, Aid to dependent children (AFDC) benefit recipients, aid to dependent Children-unemployed (AFDC-U) benefit recipients, food stamp recipients or whose total household income is at or below the income level established for Social Security Supplemental Security Income (SSI) eligibility.

S14.2 Regulations

1. Tel-Assistance Service is available to qualified customers and is provided via a residence message or measured rate individual line.
2. Tel-Assistance Service is Local Exchange Service, and as such, is subject to the regulations governing Local Exchange Service in Section 5 of this Tariff. The rates specified herein for Tel-Assistance Service apply in lieu of the rates for Local Exchange Service in Section 5 preceding, except as may otherwise be specified following.
3. In order to qualify for Tel-Assistance Service, a customer must be certified by the Department of Human Services to the Telephone Company as eligible for Tel-Assistance Service.
4. Tel-Assistance Service will continue to be provided to a customer only so long as such customer is certified as eligible by the Department of Human Services.
5. When the Telephone Company receives notice from the Department of Human Services, or from the customer, that the customer is no longer eligible for Tel-Assistance Service, the Telephone Company will then notify the customer that the Tel-Assistance Service will be discontinued or changed to another class of residence service.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

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S14. TEL-ASSISTANCE SERVICES

S14.2 Regulations (continued)

6. No other Local Exchange Service may be provided on the same premises with a Tel-Assistance Service to either the Tel-Assistance Service customer or any other person. On addition, a Tel-Assistance Service customer may not subscribe to foreign central office, foreign exchange or foreign zone services.
7. A Tel-Assistance Service includes a usage allowance of up to \$2.00 per month, and such usage may be either local or Telephone Company provided long distance (this includes all intraLATA toll calls billed by the local exchange carrier whether or not that carrier has toll facilities), excluding optional calling plans, or any combination thereof.
8. No Service ordering/record charge or central office Line Connection Charge shall apply for changing a customer to or from Tel-Assistance Service.
9. A first-time Tel-Assistance subscriber may, at his or her options and for a period of 120 days following the commencement of his or her Tel-Assistance Service, change back to the service his or e had immediately prior to commencement of his or her Tel-Assistance Service, and the following regulations will be in effect for such change of service.
 - (1) No non-recurring service charges will apply.
 - (2) The customer will be billed only exchange rates and charges for the time that his or her Tel-Assistance Service was in effect that would have been charged for that period had the subscriber not made a service change within the period.
10. The Telephone Company shall not disconnect or interrupt a Tel-Assistance customer for failure to pay toll or long distance charges.

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Case No. 99-0408-T-T dated May 14, 1999 .

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S14. TEL-ASSISTANCE SERVICE

S14.2 Regulations (continued)

11. A Tel-Assistance customer who may be required to pay a deposit will have the deposit waived if the customer voluntarily elects Tel-Assistance Toll Restriction Service. This service is available and is provided free of charge. Only calls to 911 and other N11 service codes and local Directory Assistance calls. However, this service prevents the origination of all IntraLATA, InterLATA and interstate calls, 700/900 calls, calls to 800/888, calls to non-local Directory Assistance, as well as the use of a Operator Service, Verification and Interrupt Service. In addition, this service prevents the billing of collect and third number calls to the Tel-Assistance Line.
12. The Telephone Company may initiate Tel-Assistance Toll Restriction Service if a Tel-Assistance customer has a delinquent balance for toll and/or long distance charges of \$20.00 or more.
13. The federal subscriber line charge is waived for Tel-Assistance lines.

S14.3 Rates

	Per Month
Tel-Assistance Service	\$4.25

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

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West Side Telephone Company DBA
West Side Telecommunications

Section 15
Original Sheet 1

S15. RESERVED FOR FUTURE USE

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Issued by authority of an Order of the Public Service Commission of West Virginia in
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S16 TOLL PRESUBSCRIPTION

General

Toll presubscription is a procedure whereby an end user or a Pay Telephone Service Provider may select and designate a Toll Provider (TP) to access toll calls without dialing an access code. The end user or Pay Telephone Service Provider may designate a TP for intraLATA toll, a different carrier for interLATA toll, or the same carrier for both. This TP is referred to as the end user or Pay Telephone Service Provider preferred toll carrier (PIC).

Each carrier will have one or more access codes assigned to it for various types of service. When an end user or Pay Telephone Service Provider selects a carrier as its preferred toll carrier for a telephone line, only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier from that telephone line by the end user or Pay Telephone Service Provider without dialing an access code. Should the same end user or Pay Telephone Service Provider wish to use other code dependent services of the same carrier, it will be necessary for the end user or Pay Telephone Service Provider to dial the necessary access code(s) to reach that carrier's other service(s).

A TP must use Feature Group D (FGD) Switched Access Service to qualify as a toll provider. All TPs must submit a Letter of Intent (LOI) to the Telephone Company at least forty-five days prior to the date on which the carrier proposes to begin participating in toll presubscription.

Selection of a TP by an end user or Pay Telephone Service Provider is subject to the terms and conditions in B, following.

Issued by authority of an Order of the Public Service Commission of West Virginia in
General Order No. 187.19 dated March 13, 2000 .

S16. TOLL PRESUBSCRIPTION

Presubscription Change Application

(1.) Initial Free Presubscription Choice for New Users

New end users or Pay Telephone Service Providers will be asked to select a primary TP when they place an order for Telephone Company Exchange Service. If a customer cannot decide upon a toll carrier at the time, the customer will have thirty calendar days following completion of the service request to make an PIC choice without charge. In the interim, the customer will automatically be assigned to Bell Atlantic for IntraLATA toll calls, and will have to dial an access code to make an InterLATA toll call. The free selection period available to new end users or Pay Telephone Service Providers is the period within thirty days of installation of the new service.

Initial free selection available to new end user or Pay Telephone Service Providers are:

Designating a TP as their primary carrier, thereby requiring no access code to access that TP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.

Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all TPs. This choice can be made by directly contacting the Telephone Company.

Following an existing end user's or Pay Telephone Service Provider's free selections, any change is subject to a nonrecurring charge, as set forth in 16(F)(1), following.

(2.) Charge for Toll Presubscription

After expiration of the initial free presubscription choice period for new customers, as specified in 16(B)(1) the end user or Pay Telephone Service Provider will be assessed an Toll presubscription charge as specified in 16(F)(1), following.

S16. TOLL PRESUBSCRIPTION

B. Presubscription Change Application (Cont'd)

(3.) Cancellation of Toll Presubscription by an TP

If a TP elects to discontinue Feature Group D service after implementation of the toll presubscription option, the TP is obligated to contact, in writing, all end users or Pay Telephone Service Providers who have selected the canceling TP as their preferred toll provider. The TP must inform the end users or Pay Telephone Service Providers that it is canceling its Feature Group D service, request that the end user select a new TP and state that the canceling TP will pay the PIC change charge, as provided in 16(F)(1), following. The TP must provide written notification to West Side Telephone Company that this activity has taken place.

End User/Pay Telephone Service Provider Change Discrepancy

- (1.) When a discrepancy is determined regarding an end user's designation of a preferred toll carrier, the following applies depending upon the situation described:

A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.

When two or more orders are received for an end user line generated by telemarketing, the order with the latest application date determines customer choice.

- (2.) Verification of Orders for Telemarketing

No TP shall submit to the Telephone Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been confirmed in accordance with the following procedures:

- (a.) The TP has obtained the customer's written authorization to submit the order that explains what occurs when a PIC is changed and confirms:

S16. TOLL PRESUBSCRIPTION

C. End User/Pay Telephone Service Provider Change Discrepancy (Cont'd)

(2.) Verification of Orders for Telemarketing (Cont'd)

(a.) Cont'd

- the customer's billing name and address and each telephone number to be covered by the PIC change order;
- the decision to change the PIC to the TP; and
- the customer's understanding of the PIC change fee; or

(b.) The TP has obtained the customer's electronic authorization, placed from the telephone number(s) on which the PIC is to be changed, to submit the order that confirms the information described in (a), preceding, to confirm the authorization; or

(c.) An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the customer's oral authorization to submit the PIC change order that confirms and includes appropriate verification data (e.g., the customer's date of birth, password, or social security number).

D. PIC Switchback Options

(1.) Customer denies requesting change of TP.

When the Telephone Company is contacted by an end user who denies requesting a PIC change, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous TP at no charge.

The TP is in no way relieved of the FCC requirements for:

- (a) Verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or
- (b) Instituting steps to obtain verification of orders submitted to West Side Telephone Company.

Issued by authority of an Order of the Public Service Commission of West Virginia in General Order No. 187.19 dated March 13, 2000 .

S16. TOLL PRESUBSCRIPTION

D. PIC Switchback Options (Cont'd)

(1.) Customer denies requesting change of TP. (Cont'd)

In addition, the end user has the option of initiating a complaint to the FCC or the Public Service Commission concerning unauthorized changes in carrier. The complaint may be issued in writing to the Public Service Commission of West Virginia, 201 Brooks Street, P.O. Box 812, Charleston, WV 25323, or by calling toll free on 1-800-344-5113.

(2.) Customer requests Switchback to Previous TP PIC.

When the Telephone Company is notified via a call from the customer, where the end user is not denying the authenticity of the most recent change to the current PIC, the Telephone Company will change the customer's TP to the previous PIC. The customer will be billed the PIC charge as specified in 16(F)(2), following.

E. PIC Freeze Option

A PIC Freeze option is available to customers who wish to "freeze" their PIC in an effort to prevent unwanted PIC changes. The customer must notify the Telephone Company and sign a PIC Freeze Authorization Form that notes the carrier that the freeze applies to as well as a Personal Identification Number (PIN) or Password the customer may use to "lift" the freeze when the customer chooses to make a change. The customer may also "lift" the freeze by using a three-way call between the carrier, the customer and the Telephone Company. If the customer changes the PIC, a new form will need to be completed for a freeze to be applied to the new PIC. The freeze will be completed and maintained without charge to the customer.

F. Rates and Charges

- | | | |
|------|--------------------------------------|--------------------------------|
| (1.) | Charge for TP Carrier Change | \$5.00 per change,
per line |
| (2.) | Charge for Switchback Carrier Change | \$5.00 per change,
per line |

Issued by authority of an Order of the Public Service Commission of West Virginia in General Order No. 187.19 dated March 13, 2000 .

S17. SERVICE CHARGES

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Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S17. SERVICE CHARGES

S17.1 General

Service Charges are those associated with work performed by the Telephone Company in connection with the provision of service or equipment for a customer.

Service Charges for the initial establishment of residential or business service are due and payable on the first billing cycle after installation.

S17.2 Regulations

1. Application of Service Charges

a. Service Order Processing Charge

A Service Order Processing Charge applies per account for the processing of a customer request for service or equipment ordered for completion at one time.

- (1) A Service Order Processing Charge will be applicable in addition to the appropriate Connection Charge(s).
- (2) Only one Service Order Processing Charge is applicable for all requests made at one time for service on one premise.
- (3) The Service Order Processing Charge is based on the type of order processed.
 - a. Billing Change - Any change that affects billing only.
 - b. Service Change - A change that affects both service and billing.
 - c. New Service - Complete New Service.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 99-0408-T-T dated May 14, 1999 .

S17. SERVICE CHARGES

S17.2 Regulations (continued)

1. Application of Service Charges (continued)

b. Line Termination Charge

A Line Termination Charge applies per account for each line connection made at the customer's location per customer request.

A Line Termination Charge does not apply in connection with establishment of new residential single-line customers account or when such established account relocates service to a different building or premises.

c. Line Connection Charges

(1) One Line Connection Charge is applicable to the provision of each access line in the Central Office in association with any of the following services.

Individual Residence Service
Individual Business Service
PBX Trunks
Key System Trunks
Centrex Service
Off premise Extensions

(2) Line Connection Charges are not applicable when service is assumed by a customer prior to discontinuance by another customer and there is no change of telephone number.

d. Wiring Charges – Initial Connection

An Interface Jack is the demarcation point between the Telephone Company and customer location. Included is outside current interference protection, and to disconnect customer wiring for checking inside wiring problems.

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Case No. 99-0408-T-T dated May 14, 1999 .

S17. SERVICE CHARGES

S17.2 Regulations (continued)

1. Application of Service Charges (continued)

e. Miscellaneous Charges

Applicable under a variety of circumstances. The charges usually consist of a combination of one or more service charges.

(1) Changes in Telephone Number

- a. For changes in telephone number in the local exchange, a Service Order plus a Line Connection Charge for each number changed will apply.
- b. The above charges do not apply when in the judgement of the Company, changes in the telephone number are necessary for continuation of satisfactory service.

(2) Rearrangement of Drop Wire, Outside Circuit and/or Protector

- a. For the rearrangement of a drop wire, outside circuit, and/or protector initiated by the action of the subscriber, a Service Order Charge and a Line Termination Charge as specified in this Section will be applicable plus \$15.00 per rearrangement.
- b. Charges for rearrangement are not applicable if the rearrangement, move or change is required for the continuation of satisfactory service.

f. Other Charges

(1) Maintenance Visit Charge

A Maintenance Visit Charge applies per visit to a customer's premise where a service difficulty or customer initiated trouble report results from the use of equipment or facilities provided

S17. SERVICE CHARGES

S17.2 Regulations (continued)

1. Application of Service Charges (continued)
 - e. Other Charges (continued)
 - (1) Maintenance Visit Charge (continued)

by other than the Telephone Company or due to conditions beyond the control of the Telephone Company.
 - (2) Denied Service Restoral Charge

A Denied Service Restoral Charge applies for the restoral of service to an Individual Residence or Business Service, PBX Trunks, or Centrex Service for non-payment.
 - (3) Suspended Service Restoral Charge

When at the request of the customer, a service is temporarily suspended (a maximum of six months) a Service Order Charge and a Line Connection Charge as specified in Section 17, 1 a, 1 a (Service Change) and Section 17, 1 c (Line Connection Charge) will apply for the restoral of that service.
2. Service Charges are in addition to all other rates and charges that may be applicable for service and equipment provided by the Telephone Company. Other rates and charges include, but are not limited to, Installation and Non-recurring Charges.
3. Service Charges do not apply to work required for:
 - a. Visits to a customer's premises solely for the purpose of repair, maintenance, or full or partial disconnection of Telephone Company provided service and equipment and no other chargeable activity is required.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S17. SERVICE CHARGES

S17.2 Regulations (continued)

3. Service Charges do not apply to work required for: (continued)
 - b. Changes in class, or grade of service, or concurrent moves, or changes necessitated by changes in class, or grade of service and no other work is required, except for service order processing.
 - c. Customer orders when one customer accepts service from another customer without lapse in the rendition of service and no other work is required, except for service order processing.
 - d. Service re-established after the destruction of the customer's premises by fire, flood or other similar causes beyond the customer's control, where the same amount of service is re-established within a reasonable period of time, at the same or different location. If, under the preceding conditions, service is installed at the original location, all Service Charges will apply for the subsequent installation.
 - e. A change from listed telephone service to Non-listed or Non-published Telephone Service necessitated by communications which are received that are of an annoying, foul or profane nature.
 - f. Directory listings excluding changes to a residence dual name primary or additional listing or the establishment of a residence dual name additional listing, billing name or billing address.
 - g. A change of name is ordered by the widow or widower of a deceased spouse.
 - h. A change of telephone number when initiated by the Telephone Company.
 - i. The processing of a customer request when the customer notifies the Telephone Company of the customer's intent to connect registered terminal equipment to the telecommunications network and no other activity is required.
 - j. Removal of service unless otherwise specified in other sections of this tariff.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S17. SERVICE CHARGES

S17.3 Rates

	Residence	Business
1. Service Order Processing Charge:		
Billing Changes	\$ 5.00	\$15.00
Service Changes	\$10.00	20.00
New Service	\$12.00	25.00
2. Line Termination Charges	\$10.50 #	\$23.95
3. Line Connection Charges	\$16.00	\$23.95
Exchange Lines, Each	N/A	\$23.95
PBX Trunks, Each	N/A	\$23.95
Private Line Terminations, Each	N/A	\$23.95
Tie Lines Terminations, Each	N/A	\$23.95
4. Wiring Charges-Initial Connection		
Interface Jack and/or Associated Wiring	\$17.50	\$29.50
5. Other Charges		
a. Maintenance Visit Charge	\$20.00	\$25.00
b. Denied Service Restoral Charge	\$15.00	\$20.00
c. Returned Check Charge	Cost *	Cost *

* This is limited to passing along the returned check charge levied upon the telephone company by the involved bank.

Line Termination Charge does not apply in connection with establishment of a new residential single-line customer's account, or when such established account relocates service to a different building or premises.

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S17. SERVICE CHARGES

S17.4 Link-Up America

The Link-Up America program provides for a reduction of one-half of the charges associated with connection of telephone service, up to \$30.00, subject to the following eligibility criteria:

a. Applies only for a single telephone line at the principal place of residence of the applicant.

b. Applicant must have resided at an address where there has been no telephone service for at least three months prior to the date that assistance is requested.

This requirement is self-certified. The Telephone Company will review its available records to determine the accuracy of this information.

c. Applicant must not have received this assistance within the last two years.

This requirement is self-certified. The Telephone Company will review its available records to determine the accuracy of this information.

d. Applicant must meet the income requirements for qualification for Tel-Assistance Service stipulated elsewhere in this Tariff.

e. Applicant will be informed that he or she may pay all regulated charges, up to a maximum of \$200.00 (other arrangements will be made for the balance beyond \$200.00), associated with connection of telephone service in up to six equal, interest-free payments which will be added to the applicants monthly billing for telephone.

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S18. EXCHANGE AREA MAPS

	<u>Sheet No.</u>
S18.1 <u>General</u>	1
S18.2 <u>Exchange Boundaries</u>	1
S18.3 <u>Maps</u>	2-4

Issued by authority of an Order of the Public Service Commission of West Virginia in
Case No. 99-0408-T-T dated May 14, 1999 .

S18. EXCHANGE AREA MAPS

18.1 General

The attached map shows the exchange areas in which the West Side Telephone Company has been authorized to provide telephone services to the public under Certificate of Public convenience and Necessity issued to it by the Public Service Commission of West Virginia.

18.2 Exchange Boundaries

Exchange boundary maps are shown in the following colors:

Core, West Virginia - Blue

Daybrook, West Virginia - Red

Laurel Point, West Virginia - Black

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Case No. 99-0408-T-T dated May 14, 1999 .

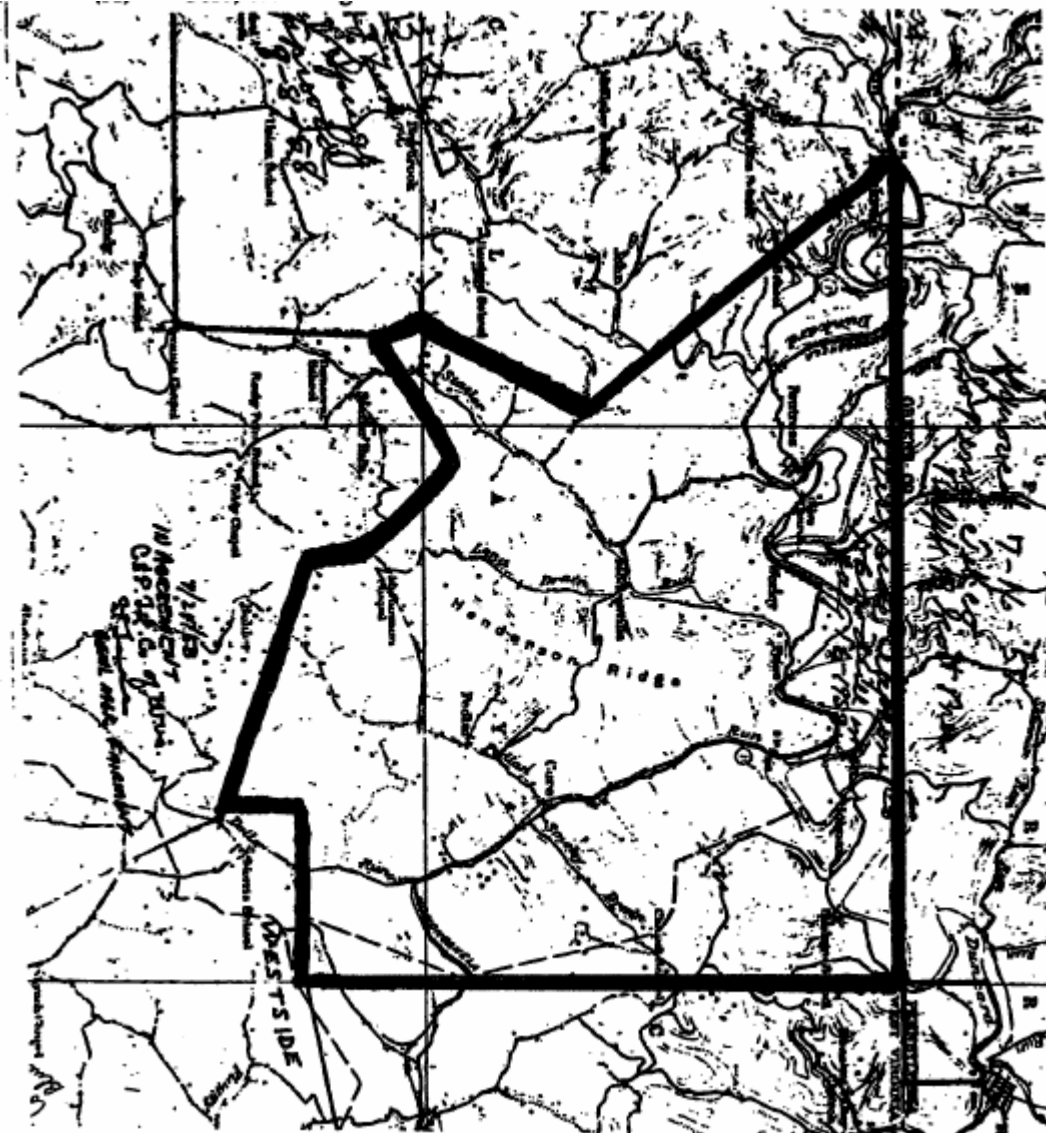
Issued: May 14, 1999

Effective: May 14, 1999

S18. EXCHANGE AREA MAPS

18.3 Maps

(A) Core, West Virginia

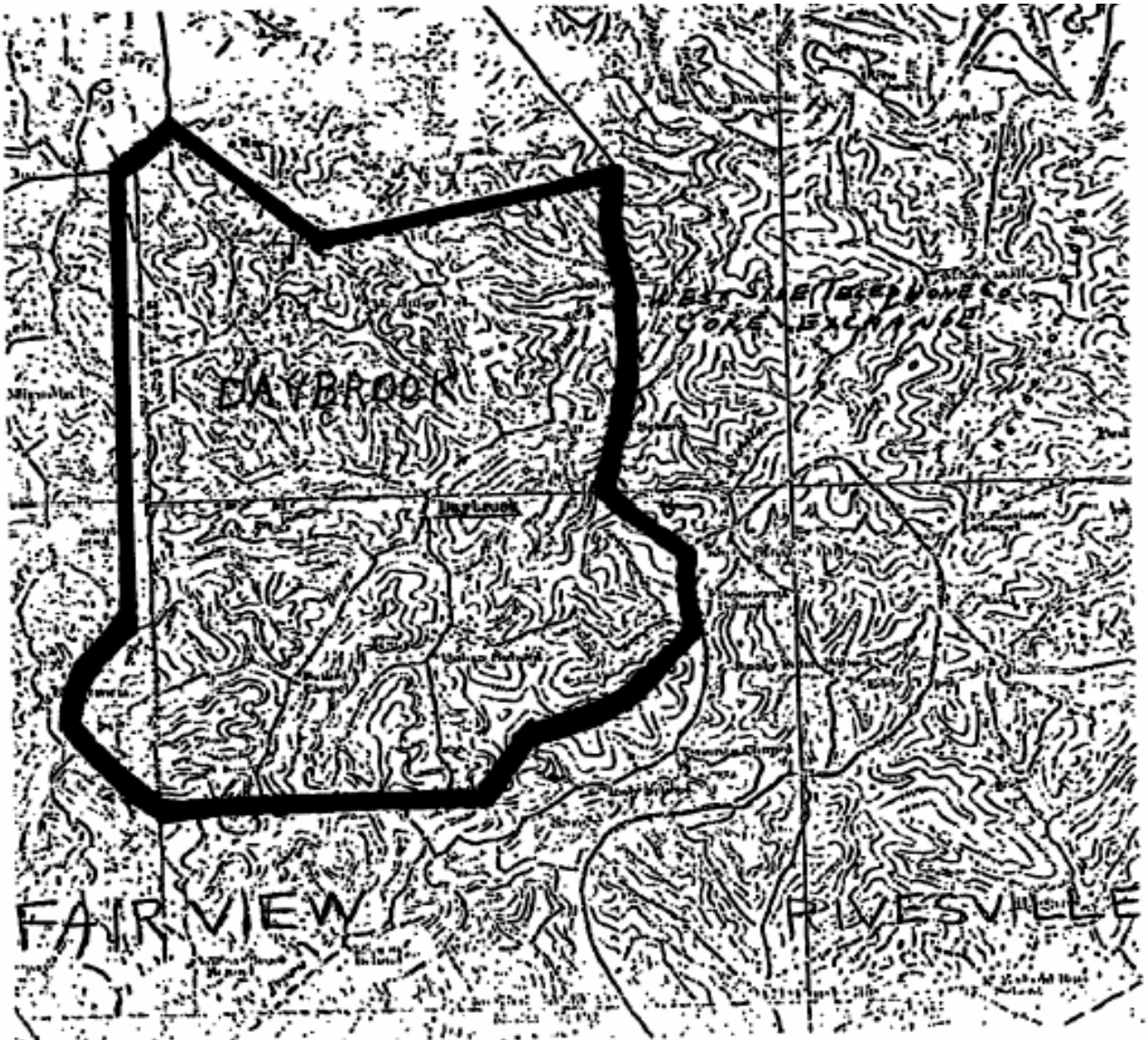


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S18. EXCHANGE AREA MAPS

18.3 Maps (continued)

(B) Daybrook, West Virginia

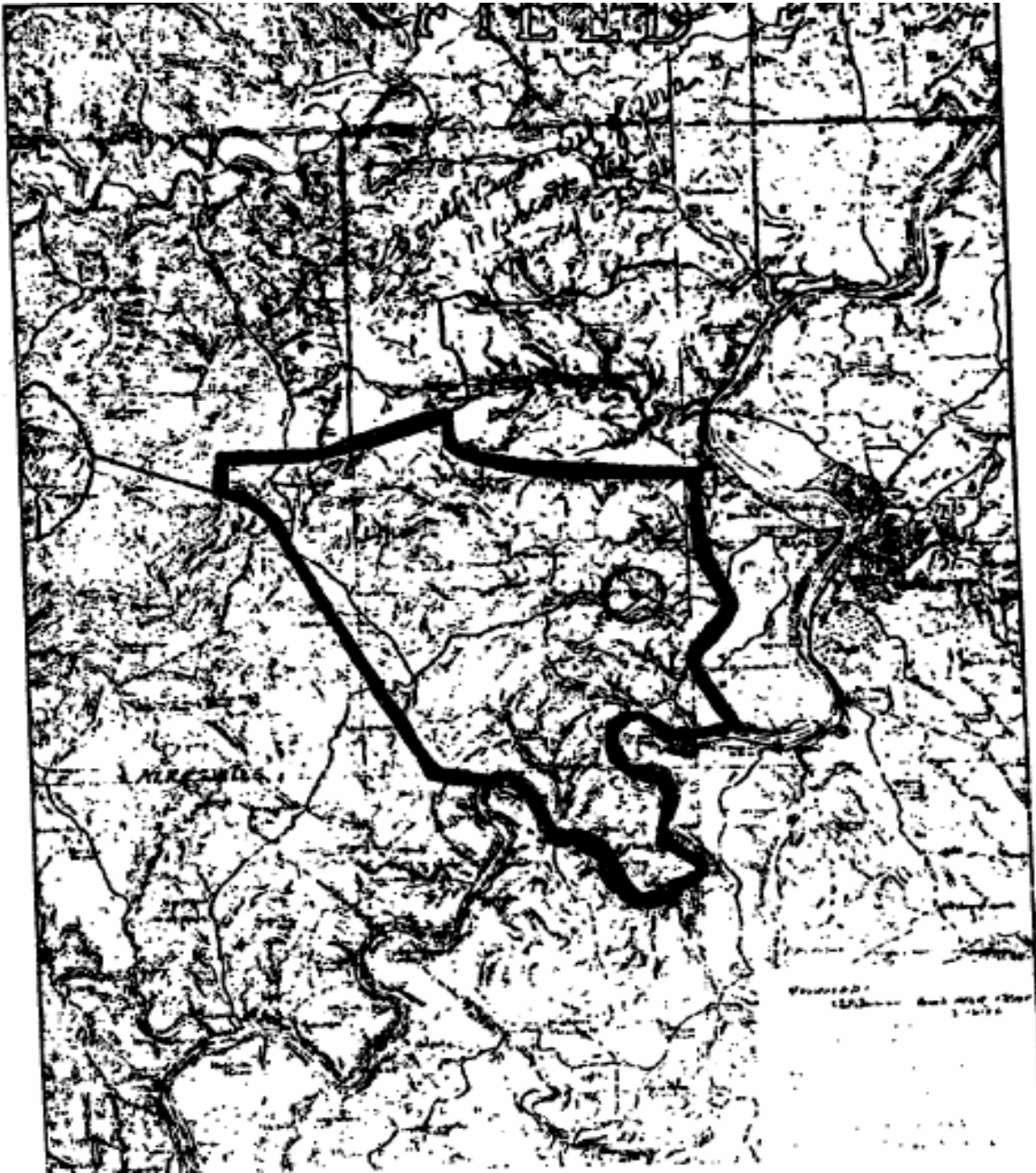


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S18. EXCHANGE AREA MAPS

18.3 Maps (continued)

(C) Laurel Point, West Virginia



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