

**SCHEDULE OF RATES, RULES AND REGULATIONS  
GOVERNING LOCAL TELECOMMUNICATION SERVICES  
OFFERED BY**

**GUADALUPE VALLEY COMMUNICATIONS SYSTEMS, L.P.**

**FOR ALL EXCHANGES WITHIN THE STATE OF TEXAS**

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**Issued: July 1, 2005**

**Effective: July 5, 2005**

**Guadalupe Valley Communications Systems, L.P.**

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## **Symbols For Changes**

### **General**

The following symbols will be utilized for all changes of material within the Local Exchange Schedule of Rules, Rates & Regulations:

- C** - Change in Regulation
- D** - Discontinued Rate, Regulation or Text
- E** - Correction of an error made prior to current revision of Tariff
- I** - Increase in Rate
- M** - Moved Rate, Regulation or Text from one page to another with no change in Rate, Regulation or Text.
- N** - New Rate, Regulation or Text
- R** - Reduction in Rate
- T** - Text Change, but no change in Rate or Regulation

**DESCRIPTION AND AREA OF OPERATIONS**

Guadalupe Valley Communications Systems, L.P. (GVCS) is a public utility providing telecommunications service in the areas certificated to the Company by the Public Utility Commission of Texas.

Headquarters for the Company are located at:

36101 F.M. 3159  
New Braunfels, TX 78132-5900

Company representatives may be contacted at (800) 367-4882.

The Company provides service throughout its capable serving area as approved by the Public Utility Commission of Texas.

**Areas of Operation**

<b><u>Exchange</u></b>	<b><u>NPA-NXX</u></b>	<b><u>County</u></b>
Boerne	830-331 830-816	Kendall
Blanco	830-833	Blanco
Gonzales	830-519	Gonzales

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**DEFINITIONS OF TERMS**

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## **DEFINITIONS OF TERMS**

### **ACCESS LINE**

A central office circuit or channel, which provides access to the telephone network for local and long distance telephone services.

### **AIR LINE MEASUREMENT**

The shortest distance between two points. A measurement for computation of mileage charges between termination points.

### **ANCILLARY DEVICES**

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

### **ANSWERING EQUIPMENT**

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

### **APPLICANT**

Any person, partnership, corporation, or any combination thereof requesting service or action from the Company.

### **AUTHORIZED PROTECTIVE CONNECTING MODULE**

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

### **AUTHORIZED USER**

A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose Premises a station of the private line service is located or (2) who receives from or sends to the customer over such private line or channel communications relating solely to the business of the customer

## **DEFINITIONS OF TERMS**

### **BUILDING (Same)**

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the Company's wires or cables can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

### **BUSINESS SERVICE**

Telecommunications service furnished to customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

### **CALL**

An attempted communication, whether completed or not.

### **CALLING AREA**

See "Local Service Area."

### **CANCELLATION CHARGES**

A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

### **CENTRAL OFFICE**

A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

## **DEFINITIONS OF TERMS**

### **CENTRAL OFFICE AREA**

The area within which the customer's lines are connected to the central office operating unit, or units, established by the Company.

### **CENTRAL OFFICE BUILDING**

A building or portion of a building containing one or more central offices. There may be more than one central office building in an exchange, and one central office building may service more than one exchange.

### **CENTRAL OFFICE LINE**

A circuit directly connecting an individual or party line main station, private branch exchange switchboard or key system with a central office.

### **CHANNEL**

A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect.

### **CIRCUIT**

A channel used for the transmission of energy in the furnishing of telephone and other communication services.

### **CLASS OF SERVICE**

A description of telecommunications service furnished a customer, which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-line.

### **COMMISSION**

The Public Utility Commission of Texas.

**DEFINITIONS OF TERMS**

**COMMUNICATIONS SYSTEMS**

Channels and other facilities which are capable, when not connected to exchange telecommunication service, of 2-way communication between customer-provided terminal equipment.

**COMPANY**

Telephone Company

**COMPLEX SERVICE**

The provision of a circuit requiring special treatment, special equipment or special engineering design.

**CONDUIT**

A tubular runway for facilities.

**CONNECTING COMPANY**

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with who traffic is interchanged.

**CONNECTION**

Denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

**CONNECTION CHARGE**

See "Service Charges."

**CONSTRUCTION CHARGE**

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the Tariff.

## **DEFINITIONS OF TERMS**

### **CONTINUOUS PROPERTY**

The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties may be treated as continuous property at the Company's discretion.

### **CONTRACT**

The service agreement between a customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

### **CONTRACT PERIOD**

The length of time for which a customer is responsible for the charges associated with the services, facilities, and equipment under contract.

### **COST OR COST BASIS**

Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the call-out of Company personnel.

### **CUSTOM CALLING SERVICES**

Custom Calling Services provide for call features like Call Waiting and Call Forwarding and may be furnished in connection with individual and multi-line services.

### **CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)**

Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7) technology. CLASS may be furnished in connection with individual and multi-line services.

## **DEFINITIONS OF TERMS**

### **CUSTOMER**

Any person, firm, partnership, corporation, municipality, Company organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

### **CUSTOMER PREMISES INSIDE WIRE**

All wire within a customer's premises, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of the Company's premises protector. By definition, customer premises inside wire excludes house, riser, buried, and aerial cable.

### **CUSTOMER-PROVIDED TERMINAL EQUIPMENT**

Devices or apparatus and their associated wiring provided by a customer, which may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

### **CUSTOMER TROUBLE REPORT**

Any oral or written report from a customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

### **DEMARCATION POINT**

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a customer's premises. The demarcation point is located on the customer's side of the Company's protector or equivalent.

### **DIRECT BURIAL**

The installation of cables or conductors directly in the earth and not in conduit or duct.



## **DEFINITIONS OF TERMS**

### **DIRECT CONNECTION**

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

### **DIRECT ELECTRICAL CONNECTION**

A physical connection of the electrical conductors in the communications path.

### **DIRECTORY**

A book which typically lists each telephone customer alphabetically, with his/her service location and telephone number.

### **DIRECTORY ASSISTANCE SERVICE**

Directory assistance service is furnished to supplement the information available in the directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

### **DIRECTORY LISTING**

Information available in the directory and/or directory assistance records by which telephone users are able to ascertain the telephone number of a desired party.

### **DISCONNECT NOTICE**

The written notice sent to a customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

### **DISCONNECTION OF SERVICE**

An arrangement for a permanent interruption of telephone service, made at the request of the customer, or initiated by the Company for violation of Tariff regulations by the customer. A "final" bill would be rendered showing monies owed to the Company net of any amounts to be refunded, such as deposits, as of the date the service was disconnected.

### **DROP WIRE**

Wires used to connect the aerial, buried, wireless or underground distribution facilities to the point where connection is made with a customer's premises.

**DEFINITIONS OF TERMS**

**E911 SERVICE**

See Emergency Number Service.

**EMERGENCY NUMBER SERVICE**

A telephone exchange communication service whereby a public safety answering point may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

**ENHANCED EMERGENCY NUMBER SERVICE**

See Emergency Number Service.

**ENTRANCE FACILITIES**

Facilities extending from the point of entrance on private property to the premises on which service is furnished.

**EXCHANGE**

The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a city, town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

**EXCHANGE AREA**

The area within which the Company furnishes telephone service from one specific exchange at the exchange rates applicable within that area.

**EXCHANGE LINE**

Any circuit or wireless device connecting an exchange access line with a central office.

## **DEFINITIONS OF TERMS**

### **EXCHANGE SERVICE**

Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

### **FACILITIES**

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

### **FLAT RATE SERVICE**

A classification of exchange service furnished a customer for which a stipulated charge is made regardless of the amount of use.

### **GENERAL EXCHANGE SERVICES**

Services furnished by the Company connected to or associated with primary local exchange service.

### **HARM**

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

### **HOUSEHOLD**

A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

### **INDIVIDUAL LINE SERVICE**

A classification of exchange service furnished under Tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

## **DEFINITIONS OF TERMS**

### **INITIAL NONRECURRING CHARGE**

A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

### **INITIAL SERVICE PERIOD**

The minimum period of time for which service is provided.

### **INSTALLATION CHARGE**

A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to service connection charges.

### **INTERFACE**

- (a) The junction or point of interconnection between two systems or pieces of equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.
- (b) The point of interconnection between Company equipment and communications facilities on the premises of the customer. Also referred to as demarcation point.

### **INTERFACE EQUIPMENT**

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

### **INTERLATA**

Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

### **INTRALATA**

Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

**DEFINITIONS OF TERMS**

**INTRAEXCHANGE CHANNEL SERVICE**

Channel connecting two or more “primary terminations” in the same exchange.

**INTRAEXCHANGE SERVICE**

Telecommunications service confined wholly within a single exchange.

**JACK**

A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

**LINE**

See “Access Line.”

**LOCAL ACCESS AND TRANSPORT AREA (LATA)**

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company exchanges which are grouped to serve common social, economic, and miscellaneous purposes.

**LOCAL CALLING AREA**

See “Local Service Area.”

**LOCAL CHANNEL**

Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

**LOCAL EXCHANGE SERVICE**

Telecommunications service provided within an exchange for the purpose of establishing connections between customer premises within the exchange, including connections between a customer premises and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

## **DEFINITIONS OF TERMS**

### **LOCAL MESSAGE**

A communication between two or more exchange access lines within the local service area of the calling telephone.

### **LOCAL MESSAGE CHARGE**

The charge that applies for a completed message that is made when the calling exchange access line and the called exchange access line are both within the same local calling area where a local message charge is applicable.

### **LOCAL SERVICE**

The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different exchanges between which no toll rates apply.

### **LOCAL SERVICE AREA (LOCAL CALLING AREA)**

The area within which telephone service is furnished customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

### **LOCAL SERVICE CHARGE**

The charge for furnishing facilities to enable a customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

### **LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the rates, terms, and conditions of the Company's Long Distance Message Telecommunications Service Tariffs.

### **MESSAGE**

A communication between two or more exchange access lines. Messages may be classified as local or toll.

### **MILEAGE**

The measurement (airline, route, etc.) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

## **DEFINITIONS OF TERMS**

### **MINIMUM CONTRACT PERIOD**

The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

### **MISCELLANEOUS COMMON CARRIERS**

Communications common carriers which are not engaged in the business of providing either a public message telephone service or a public message telegraph service.

### **MODULAR OUTLET**

See "Jack."

### **NETWORK CONTROL SIGNALING**

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

### **NETWORK CONTROL SIGNALING UNIT**

The terminal equipment furnished, installed and maintained by the Company for the provisions of network control signaling.

### **NETWORK INTERFACE**

See "Interface."

### **NONPUBLISHED TELEPHONE NUMBER**

A telephone number associated with an exchange access line which, at the request of the customer, is not listed in the telephone directory and is not made available to the general public by the Company.

### **NONRECURRING CHARGE**

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

## **DEFINITIONS OF TERMS**

### **OTHER COMMON CARRIER (OCC)**

This term denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing services authorized by the Federal Communications Commission.

### **OTHER COMMON CARRIER TERMINAL LOCATION**

A discrete operational and equipment location of the Other Common Carrier (“OCC”) from which the OCC furnishes and administers common carrier communications services to its patrons.

### **OUTLET**

See “Jack.”

### **PERMANENT DISCONNECT**

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

### **PERSON**

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

### **PREMISES**

The same premises consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b) the portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c) the continuous property operated as a single farm whether or not intersected by a public road.



## **DEFINITIONS OF TERMS**

### **PREMISES WIRING**

All wire within a customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of the Company's premises protector. By definition, customer premises inside wire excludes riser, buried and aerial cable.

### **PREASSIGNED NUMBER**

A telephone number preassigned before service is actually established.

### **PREWIRING**

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

### **PRIMARY SERVICE**

The initial provision of voice grade access between the customer's premises and the switched telecommunications network. This includes the initial connection to a new customer, the move of an existing customer to a new premises, or the change of a telephone number.

### **PRIMARY TERMINATION**

Applies to channels which extend beyond the continuous property of a customer or the confines of a single building housing the first premises of more than one customer. "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

### **PRINCIPAL CENTRAL OFFICE**

Refers to the central office in a single office exchange or to that office (usually the toll office) of a multi-office exchange which is designated as such for the purpose of measuring local and interexchange channel mileages.

## **DEFINITIONS OF TERMS**

### **PRIVATE LINE**

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

### **PRIVATE LINE SERVICE**

The channels furnished to a customer for communication between specified locations.

### **PROTECTIVE CONNECTING ARRANGEMENT**

Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

### **PUBLIC THOROUGHFARE**

A road, street, highway, lane or alley under the control of and kept by the public.

### **PUBLISHED TELEPHONE NUMBER**

A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

### **RATE CENTER**

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

### **REFERENCE LISTING**

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

### **REGISTERED PROTECTIVE CIRCUITRY**

Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with part 68 of the Federal Communications Commission's Rules and Regulations.

## **DEFINITIONS OF TERMS**

### **RESIDENCE EXCHANGE ACCESS LINE**

An exchange access line used to provide exchange telephone service to a residence customer.

### **RESIDENTIAL SERVICE**

Telecommunications service furnished to customers when the actual or obvious use is for domestic purposes.

### **ROTARY DIAL SERVICE**

A service arrangement whereby calls are originated through the use of a telephone equipped with a rotary dial instead of push-button tone pad.

### **ROUTE MEASUREMENT**

The physical length of a circuit between two points.

### **SAME BUILDING**

See "Building."

### **SERVICE CALL**

A visit to a customer's premises in connection with a service difficulty. See also "Maintenance Service Charge."

### **SERVICE CHARGE**

A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

### **SERVICE DROP**

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a customer's telephone.

### **SERVING CENTRAL OFFICE**

The central office from which a customer's telephone service is normally provided.

## **DEFINITIONS OF TERMS**

### **SIGNAL CONDITIONING EQUIPMENT**

That equipment connected to a channel to condition signals generated by data terminal equipment.

### **SINGLE CHANNEL (Half Duplex)**

A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

### **STATION EQUIPMENT**

Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

### **SUPERSEDURE OF SERVICE**

An applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the premises where service is being rendered, and if a notice to that effect from both the customer and the applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

### **SUPPLEMENTAL CONTRACT**

A contract for service, equipment or facilities in addition to that provided for under the original contract.

### **SUSPENSION OF SERVICE**

See Termination of Service.

### **TARIFF**

The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the customer class filed with and approved by the Commission or the Federal Communications Commission.

**DEFINITIONS OF TERMS**

**TELECOMMUNICATIONS SERVICES**

The various services offered by the Company as specified in its Tariffs.

**TELEPHONE Company**

See “Company.”

**TELEPHONE NUMBER**

A numerical designation assigned to a customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed “central office designation.”

**TELEPHONE SOLICITATION**

An unsolicited telephone call.

**TELEPHONE OR TELECOMMUNICATIONS NETWORK**

The local telephone exchange and the interstate and intrastate long distance message telecommunications facilities, or network.

**TEMPORARY DISCONNECTION**

See “Suspension of Service.”

**TERMINAL EQUIPMENT ACCESSORIES**

Devices, apparatus, and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the telecommunications system of the Company, are connected either electrically, acoustically, or inductively.

**TERMINATION AGREEMENT**

An agreement between the Company and the customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

## **DEFINITIONS OF TERMS**

### **TERMINATION CHARGE**

A charge made to liquidate a customer's obligations for termination of service prior to the expiration of the initial contract period.

### **TERMINATION OF SERVICE**

The discontinuance of service or facilities provided by the Company, either at the request of the customer or by the Company under its regulations concerning cancellation for cause.

### **TOLL MESSAGE**

A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

### **TOLL RATE**

The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between exchanges.

### **TOLL SERVICE**

That part of the total telephone service rendered by the Company which is furnished between different local service areas in accordance with the rates and regulations specified in the Company's Long Distance Message Telecommunications Tariffs.

### **TOUCHTONE DIAL SERVICE**

A classification of exchange service furnished from the central offices, whereby calls are originated through the use of touchtone tone pad instruments in lieu of a rotary dial instrument.

### **UNDERGROUND SERVICE CONNECTION**

A drop wire or cable which is run underground from a pole line or an underground distributing cable.

### **WIRE CENTER**

A central office location where telephone feeder and distribution cables are terminated.

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**GENERAL RULES AND REGULATIONS**

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**GENERAL RULES AND REGULATIONS**

**5.1 GENERAL APPLICATION**

**5.1.1** The rules and regulations set out in this document apply to the services and associated facilities furnished by the Company within its operating territory in the exchanges listed in Section 3 of this Tariff.

**5.1.2** The rules and regulations in this section govern the furnishing of Local Exchange Service to customers. These rules and regulations are in addition to the rules and regulations contained in other Tariffs filed by the Company.

In the event of any conflict between any rate, regulation, or provision contained in these General Rules and Regulations and any rate, regulation or provision contained in the Tariffs described above, the rate, regulation, or provision of the specific Tariff shall apply.

**5.1.3** Complete Schedules containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.

**5.1.4** The rules and regulations specified herein may be modified by the Company.

**GENERAL RULES AND REGULATIONS**

**5.1 GENERAL APPLICATION (Cont'd)**

**5.1.5** Failure on the part of any customer to observe these rules and regulations of this Schedule gives the Company the right to cancel all contracts and discontinue the furnishing of service.

**5.1.6** These Schedules cancel and supersede all other Schedules of the Company issued and effective prior to the effective date shown on the individual pages of this Schedule.

**5.2 ESTABLISHING SERVICE**

**5.2.1 Availability of Facilities**

A. The Company's obligation to furnish service is dependent on its ability to obtain and maintain suitable rights of way, building access and facilities, without unreasonable expense, for the provision of such service and based upon the technical and economical feasibility of provisioning such service to specific end users.

B. The Company shall not be liable for failure to furnish service in any way provided that the Company shall not provide service in an unreasonably preferential, prejudicial, or discriminatory manner.

## GENERAL RULES AND REGULATIONS

### 5.2 ESTABLISHING SERVICE (Cont'd)

#### 5.2.2 Application for Service

- A. Applications for service or requests or orders by the customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. An applicant may be required to make an advance payment at the time the application is accepted. The amount of the payment may be based on applicable Service Connection Charges and the first month's charges for Exchange Service. The provisions of this paragraph affect the initial payment only and regular monthly charges for service as well as billing and collection practices discussed within this Schedule are otherwise applicable.
- C. The Company may require a residential applicant to establish satisfactory credit as a condition of providing service in accordance with the Commission's rules and regulations and as shown in Section 5.6, herein.
- D. The Company will apply credit worthiness equally for divorced spouses for 12 months following divorce, where spouses had previously established credit with the Company.
- E. Requests for residential service shall be completed within 90 days or within a time period agreed to by the customer and the Company, where the customer has met the necessary conditions to be eligible to receive service.

#### 5.2.3 Cancellation or Change in Application for Service

- A. Where the customer cancels an application for service prior to the start of installation of service, the payment of right of way or building access fees by the Company, or of special construction no charge applies.
- B. Where the provision of service has already been initiated by the Company prior to the cancellation, a reasonable Cancellation Charge may apply that is equal to the Company's costs.

**GENERAL RULES AND REGULATIONS**

**5.2 ESTABLISHING SERVICE (Cont'd)**

**5.2.3 Cancellation or Change in Application for Service (Cont'd)**

- C. When a customer requests a change in location of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the customer may also be required to pay the amount of additional costs and expenses incurred by the Company in completing the work as changed.

**5.2.4 Refusal of Service**

A. Compliance by Applicant:

- 1. The Company may refuse to serve an applicant until such applicant has complied with the State and municipal regulations and the rules and regulations outlined in the Company's Schedules governing the service applied for. Service may also be refused for any one of the following reasons:
  - a. The applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be given.

**GENERAL RULES AND REGULATIONS**

**5.2 ESTABLISHING SERVICE (Cont'd)**

**5.2.4 Refusal of Service (Cont'd)**

A. Compliance by Applicant: (Cont'd)

1. (Cont'd)

- b. The Company may refuse to serve an applicant for indebtedness to another telecommunications provider for the same or similar services to those the applicant seeks to obtain from the Company. However, residential applicants who are indebted to an interexchange carrier for long distance charges may not be refused local exchange service.
- c. For refusal to make a deposit if the applicant is required to make a deposit under the requirements outlined in this Schedule.
- d. At the Company's sole discretion, it is technically or economically unfeasible to provision service to the Applicant.
- e. The applicant fails to comply with Company Schedule pertaining to operation of non-standard equipment or unauthorized attachments that interfere with the service of others.
- f. The applicant applies for service at a location where another customer received, or continues to receive, service and the bill is unpaid, and the Company can prove change in identity was made to avoid payment for services provided.

**GENERAL RULES AND REGULATIONS**

**5.2 ESTABLISHING SERVICE (Cont'd)**

**5.2.5 Transfer, Assignment, or Supersedure of Service**

Service previously furnished to one customer may not be assumed by a new customer without lapse in the rendition of service. The new customer must execute a new service agreement, which is subject to the provisions of this Schedule.

**GENERAL RULES AND REGULATIONS**

**5.2 ESTABLISHING SERVICE (Cont'd)**

**5.2.6 Minimum Service Periods**

Unless otherwise specified elsewhere in this Schedule, the minimum service period for all services offered in this Schedule is one month beginning on and including the day following the establishment of service. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations. For purposes of administration, each month is considered to have thirty days.

## GENERAL RULES AND REGULATIONS

### 5.3 FURNISHING OF SERVICE

#### 5.3.1 Provision and Ownership of Service and Facilities

Service and facilities furnished by the Company on the premises of a customer or authorized user are the property of the Company and are provided upon the condition that such service and facilities, except as expressly provided in this Schedule, must be installed, relocated, and maintained by the Company. Company employees and agents may enter said premises at any reasonable hour to install, to inspect, or to repair any part of the Company's facilities on the customer's premises, or to remove such facilities which are no longer necessary for the provision of service.

Customer agrees that all GVCS provided customer-premise equipment will remain at the location at which service is rendered. Equipment can not be moved and used at another location.

All equipment installed or provided by Guadalupe Valley Communications Systems, L.P. (GVCS), remains the property of GVCS. Customer agrees to pay GVCS the full repair or replacement cost of any of GVCS's equipment that is damaged, lost, or unreturned to GVCS upon disconnection.

#### 5.3.2 Emergency Procedures

The Company may make reasonable provisions to meet emergencies resulting from failure of service and may establish procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service.

#### 5.3.3 Company Facilities at Hazardous or Inaccessible Locations

- A. Where service is to be established or maintained at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the Company may refuse to furnish such service and/or the customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company. The customer will reimburse the Company for any unusual costs involved.
- B. The customer shall indemnify and hold the Company harmless from any and all loss, claims, or damage by reason of the installation and maintenance of such service and/or facilities.



**GENERAL RULES AND REGULATIONS**

**5.3 FURNISHING OF SERVICE (Cont'd)**

**5.3.4 Protective Equipment**

- A. Protective equipment may be required when a hazardous electrical environment is present at a customer's premises and when the estimated rise in ground potential is sufficient to cause damage to Company facilities or to endanger the safety of the Company's employees or customers. The customer may elect to provide the protective equipment subject to Company specifications, or such protective equipment can be provided by the Company on an Individual Case Basis.
- B. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission Rules and Regulations.

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Guadalupe Valley Communications Systems, L.P.

**GENERAL RULES AND REGULATIONS**

**5.3 FURNISHING OF SERVICE (Cont'd)**

**5.3.5 Telephone Numbers**

Telephone numbers are the property of the Company and are assigned to the service furnished the customer. The Company reserves the right to change such numbers and/or the central office name associated with such numbers assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

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**GENERAL RULES AND REGULATIONS**

**5.3 FURNISHING OF SERVICE (Cont'd)**

**5.3.6 Classifications of Service**

A. Basis for Classification

1. The determination as to whether customer service should be classified as business or residence service is based on the character of the use to be made of the service and facilities. This consideration is, in all cases, the basis upon which the rates for any particular service are classified, and any indices of such character of use should be applied with this primary definition in mind.
  
2. Residential rates will apply at the following locations which would in most cases be classified as business customers:

In churches where the service is not accessible for public use as in a clergyman's study.

In fire stations, including fire department dormitories and sleeping quarters.

In the private office or room of a charitable organization chartered by the State of Texas.

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**GENERAL RULES AND REGULATIONS**

**5.3 FURNISHING OF SERVICE (Cont'd)**

**5.3.7 Installation, Maintenance, and Repair of Facilities**

- A. Where special conditions or requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the customer or other persons authorized to use the service and not due to ordinary wear and tear, the customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- B. The customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the express written consent of the Company or as otherwise specified in the Company's applicable Schedules. The Company shall have the right to charge the customer for losses experienced as a result of unauthorized tampering.
- C. Unless specifically provided otherwise in this tariff, when commercial power is used for the operation of GVCS equipment or facilities, the customer will provide the necessary power wiring, power outlets and commercial power. The customer assumes all responsibility for the safe condition of the power wiring, power outlets and commercial power.

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**GENERAL RULES AND REGULATIONS**

**5.3 FURNISHING OF SERVICE (Cont'd)**

**5.3.8 Work Performed Outside Regular Working Hours**

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or rearranging service will be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or arranging of his service be performed outside the Company's regular working hours, or that work already started should be interrupted, the customer may be required to pay the amount of additional costs the Company incurs as a result of the customer's special requirements, in addition to the other rates and charges specified in this Schedule.

**5.4 USE OF SERVICE AND FACILITIES**

**5.4.1 Use of Service**

- A. Customer telephone service is furnished for the use of the customer, customer's family, employees or business associates, persons residing in the customer's household, patients of hospitals, and patrons of hotels/motels. The Company may refuse to install or may terminate a customer's service if it is located on premises of a public or semi-public nature or in a business establishment, where the public in general or patrons of the customer may make use of the service.

**GENERAL RULES AND REGULATIONS**

**5.4 USE OF SERVICE AND FACILITIES (Cont'd)**

**5.4.1 Use of Service (Cont'd)**

- B. Services provided by the Company may not be resold by the customer or used in any manner for which the customer receives compensation from the user except as specifically provided herein:
  - 1. Access services provided pursuant to interstate or intrastate access services tariffs the Company issues.
  - 2. Services provided to hotels, motels, hospitals, and cellular and paging customers when such services are resold to guests, patients, or customers.
- C. The customer is responsible for payment of all charges of the Company for all services ordered by the customer, including those that are shared or resold as provided herein, regardless of whether such charges are associated with the customer's usage or that of any authorized users and regardless of whether such authorized users have paid the customer for their share of the Company's charges.

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## GENERAL RULES AND REGULATIONS

### 5.4 USE OF SERVICE AND FACILITIES (Cont'd)

#### 5.4.1 Use of Service (Cont'd)

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

#### 5.4.2 Establishment of Identity

The calling party shall establish his/her identity in the course of any communication as often as may be necessary, and shall be solely responsible for establishing the identity of the person with whom connection is made at the called location.

#### 5.4.3 Accessories Provided by the Customer

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

**GENERAL RULES AND REGULATIONS**

**5.4 USE OF SERVICE AND FACILITIES (Cont'd)**

**5.4.4 Limit On Communication**

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

**5.4.5 Transmitting Messages**

The Company offers the use of its facilities when available for communication between end users. However, the Company will not transmit messages and will not be liable for errors in transmission or for failure to establish connections.

**5.4.6 Unlawful, Abusive, or Fraudulent Use of Service**

A. The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service may be discontinued, after proper written notice, if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company may refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law. The Company shall in no event be liable for any damage resulting from any action taken or threatened pursuant to this Section.



**GENERAL RULES AND REGULATIONS**

**5.4 USE OF SERVICE AND FACILITIES (Cont'd)**

**5.4.6 Unlawful, Abusive, or Fraudulent Use of Service (Cont'd)**

- B. The Company may suspend or terminate telephone service to any person(s), firm or corporation who: uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company; or impersonates or permits impersonation of any other individual with fraudulent or malicious intent; or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another; or uses the service in such a manner as to interfere in any way with the service of others.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE**

**5.5.1 Disconnection of Service**

A. Non-payment Service Interruption

In the event of a proposed disconnection of Residential Basic Local Service only, the following procedures shall apply:

1. The Company may issue a suspension or disconnect notice no earlier than the first business day after the bill is due. The notice will include the minimum amount due for tariffed local service to maintain basic local service.
2. No Residential Service will be disconnected for non-payment of Local Service Charges unless the Company issues a written notice of the proposed disconnection before the proposed date of disconnection. The notice must include:
  - a. The minimum amount due in order to maintain local service and the payment due date;
  - b. The reason for the disconnection, including the total unpaid balance due;
  - c. A telephone number which the customer may call for information about the proposed disconnection; and
3. Residential notices may include the customer's right to receive basic local telephone service if the customer does not owe for basic local service.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.1 Disconnection of Service (Cont'd)**

A. Non-payment Service Interruption (Cont'd)

4. A customer who reports an unauthorized charge on their bill may not be disconnected for nonpayment of an unauthorized charge.
5. Where the Company is in receipt of a partial payment from a residential customer, the payment shall first be allocated to basic local telephone service. The charge for basic local telephone service, if combined as part of a bundled package of services and subscribed to be a customer, will be the stand-alone rate for basic service according to the Company's Schedules.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.1 Disconnection of Service (Cont'd)**

A. Non-payment Service Interruption (Cont'd)

6. If a customer's check is returned for insufficient funds or dishonored by the bank, this constitutes an automatic waiver of the written notice requirements.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.1 Disconnection of Service (Cont'd)**

- B. Telephone service may be disconnected without notice under either of the following conditions:
  - 1. Where a known dangerous condition exists for as long as the condition exists.
  - 2. Where service is connected without authority by a person who has not made application for service, or who has reconnected service without authority following termination of service for nonpayment, or in instances of tampering with the Company's equipment or bypassing the same.
- C. Telephone service to a residential customer who fails to pay long distance charges may not be suspended or disconnected.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.2 Termination of Service**

A. Termination of Service by the Customer

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination, the customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period and applicable Service Charges in Sec. 6.3.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.3 Restoration of Service**

- A. For restoration of a customer's telecommunications service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 6 of this Schedule.
- B. Service will be restored within a reasonable length of time during regular working hours after payment of all past due charges, which may include any required deposit, payment of service charges for restoration of service, and payment of any and all late payment charges, if any. The Company may request the customer to supply cash, money order, or cashier's check in payment for the bill and Service Charge(s) in lieu of accepting a personal check or moneys not guaranteed.
- C. If the customer's service has been terminated the customer may be required to reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.3 Restoration of Service (Cont'd)**

- D. At its sole discretion, the Company may restore or re-establish service which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Schedule. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.



**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS**

**5.6.1 General**

The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the Schedules relating to the services of the Company, as filed with the Commission, are available for inspection.

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## GENERAL RULES AND REGULATIONS

### 5.6 CUSTOMER RELATIONS (Cont'd)

#### 5.6.2 Applicant or Customer Deposit

##### A. Definition of Applicant and Customer

For purposes of this subsection, an applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service.

##### B. Establishment of Credit

1. The Company may require a permanent residential applicant for service to satisfactorily establish credit, but such establishment of credit will not relieve the customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modification.
2. A residential applicant may not be required to pay a deposit if the residential applicant demonstrates a satisfactory credit rating by appropriate means including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the Company, or by ownership of substantial equity.

**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.2 Applicant or Customer Deposit (Cont'd)**

**B. Establishment of Credit (Cont'd)**

3. An applicant who has previously been a customer of the Company and whose service has been discontinued for nonpayment of bills may be required to pay all amounts due the Company, or execute a deferred payment agreement if offered, and re-establish credit before service is rendered by the Company.

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**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.2 Applicant or Customer Deposit**

C. Interests on Deposits

The Company shall pay interest on deposits at the rate approved by the Commission for customer deposits. Interest on deposits shall accrue annually and, if requested, shall be annually credited to the customer by deducting such interest from the amount of the next bill for service following the accrual date.

D. Deposit Required

When a permanent residential applicant does not meet the conditions listed in Section 5.6.1.B, a deposit may be required by the Company.

**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.3 Payment for Service**

A customer shall be responsible for the payment of all charges for services and equipment furnished the customer, including charges for services originated and/or charges accepted at the customer telephone. Failure to receive a bill or disconnect notice does not relieve the customer of the responsibility for payment. The services or facilities furnished by the Company may be suspended for failure of the customer to pay any sum due as set forth under Sections concerning discontinuance of service.

**A. Billing Period and Charges**

1. Bills for telephone service will normally be rendered monthly. However, when it is considered necessary or advisable by the Company, and upon authorization by the Commission, the Company may choose an alternative billing period. Bills shall show the period of time covered by the billings, and shall show a clear listing of all charges due and payable, including outstanding amounts in the same customer class that the Company may have chosen to transfer from a customer's prior delinquent account(s).

**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.3 Payment for Service (Cont'd)**

**A. Billing Period and Charges (Cont'd)**

2. Charges for local services and facilities are payable in advance.
3. Special charges, fees, and taxes - An additional charge shall be added to the customer's bill for service, which is equal to the pro rata share of any occupation, franchise, business, license, excise, privilege, or other similar charge or tax, now or hereafter imposed by any municipal taxing body or municipal authority whether by statute, ordinance, law, or otherwise, and whether presently due or to hereafter become due, upon approval of the charge by the Commission.
4. The Company may provide the customer with a breakdown of Local Service Charges at the time service is initially installed or modified, or if requested by the customer, at a reasonable charge.
5. The Company shall provide customer bills in accordance with the requirements of the Commission's Substantive Rules regarding customer bills and shall maintain monthly billing records of each account for at least two (2) years from the bill date.

**B. Pro Rating of Charges**

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated.

**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.3 Payment for Service (Cont'd)**

C. Payment Arrangements

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill but before the due date of the next bill if a customer so requests. If the customer does not fulfill the terms of such payment arrangements the Company shall have the right to disconnect service. A disconnect notice may be issued prior to termination of service, if one had not been issued before the payment arrangement was executed.

**5.6.3.1 Notice to Governmental Entities Regarding Texas Prompt Payment Act**

Non-residential customers who are governmental entities under the Texas Prompt Payment Act (TPPA), Chapter 2251 Title 10 General Government, Texas Government Code Annotated, are responsible for notifying the Company of their status. TPPA provisions apply with regard to overdue payment, interest due on overdue payments and certain exceptions in the statute.

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## GENERAL RULES AND REGULATIONS

### 5.6 CUSTOMER RELATIONS (Cont'd)

#### 5.6.4 Allowance for Interruptions

In the event a customer's service is interrupted other than by the negligence or willful act of the customer, and it remains out of order for (24) hours or longer after being reported to be out of order and after access to the premises is made available, appropriate adjustments or refunds shall be made to the customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption; generally beginning from the time the service interruption is first reported. The refund to the customer shall be the pro-rata part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for telephone service.

#### 5.6.5 Adjustment of Charges for Overbilling and Underbilling

If the Company fails to bill the customer for telecommunications services, a billing adjustment shall be calculated by the Company. If the customer is due a refund, an adjustment shall be made for the entire period of the overcharges.

If an overcharge is adjusted by the Company within three (3) billing cycles of the bill in error, interest shall not accrue. Unless otherwise provided in this Section, if an overcharge is not adjusted by the Company within three 3 billing cycles of the bill in error, interest shall be applied to the amount of the overcharge at an annual rate as approved by the Commission for overcharges.



**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.5 Adjustment of Charges for Overbilling and Underbilling (Cont'd)**

If the customer is undercharged, the Company may backbill the customer for the amount which was underbilled. The backbilling is not to exceed six (6) months unless the the underbilling is the result of theft of service.

**5.6.6 Disputed Bills**

- A. In the event of a dispute between a customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the customer.
- B. A customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.

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Guadalupe Valley Communications Systems, L.P.

## GENERAL RULES AND REGULATIONS

### 5.7 LIABILITY OF THE COMPANY

#### 5.7.1 Service Irregularities

- A. The liability of the Company for damages arising out of mistakes, omissions, service irregularities, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the Company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount equivalent to the proportionate Local Service Charge to the customer for the period of service during which such service irregularities occur and continue. However any such mistakes, omissions, service irregularities, interruptions, delays, errors, or defects in transmission or failure or defects in facilities furnished by the Company which are caused or contributed to by the negligence or willful act of the customer, authorized user, or joint user or which arise from the use of customer provided premises equipment shall not result in the imposition of any liability whatsoever upon the Company.

Notwithstanding the forgoing, neither the Company, nor any third-party carrier, which may provide transport, transmission, termination and facilities used in connection with the Company's provision of service to the customer, nor the Affiliates, officers, directors or employees of the Company or such third-party carrier, shall be liable for any special, indirect, incidental, consequential, reliance, exemplary, punitive, or other damages arising out of Service Irregularities.

## GENERAL RULES AND REGULATIONS

### 5.7 LIABILITY OF THE COMPANY (Cont'd)

#### 5.7.1 Service Irregularities (Cont'd)

- B. When a service or channel is temporarily surrendered by a customer, at the request of the Company, credit determined as in Paragraph A, above, will be allowed for the entire period surrendered.

#### 5.7.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

#### 5.7.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof; claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, and apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

## GENERAL RULES AND REGULATIONS

### 5.7 LIABILITY OF THE COMPANY (Cont'd)

#### 5.7.4 Defacement of Premises

The Company is not liable for any defacement or damage to the premises of a customer resulting from the furnishing of service or the installation, attachment, or removal of the facilities furnished by the Company on such premises, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

#### 5.7.5 Service and Facilities in Explosive Atmospheres

- A. The Company does not guarantee, nor makes any warranty with respect to, service and facilities provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the Company's facilities.
- B. The Company may require each customer to sign an agreement for the furnishing of such service and facilities as a condition precedent to the furnishing of such service and facilities.
- C. The customer shall furnish, install, and maintain sealed conduit with explosive-proof fittings between these facilities and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain these facilities within the hazardous area if, in the opinion of the Company injury or damage to Company employees or property might result from installation or maintenance by the Company.

## GENERAL RULES AND REGULATIONS

### 5.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service. Rates and charges quoted in response to such competitive requests may be different than those specified herein. ICB rates will be offered to the Customer or Prospective Customer in writing on a non-discriminatory basis.

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Effective: July 5, 2005

Guadalupe Valley Communications Systems, L.P.

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**GENERAL RULES AND REGULATIONS**

**5.9 SURCHARGES, FEES, AND TAXES** T

**5.9.1** If, at any future time, a municipality acquires the legal right to impose an occupational tax, license tax, permit fee, franchise fee, or other similar charge upon the Company, and imposes the same by ordinance or otherwise, such taxes, fees, or charges shall be billed to the customers receiving service within the territorial limits of such municipality on a pro rata basis. T

**5.9.2 Texas Universal Service Fund (TUSF) Surcharge** T

A. The Texas Universal Service Fund (TUSF) is a funding mechanism that has been established by the State of Texas to insure that local phone rates are affordable for low income customers in high cost areas, and to support programs for customers with disabilities. The TUSF Surcharge is intended to recover the cost of the TUSF assessment paid by the Company. The Company's TUSF Surcharge amount is determined by applying the TUSF assessment rate, as determined by the Commission, to actual rates for services that are considered "intrastate telecommunications services receipts," as that term has been defined by the Commission.

B. The TUSF Surcharge will be identified on the retail customer's bill as "Texas Universal Service."

C. Effective September 1, 2004, charges for all eligible intrastate taxable telecommunications services receipts on a retail customer's bill, except Lifeline and Link Up, will be assessed a TUSF Surcharge based on the TUSF assessment rate approved by Commission Order. The TUSF assessment rate may be changed periodically by the Commission.

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Guadalupe Valley Communications Systems, L.P.

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**GENERAL RULES AND REGULATIONS**

**5.9 SURCHARGES, FEES, AND TAXES (Cont'd)**

**5.9.3 Municipal Franchise Fees**

- A. Residential, non-residential and point-to-point access lines provided pursuant to this tariff are subject to a municipal franchise fee as established for the municipality in which the end user of the access lines is located. Effective with the charges billed on or after July 1, 2000, the monthly recurring municipal charge will be equal to a monthly amount developed using the criteria recommended by your local municipality with information supplied by the Company. The fee should be assessed as a per-line-charge on the end user bill. This municipal charge results from the implementation of House Bill 1777 - Telecommunications Franchise Law, which allows all municipalities to be compensated by CTPs for right-of-way usage. The fee has been developed and/or allocated across rate classifications according to local municipal guidelines.
  
- B. The rates associated with specific cities in which the Company provides end user access lines are identified in the Commission-approved document entitled "Updated Fee-Per-Access-Line Rates", established April 12, 2000, or as may be modified by the Commission.

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**SERVICE CHARGES**

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## SERVICE CHARGES

### 6.1 DEFINITIONS

#### 6.1.1 Account

A customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one or more premises as long as it is part of his/her main telephone system and billed to the main telephone number.

#### 6.1.2 Service Charge Elements

The work functions required to establish, add to, move or change telephone service for residence class of service customer 5s classified by type of service charge as follows:

- A. Service Activation Charge – work performed in connection with requests to establish an initial connection of service; restoration of service at customer's request; connection of additional local exchange access lines, private lines to an established service and/or additions, moves and changes of lines in the same building or in different buildings on the same premises.
- B. Feature Change Charge – work associated with adding or changing any enhanced calling feature, custom calling features, calling features packages or other package that combines a local line and features offered by the Company.
- C. Account Change Charge – work associated with processing customer requests for account maintenance changes (i.e. number changes, class of service changes, etc.).

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## SERVICE CHARGES

### 6.2 APPLICATION OF CHARGES

#### 6.2.1 General

- A. Service Charges are in addition to other rates and charges normally applied under this Schedule, and are applicable for all services furnished to the customer as indicated throughout this Schedule except as modified hereinafter. Such charges apply in addition to, and not in lieu of, Installation Charges or Construction Charges associated with unusual costs incurred to establish service.
- B. The Service Charges specified in this Schedule are intended to cover costs incurred by the Company to establish, to add to, or to rearrange service as requested by the customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours. If the customer requests that work be performed at hours outside of the normal business hours or business week, or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of customer's equipment or service from one premises to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Except for installment payments, Service Charges may be required to be paid at the time of application for service, or upon presentation of a bill.

## SERVICE CHARGES

### 6.2 APPLICATION OF CHARGES (Cont'd)

#### 6.2.1 General (Cont'd)

- F. Service Charges are not applicable for:
1. Moves or changes required for normal maintenance and repair of the Company's service.
  2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
  3. An upgrade or regrade of service for Company reasons.
  4. Directory address changes to correct addresses for which the customer has no control (i.e., zip code; premises number; street name; rural routes).
  5. Telephone number changes for Company reasons.
  6. When service is reestablished at any location within the same exchange after the destruction or partial destruction of the customer's premises by means beyond the control of the customer. If service is established at a new location and the customer later moves back to the old location Service Charges apply in connection with reestablishment of service at the old location.
  7. Except as provided within this schedule, when existing customers disconnect their Local Exchange Access Service.
  8. To add 3<sup>rd</sup> Number Billing restriction and/or Collect Call Blocking to the account.
  9. To apply an adjustment for telephone service to the account.
  10. To change the main billing number or statement.
  11. To change the tax exemption status of the account.

## SERVICE CHARGES

### 6.2 APPLICATION OF CHARGES (Cont'd)

#### 6.2.2 Specific Application of Service Charges

##### A. Service Activation Charges

1. Service Activation Charges are applicable:
  - a. For requests to establish a new account for initial connection of service.
  - b. For connection of additional local exchange access lines or private lines to an established service.
  - c. Requests for reconnection of service for either a new or existing customer.
  - d. Additions, moves and changes of lines in the same building or on different buildings on the same premises.

## SERVICE CHARGES

### 6.2 APPLICATION OF CHARGES (Cont'd)

#### 6.2.2 Specific Application of Service Charges (Cont'd)

##### B. Feature Change Charge

The feature change charge is applicable for:

1. Adding any enhanced or custom calling features or calling features packages to an account.
2. Changing any enhanced or custom calling features or calling features packages on an account.
3. Adding or changing Distinctive Ring Service.
4. Adding Call Forwarding No Answer and Busy Line Service to a Voice Mail account.

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Guadalupe Valley Communications Systems, L.P.

**SERVICE CHARGES**

**6.2 APPLICATION OF CHARGES (Cont'd)**

**6.2.2 Specific Application of Service Charges (Cont'd)**

**C. Account Change Charge**

The account change charge is applicable for:

1. Telephone number change requested by the customer.
2. Directory Listing name or address changes requested by the customer.
3. Changing the Publish/NonPublish code for a customer's directory listing.
4. Changing the customer's class of service. (i.e., residence or business)
5. Setting up Permanent Call Forwarding in the central office for a directory number.
6. Name changes requested by the customer.

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**SERVICE CHARGES**

**6.3 SCHEDULE OF SERVICE CHARGES (1) (2)**

A.	Service Activation Charge:	
	For connecting new or additional central office lines, per service order	\$ 35.00
B.	Feature Change Charge:	\$ 8.00
C.	Account Change Charge	\$12.00

Notes: (1) Beginning December 26, 2009, eligible customers who establish new service may receive a waiver of applicable installation charges. To be eligible for this promotion, the customer must subscribe to either a minimum of (3) Local Access lines; a bundle of Voice and Broadband services; or sign a 1-Yr or 2-Yr term agreement for Voice services.

**6.4 TERMINATION CHARGE**

When a customer cancels an order for service prior to the establishment of service or the expiration of the initial contract period, a Termination Charge may be applicable.

**6.5 RETURNED CHECK CHARGE**

**6.5.1 General**

The Company will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

**6.5.2 Rates and Charges**

The Service Charge per occurrence is \$35.00 plus any other charges assessed to the Company by the financial institution will be applied to each check returned due to insufficient funds. I

**SERVICE CHARGES**

**6.6 RESTORATION OF SERVICE CHARGE**

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**6.6.1 General**

When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges, as discussed in Section 5 of this Tariff. In addition, a Restoration of Service Charge will be applied.

**6.6.2 Rates and Charges**

The residential rate for restoration of service is \$25.00.

**6.7 LATE PAYMENT FEE**

A Late Payment Fee of \$5.00 will be applicable on all residential and business bills if charges greater than \$30.00 are left unpaid after the bill due date.

This Late Payment Fee shall not be assessed to amounts owed by any State agency.

**6.8 SERVICE CALL CHARGE**

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In those instances where service difficulty or trouble results from customer-provided or maintained inside wire, jacks and/or equipment which are not in accordance with the technical standards for such inside wire and jacks, the customer is responsible for the payment of a service call charge.

	<u>Res</u>	<u>Bus</u>
Service Call Charge	\$85.00	\$115.00



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**BASIC LOCAL EXCHANGE SERVICE**

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**BASIC LOCAL EXCHANGE SERVICE**

**7.1 LOCAL EXCHANGE RATES**

**7.1.1 General**

Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different exchanges at monthly rates as set forth below. The facilities, plant and equipment used to provide Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.

The telecommunications services described in this section are subject to the other rates, charges, rules and regulations of the Schedule of Rates, Rules & Regulations in its current form or as it may be revised in the future.

**7.1.2 Product Offerings (Residential Only)**

	<u>Monthly Rate</u>	
Digital Choice Start (2)	\$18.80	T
Local telephone service		
Touch tone service		
Caller ID		
Call Waiting		
Cancel Call Waiting		
Call Waiting ID		
Call Forward Busy/No Answer		
Call Return		
Auto Redial		
Three-Way Calling		
Digital Choice 500 (1)	\$41.75	T
Local telephone service		
Caller ID		
Call Waiting ID		
Cancel Call Waiting		
Auto Redial		
Three-Way Calling		
Call Forward Busy No Answer		
Call Return		
Touch Tone service		
500 minutes long distance (add'l @ \$ 0.10 per minute)		

Issued: December 20, 2013

Effective: January 1, 2014

**BASIC LOCAL EXCHANGE SERVICE**

**7.1 LOCAL EXCHANGE RATES**

**7.1.2 Product Offerings**

Extended Metro Service (2-Way Service)	<u>Monthly Rate</u> \$10.00
*(This service is in addition to the monthly charges shown for the Choice Start, Choice 500)	
Digital Choice Package 1-Way (3)	<u>Monthly Rate</u> \$26.80
Local Access Line w/ 1-Way San Antonio EMS	
Touch Tone Service	
Caller ID	
Call Waiting	
Cancel Call Waiting	
Call Waiting ID	
Call Forward Busy/No Answer	
Call Return	
Auto Redial	
Three-Way Calling	

\*\*All Long Distance services are provided by Guadalupe Valley Long Distance.

(1) This service is obsolete for residential customers, except for existing residential customers at existing locations who subscribed to this service prior to February 15, 2009.

(2) Digital Choice Start with Extended Metro Service 2-Way Customers who also subscribe to the company's voicemail, long distance, broadband and CATV services in a concurrent 12-month minimum term package beginning after December 31, 2013 and maintaining all of these services going forward will be charged the following rate for Digital Choice Start with Extended Metro Service:

Monthly Rate  
\$26.05

(3) Digital Choice Package 1-Way Customers who also subscribe to the company's voicemail, long distance, broadband and CATV services in a concurrent 12-month minimum term package beginning after December 31, 2013 and maintaining all of these services going forward will be charged the following rate for Digital Choice Package 1-Way:

Monthly Rate  
\$22.05

**BASIC LOCAL EXCHANGE SERVICE**

**7.1 LOCAL EXCHANGE RATES**

**7.1.3 Local Calling Areas**

M

<u>EXCHANGE</u>	<u>LOCAL CALLING AREA</u>
<b>BOERNE</b> (830-331)	Boerne, Kenberg, Sabina, Balcones
(830-816)	Boerne, Kenberg, Sabina, Balcones,
<b>BLANCO</b> (830-833)	Blanco, Johnson City
<b>GONZALES</b> (830-519)	Gonzales, Smiley, Nixon, Shiner, Waelder Westhoff, Cost, Saturn, Leesville

Unless otherwise specified, the rates and charges quoted in this section are for a minimum period of one month, payable in advance and provide unlimited flat rate calling within the local calling exchange area.

**BASIC LOCAL EXCHANGE SERVICE**

**7.2 Product Offerings (Business Only)**

	<u>Monthly Rate</u>	
1-Party Business Line (1)	\$18.00	
1-Party Business Line w/ 1-Way Extended Metro Service (1)	\$49.95	
1-Party Business Line w/ 1-Way Extended Metro Service (1)(5) (*Requires 1-yr Term Agreement)	\$43.95	
1-Party Business Line w/ 1-Way Extended Metro Service (1)(5) (*Requires 2-yr Term Agreement)	\$41.95	
1-Party Business Line w/ 1-Way Extended Metro Service(1)(5) (*Requires 3-yr Term Agreement)	\$36.95	N
1-Party Business Line w/ 2-Way Extended Metro Service (1)	\$84.75	
1-Party Business Line w/ 2-Way Extended Metro Service (1)(5) (*Requires 1-yr Term Agreement)	\$62.95	
1-Party Business Line w/ 2-Way Extended Metro Service (1)(5) (*Requires 2-yr Term Agreement)	\$57.95	
1-Party Business Line w/ 2-Way Extended Metro Service(1)(5) (*Requires 3-yr Term Agreement)	\$42.95	N
Key System Trunk (1)	\$22.00 (4)	
Key System Trunk w/ 2-Way Extended Metro Service (1)	\$91.63 (4)	
PBX Trunk (1)	\$28.00 (4)	
PBX Trunk w/ 2-Way Extended Metro Service (1)	\$126.86(4)	
Digital Business Package (2) 1-Party Business Line Touch tone service Call Forwarding Call Waiting Caller ID Call Return Call Waiting ID End User Line Charge	\$34.95 (4)	

**BASIC LOCAL EXCHANGE SERVICE**

**7.2 Product Offerings (Business Only) (Continued)**

	<u>Monthly Rate</u>	
Digital Business Metro Package (3)	\$89.95 (4)	
1-Party Business Line w/ 2-Way EMS		
Touch tone service		
Call Forwarding		
Call Waiting		
Caller ID		
Call Return		
Call Waiting ID		
End User Line Charge		
 Add'l Business Line w/ 2-Way EMS w/ Pkg	 \$78.41 (4)	
 Smart Business Package w/ 1-Way Extended Metro Service (1)(5)	 \$56.95	
Local Access Bus Line w/ 1-Way EMS		
Touch Tone		
Call Forwarding		
Call Waiting or Rotary Service		T
Caller ID Name & Number		
Call Return		
Call Waiting ID		
3-Way Calling		
Call Forward Busy/No Answer		
 Smart Business Package w/ 1-Way Extended Metro Service (1)(5)	 \$50.95	
(**Requires 1-Yr Term Agreement)		
Local Access Bus Line w/ 1-Way EMS		
Touch Tone		
Call Forwarding		
Call Waiting		
Caller ID Name & Number		
Call Return		
Call Waiting ID		
3-Way Calling		
Call Forward Busy/No Answer		

**BASIC LOCAL EXCHANGE SERVICE**

**7.2 Product Offerings (Business Only) (Continued)**

	<u>Monthly Rate</u>
Smart Business Package w/ 1-Way Extended Metro Service (1)(5) (**Requires 2-Yr Term Agreement) Local Access Bus Line w/ 1-Way EMS Touch Tone Call Forwarding Call Waiting Caller ID Name & Number Call Return Call Waiting ID 3-Way Calling Call Forwarding Busy/No Answer	\$44.95

	<u>Monthly Rate</u>	N
Smart Business Package w/ 1-Way Extended Metro Service(1)(5) First Line Each additional Line (**Requires 3-Yr Term Agreement) Local Access Bus Line w/ 1-Way EMS Touch Tone Call Forwarding Call Waiting Caller ID Name & Number Call Return Call Waiting ID 3-Way Calling Call Forwarding Busy/No Answer	\$38.95 \$28.95	

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**BASIC LOCAL EXCHANGE SERVICE**

**7.2 Product Offerings (Business Only) (Continued)**

Business SMART Package

This offering is a combination of services available as a package to business customers only.

Any of these services can still be purchased on an individual basis under the terms and conditions specified in the appropriate tariff section.

This offering includes the following services:

- 1-Party Business line
- Touch tone dialing
- Call Forwarding
- Call Waiting
- Caller ID Name and Number
- Call Return
- Call Waiting ID
- 3-Way Calling
- Call Forwarding Busy/No Answer

This package is available on a monthly, 1, 2 or 3-Year subscription basis. Upon expiration of a term agreement, the service will automatically be billed at the monthly rates set forth in this section in effect at the time the service agreement expires, unless a new service agreement is negotiated. If the customer does not fulfill the term commitment, an early termination penalty equal to the greater of \$295.00 or the total charges of the monthly rate billed for the remainder of the contract period will apply.

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Rates and Charges

<u>Monthly Rate</u>	<u>Term</u>
\$29.95	Monthly
\$26.95	1-Year
\$23.95	2-Year
\$22.95	3-Year

N

\*Standard service charges listed in Section 6 apply. The Feature Change Charge in Section 6 will apply only if service is added or changed after the initial installation of telecommunications service. Applicable taxes, fees and surcharges as mandated or outlined in other tariffs shall be billed in addition to the above monthly rate.



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**BASIC LOCAL EXCHANGE SERVICE**

**7.2 Product Offerings (Business Only) (Continued)**

Business Metro SMART Package

This offering is a combination of services available as a package to business customers in areas where 2-Way Extended Metro Service is offered.

Any of these services can still be purchased on an individual basis under the terms and conditions specified in the appropriate tariff section.

This offering includes the following services:  
2-Way Extended Metro Service business access line  
Touch tone dialing  
Call Forwarding  
Call Waiting  
Caller ID Name and Number  
Call Return  
Call Waiting ID  
3-Way Calling  
Call Forwarding Busy/No Answer

This package is available on a monthly, 1,2 or 3-Year subscription basis. Upon expiration of a term agreement, the service will automatically be billed at the monthly rates set forth in this section in effect at the time the service agreement expires, unless a new service agreement is negotiated. If the customer does not fulfill the term commitment, an early termination penalty equal to the greater of \$295.00 or the total charges of the monthly rate billed for the remainder of the contract period will apply.

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Rates and Charges

<u>Monthly Rate</u>	<u>Term</u>
\$89.95	Monthly
\$64.95	1-Year
\$59.95	2-Year
\$44.95	3-Year

N

\*Standard service charges listed in Section 6 apply. The Feature Change Charge in Section 6 will apply only if service is added or changed after the initial installation of telecommunications service. Applicable taxes, fees and surcharges as mandated or outlined in other tariffs shall be billed in addition to the above monthly rate.

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**BASIC LOCAL EXCHANGE SERVICE**

**7.2 Product Offerings (Business Only) (Continued)**

End User Line Charge – when an end user is provided local residence or business exchange service(s) in a state and they are provided under the general and/or local exchange tariffs, the Line Charge applies to each such local exchange line or trunk.

	<u>Monthly Rate</u>
Each Residence and single line Business service	\$6.50 per line
Each Multi-party Business service	\$9.20 per line

- (1) Customers who subscribe to 1-Party Business line service, Key System Trunk and PBX Trunk are also required to subscribe to GVCS Broadband service unless the customer subscribes to a minimum of three (3) or more telephone lines.
- (2) Subscription to the Digital Business Package requires a 1-yr term agreement. Customers who subscribe to Digital Business Package are also required to subscribe to GVCS Broadband service unless the customer subscribes to a minimum of three (3) or more telephone lines. Customers who subscribe to the Digital Business Package will receive a (\$5.00) credit for the first 12 months of service.
- (3) Subscription to Digital Business Metro Package requires a 1-yr term agreement. Customers who subscribe to the Digital Business Metro Package are also required to subscribe to GVCS Broadband service unless the customer subscribes to a minimum of three (3) or more telephone lines. For customers subscribing to this package, additional 1-Party Business Lines w/ EMS can be purchased at the discounted rate shown above.
- (4) These services are obsolete for business customers, except for existing business customers at existing locations who subscribed to these services prior to March 17, 2008.
- (5) Upon expiration of term agreement, the service will automatically be billed at the standard month-to-month rate, unless a new service agreement is negotiated. If the customer does not fulfill the term agreement, an early termination penalty equal to the greater of \$295.00 or the total charges of the monthly rate billed out for the remainder of the contract period will apply.

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**BASIC LOCAL EXCHANGE SERVICE**

**7.2 Product Offerings (Business Only) (Continued)**

(6) Business Customer Promotion – Qualified customers are business customers who change their existing local service from another local service provider to GVCS as a result of a direct marketing contact. Eligible customers will receive a one-time \$30.00 credit, which will be applied to their first bill, for each access line converted to GVCS from their existing provider. This promotion will be offered from July 27, 2009 through September 30, 2009.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.1 CUSTOM CALLING SERVICES**

**8.1.1 General**

A. Custom Calling Services are limited to those customers served by central offices arranged for this service and is furnished only in connection with individual line service.

B. Description of Features

1. Cancel Call Waiting

Cancel Call Waiting permits a customer to cancel the Call Waiting feature on a per-call basis by the use of a customer invoked dialing code. Any new call attempting to terminate to the customer's line receives a busy signal and the customer receives no Call Waiting tones. Call Waiting is automatically restored after the call is terminated. Cancel Call Waiting can be activated prior to placing a phone call or after a connection has been established (for the latter, Three-Way Calling must also be assigned to the line).

2. Three-Way Calling

Three-Way Calling enables a customer to add a third party on an existing call without operator assistance, thereby establishing a three-way conversation. The transmission quality may vary depending on the distance and routing necessary and may not meet normal standards.

3. Call Forwarding Busy No Answer

Call Forwarding Busy No Answer enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination is not answered in a specific number of rings or encounters a busy signal.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.1 CUSTOM CALLING SERVICES (Cont'd)

8.1.1 General (Continued)

4. Call Waiting

By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that telephone number. This permits putting the first call on hold so that a second call can be answered.

5. Call Forwarding

Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call was transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges between his access line and the distant access line to which the call was transferred.

6. Permanent Call Forwarding

Provides for all incoming calls to a directory number to be permanently forwarded to another dialable telephone number. No physical line equipment is associated with the base directory number and forwarding is always activated. The forwarded-to number can only be changed by GVCS. A customer utilizing Permanent Call Forwarding is responsible for the payment of all toll charges between their directory number and the line to which the call is transferred. Features with Call Forwarding capabilities cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premise.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.1 CUSTOM CALLING SERVICES (Cont'd)

8.1.1 General (Continued)

7. Simultaneous Call Forwarding

Enables a customer, that also subscribes to an appropriate call forwarding service, with the ability to specify the number of calling paths to be made available to forward multiple incoming calls simultaneously to another directory number. This allows the forwarding of calls intended for a group of lines arranged in a hunt group, to control the number of simultaneous calls that can be forwarded to a target number. The number of calling paths cannot exceed the number of exchange access lines in the hunt group forwarding the calls. The Simultaneous Call Forwarding customer is responsible for the payment of any toll charges for each call between the Simultaneous Call Forwarding equipped telephone line and the line to which the call is being forwarded. Simultaneous Call Forwarding is available only as an enhancement to Call Forwarding services and must be ordered for each line in the hunt group for which the customer wishes to be forwarded.

8. Remote Call Forwarding

Remote Call Forwarding (RCF) is a service whereby a call placed by an originating telephone number to a RCF customer telephone number is automatically forwarded by GVCS central office equipment to another telephone number designated by the RCF customer. The terminating telephone number must have incoming call capability. The RCF customer does not have premises service associated with the call forwarding telephone number. RCF is available between the call forwarding location and another station within the same exchange or in another exchange and may be used in conjunction with EAS and Long Distance Telecommunications Service. The RCF customer is responsible for payment of any charge for calls forwarded from the RCF telephone number.

Remote Call Forwarding is programmed in the GVCS central office. RCF is provided on the condition that the customer subscribe to sufficient remote call forwarding features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by GVCS.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.1 CUSTOM CALLING SERVICES (Cont'd)**

**8.1.1 General (Continued)**

**8. Remote Call Forwarding (Continued)**

Remote Call Forwarding cannot be used for the following:

- a coin telephone
- a line equipped with any form of call forwarding features
- toll by-pass
- in conjunction with international calls

Each Remote Call Forwarding Service subscription allows for forwarding one call at a given time. An additional service subscription is necessary for each additional call to be forwarded simultaneously. There is a maximum of (24) call paths allowed for Remote Call Forwarding.

**9. Voice/Data Protection**

Permits a customer subscribing to Call Waiting service to suspend their Call Waiting feature through the use of a customer invoked dialing code. Call Waiting is temporarily suspended for a period of time in order to prevent data transmission errors caused by the interruption tones associated with the Call Waiting feature. The Voice/Data Protection feature will remain active until the customer reactivates Call Waiting by dialing a code.

As of November 1, 2013, this service will be grandfathered and no longer offered to customers. All customers currently subscribed to Voice/Data Protection will remain until such time as they request discontinuance of the service, or the service is no longer technically available by GVCS.

**10. Speed Calling (Abbreviated Calling)**

Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number.

**11. Anonymous Call Rejection (ACR)**

Allows customers to automatically reject all calls that have been “blocked” and therefore marked anonymous by the calling party. When ACR is active, the called party receives no ringing for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

N

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.1 CUSTOM CALLING SERVICES (Cont'd)**

12.Selective Call Forwarding

N

Selective Call Forwarding allows a customer to create a list of selected calling numbers that are to be call forwarded. If a call is placed from a directory number on the customer's Selective Call Forwarding screening list, the call is forwarded to the designated forward-to number, within the exchange or on the long distance telecommunications network. A screening list of up to six (6) numbers is created by the customer through an interactive dialing sequence. All other calls are terminated normally. Customer subscription to the call forwarding feature is not required for the Selective Call Forwarding option to work.

The customer is responsible for the payment of any toll charges between the Selective Call Forwarding telephone and the telephone to which the call is being forwarded.

This feature will not work if the calling line is not referenced to and originated by the main telephone number that represents all the lines in a collection of lines such as multi-hunt groups.

This feature cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.

13.Selective Call Acceptance

Selective Call Acceptance provides the customer the ability to screen incoming calls against a list of up to six (6) subscriber-specified directory numbers and then accepts calls only from those specified directory numbers.

A screening list is created by the customer through an interactive dialing sequence. When a call is placed to the customer's number from a number not on the screening list, the caller receives an announcement to the effect that the party he/she is attempting to call is not accepting calls at this time.

The feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.1 CUSTOM CALLING SERVICES (Cont'd)**

**8.1.2 Rates and Charges**

**Residential**

	<b>Per Line Monthly* <u>Rate</u></b>	
Cancel Call Waiting	0.25	
Three-Way Calling	3.50	
Call Forwarding Busy No Answer	1.00	
Voice/Data Protection	0.75	
Permanent Call Forwarding	1.50	
Speed Calling (Abbreviated Dialing)	3.50	
Anonymous Call Rejection (ACR) Ordered without CND, CNMD, or Both	1.00	
Selective Call Forwarding	2.00	N
Selective Call Acceptance	2.00	

\*Feature Change Charge found in Section 6 also applies.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.1 CUSTOM CALLING SERVICES (Cont'd)**

**8.1.2 Rates and Charges**

<b>Business</b>	<b>Per Line Monthly* <u>Rate</u></b>	
Cancel Call Waiting	0.75	
Three-Way Calling	4.50	
Call Forwarding Busy No Answer	1.00	
Call Forwarding	4.50	
Call Waiting	3.75	
Permanent Call Forwarding	1.50	
Simultaneous Call Forwarding	2.65	
Remote Call Forwarding	19.00	
Voice/Data Protection	0.75	
Speed Calling (Abbreviated Calling)	4.00	
Anonymous Call Rejection (ACR) Ordered with CND, CNMD, or Both	0.50	
Ordered without CND, CNMD, or Both	1.00	
Selective Call Forwarding	3.50	N
Selective Call Acceptance	3.00	

\*Feature Change Charge found in Section 6 also applies.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 LOCAL DIRECTORY ASSISTANCE**

**8.2.1 General**

- A. Local directory assistance service is furnished to customers who request assistance in determining directory information.
- B. No charge applies to visually handicapped or physically handicapped individuals who present a certificate signed by a physician or issued by an agency recognized by the State of Texas as having the authority to certify the existence of such handicaps.
- C. There will be no charge for calls to local directory assistance when no telephone number is obtained because there was no listing or there was a nonpublished listing.

**8.2.2 Rates and Charges**

A. Rates

For each local direct dialed directory assistance call, the charge per call is \$1.55. I

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.3 TOLL RESTRICTION SERVICE

8.3.1 **General**

- A. Toll Restriction Service is an optional service that prevents the origination of unauthorized toll calls from a customer's line, by means of blocking at the Company's central office.
- B. This arrangement denies all outgoing calls starting with the digit "1" or "0".
- C. All local calls will be permitted from the customer's line.
- D. All local calls to directory assistance will be permitted, except those that require 1+ or 0+ dialing.
- E. This service will not block all toll calls a customer might make or receive, such as collect calls and/or long distance calls placed by dialing digits other than "1" (i.e., 976, if available).
- F. The customer accepts full responsibility for denial of access to the toll network.
- G. The customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".
- H. The customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1" or "0".
- I. This service is available only where facilities permit.
- J. Toll Control with PIN Service is an optional service that denies the completion of all outgoing calls that are dialed which start with either the number "0" or "1". These unauthorized toll calls are blocked at GVCS's central office. However, with the Toll Control with Personal Identification Number (PIN) override feature, a caller would enter a personal account code number that allows calls that are dialed starting with a number of "0" or "1" to be processed.

The personal identification number is customer-defined and thus specific to an access line and must be entered on a call-by-call basis.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.3 TOLL RESTRICTION SERVICE (Cont'd)

8.3.2 Rates and Charges

- A. The following rates and charges apply in addition to the established rates and charges for each access line with which these features are associated.

	<u>Monthly Rate</u>	
Per access line:		
Toll Restriction	\$ 0.00	
Toll Restriction with Toll-Free Access (Residence)	1.75	
Toll Restriction with Toll-Free Access (Business)	2.25	
Toll Control w/ PIN Service (Business) Per access line	2.25	
Toll Control w/ PIN Service (Residence) Per access line	1.75	N

B. Service Charges

1. A Feature Change Charge per access line is applicable to requests to add or change Toll Restriction Service. One Feature Change Charge is applicable to each service order.
2. If Toll Restriction Service is ordered at the time of initial installation of local service no additional Feature Change Charge will be applied for installation of Toll Restriction Service.



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MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 **OPERATOR ASSISTED LOCAL CALLS**

8.4.1 **Operator Assisted Charges**

- A. All types of Local Exchange Service have local calling areas as specified in Section 7 of this Tariff which are the areas that can be called on a flat rate basis (no charge for individual calls).
- B. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applicable.
- C. The following Service Charges for operator assisted local calls apply in addition to the local dial rate applicable.
  - 1. Station-to-Station customer dialed credit card local call
    - a. Each call **Nonrecurring Charge**  
\$.35
  - 2. Station-to-Station operator assisted sent-paid, collect, third number, and non-customer-dialed credit card calls
    - a. Each call **Nonrecurring Charge**  
\$1.05
  - 3. Person-to-person operator assisted local call
    - a. Each call **Nonrecurring Charge**  
\$2.50

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.4 OPERATOR ASSISTED LOCAL CALLS (Cont'd)**

**8.4.1 Operator Assisted Charges (Cont'd)**

- D. Service Charges do not apply for the following Operator Assisted Local Calls:
1. Calls to designated Company numbers for official telephone business;
  2. Emergency calls to recognizable authorized civil agencies; or
  3. Those cases where an operator provides assistance to:
    - a. Re-establish a call which has been interrupted after the calling number has been reached;
    - b. Reach the calling telephone number where Company-provided facility problems prevent customer dial completion; or
    - c. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.5 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)**

**8.5.1 General**

A. Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7). CLASS is furnished only in connection with individual and multi-line line service.

B. Description of Features

1. Auto Redial

Auto Redial permits the customer to have the system redial the last outgoing telephone number dialed from the line, regardless of whether the original call was answered, unanswered or encountered a busy tone. The system will monitor the calling and called lines and will attempt to connect the call for up to 30 minutes. The customer is notified via a distinctive ring that the network is ready to place the call. The activation of this feature can be cancelled by the customer when desired.

2. Call Return

Call Return enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The system will monitor the calling and called lines and will attempt to connect the call for up to 30 minutes. The customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. This feature will not operate when the calling party's number has been Call-Forwarded. The activation of this feature can be cancelled by the customer when desired.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.5 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)**

**8.5.1 General (Cont'd)**

B. Description of Features (Cont'd)

3. Call Blocker

Call Blocker provides the customer the ability to prevent incoming calls from up to six (6) different telephone numbers. A screening list is created by the customer through an interactive dialing sequence. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement to the effect that the party he/she is attempting to call does not wish to receive calls at this time. If the customer receives an unwanted call from an unknown telephone number, the customer may block future calls from that number by dialing a n activation code after completion of the call. Any incoming calls not on the Call Blocker list will be treated normally.

4. Call Waiting ID

Call Waiting ID displays the name and/or number associated with a call-waiting call when the call arrives at the subscribers line. This service allows the customer to decide if they want to answer the new incoming call. Subscribers to this service must also subscribe to Calling Name and Number Delivery service. Customer premises equipment with display capability is required to receive and display the incoming information.

5. Distinctive Ringing

Distinctive Ringing allows for a second number to be added to an existing local exchange line. A distinctive ringing pattern is provided for each number so that the subscriber can identify the number that has been dialed. The primary number will be responsible for all applicable toll charges.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.5 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)**

**8.5.1 General (Cont'd)**

B. Description of Features (Cont'd)

6. Calling Name and Number Delivery

Caller ID Service is a general category of services which assist customers in the management of incoming and outgoing calls.

Calling Name and Number Delivery allows customers to receive the calling party name and telephone number on incoming calls which is displayed before the call is answered. When a line equipped with Calling Name and Number Delivery is on-hook, the information is transmitted across the line to the called party's customer premise equipment during the silent interval between the first and second ring. Caller ID customers must provide and connect their own compatible customer premises equipment to display the Calling Party Name and Number transmission.

7. Call Transfer

This feature allows a customer to transfer a call to another directory number. All calls whether originating or terminating can be transferred.

The operation of this feature is similar to Three-Way Calling except that a disconnect by the transferring station does not cause the other parties to be disconnected. Once transferred, the telephone number where the call was first received is then open for new incoming or outgoing calls.

The Call Transfer customer will be responsible for all applicable toll charges. The customer accepts full responsibility for the use of this service, and holds GVCS free and harmless from any and all liabilities and/or damages which may be alleged or incurred for any reason as a result of using this feature.

N

MISCELLANEOUS SERVICE ARRANGEMENTS

8.5 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

8.5.2 Rates and Charges (Residential)

	<u>Per Line Monthly* Rate</u>
Auto Redial	\$4.00
Call Return	\$4.00
Call Blocker	\$4.00
Call Waiting ID	\$4.00
Distinctive Ringing	\$3.50
Calling Name and Number Delivery	\$8.50

\* Feature Establishment Charge found in Section 6 also applies.

Rates and Charges (Business)

	<u>Per Line Monthly* Rate</u>
Auto Redial	\$4.50
Call Return	\$4.50
Call Blocker	\$4.50
Call Waiting ID	\$5.00
Distinctive Ringing	\$5.00
Calling Name and Number Delivery	\$10.50
Call Transfer	\$3.00

\* Feature Establishment Charge found in Section 6 also applies.

N

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.6 VOICE MAIL SERVICE**

**8.6.1 General**

- A. Voice Mail Service is a call management service that provides for when the customer is unable to answer the telephone or is on another call, the Voice Mail will automatically take the calls and allow the callers to leave a message.
- B. The caller will hear a personalized greeting that has been set-up by the customer. Voice Mail will store up to 30 new or saved messages for up to 10 days depending on package purchased.
- C. Message Waiting Notification is provided as a “stutter dial tone” when a new message enters the customer mailbox. Other calls may be made even when the stutter dial tone is present. After messages have been retrieved the normal dial tone is automatically restored.

**8.6.2. Rates and Charges**

	<u>Monthly Rates</u>	
Basic Residential	\$5.95	
*If taken w/ Choice 500 or Choice Unlimited	3.20	
Enhanced Residential	8.95	
Information Box Only	15.00	
Outdial Notification	2.00	
Teen Box	5.00	
Basic Business	\$8.95	N
Enhanced Business	13.95	

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.7 INTERCEPT REFERRAL SERVICE**

**8.7.1 General**

- A. Intercept Referral is a service available to customers disconnecting service or changing telephone numbers. Calls to the intercepted telephone number are referred to a recorded announcement message that the called number has been disconnected or changed. If the new number is available, it is given to the caller. The new number may not be available if, for example, it is nonpublished or the customer left the area without providing a forwarding telephone number.
- B. Intercept Referral Service is provided free of charge to all residential and business customers for thirty (30) days where facilities exist and the threat of telephone number exhaustion is not imminent. The customer may elect to extend Intercept referral Service past thirty (30) days for up to one-hundred eighty (180) days at the rates specified in 8.7.2 following.

N

**8.7.2 Rates and Charges**

	Up to (30) Days	(31-90) Days	(91-180) Days	
Residential	-NC-	\$12.00	\$30.00	
Business	-NC-	\$16.00	\$40.00	N

Service Order Charges, as specified in Section 2 of this tariff, do not apply



**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.8 900/976 CALL RESTRICTION**

**8.8.1 General**

- A. 900/976 Call Restriction is a central office service, which allows a customer to restrict certain outgoing local and long distance, calls from their exchange access line. Call Restriction precludes completion of calls placed by dialing numbers preceded by 1+900 or 976. These calls are also referred to as pay-per-call information services. Calls placed to 976 numbers using the Long Distance Telecommunications Network (i.e., 1+976 or 1+(NPA)+976), may not be screened by the Company and may not be included in Call Restriction Service.
- B. Calls placed to restricted numbers from an access line equipped with Call Restriction service will be directed to a central office announcement where available.
- C. Call Restriction service requires special facilities. In areas where these special facilities are not available, all access to pay-per-call information services will be blocked.
- D. The minimum contract period for this service is one month.
- E. With the exception of disconnection of local exchange service, the Terms and Conditions of the Company regarding payment for services, as outlined in this document, apply to 900 and 976 services.
- F. The Company shall be held harmless from any and all losses resulting from the blocking of pay-per-call information services.
- G. The Company may elect to block access to pay-per-call information services from a subscriber's line if charges for 1+900 and/or 976 services originating from the customer's line are not paid. The Company will use its normal billing and collection investigation procedures for toll to determine if blocking is necessary.

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**Guadalupe Valley Communications Systems, L.P.**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.8 900/976 CALL RESTRICTION**

**8.8.2 Rates and Charges**

A nonrecurring service charge is applicable for all incidents of change to Call Restriction service with the following exceptions:

- A. The initial incident of individual Call Restriction service;
- B. A customer with Call Restriction service requests a transfer of service and reestablishment of 900/976 Call Restriction on the same service order.

Service Charges

Call Restriction	\$5.00
Per line/trunk equipped	

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 8.9 DIRECTORY LISTINGS

#### 8.9.1 General

These regulations apply only to the alphabetical section of the directory containing the regular alphabetical list of customers and do not apply to listings or advertising appearing in the classified section.

1. The alphabetical list of names of customers 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 and do not contemplate the special arrangements of names.
2. The Company has the right to limit the length of any listing in the directory to one line by the use of abbreviations if the clarity of the listing or use identification of the customer is not impaired.
3. A listing must conform to the Company's specifications with respect to its directories.
4. If a customer's number is incorrectly listed in the directory and if the incorrect number is a working number and if the customer to whom the incorrect number is assigned requests the change, the number shall be changed without a charge. If the incorrect number is not a working number and is a usable number, the customer's number may be changed to the listed number at no charge.

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 8.9 DIRECTORY LISTINGS (Cont'd)

#### 8.9.2 Types of Listings

##### 1. Primary Listings

When two or more access lines or trunks are consecutively assigned, the first number of the group is considered the primary listing. Where two or more access lines or trunks are not consecutively assigned, a primary listing may be made for each line.

##### 2. Regular Extra Listings

Usually all extra listings must use the same address and telephone number as the primary listing; however, when the Company considers it necessary to facilitate directory usage it may permit listings under a different address from the primary listing while using the telephone number of the primary listing.

At the customer's option, extra listings may be obtained when a directory is published or between issues of directories; then the listings appear on information records only. Charges for extra listings date from the time the listings are posted on information records.

The length of the contract period for extra directory listings where the listing actually appears in the directory is the directory period, unless the main contract is cancelled prior to the end of the period, the extra listed party subscribes to exchange service, moves to a new location or dies. When the listing appears on information records only, the contract is for one month.

##### 3. Extra Lines of Information

The listing of additional lines of information like children's names, alternate address, etc., is not included in the regular charges for service. Any additional lines requested by the customer will be provided at a charge.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.9 DIRECTORY LISTINGS (Cont'd)**

**8.9.3 Types of Listings (Cont'd.)**

4. Nonpublished Service

A listing is nonpublished when a customer requests that no listing be placed in the Company's directories and information records. This arrangement is provided only under the terms of a special arrangement whereby the customer agrees to save the Company harmless from any damages, which might result because of the nonpublished listing, and to absolve the Company from any responsibility for the failure of the customer to receive telephone calls because of the nonpublished listings.

The Company is not liable for damages arising from publishing the telephone number of a nonpublished service in the telephone directory, refusing to disclose a nonpublished telephone number upon request or disclosing the telephone number of any person. If such numbers should be published in the telephone directory, the Company's liability is limited to a refund of the monthly charges applicable for nonpublished service.

A customer residing in an E911 Service district forfeits the privacy afforded by Nonpublished and/or Nonlisted Telephone Service to the extent that the customer's name, telephone number, and the address associated with the customer's service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

When a call is placed from a telephone number associated with a non-published listing, the number may be disclosed if the called party has equipment to display the calling number. Customers may prevent the display of the calling number by activating Caller ID blocking. Caller ID blocking is available, at no charge, in areas where Caller ID disclosure is possible.

5. Dual Name Listing

A dual name 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. This listing is comprised of a surname, two first names, address and a telephone number.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.9 DIRECTORY LISTINGS (Cont'd)

8.9.3 Rates and Charges

	<u>Monthly Rates</u>	
Primary Listings		
Regular Local Exchange Service (one listing)	No Charge	
Regular Extra Listings (Residential)	\$ 1.50	I
Regular Extra Listings (Business)	\$ 3.45	
Extra Lines of Information, Each line	\$ 0.50	
Nonpublished Service, Each line (Residential)	\$ 3.25	I
Nonpublished Service Each line (Business)	\$3.45	
Dual Name Listing	No Charge	

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.10 ROTARY TELEPHONE SERVICE**

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**8.10.1 General**

Rotary Telephone Service is a central office service arrangement which enables a subscriber having two or more lines to have an incoming call to a busy line automatically transferred to a line which is not busy. Rotary telephone service is available to all 1-Party customers, whether they have Local Exchange Access Service or Extended Metro Service. The mixing of EMS and non-EMS lines within a service arrangement such as Multi-Line Hunting or PBS trunk is allowed only as long as the local lines hunt to the EMS lines. Furnished where available.

**8.10.2 Rates**

Monthly Rate for Each Line	\$2.50
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For applicable installation charge, see Section 6, Service Charges.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.11 DIRECT INWARD DIALING (DID) SERVICE**

**8.11.1 General**

1. Direct Inward Dialing Service consists of the central office switching equipment necessary to provide direct inward dialing from the local exchange and long distance telecommunications network to stations and attendant positions associated with customer premises switching systems.
2. The provisions of DID Service is subject to the availability of GVCS facilities and telephone numbers and the utilization of appropriate customer premises equipment.
3. DID Service must be provided on all lines in a trunk or access line group arranged for inward service. The service does not contemplate the routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or access line group.
4. The operational characteristics of interface signals between GVCS-provided connecting arrangements and customer-provided switching equipment must conform to GVCS specifications.
5. GVCS shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of GVCS render any customer-provided facilities obsolete, require modifications of or otherwise affect the use or performance of such facilities.
6. GVCS will provide directory listings in accordance with the regulations of Section 8.9 of this Tariff. Direct inward dialing numbers furnished under these provisions are not entitled to free directory listings.
7. Customer-premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.
8. The rates and charges for this service contemplate the use of standard GVCS telephone equipment and serving arrangements.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.11 DIRECT INWARD DIALING (DID) SERVICE (Cont.)

N

General (Cont.)

9. Direct Inward Dialing telephone numbers are normally provided in blocks of 25 consecutive numbers. However, the blocks may be provided on a nonconsecutive basis if this is within the normal limitations of the serving office. GVCS retains its rights to the telephone numbers used in DID Service as provided in Section 1 of this Tariff.

8.11.2 Rates

	<u>Monthly</u> <u>Rate</u>	<u>Installation</u> <u>Charge (1)</u>
Direct Inward Dialing Service to Customer-Premises Switching Systems:		
Each block of 25 DID Numbers assigned up to 100 in total	\$ 36.25	\$ 25.00
Each additional block Of 25 DID Numbers Assigned over the first 100	\$ 16.25	\$ 25.00
Trunk Termination, each	(2)	(3)

- (1) Applicable in each instance a service order is received to install or change one or more groups of DID numbers.
- (2) Applicable PBX Trunk charges as provided in Section 7 of this tariff.
- (3) Applicable Service Charges as provided in Section 2 of this tariff.

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 8.12 PRIMARY RATE INTERFACE (PRI) SERVICE

N

#### 8.12.1 General

1. ISDN-PRI is a DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for ISDN-PRI is twenty-three 64 kbps (B) channels and one 64 kbps (D) channel. These B-channels may be used to connect the customer's CPE to the Public Switched Network. ISDN-PRI service does not include the provision of ISDN terminals or special power arrangements at the customer's premise.
2. ISDN-PRI service is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe format are inherent to the service.
3. Unless specified following, the regulations for ISDN-PRI service specified herein apply in addition to the regulations found in other sections of this Tariff. Regulations that apply on a per line basis in other tariffs, will apply on a per channel basis in this tariff.
4. Customer requests for ancillary services (such as Additional Directory Listings) compatible with ISDN-PRI service will be furnished under the business rates and regulations found in other sections of this Tariff. Since the ISDN-PRI Interface provides ISDN signaling, Touch Tone service and charges are not applicable. Since the function of a DID trunk termination is included in the ISDN-PRI Interface, DID trunk termination charges are not applicable.

#### 8.12.2 Technical Specifications

1. The transmission characteristics of ISDN-PRI support 64 kbps Clear Channel Capability and Extended Superframe Format (ESF) with B8ZS (bipolar with 8-zero substitution coding.)

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## MISCELLANEOUS SERVICE ARRANGEMENTS

### 8.12 PRIMARY RATE INTERFACE (PRI) SERVICE (Cont.)

#### 8.12.3 Service Components: Descriptions & Definitions

B-Channel (Bearer Channel) – A communications path capable of transmitting information at speeds of up to 64 kbps. The B-Channels may be used by a customer for communications (e.g., voice, data, video, and image) between customer specified locations. Data transmission on the B-Channel will be circuit switched at 64 kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 kbps.

Calling Information Delivery – This feature provides the customer who is receiving a call with the telephone number and name of the calling party.

D-Channel (Delta Channel) – A communications path set up to transmit data in packet form at speeds up to 64 kbps. This communication path is designed to send and receive out-of-band signaling/supervisory messages. The bit rate (56/64 kbps) is fixed as a function of the interface provided by the customer.

Direct Inward Dial (DID) – A service that consists of the central office switching equipment necessary to connect calls from the local exchange and long distance telecommunications network direct to a station or attendant position associated with customer premise switching systems without intermediate handling by an attendant.

Primary Rate Interface (PRI) – will provide a four-wire access loop from the customer premise to the serving wire center. The transmission characteristics of this loop support Clear Channel Capability and Extended Superframe Format (ESF). It provides multiplexing to support up to twenty-three B-channels at 64 kbps and one D-channel for signaling also at 64 kbps.

#### 8.12.14 Rules and Regulations

- a. Customers are responsible for providing the compatible customer provided equipment that is compatible with ISDN-PRI service interface.
- b. GVCS shall not be responsible if changes in any of the equipment, operations, or procedures of GVCS utilized in the provision of ISDN-PRI service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 8.12 PRIMARY RATE INTERFACE (PRI) SERVICE (Cont.)

N

#### 8.12.4 Rules and Regulations (Continued)

- c. All ancillary services provided in conjunction with ISDN-PRI service will be subject to the terms and conditions as provided within the applicable section of this Local Exchange Tariff.
- d. Presubscription to an InterLATA/IntraLATA carrier of preference applies to ISDN-PRI service just as it applies to analog telephone service. Access to other service providers is via a 101XXXX access code. Based on a customer's ISDN-PRI service arrangement, a customer may be able to presubscribed to more than one carrier of preference.
- e. ISDN-PRI service is not to be shared or jointly used. Resale of ISDN-PRI service is prohibited.
- f. ISDN-PRI service will be furnished at the rates and charges contained in this tariff, provided facilities are available.
- g. In the event Customer terminates ISDN-PRI service prior to the end of the term agreement, the customer will be liable for 100% of the monthly recurring charges for the remaining term.

#### 8.12.5 Service Terms

All ISDN-PRI service components have a minimum service term of one month.

#### 8.12.6 Suspension of Service

- a. Suspension of service that is initiated by GVCS, as described in Section 5 of this tariff. When service is suspended by GVCS, the service restoration charge applies per B-channel configured.
- b. Seasonal and Vacation Service are not available in connection with ISDN-PRI service.

#### 8.12.7 Rate Application

- a. The following rates and charges are in addition to other rates and charges that may be applicable for accessible services which operate in conjunction with ISDN-PRI service. Regulations that apply on a per line basis from other sections in this tariff apply to ISDN-PRI on a per channel basis or a per PRI interface.

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Guadalupe Valley Communications Systems, L.P.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.12 PRIMARY RATE INTERFACE (PRI) SERVICE (Cont.)

8.12.7 Rate Application (Continued)

- b. 9-1-1 Surcharge – surcharge fees for 9-1-1 service are charged monthly for each B-channel.
- c. FCC Access Charge – when an end user is provided residence or business local exchange service under this tariff using an ISDN-PRI arrangement, five (5) FCC Access Charge Multiline Business line or trunk charges apply to each ISDN-PRI arrangement.

d. Rate Schedule	<u>Monthly Rate</u>	<u>Installation Rate</u>	
Primary Rate Interface	\$650.00	\$2200.00	
(12) month Term	525.00	1320.00	
(36) month Term	375.00	780.00	
(42) month Term	269.95	624.00	N
(60) month Term	99.95	280.00	
Integrated Svcs Network Component, Per B-Channel (includes rotary)			
Normal Exchange Calling Area	17.00	0.00	
(42) month Term	8.00	0.00	N
(60) month Term	8.00	0.00	
Metro Trunk Equivalent	66.00	0.00	
(12) month Term	47.00	0.00	
(36) month Term	32.00	0.00	
(42) month Term	12.00	0.00	N
(60) month Term	12.00	0.00	
Link Extension Equipment	200.00	145.00	
(12) month Term	200.00	87.00	
Caller ID Delivery (per PRI)	50.00	0.00	
Direct Inward Dialing Service (DID)			
1 <sup>st</sup> block of 25 DID numbers	10.00	25.00	
Each add'l block of 25 DID's	10.00	25.00	
(42) or (60) month Term			
1 <sup>st</sup> block of 300 DID numbers	45.00	25.00	N
Each add'l block of 300 DID's	45.00	25.00	
Each add'l block of 25 DID's	10.00	25.00	

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.12 PRIMARY RATE INTERFACE (PRI) SERVICE (Cont.)

M

8.12.7 Rate Application (Continued)

d. Rate Schedule (continued)

ISDN-PRI Line Port (per arrangement)	23.51	0.00
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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.13 NATIONWIDE LISTING SERVICE**

**8.13.1 Description of Service**

Nationwide Listing Service is a service whereby customers may request assistance in determining listing information on a nationwide basis. Requests for local listings are billed under the Local Directory Assistance charges as described in Section 8.2 of this tariff.

**8.13.2. General**

The regulations and rates set forth below apply to all calls from customers who request assistance to determine telephone number information of subscribers who are located outside their LATA.

1. The customer will be charged for each call; customers may request up to two (2) listings per call. The Nationwide Listing rate applies per call whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.
2. There are no billing exemptions or allowances for Nationwide Listing Service requests.
3. Nationwide Listing Service will not be available from Hotel/Motel and Pay Telephone Access Service.
4. Nation wide Listing requests may be billed alternatively by using a calling card or billing to a third number.

**8.13.3 Rates**

	<u>Charge per Call</u>
Sent-Paid Requests	\$1.99
Alternately Billed Requests	\$1.99

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.14 REVERSE DIRECTORY ASSISTANCE**

**8.14.1 General**

Reverse Directory Assistance is a reverse search service that allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete telephone number. Customers may access Reverse Directory Assistance by dialing 1411.

The customer will be charged for each call made to Reverse Directory Assistance service. Customers can receive up to two listings per call.

There are no billing exemptions for Reverse Directory Assistance listing service requests.

Charges for Reverse Directory Assistance service will be applicable to all customers except hospitals and residence customers who are unable to use a telephone directory because of a visual or physical handicap which can be confirmed by a physician, appropriate group or agency having authority to certify such handicaps.

**8.14.2. Rates**

	<u>Charge per Call</u>	
Charge per Request	\$1.99	I

**8.15 BUSINESS CATEGORY LISTING**

**8.15.1 Service Description**

Business Category Listing service provides customers with the ability to request business telephone numbers, by city, for a specified category of business, when they do not know the name of the business they are seeking. This service is available to business and residential customers.



**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.15 BUSINESS CATEGORY LISTING (Continued)**

**8.15.1 Service Description (continued)**

Method of Provisioning – the Company searches and retrieves listings randomly, on a geographic basis by city, and/or by using information such as an address, intersection, or business location, from a business category the Company believes matches the customer’s request. A listing is the name, address and telephone number of a business. The Company will suggest three business names to the customer from the retrieved listings, unless fewer listings are retrieved. The Company’s operators will provide the business address(es) to the suggested business name(s), if requested by the customer. If the customer does not want the telephone number(s) for the suggested business name(s), additional searches can be requested.

**8.15.2 General**

The regulations set forth below apply to each customer request for assistance in determining the telephone number of a business, when a caller does not know, or does not provide, the name of the business. BCL can be performed for local and non-local businesses nationwide.

The customer can obtain up to ten business telephone numbers on a call. The customer will be charged for each business telephone number provided. If the customer does not want the telephone number(s) for any of the suggested business name(s), the customer will be charged a single charge for each requested search. The BCL rate applies whether or not a number is available, including requests for numbers, which are non-published, non-listed or not found.

There are no handicapped billing exemptions or call allowances for BCL service requests.

Business Category Listing is not currently available from Hotel/Motel and Pay Telephones.

With respect to any claim or suit, by a customer or others, the Company shall not be liable for providing the name, address, and/or number of a business to a customer using Business Category Listing, for any errors or omissions, for the method of providing BCL, or for any other aspect of this service.

**8.15.3 Rates**

Charge per Listing Request	\$1.99	I
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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.16 DETACHED ACCESS LINE SERVICE**

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**8.16.1 General**

Detached access line service consists of an additional circuit connected to an exchange access line either directly or through a switching device which uses Cooperative facilities.

1. Detached access line service will not be provided in connection with Pay Telephone Service.
2. Detached access line service must be located on the same premises as the customer's main service, except as provided below. The service is restricted to the use of the customer, his/her employees or associates, or to members of the customer's immediate household. When either the primary telephone service or the detached access line is at a business location, business rates apply.
3. Provided that facilities are available and there are no technical limitations, detached access lines may be located on other premises by special authorization only when a valid need is established and subject to the following conditions:
  - a. Where two (2) or more premises are used in the conduct of one establishment or business.
  - b. Business detached access lines may be provided at the residence location of the same customer.
  - c. Residence detached access lines may not be provided at business locations unless business rates apply.
4. Two (2) separate telephone numbers may be required for the establishment of this service, and the customer is charged for two (2) one party services where one party service is available.
5. All distribution facilities furnished for use with supplemental equipment will be treated as detached access line service.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.16 DETACHED ACCESS LINE SERVICE (Continued)

N

8.16.2 Rates and Charges

The rates and charges set forth below apply if the necessary facilities are available. If unusual expenditures are involved in making facilities available, the customer may be required to pay an additional charge to cover the unusual expenditure and/or to contract for service beyond the initial service period. The maximum charge for detached access line service is the applicable local exchange access line rate.

1.	Rates and Charges for all exchanges:	(1)(2)
		<u>Monthly Rate</u>
	Detached Business Access Line Initial 300 Feet	\$5.25
	Detached Residence Access Line Initial 300 Feet	\$5.25
	For each additional ¼ miles or Fraction thereof in excess of 300 Feet	\$1.00
2.	For applicable Service Activation Charges, see Section 6.	

(1) Rate includes 300 feet radius from the building in which the primary access line terminates.

(2) Airline mileage is applicable and is computed separately for each detached access line. Fractions are rounded to the next higher ¼ mile.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.17 NUMBER RESERVATION SERVICE

N

8.17.1 General

Telephone numbers can be reserved for future use by residential and business customers for a period of time not to exceed twelve (12) months. The availability of telephone numbers are provided solely at the discretion of the Cooperative. Telephone numbers reserved for future use by customers will be billed a monthly recurring charge. Customers who subscribe to Number Reservation Service may also subscribe to directory listing service at the applicable rates as specified in Section 8, Page 21.

	<u>Rate Per</u> <u>Month</u>
Number Reservation Service, each (1)	\$4.99

(1)The Feature Change Charge as shown in Section 6 of this tariff will apply when Number Reservation Service is requested. At the time that Number Reservation Service is deactivated and the telephone line is activated, the Service Activation Charge , as shown in Section 6 will apply.

**LIFELINE SERVICE**

**9.1. General**

- a. Lifeline Service is a retail local service offering available to qualifying low-income consumers.
- b. Consumers qualifying for Lifeline Service are offered the services of functionalities enumerated in 47 Code of Federal Regulations §54.101 (a)(1)-(9) (relating to Supported Services for Rural, Insular and High Cost Areas).
- c. GVCS shall offer toll restriction at no charge to all qualifying low-income consumers at the time such consumers subscribe to Lifeline Service.
- d. Lifeline Service rate reductions do not apply to long distance service, 976 and other information provider services, or any other optional services or functionalities which may or may not be tariffed. Customers may obtain such services, where available, at their discretion, although the Lifeline Service reduction does not apply.
- e. Lifeline Service will not be available on a retroactive basis.
- f. Deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to toll restriction service.

**9.2 Federal Lifeline Program**

1. Description

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly Local Exchange service rate. The assistance applies to a single telephone or broadband service at the applicant's principal place of residence.

2. Eligibility Requirements

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of the applicant's household in one of the following programs:

- Federal Public Housing Assistance (FOHA) or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI) Veteran's Pension Benefit and Survivors Pension

N

**LIFELINE SERVICE**

**9.2 Federal Lifeline Program (Continued)**

N

3. Terms and Conditions

- a. An applicant may request Lifeline assistance through completion and submission of a form provided by the Company or an agent of the state or Federal Communications Commission.
- b. The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange service or broadband service provided by the Company (including Packaged services).
- c. Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a credit from the Cooperative if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.
- d. The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- e. Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.
- f. Partial payments made by Lifeline customers will be applied first towards local service charges.

Monthly Credit

- a. Federal Approved Reduction \$9.25

**LIFELINE SERVICE**

**9.3 State Lifeline Support**

State Lifeline Support credit is available to assist low-income applicants with reductions in their monthly Local Exchange Service rate. The assistance applies to a single telephone line at the applicant's principal place of residence. Specific rates are as prescribed by the Public Utility Commission of Texas and are set forth in this tariff. Customers who receive State Lifeline Support are only eligible to receive benefits under the Federal Lifeline Program if they meet the federal eligibility requirements specified in 9.2 preceding.

1. Eligibility Requirements

State Lifeline Support is available to applicants whose household income is at or below 150% of the federal poverty level or who demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household in one of the following Federal or State assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI) under Title XVI of the Social Security Act
- Federal Public Housing Assistance (FHPA) or Section 8
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's Free Lunch Program
- Temporary Assistance for Needy Families (TANF)
- Health benefits coverage under the state child health plan under Chapter 62, Health and Safety Code

2. Terms and Conditions

- a. Customers who receive State Lifeline Support credit shall not be disconnected for non-payment of toll charges. Customers who were not previously recipients of the State Lifeline Support credit and have been disconnected for non-payment of toll charges will incur a Service Activation charge when local service is reestablished, unless the customer elects to receive toll restriction.
- b. Any customer who has a past due balance in toll messages charges will be automatically restricted to access to toll services until the outstanding balance is paid.
- c. Partial payments will first be applied to local service charges and then to any outstanding toll charges.
- d. Customers who are eligible for the State Lifeline Support credit will receive free toll restriction upon request.

**LIFELINE SERVICE**

**9.3 State Lifeline Support (Continued)**

2. Terms and Conditions (Continued)

- e. The Company's service deposit requirement will be waived if the customer elects to receive toll restriction. However, acceptance of toll restriction services will not be a condition for receiving the credit.
- f. The Company shall provide the State Lifeline Support credit to all eligible customers as determined by the Low-Income Discount Administrator (LIDA).
- g. Applicants who participate in LIHEAP or FHPA, or whose household income level is at or below 150% of the federal poverty guidelines, may self-enroll for State Lifeline Support credit by completing an application form that they either participate in a qualifying program or meet the income requirements specified above.
- h. On a monthly basis, the Company will send a list of customers to the LIDA. The LIDA will match the names with the Texas Department of Human Services (TDHS) file containing the names of applicants who participate in a qualifying program. The LIDA will then send a file to the Company of new customers who are eligible for the Lifeline Service. The Company will utilize this file to give the Lifeline discount to eligible GVCS customers.
- i. Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a credit from GVCS if they receive State Lifeline Support credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.
- j. A State Lifeline Support customer is required to adhere to the same bill payment policies applicable to all of the Company's customers.

3. Service charges apply when:

- 1. At the time Lifeline Service billing is initiated, where existing eligible residential local exchange access service customers request additional features, such as special or custom calling features.
- 2. A customer receiving Lifeline Service voluntarily elects to convert to telephone service arrangements which preclude Lifeline Service eligibility.
- 3. New residential applicants (those without existing local exchange access service) eligible for the Lifeline Program will be subject to applicable service charges.



