





LINE 510 - SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION RULES COMPLIANCE

Peoples Telephone Cooperative, Inc. (the Cooperative) complies with applicable service quality standards and consumer protection rules as required by the state regulatory commission and the Federal Communications Commission.

The rates, terms, and conditions under which the Cooperative operates are outlined in its Local Exchange Tariff, which is approved by the state commission. The Cooperative's tariff contains provisions regarding its customer service and protection practices, including resolving disputes with the Cooperative, applying for service, the classification of business and residential rates, deposits, billing and payment for service, refusal, disconnection and cancellation of service. The tariff is available for customer review in the Business Office, as requested. Rates and terms of service are disclosed to customers upon application for service both verbally and in writing as part of a packet of information for new customers. Rates and certain terms of service are also available on the Cooperative's website.

Service quality standards are established by the state commission and the Cooperative consistently meets or exceeds the standards and provides reports to the state commission, in accordance with the state commission's rules.

The Cooperative complies with any and all consumer protection obligations under state law.

The Cooperative also complies with the following consumer best practices: (1) the Cooperative discloses its rates and terms of service to customers; (2) the Cooperative provides specific disclosures in its advertising; (3) the Cooperative separately identifies carrier charges from taxes on its billing statements; (4) the Cooperative provides ready access to customer service; (5) the Cooperative promptly responds to consumer inquiries and complaints received from government agencies; and (6) the Cooperative abides by policies for protection of consumer privacy.

The protection of customers' privacy and information is of utmost importance and the Cooperative has a policy and established operating procedures that comply with the FCC's Customer Proprietary Network Information Rules (47 C.F.R. §§64.2001-64.2011). Certification and a description of those operating procedures are filed at the FCC annually.

LINE 610 – ABILITY TO FUNCTION IN EMERGENCY SITUATIONS

Peoples Telephone Cooperative, Inc. (the Cooperative) is able to function in emergency situations. The Cooperative has a reasonable amount of back-up power to ensure functionality without an external power source. The Cooperative's system is reinforced by battery back-ups installed at its headquarters office and generators at its central offices. The Cooperative also has numerous portable generators that are available to be moved to any of the remote office sites. In addition, the central & remote office sites are constantly monitored by the switch which alerts the answering service dispatch in the event trouble is detected. The network is capable of managing traffic spikes resulting from emergency situations.

The Cooperative is able to reroute traffic around damaged facilities. Although the Cooperative's ability to reroute traffic around damaged facilities is not absolute and may be limited in certain circumstances, there is a restoration plan in place for expeditious recovery of service, including splicing of damaged facilities when warranted.

LINE 1010 – VOICE SERVICES RATE COMPARABILITY

The Wireline Competition Bureau's most recent reasonable comparability benchmark for voice services is \$47.48, which includes the federal subscriber line charge ("SLC").¹

In all of the exchanges served by Peoples Telephone Cooperative, Inc. ("the Cooperative"), the highest single-line residential local rate, including any mandatory extended area service charge, is \$17.00. When the federal SLC (\$6.50) and the state universal service fee (\$.63) are included, the rate becomes \$24.13. Therefore, the Cooperative's pricing of fixed voice services is less than the reasonable comparability benchmark of \$47.48.

¹ *Wireline Competition Bureau Announces Results of 2015 Urban Rate Survey for Fixed Voice and Broadband Services and Posting of Survey Data and Explanatory Notes*, Public Notice, WC Docket No. 10-90, DA 15-470 (rel. April 16, 2015).

LINE 1210 – TERMS & CONDITIONS OF VOICE TELEPHONY LIFELINE PLANS

Peoples Telephone Cooperative, Inc. (the Cooperative) offers qualified Lifeline subscribers a discount of \$13.13 to the stand-alone residential local exchange service line rate. Except for one exchange, the Lifeline rate for single-line residential voice service, including any mandatory extended area service charge and the federal subscriber line charge, is \$8.87 (\$22.00 less the \$13.13 discount).

In the exchange of Glade Branch, the Lifeline rate for single-line residential voice service, including any mandatory extended area service charge and the federal subscriber line charge, is \$10.37 (\$23.50 less the \$13.13 discount).

Qualified Lifeline customers may also subscribe to our Basic Choice, Select Choice, Select Choice Plus, Premium Choice, and Premium Plus Choice bundle packages for Residential customers with the same reductions applied against that portion of the package rate that is for basic network service (one line only). These plans include a long distance calling plan, internet and broadband services as well as a choice of optional services.

The local exchange access line rate includes an unlimited amount of local calling minutes. Additional charges for toll calls associated with the stand-alone residential access line are billed at the rates of the long distance carrier chosen by the subscriber.

See attached pages from the Cooperative's Local Exchange Tariff, including pages describing the terms and conditions of Lifeline service.

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM

The Lifeline Program is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

A. General

1. A qualifying low-income customer subscribing to the Lifeline Program shall receive federal and state reductions to their monthly tariffed residential local exchange access line rate. When a Lifeline customer subscribes to a package of services, those same reductions will apply to that portion of the package rate that is for basic network service. In a two-line package, only one line will receive the Lifeline reductions.

2. Nothing in this section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.

3. Lifeline Program reductions do not apply to surcharges, taxes, long distance service, 976 and other information related telecommunications services, and optional services such as custom calling features. Customers may obtain these services, where available, at their discretion.

4. The Lifeline Program rate reductions do not apply to service connection charges.

5. The Cooperative may not disconnect the service of a Lifeline Program customer for the non-payment of toll charges. However, the Cooperative reserves the right to implement toll blocking, at no charge, if the customer incurs a significant balance of unpaid toll bills. The Cooperative will inform the customer, by direct mail, of this change to their service due to the customer's non-payment of toll charges. Upon the customer's payment of all outstanding toll charges, the Cooperative shall remove mandatory toll blocking at no charge.

6. Upon subscribing to the Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking upon initial subscription to the Lifeline Program.

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued)

A. General (Continued)

8. The Lifeline Program rate reductions will not be available on a retroactive basis unless approved by the Public Utility Commission of Texas or the Low-Income Discount Administrator (LIDA).

B. Designated Lifeline Program Services

The Cooperative shall offer voice telephony services that provide the he following functionalities as designated, Lifeline Program services:

1. Voice grade access to the public switched network or its functional equivalent
2. Minutes of use for local service provided at no additional charge to the customer
3. Access to emergency services
4. Toll blocking service

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued)

C. Eligibility Requirement

1. Qualifying Low-income (Eligible) Customer Criteria

An eligible customer shall be defined as an individual whose annual household income is at or below 150% of the federal poverty guidelines or in whose household resides a person who receives or has a child who receives benefits from at least one of the following programs:

- a. Medicaid
- b. Food Stamps (Supplemental Nutrition Assistance Program)
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance (FPHA)
- e. Low-Income Heat and Energy Assistance Program (LIHEAP)
- f. Health benefits coverage under the state Children's Health Insurance Program (CHIP)
- g. National School Lunch Program's Free Lunch Program
- h. Temporary Assistance for Needy Families

The Lifeline Program rate reductions will be provided to each eligible customer. The Low-Income Discount Administrator (LIDA) will provide a list of eligible customers to the Cooperative each month.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued)

C. Eligibility Requirement (Continued)

2. Obligations of the Customer

a. Customers whose annual household income is at or below 150% of the federal poverty guidelines or who participate in FPHA or LIHEAP programs may self-enroll for Lifeline Program benefits by completing an application form and returning it to LIDA. LIDA will send a blank application upon customer request. LIDA can be reached at 1-866-4LITEUP. Current customers receiving benefits under Medicaid, Food Stamps, SSI or CHIP will be subject to the Lifeline Program automatic enrollment procedures as provided by the LIDA unless they provide a written request to the LIDA to be excluded from the Lifeline Program.

b. A customer who is eligible for the Lifeline Program but does not have telephone service at the time the LIDA provides its eligibility list to the Cooperative, shall be responsible for initiating a request for the Lifeline Program from the Cooperative.

3. Obligations of the Cooperative

a. LIDA will provide a list of eligible customers to the Cooperative on a monthly basis. Upon receipt of the list, the Cooperative shall begin reduced billing for those customers within 30 days.

4. Discontinuance of Service

a. Discontinuance of Lifeline Discounts for customers automatically enrolled. The eligibility period for automatically enrolled customers is the length of their enrollment in Texas Health and Human Services Commission (THHSC) benefits plus a period of 60 days for renewal. Automatically enrolled customers will have an opportunity to renew their THHSC benefits or self enroll with LIDA upon the expiration of their automatic enrollment.

b. Discontinuance of Lifeline Discounts for customers who have self-enrolled: Individuals not receiving benefits through THHSC programs, but who have met Lifeline income qualifications, are eligible to receive the Lifeline Discount for seven months, which includes a period of 60 days during which the customer may renew their eligibility with LIDA for an additional seven months.

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued)

D. Deposit and Credit Requirements (Continued)

1. The Cooperative shall be prohibited from charging a service deposit in order to initiate the Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.

2. The Cooperative may charge a service deposit if the eligible customer denies subscription to toll blocking upon subscribing to the Lifeline Program.

3. In instances where the Cooperative may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Cooperative are also applicable to eligible customers for the Lifeline Program.

E. Service Connection Charges

1. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the Lifeline Program.

2. Service connection charges do apply when:

a. Existing eligible customers request additional non-qualifying services at the time Lifeline Program reduced billing is initiated.

b. New customers (those without existing local exchange access service) eligible for the Lifeline Program establish service.

c. Customers make subsequent moves or changes after the initial connection to the Lifeline Program.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued)

F. Lifeline Program Rate Reduction

1. Implementation

The Cooperative shall provide reduced billing to all Lifeline Program eligible customers within its service area in accordance with the Commission's Substantive Rules.

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In instances where a customer inquires about participation in the Lifeline Program, the Cooperative shall provide contact information for LIDA.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued)

F. Lifeline Program Rate Reduction (Continued)

2. Amounts

The Cooperative shall apply Lifeline Program rate reductions, per eligible customer, as described below. The combined discounts shall not result in a rate of less than zero charged for the customer's basic local service.

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	<u>Monthly Rate Reduction</u>
a. Federal Reduction applied to Federal Subscriber Line Charge and Residential Local Exchange Access Line Charge	47.C.F.R Section 54.403
b. Maximum State Reduction to Residential Local Exchange Access Line Rate	\$3.50
c. Area Discount – composed of up to 25% of any residential basic network service rate increase amount consistent with P.U.C. SUBST. R. 26.404 and the Small and Rural Incumbent Local Exchange Company Universal Service Plan (SRILEC USP)	\$0.38

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

II. LOCAL EXCHANGE SERVICE RATES

A. Monthly Local Exchange Access Service Rates

Exchange (NPA-NXX)/ EAS Exchange(s):	Bus. Acc. Line	Res. Acc. Line	Bus. Key Trk (4)	Bus. Key Trk (5)	
Ben Franklin (903-325) (4) Honey Grove Pecan Gap Roxton	\$19.60	\$12.00	\$25.45	---	I
Campbell (903-862) (5) Greenville	\$19.60	\$12.00	\$19.60	\$26.20	I
Cypress Springs (903-860) (5) Glade Branch Mt. Vernon Winnsboro Wynne	\$19.60	\$15.50	\$19.60	\$26.20	I
Dry Creek (903-850/903-878) (1)(5) Golden Jim Hogg Quitman Wynne (2) (3)	\$19.60	\$12.00	\$19.60	\$26.20	I
Glade Branch (903-588) (5) Cypress Springs Mt. Vernon	\$19.60	\$12.00	\$19.60	\$26.20	I

- (1) Some numbers in the 903-850 code are assigned to Peoples Cellular.
- (2) NPA/NXX 903-878 is excluded from EAS between the Dry Creek and Wynne Exchanges.
- (3) EAS calling between the Wynne Exchange and Dry Creek Exchange only includes NPA/NXX 903-850.
- (4) Key Trunk Service rates for the Ben Franklin Exchange.
- (5) Key Trunk Service rates for the Campbell, Cypress Springs, Dry Creek and Glade Branch Exchanges.

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

II. LOCAL EXCHANGE SERVICE RATES

A. Monthly Local Exchange Access Service Rates (Continued)

Exchange (NPA-NXX)/ EAS Exchange(s):	Bus. Acc. Line	Res. Acc. Line	Bus. Key Trk (1)	Bus. Key Trk (2)	
Golden (903-768) (2) Dry Creek Mineola	\$19.60	\$12.00	\$19.60	\$26.20	I
Jim Hogg (903-67) (2) Dry Creek Quitman	\$19.60	\$12.00	\$19.60	\$26.20	I
Pecan Gap (903-359) (1) Ben Franklin Roxton	\$19.60	\$12.00	\$25.45	-----	I
Roxton (903-346) (1) Ben Franklin Pecan Gap	\$19.60	\$12.00	\$25.45	-----	I
Sandy Creek (903-629) (2) Winnsboro Wynne	\$19.60	\$12.00	\$19.60	\$26.20	I

(1) Key Trunk Service rates for the Pecan Gap and Roxton Exchanges.

(2) Key Trunk Service rates for the Golden, Jim Hogg, and Sandy Creek Exchanges.

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

II. LOCAL EXCHANGE SERVICE RATES

A. Monthly Local Exchange Access Service Rates (Continued)

<u>Exchange (NPA-NXX)/ EAS Exchange(s):</u>	<u>Bus. Acc. Line</u>	<u>Res. Acc. Line</u>	<u>Bus. Key Trk (2)</u>	<u>Bus. Key Trk (3)</u>	
Talco (903-379) (2)	\$19.60	\$12.00	\$25.45	---	I
Wynne (903-365) (1) (3) Cypress Springs Dry Creek Sandy Creek Winnsboro	\$19.60	\$12.00	\$19.60	\$26.20	I
Yantis (903-383) (3)	\$19.60	\$12.00	\$19.60	\$26.20	I

(1) EAS calling between the Wynne Exchange and Dry Creek Exchange only includes NPA/NXX 903-850.

(2) Key Trunk Service rates for the Talco Exchange.

(3) Key Trunk Service rates for the Wynne and Yantis Exchanges.

MEMBER SERVICES TARIFF

II. LOCAL EXCHANGE SERVICES RATES (Continued)

B. Residential Packages

	<u>Monthly Rate</u> (1)
1. Two-Lines with Internet, Advanced Features, and Nationwide Toll Calling	\$79.99
- 2 Local Residential Access Lines with Tone Dialing on both lines	
- Expanded Local Calling Service and	
- Toll-Free One-Way Local Calling Scope (6)	
- Optional Services - Any or all of the following services (2)	
Call Forwarding	
Call Forwarding-Busy	
Call Forwarding-No Answer	
Call Waiting w/ Cancel Call Waiting	
Speed Calling	
Three Way Calling	
Call Block	
Anonymous Call Block	
Calling Name and Number Delivery	
- Nationwide Toll Calling (3)	
- DSL NSPEED 256 with unlimited access to the Internet (4)(5)	

- (1) Rates do not include applicable state and federal taxes and surcharges or the End User Common Line Charge, as approved in the Cooperative's Interstate Access Service Tariff, National Exchange Carrier Association, Inc., Tariff F.C.C. No. 5.
- (2) Customers can choose a total of nine optional services for both lines. For example, five optional services on the first line and four optional services on the second line.
- (3) Toll Calling is provided by Peoples Communications, Inc. Certain restrictions apply.
- (4) DSL/Internet Service is provided by Peoples Communications, Inc. Customers can upgrade DSL NSPEED 256 to a higher speed for an additional monthly fee.
- (5) Package prices do not include installation and equipment charges for DSL. Equipment is free with a one-year term contract for DSL service. Early termination fee is \$250. If a customer cancels package subscription but continues DSL service, early termination fee does not apply.
- (6) Effective June 1, 2013, the non-optional Toll-Free One-Way Local Calling Scope is included as part of this package to subscribers. The description of the local calling scope and applicable exchanges are listed in this Section on Page 11.

MEMBER SERVICES TARIFF

II. LOCAL EXCHANGE SERVICES RATES (Continued)

B. Residential Packages (Continued)

	<u>Monthly Rate (1)</u>
2. Two-Lines with Advanced Features and Nationwide Toll Calling	\$59.99
- 2 Residential Access Lines with Tone Dialing on both lines	
- Expanded Local Calling Service and	
- Toll-Free One-Way Local Calling Scope (5)	
- Optional Services - Any or all of the following services (2)	
Call Forwarding	
Call Forwarding-Busy	
Call Forwarding-No Answer	
Call Waiting w/ Cancel Call Waiting	
Speed Calling	
Three Way Calling	
Call Block	
Anonymous Call Block	
Calling Name and Number Delivery	
- Nationwide Toll Calling (3)	
- <i>OPTIONAL: Add Dial-Up Internet access for \$11.95 per month (4)</i>	

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- (1) Rates do not include applicable state and federal taxes and surcharges or the End User Common Line Charge, as approved in the Cooperative's Interstate Access Service Tariff, National Exchange Carrier Association, Inc., Tariff F.C.C. No. 5.
- (2) Customers can choose a total of nine optional services for both lines. For example, five optional services on the first line and four optional services on the second line.
- (3) Toll Calling is provided by Peoples Communications, Inc. Certain restrictions apply.
- (4) Dial-Up Internet Access is provided by Peoples Communications, Inc. Certain restrictions apply.
- (5) Effective June 1, 2013, the non-optional Toll-Free One-Way Local Calling Scope is included as part of this package to subscribers. The description of the local calling scope and applicable exchanges are listed in this Section on Page 11.

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MEMBER SERVICES TARIFF

II. LOCAL EXCHANGE SERVICES RATES (Continued)

B. Residential Packages (Continued)

	Monthly Rate (1)
3. Peoples Choice Premium	\$139.99
- Two Local Residential Access Lines with Tone Dialing	
- Expanded Local Calling Service and	
- Toll-Free One-Way Local Calling Scope (7)	
- Optional Services – Choice of up to nine (9) of the following services: (2)	
Call Forwarding	
Call Forwarding-Busy	
Call Forwarding-No Answer	
Call Waiting w/ Cancel Call Waiting	
Speed Calling	
Three Way Calling	
Call Block	
Anonymous Call Block	
Caller ID – Calling Name and Number Delivery	
Voicemail (6)	
- Unlimited Nationwide Toll Calling (3)	
- DSL NSPEED 2MB with unlimited access to the Internet (4)(5)	

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- (1) Rates do not include applicable state and federal taxes and surcharges or the End User Common Line Charge, as approved in the Cooperative's Interstate Access Service Tariff, National Exchange Carrier Association, Inc., Tariff F.C.C. No. 5.
- (2) Customers that sign up for Peoples packages will receive a total of nine optional services that can be placed on either line.
- (3) Toll Calling is provided by Peoples Communication, Inc. Certain restrictions may apply.
- (4) DSL/Internet Service is provided by Peoples Communication, Inc.
- (5) Package prices do not include installation and equipment charges for DSL. Equipment is free with a one-year term contract for DSL service. Early termination fee is \$250. If a customer cancels package subscription but continues DSL service, early termination fee does not apply.
- (6) Voicemail is a non-regulated service and is included in the package rate.
- (7) Effective June 1, 2013, the non-optional Toll-Free One-Way Local Calling Scope is included as part of this package to subscribers. The description of the local calling scope and applicable exchanges are listed in this Section on Page 11.

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MEMBER SERVICES TARIFF

MEMBER SERVICES TARIFF

II. LOCAL EXCHANGE SERVICES RATES (Continued)

B. Residential Packages (Continued)

	<u>Monthly Rate (1)</u>
4. Peoples Choice Select Plus	\$99.99
- Two Local Residential Access Lines with Tone Dialing	
- Expanded Local Calling Service and	
- Toll-Free One-Way Local Calling Scope (7)	
- Optional Services – Choice of up to nine (9) of the following services: (2)	
Call Forwarding	
Call Forwarding-Busy	
Call Forwarding-No Answer	
Call Waiting w/ Cancel Call Waiting	
Speed Calling	
Three Way Calling	
Call Block	
Anonymous Call Block	
Caller ID – Calling Name and Number Delivery	
Voicemail (6)	
- Unlimited Nationwide Toll Calling (3)	
- DSL NSPEED 1MB with unlimited access to the Internet (4) (5)	

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- (1) Rates do not include applicable state and federal taxes and surcharges or the End User Common Line Charge, as approved in the Cooperative's Interstate Access Service Tariff, National Exchange Carrier Association, Inc., Tariff F.C.C. No. 5.
- (2) Customers that sign up for Peoples packages will receive a total of nine optional services that can be placed on either line.
- (3) Toll Calling is provided by Peoples Communication, Inc. Certain restrictions may apply.
- (4) DSL/Internet Service is provided by Peoples Communication, Inc. Customers can upgrade DSL NSPEED up to 2MB for an additional monthly fee.
- (5) Package prices do not include installation and equipment charges for DSL. Equipment is free with a one-year term contract for DSL service. Early termination fee is \$250. If a customer cancels package subscription but continues DSL service, early termination fee does not apply.
- (6) Voicemail is a non-regulated service and is included in the package rate.
- (7) Effective June 1, 2013, the non-optional Toll-Free One-Way Local Calling Scope is included as part of this package to subscribers. The description of the local calling scope and applicable exchanges are listed in this Section on Page 11.

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MEMBER SERVICES TARIFF

MEMBER SERVICES TARIFF

II. LOCAL EXCHANGE SERVICES RATES (Continued)

B. Residential Packages (Continued)

	<u>Monthly Rate</u> (1)
5. Peoples Choice Select	\$89.99
- Two Local Residential Access Lines with Tone Dialing	
- Expanded Local Calling Service and	
- Toll-Free One-Way Local Calling Scope (7)	
- Optional Services – Choice of up to nine (9) of the following services: (2)	
Call Forwarding	
Call Forwarding-Busy	
Call Forwarding-No Answer	
Call Waiting w/ Cancel Call Waiting	
Speed Calling	
Three Way Calling	
Call Block	
Anonymous Call Block	
Caller ID – Calling Name and Number Delivery	
Voicemail (6)	
- Nationwide Toll Calling (3)	
- DSL NSPEED 1MB with unlimited access to the Internet (4) (5)	

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- (1) Rates do not include applicable state and federal taxes and surcharges or the End User Common Line Charge, as approved in the Cooperative's Interstate Access Service Tariff, National Exchange Carrier Association, Inc., Tariff F.C.C. No. 5.
- (2) Customers that sign up for Peoples packages will receive a total of nine optional services that can be placed on either line.
- (3) Toll Calling is provided by Peoples Communication, Inc. Certain restrictions may apply.
- (4) DSL/Internet Service is provided by Peoples Communication, Inc. Customers can upgrade DSL NSPEED up to 2MB for an additional monthly fee.
- (5) Package prices do not include installation and equipment charges for DSL. Equipment is free with a one-year term contract for DSL service. Early termination fee is \$250. If a customer cancels package subscription but continues DSL service, early termination fee does not apply.
- (6) Voicemail is a non-regulated service and is included in the package rate.
- (7) Effective June 1, 2013, the non-optional Toll-Free One-Way Local Calling Scope is included as part of this package to subscribers. The description of the local calling scope and applicable exchanges are listed in this Section on Page 11.

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MEMBER SERVICES TARIFF

II. LOCAL EXCHANGE SERVICES RATES (Continued)

B. Residential Packages (Continued)

	<u>Monthly Rate (1)</u>
6. Peoples Choice Basic	\$79.99
- Two Local Residential Access Lines with Tone Dialing	
- Expanded Local Calling Service and	
- Toll-Free One-Way Local Calling Scope (7)	
- Optional Services – Choice of up to nine (9) of the following services: (2)	
Call Forwarding	
Call Forwarding-Busy	
Call Forwarding-No Answer	
Call Waiting w/ Cancel Call Waiting	
Speed Calling	
Three Way Calling	
Call Block	
Anonymous Call Block	
Caller ID – Calling Name and Number Delivery	
Voicemail (6)	
- Nationwide Toll Calling (3)	
- DSL NSPEED 512K with unlimited access to the Internet (4) (5)	

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- (1) Rates do not include applicable state and federal taxes and surcharges or the End User Common Line Charge, as approved in the Cooperative's Interstate Access Service Tariff, National Exchange Carrier Association, Inc., Tariff F.C.C. No. 5.
- (2) Customers that sign up for Peoples packages will receive a total of nine optional services that can be placed on either line.
- (3) Toll Calling is provided by Peoples Communication, Inc. Certain restrictions may apply.
- (4) DSL/Internet Service is provided by Peoples Communication, Inc. Customers can upgrade DSL NSPEED up to 2MB for an additional monthly fee.
- (5) Package prices do not include installation and equipment charges for DSL. Equipment is free with a one-year term contract for DSL service. Early termination fee is \$250. If a customer cancels package subscription but continues DSL service, early termination fee does not apply.
- (6) Voicemail is a non-regulated service and is included in the package rate.
- (7) Effective June 1, 2013, the non-optional Toll-Free One-Way Local Calling Scope is included as part of this package to subscribers. The description of the local calling scope and applicable exchanges are listed in this Section on Page 11.

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MEMBER SERVICES TARIFF

II. LOCAL EXCHANGE SERVICES RATES (Continued)

B. Residential Packages (Continued)

	<u>Monthly Rate (1)</u>
7. Two-Lines with Advanced Features and Nationwide Toll Calling-II	\$59.99
- 2 Residential Access Lines with Tone Dialing on both lines	
- Expanded Local Calling Service and	
- Toll-Free One-Way Local Calling Scope on both lines (7)	
- Optional Services – Choice of up to nine (9) of the following services (2)	
Call Forwarding	
Call Forwarding-Busy	
Call Forwarding-No Answer	
Call Waiting w/ Cancel Call Waiting	
Speed Calling	
Three Way Calling	
Anonymous Call Block	
Calling Name and Number Delivery	
Call Waiting ID (3)	
Voicemail (4)	
- Nationwide Calling Plan (5)	
- OPTIONAL: Add Dial-Up Internet access for \$11.95 per month (6)	

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- (1) Rates do not include applicable state and federal taxes and surcharges or the End User Common Line Charge, as approved in the Cooperative's Interstate Access Service Tariff, National Exchange Carrier Association, Inc., Tariff F.C.C. No. 5.
- (2) Customers can choose a total of nine optional services for both lines. For example, five optional services on the first line and four optional services on the second line.
- (3) Call Waiting and Calling Name and Number Delivery is required to subscribe to Call Waiting ID.
- (4) Voicemail is a non-regulated service and is included in the package rate.
- (5) Nationwide Calling Plan is provided by Peoples Communication, Inc. and is capped at 2,000 minutes per month. A rate of \$.10 per minute is applied after the initial 2,000 minutes.
- (6) Dial-Up Internet Access is provided by Peoples Communication, Inc. Certain restrictions apply.
- (7) Effective June 1, 2013, the non-optional Toll-Free One-Way Local Calling Scope is included as part of this package to subscribers. The description of the local calling scope and applicable exchanges are listed in this Section on Page 11.

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MEMBER SERVICES TARIFF

II. LOCAL EXCHANGE SERVICES RATES (Continued)

B. Residential Packages (Continued)

	Monthly Rate (1)
8. Peoples Choice Premium-II	\$139.99
- Two Local Residential Access Lines with Tone Dialing	
- Expanded Local Calling Service and	
- Toll-Free One-Way Local Calling Scope on both lines (8)	
- Optional Services – Choice of up to nine (9) of the following services: (2)	
Call Forwarding	
Call Forwarding-Busy	
Call Forwarding-No Answer	
Call Waiting w/ Cancel Call Waiting	
Speed Calling	
Three Way Calling	
Anonymous Call Block	
Calling Name and Number Delivery	
Call Waiting ID (3)	
Voicemail (4)	
- Unlimited Nationwide Calling Plan (5)	
- DSL NSPEED 4MB with unlimited access to the Internet (6)(7)	
Optional: DSL NSPEED 6MB with unlimited access to the internet for an extra \$50 per month, where technically feasible. (6)(7)	

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- (1) Rates do not include applicable state and federal taxes and surcharges or the End User Common Line Charge, as approved in the Cooperative's Interstate Access Service Tariff, National Exchange Carrier Association, Inc., Tariff F.C.C. No. 5.
- (2) Customers can choose a total of nine optional services for both lines. For example, five optional services on the first line and four optional services on the second line.
- (3) Call Waiting and Calling Name and Number Delivery is required to subscribe to Call Waiting ID.
- (4) Voicemail is a non-regulated service and is included in the package rate.
- (5) Unlimited Nationwide Calling Plan is provided by Peoples Communication, Inc. Certain restrictions apply.
- (6) DSL/Internet Service is provided by Peoples Communication, Inc.
- (7) Package prices do not include installation and equipment charges for DSL. Equipment is free with a one-year term contract for DSL service. Early termination fee is \$250. If a customer cancels package subscription but continues DSL Service, early termination fee does not apply.
- (8) Effective June 1, 2013, the non-optional Toll-Free One-Way Local Calling Scope is included as part of this package to subscribers. The description of the local calling scope and applicable exchanges are listed in this Section on Page 11.

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