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**NORTHERN ARKANSAS TELEPHONE CO., INC.**

**ACCESS SERVICE**

**Regulations, Rates and Charges  
applying to the provision of Access Services  
for Intrastate Customers within the  
operating territory of**

**NORTHERN ARKANSAS TELEPHONE CO., INC.**

**in the State of  
Arkansas  
as provided herein.**

**Access Services are provided by means of wire, fiber optics, radio or any other suitable  
technology or a combination thereof.**

NORTHERN ARKANSAS TELEPHONE CO., INC.

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Intrastate Access Tariff

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Table of Contents

6<sup>th</sup> Revised Sheet 1

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**INTRASTATE ACCESS TARIFF**

**TABLE OF CONTENTS**

<u>ITEM</u>	<u>SECTION NO.</u>
Application of Tariff	1
General Regulations	2
Carrier Common Line Access Service	3
End User Access Service	4
Access Ordering	5
Switched Access Service	6 (NR)
Special Access Service	7
Directory Assistance Service	8
Special Federal Government Access Service	9
Special Facilities Routing of Access Services	10
Specialized Service or Arrangements	11
Additional Engineering, Additional Labor and Miscellaneous Services	12
Exceptions to Access Service Offerings	13
Interface Groups, Transmission Specifications and Channel Interfaces	14
Primary Exchange Carrier and Secondary Exchange Carrier Billing Arrangement	15
VOIP-PSTN Traffic	16
VOIP Rating of Toll VOIP-PSTN Traffic	17
VOIP-PSTN Call signaling-Signaling System 7-Multi-Frequency-Internet Protocol	18
VOIP-PSTN Calculation and Application of Percent-VOIP-Usage (PVU) Factor	19
VOIP-PSTN Initial Percent VIP Usage Factor	20
VOIP-PSTN Percent VOIP Usage Factor Updates	21
VOIP-PSTN Percent VOIP Usage Factor Verification	22

NORTHERN ARKANSAS TELEPHONE COMPANY

## TARIFF FORMAT

### 1. TARIFF FORMAT

#### 1.1. TARIFF SYMBOLS (Rules of Practice and Procedure 11.03.(c))

1.1.1. The Following symbols appear in the right margin opposite any revision to the previously approved tariff.

<u>Symbol</u>	<u>Explanation</u>
(DR)	Discontinued Rate
(AT)	Additions to Text
(RT)	Removal of Text
(CR)	Change in Rate
(CP)	Change in Practice
(CT)	Change in Text
(NR)	New Rate
(C)	A Correction
(MT)	Move in Location of Text

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## INTRASTATE ACCESS

### 1. Application of Tariff

#### 1.1 Application of Tariff

- A. This tariff contains regulations, rates and charges applicable to the provision of Carrier Common Line, Switched Access and Special Access Service, and other miscellaneous services, hereinafter referred to collectively as access service(s), provided by Northern Arkansas Telephone Co, Inc., hereinafter referred to as the Telephone Company, to Intrastate Customer(s), hereinafter referred to as IC(s).
- B. The provision of such services by the Telephone Company as set forth in this tariff does not constitute a joint undertaking with the IC for the furnishing of any service.
- C. The regulations, rates and charges contained herein are in addition to the applicable regulations, rates and charges specified in other tariffs of the Company.
- D. Whenever reference is made to other tariffs, the reference is made to the tariffs in force as of the effective date of this tariff, and to amendments thereto and successive issues thereof. Such references to interstate tariffs will apply the rates and regulations of referenced tariff sections to the identical intrastate access services as indicated herein. Should any portion of referenced tariff conflict with any rates or regulations contained in the Telephone Company's intrastate tariffs, the latter shall apply for intrastate services.

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INTRASTATE ACCESS

2. General Regulations

2.1 Undertaking of the Telephone Company and Use

The Telephone Company concurs in the rules and regulations governing Undertaking of the Telephone Company and Use as filed by the National Exchange Carrier Association and approved by the Federal Communications Commission (FCC) in Tariff F.C.C. No. 5, Sections 2.1 and 2.2, together with any amendments or successive issues thereof.

2.2 Obligations of the Customer

2.2.1 through 2.2.10 Miscellaneous Obligations of the Customer

The Telephone Company concurs in the following sections of the National Exchange Carrier Association's Tariff F.C.C. No. 5, together with any amendment or successive issues thereof approved by the Federal Communications Commission:

- 2.3.1 Damages
- 2.3.2 Ownership of Facilities and Theft
- 2.3.3 Equipment Space and Power
- 2.3.4 Availability for Testing
- 2.3.5 Limitation of Use of Metallic Facilities
- 2.3.6 Balance
- 2.3.7 Design of Customer Service
- 2.3.8 References to the Telephone Company
- 2.3.9 Claims and Demands for Damages
- 2.3.10 Coordination with Respect to Network Contingencies

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## INTRASTATE ACCESS

### 2. General Regulations (cont'd)

#### 2.2 Obligations of the Customer (cont'd)

##### 2.2.11 Jurisdictional Report Requirements

###### (A) Jurisdictional Reports

- (1) a) When a customer orders Feature Group A and/or Feature Group B Switched Access Service, the customer shall, in its order, state the projected intrastate percentage for intrastate usage for each Feature Group A and/or Feature Group B Switched Access Service Group ordered. In addition, the customer shall also state in its order the projected intrastate intraLATA percentage of use (i.e., the customer projects the intrastate usage as 30%, and projects that 50% of the intrastate usage is intraLATA). If the customer adds to or discontinues some but not all of the Feature Group A and/or Feature Group B Switched Access Services in a group, it shall provide a revised projected intrastate and intrastate intraLATA percentage for the overall services provided. The revised reports will serve as the basis for future billing and will be effective on the next bill date.
- b) Pursuant to the Arkansas Public Service Commission Order adopted December, 1985, intrastate usage is to be developed as though every call that enters a customer network at a point within the same state as that in which the called station (as designated by the called station telephone number) is situated is an intrastate communication and every call for which the point of entry is in a state other than that where the called station (as designated by the called station telephone number) is situated is an interstate communication.

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## INTRASTATE ACCESS

### 2. General Regulations (cont'd)

#### 2.2 Obligations of the Customer (cont'd)

##### 2.2.11 Jurisdiction Report Requirements (cont'd)

###### (A) Jurisdictional Report Requirements (cont'd)

###### (1) Cont'd

- c) Pursuant to Arkansas Public Service Commission order adopted December 1985, intraLATA usage of Feature Groups A and/or B is to be developed as though every call that enters the customer's network at a point located in one LATA and exits the customer's network at a point located in the same LATA is an intraLATA communications. In the event of ambiguity regarding the point of customer network entry, e.g., in local calling or EAS areas that cross jurisdictional boundaries, the point of entry shall be consistent with the entry/exit procedures approved by the FCC. For those services originating over in-WATS (800) or in-WATS-like services, a reasonable surrogate or sample shall be used to determine the jurisdictional nature of the completed long distance transmissions. The customer's network includes all facilities owned or leased by the customer and all transmission and switching capability purchased from any and all suppliers of transmission and switching capability.
- d) The projected intrastate percentages will be used by the Telephone Company to apportion the usage between interstate and intrastate until a revised report is received as set forth in (6) following. The projected intrastate intraLATA percentage of use will be used by the

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INTRASTATE ACCESS

2. General Regulations (cont'd)

2.2 Obligations of the Customer (cont'd)

2.2.11 Jurisdictional Report Requirements (cont'd)

(A) Jurisdictional Reports (cont'd)

(d) (cont'd)

Telephone Company to apportion the usage between intrastate intraLATA and intrastate interLATA until a revised report is received as set forth in (6) following.

- (2) All single Feature Group A and B Switched Access Service usage and charges will be apportioned by the Telephone Company between interstate and intrastate and between intrastate intraLATA and intrastate interLATA. The projected intrastate percentage and intrastate intraLATA percentage reported as set forth in 1(a), 1(b) and 1(c) preceding will be used to make such apportionment.
- (3) For multiline hunt group or trunk group arrangements where either the interstate or the intrastate charges are based on measured usage, the intrastate and intrastate intraLATA Feature Group A and/or Feature Group B Switched Access Service(s) information reported as set forth in (1) preceding will be used to determine the charges as follows:
  - a) For all groups the number of access minutes (either measured or assumed) for a group will be multiplied by the projected intrastate percentage to develop the intrastate access minutes. The number of access minutes for the group minus the developed intrastate access

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## INTRASTATE ACCESS

### 2. General Regulations (cont'd)

#### 2.2 Obligations of the Customer (cont'd)

##### 2.2.11 Jurisdictional Report Requirements (cont'd)

###### (A) Jurisdictional Reports (cont'd)

###### (a) (cont'd)

minutes for the group will be the developed interstate access minutes.

b) For all groups, the number of intrastate access minutes (as derived in (3) (a) above) for a group will be multiplied by the projected intrastate intraLATA percentage to develop the intrastate intraLATA access minutes. The number of intrastate access minutes for the group minus the developed intrastate intraLATA access minutes for the group will be the developed intrastate interLATA minutes.

When a customer orders Feature Group C or Feature Group D Switched Access Service(s), the Telephone Company, where the jurisdiction can be determined from the call detail, will determine the projected intrastate percentage as follows. For originating access minutes, the projected intrastate percentage will be developed on a monthly basis by end office when the Feature Group C or Feature Group D Switched Access Service access minutes are measured by dividing the measured intrastate originating access minutes by the total originating access minutes when the call detail is adequate to determine the appropriate jurisdiction. Where applicable for terminating access minutes, the data used by the Telephone Company to develop the projected intrastate percentage for originating access minutes will be used to develop projected intrastate percentage for such terminating access minutes. When originating call details are insufficient to determine the jurisdiction for the call, the customer shall supply the projected intrastate percentage or authorize the Telephone Company to use the Telephone Company developed percentage. The Telephone Company authorized percentage will be based on the average of the customer's other FGC and/or FGD usage. This percentage shall be used by the Telephone Company as the intrastate percentage for those access services without adequate call detail and in the absence of reasonable projections supplied by the customer.

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INTRASTATE ACCESS

2. General Regulations (cont'd)

2.2 Obligations of the Customer (cont'd)

2.2.11 Jurisdictional Report Requirements (cont'd)

(A) Jurisdictional Reports (cont'd)

(4) (cont'd)

b) For customers ordering FGC and/or FGD Switched Access Services, the customer shall also state in the order the projected intrastate intraLATA percentage of use (e.g., the customer projects that 50% of the intrastate usage is intraLATA). If the customer deletes some but not all of the FGC and/or FGD Switched Access Services in a group, it shall provide a projected intrastate intraLATA percentage of use for the overall remaining services. The revised report will serve as the basis for future billing and will be effective on the next bill date.

(5) When a customer orders Directory Assistance Service, the customer shall in its order, provide the projected intrastate and intrastate intraLATA percentage for terminating use in a whole number (a number of 0 through 100) for each Directory Access Service group ordered. (A method the customer may wish to adopt could be to use its terminating traffic from its premises to the involved Directory Assistance Location and calculate the projected intrastate percentage as set forth in (4) preceding.) The Telephone Company will designate the number obtained by subtracting the projected intrastate percentage furnished by the customer from 100 (100 – customer percentage = interstate percentage) as the projected interstate percentage of use.

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2. General Regulations (cont'd)

2.2 Obligations of the Customer (cont'd)

2.2.11 Jurisdictional Report Requirements (cont'd)

(A) Jurisdictional Reports (cont'd)

- (6) Effective on the first of January, April, July and October of each year, the customer shall update the intrastate and intrastate intraLATA jurisdictional report. The customer shall forward to the Telephone Company, to be received no later than 15 days after the first of each such month, a revised report showing the intrastate and intrastate intraLATA percentage of use for the past three months ending the last day of December, March, June and September, respectively, for each arranged for intrastate use. Additionally, where the customer utilizes FGA Switched Access Service for calls between a Primary Exchange Carrier and a Secondary Exchange Carrier within the same Extended Area Service calling area, and/or Feature Group B Switched Access Service for calls between a Primary Exchange Carrier's access tandem and a subtending Secondary Exchange Carrier, where the Primary and Secondary Exchange Carriers are not the same Telephone Company and do not provide service under the same access service tariff and where the Primary and Secondary Exchange Carriers do not have a Multiple Company billing arrangement for sub-tending end offices of an access tandem, a copy of the revised report will be provided by the customer to the Telephone Company. The revised report will serve as the basis for the next three months billing and will be effective on the bill date for that service.

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2. General Regulations (Cont'd)

2.2 Obligations of the Customer (Cont'd)

2.2.11 Jurisdictional Report Requirements (Cont'd)

(A) Jurisdictional Reports (Cont'd)

(6) (Cont'd)

If the customer does not supply the reports, the Telephone Company will assume the percentages to be the same as those provided in the last quarterly report. For those cases in which a quarterly report has never been received from the customer, the Telephone Company will assume the percentages to be the same as those provided in the order for services as set forth in (1) preceding.

(7) If a billing dispute arises or the Arkansas Public Service Commission questions the projected intrastate and/or intraLATA percentages, the Telephone Company will ask the customer to provide the data the customer used to determine the projected intrastate and intraLATA percentages. The customer shall supply the data within 15 business days of the Telephone Company request. The customer shall keep records of call detail from which the percentages of intrastate and intraLATA use can be ascertained and upon request of the Telephone Company make the records available for inspection as reasonably necessary for purposes of verification of the percentages.

(8) Pursuant to Arkansas Public Service Commission directives audits may be conducted to verify the accuracy of customer jurisdictional reports.

(AT)

(9) Pursuant to Ark. Stat. Ann. 523.17.414 all customers shall transmit the originating calling party number (CPN) for calls originating or terminating on the public switched network within the state of Arkansas. In addition, telecommunications providers shall forward the CPN-equivalent data for the originating calling party. Such CPN or CPN-equivalent data shall not be altered by the transiting or terminating carriers(s). Under no circumstances may a carrier replace or alter the CPN or CPN-equivalent of the dialing party originating the call. If a provider is unable to provide the appropriate originating intrastate telephone number via ANI, CPN or other technology specific parameter, the provider should send the indicator "unknown" in place of the originating intrastate telephone number. If the Telephone Company determines that the customer has replaced, not transmitted, or altered the CPN, the Telephone Company shall bill and require payment from the violating customer in the amount of any underpayment as a result of replaced or altered CPN, together with a surcharge of twenty-five (25) percent of the underpayment. The underpayment and the surcharge will be calculated on a basis as if the correct CPN were to be employed.

Issue Date: \_\_\_\_\_  
Effective Date: \_\_\_\_\_  
Docket No.: \_\_\_\_\_

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President and General Manager  
301 E. Main, Flippin, Arkansas

INTRASTATE ACCESS

2. General Regulations (cont'd)

2.2 Obligations of the Customer (cont'd)

2.2.12 Determination of Intrastate Charges for Mixed Interstate and Intrastate Access Service

When mixed interstate and intrastate Access Service is provided, all charges (i.e., non-recurring, monthly and/or usage) including optional features charges, will be prorated between interstate and intrastate. The percentage provided in the reports as set forth in 2.2.11 (A) preceding will serve as the basis for prorating the charges. The percentage of an Access Service to be charged as intrastate is applied in the following manner:

- (A) For monthly and nonrecurring chargeable rate elements, multiply the percent intrastate use times the quantity of chargeable elements times the stated tariff rate per element.
- (B) For usage sensitive (i.e., access minutes and calls) chargeable rate elements, multiply the percent intrastate use times actual use (i.e., measured or Telephone Company assumed average use) times the stated tariff rate.

The intrastate percentage will change as revised usage reports are submitted as set forth in 2.2.11 preceding.

2.2.13 Determination of IntraLATA Charges for Mixed InterLATA and IntraLATA Switched Access Service

When mixed interLATA and intraLATA Switched Access Service is provided, all charges (i.e., nonrecurring, monthly, and usage including optional feature charges), will be prorated between interLATA and intraLATA in the same manner as described in 2.2.12 preceding.

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2. General Regulations (cont'd)

2.3 Payment Arrangements and Credit Allowances

With the exception of the following provisions regarding deposits, the Telephone Company shall apply the rates, rules and regulation governing Payment Arrangements and Credit Allowances as filed by the National Exchange Carrier Association and allowed to become effective by the Federal Communications Commission in Tariff F.C.C. No. 5, Section 2.4, together with any amendments or successive issues thereof allowed to become effective by the FCC.

2.3.1 Payment of Rates, Charges and Deposits

(A) Deposits

In order to safeguard its interests, the Telephone Company reserves the right to require the customer to secure its account prior to the establishment of service, the installation of new service, the transfer of an existing service, and/or at any time after the provision of service in the form of a cash deposit as described below. Such security deposit will not exceed an amount equal to the estimated total rates and charges for the service(s) ordered for a two-month period as described below. A security deposit or additional security deposit may be required from a new or existing customer when:

- 1) The customer has a proven history of late payments to the Telephone Company or the customer does not have established credit. A proven history of late payments exists if the customer has failed to pay two monthly bills by the bill due date within a 12-month period of time. If the customer has a history of late payments or has not demonstrated established credit, the Telephone Company may require the customer to pay up to a two-month deposit based on a monthly average of the total charges billed and rendered by the Telephone Company for the most recent three month period. If the customer has not received three months of service from the Telephone Company, the two-month deposit will be based on charges estimated by the Telephone Company for the initial two-month period.

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INTRASTATE ACCESS

2. General Regulations (cont'd)

2.3 Payment Arrangements and Credit Allowances (cont'd)

2.3.1 Payment of Rates, Charges and Deposits (cont'd)

(A) Deposits (cont'd)

- 2) The customer's gross monthly billing has increased beyond the amount initially used to estimate the customer's current security deposit by a factor of ten percent. The additional security deposit required under this section shall not exceed the amount required to establish up to a two-month deposit based on a monthly average of the total charges billed and rendered by the Telephone Company for the most recent three month period.
- 3) The Telephone Company becomes aware that the customer's credit worthiness has fallen below commercially acceptable levels as determined by an independent credit rating or reporting service. Should the customer's credit worthiness fall below commercially acceptable levels, the customer shall be required to pay up to a two-month deposit based on a monthly average of the total charges billed and rendered by the Telephone Company for the most recent three-month period. Credit worthiness shall be defined to have fallen below commercially acceptable levels in any of the following situations:
  - (a) If any debt securities of a customer or its parent (defined as an entity that owns an equity interest in more than 50% of the customer) are below investment grade, as defined by the Securities and Exchange Commission (See 17 C.F.R. 239.13);
  - (b) If any debt securities of a customer or its parent are rated below the lowest investment grade by a nationally recognized credit rating organization, or are put on review by such a ratings organization for a possible downgrade;
  - (i) The company would use Standard and Poors or another nationally recognized rating agency. Customers would be expected to maintain a rating of a BBB, or equivalent rating, as the measure of a customer's credit worthiness; or

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2. General Regulations (cont'd)

2.3 Payment Arrangements and Credit Allowances (cont'd)

2.3.1 Payment of Rates, Charges and Deposits (cont'd)

(A) Deposits (cont'd)

3) (cont'd)

- (c) If the customer does not have outstanding securities rated by a nationally recognized credit rating organization, and the customer is rated,
  - (i) "fair" or below in a composite credit appraisal published by Dun and Bradstreet, or
  - (ii) "high risk" in a Paydex score as published by Dun and Bradstreet.
- (d) If the customer or its parent informs the Telephone Company or publicly states that it is unable to pay its debts as such debts become due.
- (e) If the customer or its parent has commenced a voluntary receivership or bankruptcy proceeding (or had a receivership or bankruptcy proceeding initiated against it).
- 4) The Telephone Company will provide the customer written notice electronically or by Certified U.S. Mail (return receipt requested) if a deposit is required under this section. The written notice will provide the following information: a) explain the criterion set forth above used to determine that the customer has impaired credit worthiness, b) direct the customer to pay the deposit within fourteen (14) days of the date the written notice is sent to, or made electronically available to, the customer. In the event an existing customer fails to remit a deposit required under this section, service(s) to that customer may be discontinued in accordance with the terms specified in Section 2.1.8(A) and 2.1.8(B), of the National Exchange Carrier Association Tariff F.C.C. No. 5.

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2. General Regulations (cont'd)

2.3 Payment Arrangements and Credit Allowances (cont'd)

2.3.1 Payment of Rates, Charges and Deposits (cont'd)

(A) Deposits (cont'd)

- 5) If pursuant to this section, the Telephone Company requests a security deposit from an existing customer that has any term plan commitment in place and such existing customer accepts the condition that continuation of its service(s) is contingent upon its provision to the Telephone Company of the requested security deposit, then the regulations specified in this section will apply to the customer for the remainder of the term plan commitment to which the customer subscribes.
- 6) If pursuant to this section, the Telephone Company requests a security deposit from an existing customer that has any term plan commitment in place and such existing customer rejects the condition that continuation of its service(s) is contingent upon its provision to the Telephone Company of the requested security deposit, then upon discontinuance of the customer's service(s) and the resulting termination of the associated term plan commitment(s), the Telephone Company will waive the applicable termination liability charges(s) for each such term plan commitment terminated.
- 7) The fact that a deposit has been made in no way relieves the customer from complying with the Telephone Company's regulations as to the prompt payment of bills.
- 8) At such time as the provision of the service to the customer is terminated, the amount of the deposit will be credited to the customer's account and any credit balance which may remain will be refunded. Such a deposit will be refunded or credited to the account of an existing customer when the customer has established commercially acceptable credit as defined above and/or has established a one-year prompt payment record. For the period the deposit is held by the Telephone Company, the customer will receive interest the lawful rate as specified by state statute or 7 percent simple interest per annum if no rate is specified.
- 9) The rate will be applied for the number of days from the date the customer deposit is received by the Telephone Company to and including the date such deposit is credited to the customer's account or the date the deposit is refunded by the Telephone Company. Should a deposit be credited to the customer's account, as indicated above, no interest will accrue on the deposit from the date such deposit is credited to the customer's account.

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### 2. General Regulations (cont'd)

#### 2.4 Connections

##### 2.4.1 General

Equipment and Systems (i.e., terminal equipment, multi-line terminating systems and communications systems) may be connected with Switched and Special Access Service furnished by the Telephone Company where such connection is made in accordance with the provisions specified in Technical Reference Publication AS No. 1 and in 2.1 preceding.

#### 2.5 Definitions

The Telephone Company concurs in the definitions governing access service contained in the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 2.6, together with any amendments or successive issues thereof approved by the FCC.

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## INTRASTATE ACCESS

### 3. Carrier Common Line Access Service (con't)

The Telephone Company will provide Carrier Common Line Access Service to Interexchange Carriers (IXCs) and non-IXC access service customers in conjunction with Switched Access Service provided in Section 6 of this tariff.

Carrier Common Line Access Service for Interexchange Carriers is provisioned as set forth in the Intrastate Flat Rate Carrier Common Line Service Tariff. Regulations and rates applicable to non-IXC Carrier Common Line Access Service are as set forth in 3.3 following.

#### 3.1 General Description

Carrier Common Line Access provides for the use of Telephone Company common lines by non-IXC access service customers for access to end users to furnish Intrastate Communications.

Carrier Common Line Access is provided where a non-IXC access service customer obtains Telephone Company Switched Access Service under this tariff.

Premium Access is Switched Access Service provided in an end office converted to equal access.

Non-Premium Access is Switched Access Service provided in an end office not yet converted to equal access.

The provision of Carrier Common Line Access Service shall be in accordance with the Arkansas Public Service Commission Order No. 12, dated June 12, 1990, in Docket 88-091-U. Rules, procedures and other specifications as contained in the order, and/or subsequent orders, shall be utilized in the administration of this section.

Non-IXC access service customers will be charged for Carrier Common Line Access on a usage sensitive basis as described in 3.3 following.

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3. Carrier Common Line Access Service (con't)

3.2 Carrier Common Line Access Service – Interexchange Carriers

The rates and terms for Carrier Common Line Access Service for Interexchange Carriers shall be those rates, rules, and regulations as set forth in the Intrastate Flat Rate Carrier Common Line Service Tariff as filed by the Arkansas Intrastate Carrier Common Line Pool (AICCLP), together with any amendments of successive issues thereof.

3.3 Carrier Common Line Access Service – Non-IXC's

Non-IXC access service customers are end users that do not provide switched interexchange communications services to the public for compensation in the State of Arkansas. For intrastate Carrier Common Line Access Services to non-IXC's, and in conjunction with appropriate switched access services, the Telephone Company shall apply Tariff F.C.C. No. 5, Sections 3.2 through 3.8 and Section 17.1.1, of the National Exchange Carrier Association, together with any amendments or successive issues thereof approved by the FCC. Where and if provisions of the referenced tariff conflict with any portions of the company's Access Service Tariff, the latter will apply.

3.4 Any carrier that is providing Switched Access Service between points within the State of Arkansas, and that does not report Retail Billed Minute of Use (RBMOU) to the Arkansas Intrastate Carrier Common Line Pool (AICCLP) shall be charged the following Carrier Common Line Rate, per MOU.

	<u>CCLC</u>	<u>Per Minute Rate</u>
(CR)	Originating, Per MOU	\$0.0165
	Terminating, Per MOU	\$0.0000

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Northern Arkansas Telephone Company  
Flippin, Arkansas

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4. End User Access Service

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5. Access Ordering

The Telephone Company shall apply the rules and regulations governing Ordering Options as filed by the National Exchange Carrier Association and approved by the Federal Communications Commission in Tariff F.C.C. No. 5, Section 5, together with any amendments or successive issues thereof.

The Telephone Company shall apply the rates for Ordering Options as filed by the National Exchange Carrier Association, approved by the Federal Communications Commission in Tariff F.C.C. No. 5, Section 17, and in effect as of June 30, 1997.

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6. Switched Access Service

6.1 General

Switched Access Service, which is available to customers for their use in furnishing their services to end users, provides a two-point electrical communications path between a customer's premises and an end user's premises. It provides for the use of common terminating, switching and trunking facilities, and both common subscriber plant of the Telephone Company. Switched Access Premises Service provides for the ability to originate calls from an end user's premises to a customer's premises and to terminate calls from a customer's premises to an end user's premises in the LATA where it is provided.

Rates and charges for Switched Access Service depends generally on its use by the customer, i.e., for MTS or WATS services, MTS-WATS equivalent services, or other services (e.g. foreign exchange service), and whether it is provided in a Telephone Company end office that is equipped to provide equal or non equal access. Rates and charges for services other than Switched Access, e.g. a customer's interLATA toll message service, may also be applicable when Switched Access Service is used in conjunction with these other services.

6.2 Concurrence

Except as stated in 6.3 following, the Telephone Company shall apply the rules, and regulations governing Switched Access Service as filed by the National Exchange Carrier Association in Tariff F.C.C. No. 5, Section 6, together with any amendments or successive issues thereof approved by the FCC.

(AT)

Except as stated in 6.4 following, the Telephone Company shall apply rates for Switched Access Service as filed by the National Exchange Carrier Association in Tariff F.C.C. No. 5, Section 17, and in effect as of June 30, 1997.

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6. Switched Access Service (cont'd)

6.3 Exceptions to Interstate Concurrence

The following lists exceptions to the Company's concurrences or mirroring of the Switched Access Service tariff of the National Exchange Carrier Association F.C.C. No. 5 for intrastate Switched Access Services. If there is a conflict between the interstate tariff and this access tariff, the latter shall apply.

6.3.1 Feature Group A and B Access

Feature Group A (FGA) and Feature Group B (FGB) are not to be used for the completion of IntraLATA calls by customers who have not been granted a Certificate of Convenience and Necessity by the Arkansas Public Service Commission. In addition, a customer may not use interstate Feature Group A or Feature Group B Access to originate and terminate a call within the same LATA. The customer must specify the Interexchange Carrier to which the FGA or FGB service is connected or, in the alternative, specify the means by which the FGA or FGB access communications is transported to another LATA.

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6. Switched Access Service - (Cont'd)

6.4 Rates and Charges Exceptions

6.4.1 Tandem Switched Transport

- Residual Interconnection Charge  
- Terminating \$0.000000

6.4.2 End Office

(NR) - Terminating End Office, Per Access Minute  
Terminating \$0.00798800

6.4.3 Tandem Switched Transport

(NR) - Tandem Switched Termination  
- Terminating \$0.00104700

(NR) - Tandem Switched Facility  
- Terminating \$0.00020100

6.4.4 Direct Trunked Transport

(NR) - Direct Trunked Facility – per mile  
- High Cap DS1 \$15.69000000

(NR) - Direct Trunked Termination  
- High Cap DS1 \$81.42000000

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7. Special Access Service

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Except as otherwise noted herein, the Telephone Company shall apply the rules and regulations governing Special Access Service of the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 17 together with amendments or successive issues thereof approved by the FCC.

The Telephone Company shall apply the rates for Special Access Service as filed by the National Exchange Carrier Association in Tariff F.C.C. No. 5, Section 17, and in effect as of June 30, 1997.

For those intrastate WATS and 800 services where a WATS Access Line (WAL) is billed directly to the intrastate WATS or 800 service end user under the terms of the Telephone Company's end user WATS and 800 service tariffs, special access charges for the intrastate WALs shall not apply. This exception to the application of special access charges to intrastate WALs is limited to those intrastate WATS and 800 services provided (1) under concurrence with the intrastate WATS and 800 usage service tariffs of Southwestern Bell Telephone Company and the Arkansas Intralata Toll Pool, and (2) in conjunction with the intrastate interLATA WATS and/or 800 service of an interexchange carrier such that such intrastate WALs are jointly used to provide both interLATA and intrastate intraLATA WATS or 800 services.

AT 7.1 Exception to Interstate Concurrence

The following lists exceptions to the Company's concurrences or mirroring to the Special Access Service tariff of the National Exchange Carrier Association F.C.C. No. 5, dated June 30, 1997, for intrastate Special Access Services. If there is a conflict between the interstate tariff and this access tariff, the latter shall apply.

7.1.1 Ethernet Transport Service

Ethernet Transport Service (ETS) is a high speed data transport service that provides end-to-end transmission using Ethernet packet technology at transport speeds ranging from 2 Mbps to 1 Gbps, where available. ETS is ideal for transport of broadband multimedia traffic ( i.e., voice, data and video) using variable length Ethernet packets with the ability to interconnect multiple locations using the Telephone Company's ETS network. Ethernet packets are transmitted using capacity on dedicated and shared transmission paths through the Telephone Company's Ethernet network to a pre-specified destination.

The Telephone Company concurs in and shall apply the rules, regulations and rates governing Ethernet Transport Service as filed by the National Exchange Carrier Association in Tariff F.C.C. No. 5, Section 17.

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## INTRASTATE ACCESS

### 8. Directory Assistance Service

Directory Assistance (DA) Service provides Directory Access Service to DA locations, use of DA access equipment, and use of DA operators to provide telephone numbers. Where applicable, the Telephone Company shall apply the rules and regulations governing DA services of the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 9, together with any amendments or successive issues thereof approved by the FCC.

The Telephone Company shall apply, where applicable, the rates for Directory Assistance Service as filed by the National Exchange Carrier Association in Tariff F.C.C. No. 5, Section 17, and in effect as of June 30, 1997.

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## INTRASTATE ACCESS

### 9. Special Federal Government Access Services

This section covers Special Access Services that are provided to a customer for use only by agencies or branches of the Federal Government and other users authorized by the Federal Government. Services provided to state emergency operations centers are included. These services provide for command and control communications, including communications for national security, emergency preparedness and presidential requirements. They are required to assure continuity of Government in emergency and crisis situations and to provide for national security.

Services for command and control communications and for national security and emergency preparedness sometimes requires short notice and short duration service provisions. These provisions are especially needed to meet presidential requirements or in response to natural, man-made, or declared emergencies. Requirements of this type cannot be forecasted and are usually needed for a relatively short period. The provision of service under these conditions may require the availability of facilities, such as portable microwave equipment, which are provided on a temporary basis by the Telephone Company or customer.

Where applicable, the Telephone Company shall apply the rules and regulations governing Special Federal Government Access Services of the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 10, together with any amendments or successive issues thereof approved by the FCC.

The Telephone Company shall apply, where applicable, the rates for Special Federal Government Access Services as filed by the National Exchange Carrier Association in Tariff F.C.C. No. 5, Section 17, and in effect as of June 30, 1997.

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INTRASTATE ACCESS

10. Special Facilities Routing of Access Services

For the Special Facilities Routing of Intrastate Access Service, the Telephone Company shall apply, where applicable, the rules and regulations of the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 11, together with any amendments or successive issues thereof approved by the FCC.

The Telephone Company shall apply, where applicable, the rates for Special Facilities Routing of Intrastate Access Service as filed by the National Exchange Carrier Association in Tariff F.C.C. No. 5, Section 17, and in effect as of June 30, 1997.

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11. Specialized Services or Arrangements

For Specialized Services or Arrangements, the Telephone Company shall apply, where applicable, the rules and regulations of the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 12, together with any amendments or successive issues thereof approved by the FCC.

For Specialized Services or Arrangements, the Telephone Company shall apply, where applicable, the rates of the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 17, and in effect as of June 30, 1997.

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INTRASTATE ACCESS

12. Additional Engineering, Additional Labor and Miscellaneous Services

For Additional Engineering, Additional Labor, and Miscellaneous Intrastate Access Services, with the exception of Presubscription and Equal Access Recovery Cost, the Telephone Company, shall apply where applicable, the rules and regulations of the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 13, together with any amendments or successive issues thereof approved by the FCC.

For Additional Engineering, Additional Labor, and Miscellaneous Intrastate Access Services, with the exception of Presubscription and the Equal Access Recovery Cost rates, the Telephone Company shall apply, where applicable, the rates of the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 17, and in effect as of June 30, 1997.

12.1 Presubscription

12.1.1 InterLATA Presubscription

Presubscription is furnished in accordance with the detailed provisions of the Federal Communications Commission's Memorandum Opinion and Order, CC Docket No. 83-1145, Phase I, adopted May 31, 1985, and released June 12, 1985. The Allocation Plan, outlined in the Appendix B of this Order, will be available for inspection in the Public Reference Room of the Tariff Division of the Federal Communication Commission's Washington, DC, location or may be obtained from the Commission's commercial contractor.

Principal provisions of the allocation plan are as follows:

- (A) Presubscription is the process by which end user customers may select and designate to the Telephone Company an IC to access, without an access code, for interLATA, intrastate calls. This IC is referred to as the end predesignated user's predesignated IC.

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INTRASTATE ACCESS

12. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

12.1 Presubscription (cont'd)

12.1.1 InterLATA Presubscription (cont'd)

(B) On the effective date of this tariff, all existing end users have access to intrastate MTS/WATS. No later than 85 days prior to conversion to FGD in a serving end office, the Telephone Company will notify end users of the availability of equal access in their particular area. The notification will include the names of all ICs wishing to participate in the presubscription process. This notification will be sent via U.S. Mail to each end user of record served by the end office to be converted.

(C) End users may select one of the following options at no charge:

- indicate a primary IC for all of its lines; or
- indicate a different IC for each of its lines

Only one IC may be selected for each line or lines terminating in the same hunt group. After the end user's initial selection of a pre-designated IC, for any change in selection a nonrecurring charge, as set forth in 12.1.3 following applies.

(D) End users not responding to the initial notification will be sent a second notification for the selection of a pre-designated IC no earlier than 40 days prior to or no later than 90 days after the conversion to Feature Group D in a serving end office. This second notification will indicate the primary IC that has been assigned to them, based upon an allocation process, if they fail to respond to the second notification.

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INTRASTATE ACCESS

12. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

12.1 Presubscription (cont'd)

12.1.1 InterLATA Presubscription (cont'd)

(D) (cont'd)

The allocation process will assign a primary IC to those end users who do not respond to the initial notification. The allocation will be made in direct proportion to the results of the initial notification response, for a particular serving end office. Separate allocations will be made for residence and business end user lines.

After the allocation process has been completed, end users that have been assigned to an IC via the allocation process may change the IC one time within six months at no charge.

Following the six month period after the allocation process has been completed, for any change in selection, a nonrecurring charge as set forth in 12.1.3 following, applies.

- (E) When an end user indicates more than one IC selection on the return notification or returns an illegible return notification, the Telephone Company will contact the end user for clarification. If the end user indicates an IC selection on the return notification that does not match with information provided by an IC and both notifications indicate the same authorization date, the end user's notification takes precedence and the Telephone Company will process the end user's selection. In the event that two or more ICs provide to the Telephone Company notifications with the same authorization date and neither notification has been

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INTRASTATE ACCESS

12. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

12.1 Presubscription (cont'd)

12.1.1 InterLATA Presubscription (cont'd)

(E) (cont'd)

processed, the Telephone Company will contact the end user for clarification. A list of these customers in conflict must be sent to the affected IC by the Telephone Company.

In the event that two or more ICs have provided to the Telephone Company notifications with the same authorization date(s), and one IC notification has already been processed by the Telephone Company, those IC notifications not yet processed would be returned to the ICs.

(F) New end users, who are served by end offices equipped with Feature Group D, will be asked to pre-subscribe to an IC at the time they place an order with the Telephone Company for Telephone Exchange Service. They may select either of the following options. There will be no charge for this initial selection.

-designate a primary IC for all of its lines; or  
-designate a different IC for each of its lines.

Only one IC may be selected for each individual line, or lines terminating in the same hunt group. Subsequent to the installation of Telephone Exchange Service and after the end user's initial selection of a pre-designated IC, for any change in selection, a nonrecurring charge, as set forth in 12.1.3 following, applies.

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INTRASTATE ACCESS

12. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

12.1 Presubscription (cont'd)

12.1.1 InterLATA Presubscription (cont'd)

- (G) If the new end user fails to designate an IC as its pre-designated IC prior to the date of installation of Telephone Exchange Service, the Telephone Company will (1) allocate the end user to an IC based upon current IC pre-subscription ratios, (2) require the end user to dial an access code (101XXXX) for all interLATA intrastate calls, or (3) block the end user from interLATA, intrastate calling.

The end user will be notified which option will be applied if they fail to pre-subscribe to an IC. An allocated or blocked end user may designate another, or initial, IC as its pre-designated IC one time at no charge, if it is requested within six months after the installation of Telephone Exchange Service.

For any change in selection after six months from the installation of Telephone Exchange Service, a nonrecurring charge, as set forth in 12.1.3 following, applies.

- (H) If an IC elects to discontinue its Feature Group D Service offering prior to or within 2 years of the conversion, the IC will notify the Telephone Company of the cancellation. The IC will also notify all end users which selected them that they are canceling their service and that they should contact the Telephone Company to select a new primary IC. The IC will also inform the end user that it will pay the pre-subscription change charge. The canceling IC will then be billed by the Telephone Company the appropriate charge for each end user for a period of two years from the discontinuance of Feature Group D service.

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INTRASTATE ACCESS

12. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

12.1 Presubscription (cont'd)

12.1.1 InterLATA Presubscription (cont'd)

- (I) For equal access conversions that have taken place prior to May 31, 1985, the Telephone Company will send notifications to all non-presubscribed end users. End users responding within 30 days of this notification may select a primary IC without incurring any charges. End users not responding to this notification will remain with their current IC.

For any change in selection subsequent to this 30 day period, a nonrecurring charge, as set forth in 12.1.3 following, applies.

12.1.2 IntraLATA Presubscription

IntraLATA Pre-subscription is furnished in accordance with the detailed provisions of the Federal Communications Commission's (FCC) Order, FCC 99-54 adopted March 19, 1999. The Telephone Company will implement intraLATA equal access (intraLATA presubscription) no later than July 16, 1999.

- (A) IntraLATA pre-subscription is the process by which end user customers may select and designate to the Telephone Company an IC to access, without an access code, for intraLATA, intrastate calls. This IC is referred to as the end user's intraLATA pre-designated IC (PIC).
- (B) End users may select the same, or different PIC for interLATA and intraLATA, intrastate calls.

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INTRASTATE ACCESS

12. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

12.1 Presubscription (cont'd)

12.1.2 IntraLATA Presubscription (cont'd)

- (C) End users may select one of the following options prior to Telephone Company implementation of intraLATA equal access, or within three months (90 days) after implementation of intraLATA equal access, at no charge.

- indicate an intraLATA PIC for all of its lines; or
- indicate a different intraLATA PIC for each of its lines

Only one intraLATA PIC may be selected for each line or lines terminating in the same hunt group.

An existing end user who does not make an intraLATA PIC selection when intraLATA equal access becomes available shall default to NATCO Technologies, Inc. for intraLATA calls until he makes a permanent, affirmative selection for his intraLATA PIC.

After the end user's initial selection of a pre-designated IC or the designation that they do not want to pre-subscribe to any IC, for any change in selection after conversion to Equal Access in the serving end office, a nonrecurring charge, as set forth in 12.1.3 following, applies.

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INTRASTATE ACCESS

12. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

12.1 Presubscription (cont'd)

12.1.2 IntraLATA Presubscription (cont'd)

(D) New end user customers will be asked to select an intraLATA PIC at the time they place an order with the Telephone Company for Telephone Exchange Service. They may select either of the following options at no charge.

- indicate an intraLATA PIC for all of its lines; or
- indicate a different intraLATA PIC for each of its lines.

Only one intraLATA PIC may be selected for each line or lines terminating in the same hunt group.

A new end user customer who does not make an intraLATA PIC selection shall be required to dial a carrier access code to route his intraLATA toll calls to the carrier of his choice until he makes a permanent, affirmative selection for his intraLATA PIC.

Subsequent to the installation of Telephone Exchange Service and after the end user's initial selection of an intraLATA PIC, for any change in selection, a nonrecurring charge, as set forth in 12.1.3 following, applies.

- (E) If an end user selects more than one intraLATA PIC, the Telephone Company shall process the PIC with the latest end user authorization date.
- (F) An end user may request the Telephone Company to freeze his interLATA or intraLATA PIC, or both. An end user account carrying an interLATA PIC freeze indicator shall not be automatically frozen by the Telephone Company for the end user's intraLATA PIC selection.

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12. Additional Engineering, Additional Labor and Miscellaneous Services (cont'd)

12.1 Presubscription (cont'd)

12.1.3 Presubscription Rates

(A) Nonrecurring charges for presubscription are as follows:

	<u>Nonrecurring Charge</u>
(1) InterLATA Presubscription, Per Telephone Exchange Service line or trunk *	\$ 5.00
(2) IntraLATA Presubscription, Per Telephone Exchange Service line or trunk *	\$ 5.00
(3) Unauthorized PIC Change Charge	\$ 35.65

\* This charge is billed to the end user who is the subscriber to the Telephone Exchange Service. In the event an end user is incorrectly presubscribed due to mis-assignment on the part of the Telephone Company, no charge shall apply. In the event an end user is incorrectly presubscribed due to mis-assignment on the part of the IC, and the IC is unable to document such an assignment, the Telephone Company will apply the charge to the IC responsible for the mis-assignment of the end user and assign the end user to the IC of the end user's choice.

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#### 13. Exceptions to Access Service Offerings

The services offered under the provisions of this tariff are subject to availability as set forth in 2.1.4 preceding. In addition, the following exceptions apply:

(Paragraph 13.1 through 13.5 following are reserved for future listings as a result of a subsequent survey. In the meantime, in planning an end-to-end service, the customer should contact the Telephone Company in each customer premises city to assure itself that all of the service or service components required for a given customer service are currently available.)

13.1 The following service(s) is (are) not offered in the operating territory of listed Issuing Carriers.

(Reserved for future use)

13.2 The following offering(s) is (are) limited to existing locations. No inside moves, rearrangements or additions will be permitted.

(Reserved for future use)

13.3 The following offering(s) is (are) limited to existing locations. Inside moves or rearrangements may be undertaken. However, no additions will be permitted.

(Reserved for future use)

13.4 The following offering(s) is (are) limited to existing locations where additional units may be added for growth. Inside moves or rearrangements may be undertaken.

(Reserved for future use)

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13. Exceptions to Access Service Offerings (cont'd)

- 13.5 The following offering(s) is (are) limited to existing locations where additional units may be added for growth. However, inside moves or rearrangements will not be permitted.

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14. Interface Groups, Transmission Specifications and Channel Interfaces

The Telephone Company shall apply the Interface Groups, Transmission Specifications, and Channel Interfaces contained in the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 15, together with any amendments or successive issues thereof approved by the FCC.

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15. Primary Exchange Carrier and Secondary Exchange Carrier Billing Arrangements

Where applicable, the Telephone Company concurs in the Billing Arrangements between Primary Exchange Carriers and Secondary Exchange Carriers found in the National Exchange Carrier Association's Tariff F.C.C. No. 5, Section 16, together with any amendments or successive issues thereof approved by the FCC.

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VOIP-PSTN TRAFFIC

16. General

The following provisions apply to the treatment of Toll VOIP-PSTN Traffic pursuant to the Federal Communications Commission's Part 51 Interconnection Rules and in compliance with the Federal Communications Commission's Report and Order and Further Notice of Proposed Rulemaking in CC Docket Nos. 96-45 and 01-92; GN Docket No. 09-51; WC Docket Nos. 03-109, 05-337, 07-135 and 10-90; and WT Docket No. 10-208, adopted October 27, 2011 and released November 18, 2011 (FCC 11-161).

Toll VOIP-PSTN Traffic is defined as traffic exchanged in time division multiplexing ("TDM") format over Public Switched Telephone Network ("PSTN") facilities that originates and/or terminates in Internet Protocol ("IP") format and that enables the Telephone Company's end-users to communicate with calling or called parties outside of the Telephone Company's local exchange calling area. This section governs the identification of Toll VOIP-PSTN Traffic that is required to be compensated at interstate access rates, in absence of an agreement existing between the parties, as ordered by the Federal Communications Commission in its Report and order in WC Docket Nos. 10-90, etc., FCC Release No. 11-161 (Nov. 18, 2011) ("FCC Order"). Specifically, this section establishes the method of separating such traffic (referred to in this tariff as Toll VOIP-PSTN Traffic or Relevant VOIP-PSTN Traffic) from the Customer's traditional intrastate access traffic, so that such Toll VOIP-PSTN Traffic can be billed in accordance with the FCC Order.

(A) Definitions

- 1) Access Service: Services, which provide connections for or are related to the origination or termination of communications that are generally, but not limited to, interexchange services.
- 2) Customer: The person, firm, corporation or other entity, including but not limited to Interexchange Carriers (ICs), End Users and other telecommunications carriers or providers originating or terminating Toll VOIP-PSTN traffic, which orders Service under this tariff and is responsible for the payment of charges and for compliance with the Telephone Company's tariff regulations.

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## VOIP-PSTN Traffic (cont'd)

- 3) End-user: Any individual, association, corporation, governmental agency or any other entity (collectively "Entity") which subscribes to service provided by an Exchange Carrier for the entity's internal use or consumption (i.e. does not resell the service to others).
- 4) Internet Protocol (IP): A data communication protocol used in communicating data from one computer or IP-capable device to another computer or IP-capable device using the Internet or other networks.
- 5) Time Division Multiplexing (TDM); A method of transmitting and receiving voice signals over the public switched telephone network (PSTN).
- 6) Toll VOIP-PSTN Traffic: A Customer's interexchange voice traffic exchanged with the Telephone Company in Time Division Multiplexing format over PSTN facilities, which originates and/or terminates in Internet Protocol (IP) format. Toll VOIP-PSTN Traffic originates and/or terminates in IP format when it originates from and/or terminates to an end user Customer of a service that requires IP-compatible Customer premises equipment.
- 7) VOIP: The technology used to transmit voice communications by aid of wire, cable, radio, or other like connection over a data network using Internet Protocol (IP) format. VOIP Services are those services that require the use of IP-compatible Customer premises equipment.

17. Rating of Toll VOIP-PSTN Traffic

The Toll VOIP-PSTN Traffic identified in accordance with this tariff section will be billed at rates equal to the Telephone Company's applicable tariffed interstate switched access rates as depicted in the National Exchange Carrier Association ("NECA") Tariff F.C.C. No. 5, the Interstate access tariff in which the Telephone Company concurs for all Interstate rates. Pursuant to FCC Order No. 12-47, Second Order on Reconsideration adopted April 24, 2012, all originated VOIP traffic, whether originated in TDM or IP format, will be billed at intrastate originating rate levels until June 30, 2014 at which time it will be billed at interstate originating access rate levels.

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VOIP-PSTN Traffic (cont'd)

18. Call Signaling

Depending on the signaling system used by the Customer in its network, the Customer's facilities shall transmit the following call signaling information to the Telephone Company on traffic that the Customer's end users originate which is handed off for termination on the Telephone Company's network.

A) Signaling System 7 (SS7) Signaling

When a Customer uses SS7 signaling, it will transmit the Calling Party Number (CPN) or, if different from the CPN, the Charge Number (CN) information in the SS& signaling stream.

B) Multi-Frequency (MF) Signaling

When the Customer uses MF signaling, it will transmit the number of the calling party or, if different from the number of the calling party, the Charge Number (CN) information in the MF Automatic Number Identification (ANI) field.

19. Calculation and Application of Percent-VOIP-Usage ("PVU") Factor

The Telephone Company will determine the number of VOIP-PSTN Traffic minutes of use ("MOU") to which interstate rates will be applied according to subsection 17, above, by applying a Percent VOIP Usage ("PVU") factor to the total intrastate access MOU exchanged between a Telephone Company's end users and the Customer. The PVU will be derived and applied as follows:

A) The Customer will calculate and furnish to the Telephone Company a factor (the "PVU"), with supporting documentation, which represents the total percentage of the total intrastate access MOU that the Customer originates and/or terminates to the Telephone Company in the State, that

- (a) is sent to the Telephone Company and that originated in IP format; or
- (b) is received from the Telephone Company and originates and/or terminates in IP format.

This PVU shall be based on information such as traffic studies, actual call detail, or other reasonable analyses that are relevant and verifiable by the Telephone Company.

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VOIP-PSTN Traffic (cont'd)

19. Calculation and Application of Percent-VOIP-Usage ("PVU") Factor (cont'd)

- B) The Telephone Company will apply the PVU factor to the total originating and/or terminating intrastate access MOU exchanged with the Customer to determine the number of Toll VOIP-PSTN Traffic MOUs.
- C) If the Customer does not furnish the Telephone Company with a PVU pursuant to the preceding paragraph (A), the Telephone Company will utilize a PVU equal to zero.

20. Initial Percent-VOIP-Usage Factor

If the PVU factor is not available and/or cannot be implemented in the Telephone Company's billing system by January 1, 2012, once the factor is available and can be implemented, the Telephone Company will adjust the Customer's bills to reflect the PVU retroactively to January 1, 2012. This retroactive adjustment will be made to January 1, 2012, provided that the Customer provides the factor to the Telephone Company no later than May 15, 2012; otherwise, it will set the initial PVU equal to zero, as specified in section 19 (C), preceding.

21. Percent-VOIP-Usage Factor Updates

The Customer may update the PVU factor quarterly using the method set forth in section 19, above. If the Customer chooses to submit such updates, it shall forward to the Telephone Company, no later than 15 days after the first day of January, April, July and/or October of each year, a revised PVU factor based on the data for the prior three months ending the last day of December, March, June, and September, respectively. The revised PVU factor will apply and serve as the basis for billing until superseded by a new PVU. No prorating or back billing will be done based on the updated PVU factor.

22. Percent-VOIP-Usage Factor Verification

Upon receipt of the initial PVU, the Telephone Company may ask the Customer to provide the basis of calculation for the PVU implementation. After the Telephone Company verifies the PVU provided by the Customer, the Telephone Company will apply the PVU to the associated intrastate access MOU as indicated in Section 19 above.

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VOIP-PSTN Traffic (cont'd)

After implementation of the initial PVU, but not more than four times in any year, the Telephone Company may ask the Customer to verify the PVU factor furnished to the Telephone Company. The Customer so requested shall comply, and shall reasonably provide the records and any other information used to determine the PVU factors.

In the event that the Telephone Company cannot verify the Customer's PVU, the Telephone Company may request additional information to support the PVU, and during this time, no changes will be made to the existing PVU. If requested, the Customer shall supply the additional information within fifteen days of the Telephone Company's request or no changes will be made to the existing PVU. If after review of the additional information, the Customer and Telephone Company establish a revised and mutually agreed upon PVU, the Telephone Company will begin using the new PVU with the next bill period.

If the dispute is unresolved, the Customer may request that verification audits be conducted by an independent auditor, at Customer's sole expense. During the audit, the most recent undisputed PVU will be used by the Telephone Company.

In the absence of an interconnection agreement, at no time will the Telephone Company allow a PVU greater than the applicable State percentage as indicated in Paragraph 963 of the FCC Order.

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