

TITLE SHEET

REGULATIONS AND SCHEDULE OF CHARGES

APPLICABLE TO INTRASTATE INTERLATA SWITCHED SERVICES

FURNISHED BY

NORTHERN ARKANSAS TELEPHONE COMPANY, INC.

This tariff contains the rates, terms, and conditions applicable to the furnishing of service and facilities for intrastate interLATA telecommunications services provided by Northern Arkansas Telephone Company, Inc., with principal offices at 301 East Main, Flippin, Arkansas, 72634. This tariff applies for services furnished within the State of Arkansas. This tariff is on file with the Arkansas Public Service Commission and copies may be inspected during normal business hours, at the Company's principal place of business.

The services described in this tariff may be provided by any means of wire, terrestrial communications systems, satellite, microwave, and other transmission systems, or any combination thereof.

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The Pages listed below are inclusive of this Price List and are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original Tariff and are currently in effect as of the date shown on the bottom of this page.

<u>Page</u>	<u>Revision</u>
1	Original
2	2 nd Revised
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	2 nd Revised
14	Original
15	1 st Revised
16	1 st Revised
17	1 st Revised
18	1 st Revised
19	1 st Revised
20	Original
21	Original
22	Original
23	1 st Revised
24	2 nd Revised
25	2 nd Revised
26	1 st Revised
27	1 st Revised
28	Original
29	2 nd Revised
30	3 rd Revised
31	Original

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TABLE OF CONTENTS

	<u>Page No.</u>
Title Page.....	1
Check Sheet.....	2
Table of Contents	3
Index	4
Tariff Format	5
Explanation of Symbols	6
Section 1 – Definitions	7-9
Section 2 – Rules and Regulations	10-23
Section 3 – Description of Services.....	23-28
Section 4 – Rates and Charges	28-30
Section 5 – Promotions.....	31

Rec. 6.28.01

INDEX

	<u>Page No.</u>
Application of Tariff.....	10
Billing and Payment Regulations	15-19
Billing Increments	29
Calling Card Service.....	25
Credit Allowances	19-21
Determination and Rendering of Charges	22-23
Direct Dialed Domestic Service	23
Directory Assistance.....	27
Discontinuation of Service	13
Equipment	21-22
General Description of Service Offerings	23-24
Inbound Toll Free Service	24
Interruption of Service.....	19-20
Liability of the Company.....	11
Limitation of Allowances	20-21
Minimum Call Completion Rate	28
Obligations of the Customer.....	13-15
Operator Services for Presubscribed Customers	25-26
Per-Call Billing Charges.....	28-30
Promotions.....	31
Provision of Equipment and Facilities	12
Scope	10
Shortage of Facilities	10
Timing of Calls.....	27-28
Uncompleted Calls	27
Undertaking of the Company	10
Use of Service.....	12-13

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Rec. 6.28.01

TARIFF FORMAT

1. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 8 and 9 would be 8.1.
2. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Arkansas Public Service Commission. For example, the 3rd revised Page 8 cancels the 2nd revised Page 8.
3. Paragraph Numbering Sequences - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level.

- 2.
- 2.1
- 2.1.1
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).1.
- 2.1.1.A.1.(a).1.(i)
- 2.1.1.A.1.(a).1.(i)(1).

4. Check Sheets – When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbol used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision level on some pages). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

Rec. 6.28.01

EXPLANATION OF SYMBOLS

Changes to this tariff shall be identified on the revised page(s) through the use of symbols. The following are the only symbols used for the purposes indicated below:

- (C) - Indicates Changed Regulation
- (D) - Indicates Discontinued or Deleted Rate or Regulation
- (I) - Indicates Rate Increase
- (M) - Indicates Move in Location of Text
- (N) - Indicates New Rate or Regulation
- (R) - Indicates Rate Reduction
- (T) - Indicates Change of Text Only

Rec.
6-28-01

1. DEFINITIONS

Answer Supervision: An electrical signal fed back up the line by the LEC at the distant end of a long distance call to indicate positively that the call has been answered.

Application for Service: A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the Company to provide the communication service as required.

Authorization Code: An identification number, usually an eight (8) to twelve (12) digit number, that identifies the user as a customer.

Authorized User: A person, firm, corporation or legal entity which is authorized by the Customer to be connected to the service of the Customer. Authorized User(s) must be named in the Application for Service.

Automatic Numbering Identification (ANI): A type of signaling provided by a local exchange carrier which automatically identifies through a seven (7) or ten (10) digit number assigned to the Customer, the local exchange line from which a call originates.

Billing Period: The interval between Customer invoice to Customer invoice which shall consist of thirty (30) days.

Business Service: "Business Service" refers to telecommunications service provided to the Customer for use primarily or substantially for a business, professional, institutional or other occupational purpose.

Calling Card Call: A call for which charges are billed, not to the originating telephone number, but to a telephone calling card issued by a local exchange carrier or long distance telephone company, for this purpose.

Cancellation of Order: A Customer-initiated request to discontinue processing a service order, either in part or in entirety, prior to its completion.

Company: The term "Company" denotes Northern Arkansas Telephone Company, Inc.

Rec. 6.28.01

1. DEFINITIONS (continued)

Customer: The term "Customer" denotes the person who or the firm or corporation that orders, cancels or amends Service, is responsible for the payment of charges, and is responsible for compliance with the Company's regulations and this tariff.

Customer Dialed Calling Card Call: A Calling Card Call which does not require the intervention of an operator.

Customer-Provided Equipment: All equipment and facilities provided by the Customer and/or Authorized User, other than those provided by the Company.

Dedicated Access Line or Service: The generic term for a service in which the Customer's traffic passes over an access line connecting the Customer's premises to a Company switch, the line which is used solely for that Customer's traffic.

Direct Dial Call: A call for which charges are billed to the originating telephone number.

Disconnection: The disconnection of a circuit, dedicated access line or port connection being used for existing service.

Domestic Message Telecommunications Service: Denotes the furnishing of station-to-station direct dial domestic switched network services to the Customer for the completion of long distance voice and dial up low speed data transmissions over voice grade channels from the Customer's premises to other domestic points as specified herein.

FCC: Federal Communications Commission.

Interexchange Carrier (IXC): A long distance telecommunications carrier.

Local Exchange Carrier (LEC): A company which provides telecommunications service within a Local Exchange Area.

Normal Business Hours: Normal business hours are the period between 8:00 AM and 5:00 PM, Central Time Zone, Monday through Friday, excluding Holidays.

Point(s) of Presence: Location(s) where the Company maintains, through its own facilities or through arrangements with other carriers, an operations center for purposes of providing long distance service.

Rec. 6.28.01

1. DEFINITIONS (continued)

Premises: Denotes a building or buildings on contiguous property (except railroad right-of-way-, etc) not separated by a public road.

Residential Service: Denotes telecommunications service provided to a Customer where the business use, if any, is merely incidental and where the major use is of a social or a domestic nature.

Service: "Service" means any or all service(s) provided pursuant to this tariff.

Service Points: Those locations from which the Company makes Service available to Customers.

Station: Any location from which a message can be originated or received (terminated).

Telecommunications: The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or any other form of intelligence over dedicated or switched facilities.

Usage Charge: A usage charge assessed based on minutes of use to calculate the charges due for a completed call. Additional surcharges may also apply as stated in this tariff.

Rec. 6.28.01

2. RULES AND REGULATIONS

2.1 Application of Tariff

This tariff contains the intrastate InterLATA regulations and rates applicable to the provision of Intrastate InterLATA Long Distance Message Telecommunications Service (ILDMTS) by Northern Arkansas Telephone Company, Inc., (hereinafter referred to as the Company) within the State of Arkansas, as specified herein.

The Company's Service is furnished subject to transmission, atmospheric and like conditions. Service is offered pursuant to rates, terms and conditions set forth in this tariff. Service is offered via the company's facilities in combination with resold services provided by other certified carriers.

The rates, rules and regulations contained herein are subject to change pursuant to the rules and regulations of the Arkansas Public Service Commission ("Commission").

2.2 Undertaking of the Company

Scope

2.2.1 The Company undertakes to provide telecommunications Services in accordance with the terms and conditions set forth in this tariff.

2.2.2 Shortage of Facilities

The Company's Service is subject to availability of suitable facilities. The company may limit the length of communications or to discontinue furnishing Service in accordance with Commission rules, when necessary because of lack of satellite or other transmission medium capacity or because of any force majeure condition.

Rec. 6.28.01

2. RULES AND REGULATIONS (continued)**2.2.3 Liability of the Company**

- A. The Company's liability for damages arising out of any failure of service shall not exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- B. The Company is not liable for any act or omission of any entity, other than employees or agents of the Company, furnishing facilities or services connected with or provided in conjunction with the Company's services.
- C. The Company may discontinue furnishing Service to the Customer when necessitated by conditions beyond its control, upon notice in accordance with Commission rules.

2.2 Undertaking of the Company (continued)**2.2.4 Provision of Equipment and Facilities**

- A. Except as otherwise indicated, Customer-provided station equipment at the Customer's premises for use in connection with this Service shall be so constructed, maintained and operated as to work satisfactorily with the Company's Service.
- B. The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where such equipment is used in connection with the Company's Service furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of Service under this tariff and to the maintenance and operation of such Service in the proper manner. Subject to this responsibility, the Company shall not be responsible for:
 - (1) the through transmission of signals generated by Customer-provided equipment or for the quality of, or defects in, such transmission; or
 - (2) the reception of signals by Customer-provided equipment.

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2. RULES AND REGULATIONS (continued)**2.3 Use of Service**

The Company's Service may be used to transmit communications of the Customer in a manner consistent with the terms of this tariff and the policies and regulations of the Arkansas Public Service Commission.

- A. The Service is provided for use by the Customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this tariff.

- B. The Service is furnished subject to the condition that it will not be used for an unlawful purpose, and there will be no abuse or fraudulent use of the Service. Abuse or fraudulent use of the service includes, but is not limited to;
 - 1. The use of the Service of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable to the Service.
 - 2. The obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain, Long Distance Message Telecommunications Service by rearranging, tampering with or making connection with any service components of the Company or by any trick, scheme, false representation or false credit device, or by or through any other fraudulent means or device whatsoever with intent to avoid payment, in whole or in part, of the regular charge for such Service.
 - 3. The use of the Service of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.
 - 4. The use of profane or obscene language.
 - 5. The use of the Service in such a manner as to interfere unreasonably with the use of the Service by one or more other Customers, or harm the facilities of the Company or others.

2001 OCT 17 A 8:20

NORTHERN ARKANSAS TELEPHONE COMPANY

Arkansas Tariff No. 2
2nd Revised Page 13

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2. RULES AND REGULATIONS (continued)

2.3 Use of Service (continued)

- C. In the event the Company determines, in its sole judgment, that there is fraudulent use of either the Services furnished by the Company or the Company's network, the Company will, without notice to the Customer or liability to the Company, discontinue Service and/or seek legal recourse to recover from the Customer all costs involved in enforcement of this provision as ordered by the court.

2.4 Discontinuation of Service

- 2.4.1. The Company may discontinue the service under the following circumstances, provided suitable notice in accordance with Commission Rules has been given to the customer, as required.

- (C)
 - A. Non-payment of any sum due to the Company for service for more than twenty three (23) days beyond the date of rendition of the bill for such services; or
 - B. A violation of or failure to comply with any regulation governing the furnishing of service; or
 - C. An order of a court or other government authority having jurisdiction which prohibits the Company from furnishing service; or
 - D. Material misrepresentation of identity in obtaining service or the use of service in a manner that in the opinion of the company constitutes fraud or abuse.

2.5 Obligations of the Customer

- 2.5.1 The Customer shall be responsible for damages to the Company's facilities caused by the act or omission of the Customer, its authorized users, officers, directors, employees, agents, contractors, licensees or invitees or any person or entity who gains access to the Service of the Customer through the negligence of the Customer.

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2. RULES AND REGULATIONS (continued)**2.5 Obligations of the Customer (continued)**

- 2.5.2 The Customer shall provide access to the Customer's or Authorized User's premises by Company personnel for inspection, repair and/or removal of any facilities of the Company on a time mutually agreeable between the Customer and the Company.
- 2.5.3 The Customer will guarantee the compliance by the Customer's Authorized User(s) with all provisions of this tariff and contractual obligations between the Customer and the Company. The Customer will be liable for the acts or omissions of its Authorized User(s) relative to compliance with the provisions of this tariff.
- 2.5.4 The Customer may not assign or transfer to a third party, whether by operation of law or otherwise, the right to use the Service provided under this tariff, provided however, that, where there is no interruption or relocation of use, such assignment or transfer may be made to the following:
- A. Another Customer of the Company, provided that the assignee or transferee assumes all accrued and unpaid obligations of the transferring Customer including, but not limited to, all indebtedness for such Service, and the unexpired portion of the minimum period and the termination liability applicable to such Service, if any; or
 - B. A court-appointed receiver, trustee or other person acting pursuant to the laws of bankruptcy, receivership, reorganization, insolvency, liquidation or other similar proceedings, provided that the assignee or transferee assumes all accrued and unpaid obligations of the transferring Customer, but not limited to, all indebtedness for such Service, and the unexpired portion of the minimum period and the termination liability applicable to such Service, if any.
- 2.5.5 If the Customer wishes to assign or transfer the right to use the Service provided under this tariff, written consent of the Company is required prior to such assignment or transfer, which consent may be granted or withheld at the sole discretion of the Company. All regulations and conditions contained in this tariff shall apply to such assignee or transferee.

NORTHERN ARKANSAS TELEPHONE COMPANY

2. RULES AND REGULATIONS (continued)

2.5 Obligations of the Customer (continued)

- 2.5.6 The assignment or transfer of Service does not relieve or discharge the assignor or transferor from remaining jointly and severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.
- (C) 2.5.7 With respect to the Company's 800/888/877/866 Service, the Customer must obtain an adequate number of access lines for service to handle its expected demand in order to prevent interference or impairment of the Service or any other Service provided by the Company. The Company will have the right to determine such adequacy giving due consideration to (1) the total call volume, (2) average call duration, (3) time-of-day characteristics, and (4) peak calling period. The Company, without incurring liability and may, upon written notice to the Customer, may disconnect or refuse to furnish Service to any Customer that fails to comply with these conditions.
- 2.5.8 Any mistakes, omissions, accidents, interruptions, delays, errors or defects in Transmission or Service which are caused or contributed to, directly or indirectly, by an act or omission of the Customer, by others through the use of facilities or equipment furnished by any other person using the Customer's facilities shall not result in any liability to the Company. The Customer shall pay to the Company any reasonable costs, expenses, damages, fees or penalties incurred by the Company as a result thereof, as ordered by the Court.

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2001 SEP 26 A 10: 06
Arkansas Tariff No. 2
1ST Revised Page 16
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2. RULES AND REGULATIONS (continued)

2.6 Billing and Payment Regulations

- 2.6.1 Service shall be provided and billed for on a monthly basis. Service shall continue to be provided until the Company's receipt of an oral or written request from the Customer for the disconnection of the Service, unless other restrictions apply. Payment is to be made to the address designated on the invoice or such other location as the Company may direct in writing from time to time. In addition to charges for the Company's Service, the Customer shall pay any applicable Federal, state or local use, excise, sales or privileges taxes or assessments, resulting from the Services furnished by the Company. Such taxes or assessments shall not be counted toward the attainment of any volume or revenue commitment and will not be discounted.
- 2.6.2 The Customer is responsible for payment of all charges for Service furnished by the Company. This includes payment for calls or Service:
- (C) A. Originated at the Customer's number(s) whether authorized or not;
 - B. Accepted at the Customer's number(s) (e.g. 800/888/877/866 Service);
 - C. Billed to the Customer's number via third number billing, a calling card, a Company-assigned Authorization Code, or other special billing number; or
 - D. Incurred at the request of the Customer.
- (C) 2.6.3 The Customer's responsibility for payment of all charges for Service furnished by the Company is not changed by virtue of any use, misuse, or abuse of the Customer's Service or Customer-provided systems, equipment, facilities or Services interconnected to the Customer's 800/888/877/866 Service, which may be occasioned by third parties, including, without limitation, the Customer's employees, guests and/or members of the public who dial the Customer's 800/888/877/866 number by mistake.

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2. RULES AND REGULATIONS (continued)

- (C) 2.6.4 In instances of a dispute, the Customer is required to pay the undisputed portion of the invoice in its entirety. Undisputed amounts not paid within twenty three (23) days from the due date stated on the invoice will be considered delinquent. A Late Payment Charge will be charged at the rate of 10% of the first thirty and 2% of the remainder and will be charged to customer accounts with an unpaid balance twenty three (23) or more days past due to compensate the Company for the additional administrative expense associated with these accounts.

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2. RULES AND REGULATIONS (continued)

2.6 Billing and Payment Regulations (continued)

2.6.5 The Company may require applicants or Customers to provide information pertaining to their financial ability to pay for Service in accordance with Commission Rule 4.01 and the Fair Credit Reporting Act. Upon application for Service, Customer shall be deemed to have authorized the Company to obtain such routine credit information and verification as the Company shall require in accordance with its then-existing credit policies.

(C) At the time an application for service is made, an applicant may be required to pay an amount not to exceed estimated charges for two (2) months service and/or service connection charges, which will be applicable to the customer's account on the first bill rendered.

2.6.6 In the event that a check or draft tendered by a customer is returned, a fee of \$20.00 will apply. The fee will be assessed when a check or instrument issued by a Customer is returned without payment for any reason whatsoever, unless the return is bank error, in which case documentary evidence is required to waive the fee.

(C) 2.6.7 All federal, state and local taxes, imposed on the customer, including the Arkansas Universal Service Fund Surcharge, fees, sales taxes, and use taxes are billed as separate line items and are not included in the rates quoted in this tariff.

2.6.8 If a customer seeks to have the Company reinstitute Service, the customer shall pay to the Company prior to the time Service is reinstated all accrued and unpaid charges, as determined by the Company, in accordance with Commission Rules.

2.6.9 The Company reserves the right, under federal law, to backbill for a period of up to three (3) months for an amount equal to the accrued and unpaid charges for use of the Company's Service actually made by Customer.

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2001 SEP 26 A 10: 06
Arkansas Tariff No. 2
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2. RULES AND REGULATIONS (continued)

2.6 Billing and Payment Regulations (continued)

2.6.10 Customers billed by a Local Exchange Carrier (LEC), Competitive Local Exchange Carrier (CLEC), or other local exchange telephone company, on behalf of the Company, are responsible for any late payment charges imposed by the Local Exchange Carrier, Competitive Local Exchange Carrier, or local exchange telephone company.

2.6.11 Customers have the right to refer billing disputes and any other complaints to :

- (T) Customer Service
Northern Arkansas Telephone Company, Inc.
301 East Main Street
Flippin, AR 72634
870-453-8811
- (T) 800-775-6682

2.6.12 For resolution of disputes, the Customer may contact the:

Arkansas Public Service Commission
1000 Center Street
Little Rock, Arkansas 72203-0400
(501) 682-2051
1-800-482-1164
TTY – 1-800-682-2698

2.7 Credit Allowances

2.7.1 Interruption of Service

A. Credit for failure of Service will be allowed only when such failure is caused by or occurs in facilities provided by the Company. As used in this tariff, all facilities and/or Service for which the Company renders an invoice for payment are considered provided by the Company whether or not the facilities and/or Service are owned and operated by the Company unless otherwise provided by the terms of this tariff.

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Rev. 6.28.01

2. RULES AND REGULATIONS (continued)

2.7 Credit Allowances (continued)

2.7.1 Interruption of Service (continued)

- B. No credit will be allowed for failure of Service or equipment due to Customer-provided facilities or any act or omission of the Customer, its Authorized User(s), officers, directors, employees, agents, contractors, licensees or invitees or any person or entity who gains access to the Service of the Customer through the negligence of the Customer.
- C. Credit allowance time for failure of Service starts when the Customer notifies the Company of the failure or when the Company has actual knowledge of the failure, and ceases when the Service has been restored and an attempt has been made to notify the Customer.
- D. Only those portions of the Service materially interfered with will be credited.
- E. The Customer shall notify the Company of failures of Service and make reasonable attempts to ascertain whether the failure is caused by Customer-provided equipment.

2.7.2 Limitation of Allowances

No credit allowances will be made for:

- A. Interruptions due to the negligence of, or noncompliance with the provisions of this tariff by the Customer, Authorized User or other common carrier providing service connected to the Service of the Company.
- B. Interruptions of Service due to the failure or malfunction of facilities, power or equipment provided by the Customer, authorized user, or other common carrier providing service connected to the Service offered by the Company.

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2. RULES AND REGULATIONS (continued)

2.7 Credit Allowances (continued)

2.7.2 Limitation Allowances (continued)

- C. Interruptions of Service during any period in which the Company is not given access to the premises at which the Company-provided Service is interrupted or terminated.
- D. Interruptions of Service that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.
- E. Interruptions of Service during any period when the Customer or Authorized User has relinquished Service to the Company for maintenance purposes or for implementation of a Customer order for a change in Service.

2.8 Equipment

- 2.8.1 The Customer shall assume all responsibility for obtaining all necessary permits, authorizations or consents for interconnecting Customer-provided equipment and facilities with the Company's Service or facilities as well as ensuring that the Customer-provided equipment or facilities are properly interfaced with the Company's Service.
- 2.8.2 The Customer shall operate its equipment and facilities so as not to interfere with any other Customer's use of the Company's Service.
- 2.8.3 The Customer shall comply with the minimum protective criteria generally accepted in the telephone industry and other appropriate criteria as may be prescribed by the Company to protect the integrity of the Company's Service or for safety reasons.

Rev.
6.28.01

2. RULES AND REGULATIONS (continued)**2.8 Equipment (continued)**

2.8.4 The Customer shall be responsible for the installation, operation or maintenance of any Customer-provided equipment. Where such equipment is connected to Service furnished by the Company pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of Services under this tariff and to the maintenance and operation of such Services in the proper manner. Subject to this responsibility, the Company shall not be responsible for the following:

- A. The through transmission of signals generated by Customer Provided Equipment or for the quality of, or defects in, such transmission;
- B. The reception of signals by Customer Provided Equipment;
or
- C. Network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

2.9 Determination and Rendering of Charges

2.9.1 For billing purposes, Service will be deemed to be started on the day the Service and its associated equipment, if any, is installed. Where billing is based upon Customer usage, billing for all usage commences on the date usage begins.

2.9.2 Subject to the Company's right to terminate or suspend Service as otherwise provided in this tariff, the minimum service period is thirty (30) days. Termination by the Customer is effective as of the end of the next business day after receiving the Customer's request to cancel Service.

2.9.3 All monthly recurring charges are billed one month in advance. Initial and final month's billing, when the service period is less than one month, will be prorated one-thirtieth (1/30th) of the month's recurring charge for each day the Service was rendered.

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2. RULES AND REGULATIONS (continued)

2.9 Determination and Rendering of Charges (continued)

- 2.9.4 Usage charges are billed monthly for the preceding billing period. For periods less than the monthly billing period, minimum usage charges are prorated at one-thirtieth (1/30th) of the monthly minimum amount for each day the Service was rendered.
- 2.9.5 The duration of a call is rated in intervals of the billing increments described for each Service provided in this tariff. If the final interval of a call is less than the applicable billing increment, it will be rounded up to a full increment for purposes of billing.
- 2.9.6 Computed usage charges or credits for each call are rounded to the nearest cent when possible.

3. SERVICE OFFERINGS

3.1 General Description

The Company offers switched long distance network services for voice grade and low speed dial-up data transmission services offered on a usage-sensitive basis. Service is provided subject to the terms and conditions of this tariff. The Services offered are:

- (T) (A) Domestic Message Telecommunications Service;
(B) Inbound (800/888/877/866) Toll Free Service; and
(C) Calling Card Service.

3.2 Direct Dialed Domestic Service

3.2.1 The Company provides direct dialed transportation of domestic station-to-station calls originating and terminating within the State of Arkansas. The Customer uses the Company's direct dialed Domestic Message Telecommunications Service by dialing 1 + the area code + the desired telephone number.

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3. SERVICE OFFERINGS (continued)

3.2.2 The rates for Direct Dial Domestic Service are set forth in Section 4.1 of this tariff.

(T) 3.3 Inbound (800/888/877/866) Toll Free Service

(M) 3.3.1 The Company's Inbound (800/888/877/866) Toll Free Service enables the Customer to receive 800/888/877/866 service calls. The Service is accessed via 800/888/877 NPA's originating on Feature Group facilities provided by the LEC and terminating on a regular business line. The following regulations apply to all Inbound (800/888/877/866) Toll Free Service:

(M) A. The Company reserves the right to require an applicant for the Company's Inbound 800/888/877/866 Toll Free Service to supply the following information when requesting service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical target areas, and a schedule of marketing and promotional activities. The Company also may require that a new traffic forecast be submitted by the Customer quarterly after service is initiated.

(D) 3.3.2

2001 OCT 17 A 8: 20

NORTHERN ARKANSAS TELEPHONE COMPANY

Arkansas Tariff No. 2
2nd Revised Page 25

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3. SERVICE OFFERINGS (continued)

3.4 Calling Card Service

- 3.4.1 The Company will issue a customer dialed Calling Card, using 800/888/877/866 access, subject to the terms of this tariff.
- 3.4.2 The Company may place a monthly maximum usage limit on each Calling Card as mutually agreed to by the Customer and the Company. The Company may, without incurring any liability, discontinue the furnishing of Service to a Customer immediately and without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents or Service.
- 3.4.3 All International usage on the Calling Card will be blocked unless requested by the customer.
- 3.4.4 The Customer is required to notify the Company immediately when a Customer's Calling Card, using the Customer's Authorization number issued by the Company, needs to be deactivated or terminated. The Customer is responsible to immediately notify the Company when a Customer's Calling Card is lost, stolen, misplaced, has suspected or confirmed misuse, or when fraud is known, anticipated or suspected on a Calling Card.
- 3.4.5 The Company will deactivate the Calling Card within twenty-four (24) hours after notification from the customer. The notification can be in writing to the Company, or by contacting the Company's Customer Business Office at (870)453-8811 or 1-800-775-6682.

(D)

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301 East Main Street, Flippin, AR 72634

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2001 SEP 26 A 10:06
Arkansas Tariff No. 2
1st Revised Page 26
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3. SERVICE OFFERINGS (continued)

- (M) 3.5.1 In providing operator services, the Company agrees that:
- A. The Company will not knowingly bill for incomplete calls and will remove any charge(s) for incomplete calls upon subscriber notification or carrier's knowledge of the charge(s) for incomplete calls.
 - B. The Company will advise the caller and billed party (if different from the end user) that Company is the operator service provider at the time of the initial contact.
 - C. The Company will provide rate quotes, including all rate components and any additional charges, upon request, at no charge.
 - D. The Company will allow only tariff charges approved by the Commission for the provision of operator services, to appear on billings rendered by local exchange companies (LECs) on behalf of carrier and will not collect location surcharges imposed by traffic aggregations.
 - E. Company will arrange for listings of its name on a LEC's billing of Company's charges, if the LEC has multi-carrier bill listing capability.
 - F. Company will employ reasonable calling card verification procedures which are acceptable to the companies issuing the calling cards which it determines to be invalid or cards which it is unable to verify.

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3. SERVICE OFFERINGS (continued)

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3.6 Directory Assistance

3.6.1 Long Distance Directory Assistance is available to Customers of the Company's switched services. The charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

(T)

3.6.2 A credit allowance for a Directory Assistance call will be provided if the Customer experiences poor transmission quality, receives an incorrect telephone number, or inadvertently misdials the intended Directory Assistance number.

3.6.3 Usage Charges

Refer to Section 4.5 of this tariff.

3.7 Timing of Calls

Chargeable time begins when the connection is established between the calling station and the called telephone number and ends when either party hangs up. When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. Calls are not time of day or distance sensitive.

3.7.1 Uncompleted Calls

There shall be no charge for uncompleted calls.

3.7.2 Billing Increments

Unless otherwise specifically stated in this tariff, all calls, regardless of time period, lasting six (6) seconds or a fraction thereof, are subject to a minimum billing increment of sixty (60) seconds. Calls are billed in six (6) second increments thereafter, with partial seconds rounded up to the next full six (6) seconds.

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6-28-01*

3. SERVICE OFFERINGS (continued)

3.7.3 Per Call Billing Charges

Billing will be rounded up to the nearest penny for each call.

3.8 Minimum Call Completion Rate

A customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 99% during peak use periods for all FG D services (“1+dialing”).

4. RATES

4.1 Direct Dialed Domestic Service

4.1.1 Standard Service

The Company offers Direct Dialed termination within the State of Arkansas, as defined in Section 3.2 of this tariff. Service is furnished subject to availability of both the telecommunications facilities and the required billing capabilities. Unless specific written authorization from the Company is provided, the Service may not be used to aggregate the long distance communications of multiple end users for resale, or to provision communications services for others.

Customers reselling or rebilling services must have a Certificate of Public Service and Convenience as an interexchange carrier from the Arkansas Public Service Commission.

Rate per Minute:

Switched

Dedicated

InterLATA:

\$0.18

4. RATES (Continued)

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4.1.2 Simple Saver Service

A. This option provides the customer a lower direct dialed rate by paying the simple saver fee. All other terms and conditions of direct dialed service apply. By paying the simple saver fee, the customer receives a discount from the standard rate. The customer remains subscribed to the simple saver plan until the customer cancels such service.

Simple Saver fee*	Rate per Minute:	
<u>Per month</u>	<u>Switched</u>	<u>Dedicated</u>
\$4.95	\$0.10	N/A

Rates for standard and simple saver service are applied in six (6) second increments with a sixty (60) second minimum.

* If the customer is already paying a simple saver fee for intraLATA service, the company waives the payment of the fee for InterLATA service.

4.2 Inbound (800/888/877/866) Toll Free Service

Domestic Inbound (800/888/877/866) Toll Free Service, using a Common Business Line (CBL) termination, is provided subject to the terms of this tariff.

Rate per minute:

IntraLATA/InterLATA	\$0.12
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(D)(T) 4.3 Reserved for future use

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4. RATES (continued)

4.4 Calling Card Rates

Company provided, Customer dialed Calling Cards are provided subject to the terms of this tariff.

Calling Card usage is billed in full one-minute increments.

Rate per Minute:

Intrastate/InterLATA \$0.20

4.5 Reserved for future use.

4.6 Directory Assistance Charges

Usage Charges:

(D)(T) 1. Per call charges for Directory Assistance will be \$0.75 per call.

(D)(T) 2. A \$0.25 per minute charge will apply to all toll calls that use the automated call completion option.

4.7 Payphone Surcharge

Description of Service

A Public Payphone Surcharge applies to all completed calls placed from a public/semi-public payphone that are not paid for on a sent paid basis, and applies in addition to any other applicable service charge.

Rates and Charges

	<u>Charge Per Call</u>
Payphone Surcharge	\$0.30

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5. PROMOTIONS

- 5.1 The Company may upon Commission approval, offer customers specific rate incentives during specified promotional periods. These promotions will be approved by the Commission with specific starting and ending dates, and be made part of this tariff.

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