

ARKANSAS PUBLIC SERVICE COMMISSION

ARK. PUBLIC SERV. COMM.
JAN 31 1995
SECRETARY OF COMM.

Original Sheet No. TC-1

Replacing _____ Sheet No. ____

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications

AUG 14 9 35 AM '95

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ARKANSAS PUBLIC SERVICE COMMISSION

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AUG 31 '95 ORDER 2 -95-102-TF

ARKANSAS PUBLIC SERVICE COMMISSION

ARK. PUBLIC SERV. COMM.
JAN. GARDNER
SECRETARY OF COMM.

Original Sheet No. TC-2

Replacing _____ Sheet No. _____

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications

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12th

Revision _____ Sheet No. TC-3

Replacing 11th Revision Sheet No. TC-3

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications

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4th Revised Sheet No. TC-4

Replacing 3rd Revised Sheet No. TC-4

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications

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5th Revised Sheet No. TC-5

Replacing 4th Revision Sheet No. TC-5

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Name of Company

Kind of Service: Telecommunications

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1st Revision Sheet No. TC-6

Replacing Original Sheet No.

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications

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Replacing 1st Revised Sheet No. TC-7

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Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications

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ARKANSAS PUBLIC SERVICE COMMISSION

2nd Revised Sheet No. TC-7.1

Replacing 1st Revised Sheet No. TC-7.1

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications

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Original _____	Sheet No. <u>TC-7.2</u>
Replacing _____	Sheet No. _____
NORTHERN ARKANSAS TELEPHONE CO., INC. _____ Name of Company	
Kind of Service <u>TELECOMMUNICATIONS</u>	

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Issued: May 30, 2001

Effective: May 30, 2001

Dr. Steven G. Sanders, General Manager
Northern Arkansas Telephone Company
Flippin, Arkansas

ARKANSAS PUBLIC SERVICE COMMISSION

ARK PUBLIC SERVICE COMMISSION
 SEC. 17-1-1
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3RD REVISED Sheet No. TC-8

Replacing 2ND REVISED Sheet No. TC-8

NORTHERN ARKANSAS TELEPHONE CO., INC.
 Name of Company

Kind of Service: TELECOMMUNICATIONS

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5th Revised Sheet No. TC-9

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Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications

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Original Sheet No. TC-10

Replacing _____ Sheet No. ____

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications

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AUG 31 '95 ORDER 2 95 - 102 - TF

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SECRETARY OF PSC.

1st Revised Sheet No. TC-11

Replacing Original Sheet No. TC-11

JAN 13 9 33 AM '96

Northern Arkansas Telephone Company, Inc.
Name of Company

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Kind of Service: Telecommunications

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ARKANSAS PUBLIC SERVICE COMMISSION
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FEB 6 '96 ORDER 3 95-102-TF

ARKANSAS PUBLIC SERVICE COMMISSION2nd Revised Sheet No. IReplacing 1st Revised Sheet No. I**Northern Arkansas Telephone Co., Inc.**

Name of Company

Kind of Service: Telecommunications Class of Service: AllPart III. Rate Schedule No.: ITitle: Utility Information

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I. UTILITY INFORMATION

Utility Official	Steven Sanders, Jr.	(CT)
Telephone Number	870-453-8811, ext 273	(CT)
Mailing Address:	Northern Arkansas Telephone Co., Inc.	(CT)
	301 East Main Street	
	PO Box 209	
	Flippin, AR 72634	

Issued: December 12, 2010

Effective : December 12, 2010

Steven Sanders, Jr., General Manager
 Northern Arkansas Telephone Co., Inc.
 Flippin, Arkansas

Original Sheet No. 2

Replacing _____ Sheet No. ____

AUG 14 9 36 AM '95

Northern Arkansas Telephone Company, Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part I. General Information Schedule No.: 2

Title: TARIFF FORMAT

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2. TARIFF FORMAT

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

2.1.1. 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 of Text

2.2. SHEET NUMBERING

2.2.1 Sheet numbers appear in the upper left corner of the sheet. The Table of Contents sheets are numbered sequentially beginning

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AUG 31 '95 ORDER 2 95 - 102 - TF

Original _____ Sheet No. 3

Replacing _____ Sheet No. _____

Northern Arkansas Telephone Company, Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part I. General Information Schedule No.: 2

Title: TARIFF FORMAT

ARK. PUBLIC SERV. COMM.
JAH SANDERS
SECRETARY OF COMM.

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with 1. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheet 5 and 6 would be 5.1.

2.3. SHEET REVISIONS

- 2.3.1 Sheet revisions appear in the upper left corner of the sheet and are used to determine the most current sheet version of file with the Arkansas Public Service Commission. For example, the 3rd Revised Sheet No. 16 Replacing 2nd Revised Sheet No. 16.

2.4. PARAGRAPH NUMBERING SEQUENCE

- 2.4.1 There are seven levels of paragraph numbering.

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.(i)

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1 st REVISED	Sheet No. 4
Replacing Original	Sheet No. 4
NORTHERN ARKANSAS TELEPHONE CO., INC. Name of Company	
Kind of Service TELECOMMUNICATIONS	Class of Service All
Part II. General Information Schedule No. : 1	
TITLE: CURRENT STATUS	

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1. CURRENT STATUS

(RT)
(AT)

1.1 Northern Arkansas Telephone Company Inc., (hereinafter NATCO) has one (1) exemption from the Telecommunications Providers Rules established by the Arkansas Public Service Commission. In docket styled *In the Matter Of The Application For An Exemption From Telecommunications Providers Rules, Rule 5.05 by Northern Arkansas Telephone Company, Inc., Docket NO. 01-054-U*, the Commission granted NATCO an exemption from Rule 5.01.F. of the Telecommunications Providers Rules. Specifically, the exemption exempts NATCO from including the mail date on its bill to customers. NATCO is now required to have a statement date which is the first day of each month. The purpose of the exemption was to provide a uniform time period for late payment penalties to apply. Under the exemption, NATCO customers are always given more time than was previously required under the TPRs prior to a late payment penalty being applied. Order No. 2 in Docket No. 01-054-U specifically granted NATCO the exemption from including the mail date and allowing the statement date to be used. A condition of the exemption is that NATCO always mail customer bills before the first day of the applicable month. The effect of the exemption is to increase the period of time before late payments apply, thereby giving NATCO customers a "grace period" longer than currently required by Rule 5.05.B.

Issued: May 22, 2001

Effective: May 22, 2001

Dr. Steven G. Sanders, General Manager
 Northern Arkansas Telephone Company
 Flippin, Arkansas

ARKANSAS PUBLIC SERVICE COMMISSION

6th Revised Sheet No. 5

Replacing 5th Revision Sheet No. 5

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 1

Title: LOCAL SERVICE RATES

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1. LOCAL SERVICE RATES

1.1. Bull Shoals, Diamond City

1.1.1. This tariff is for local exchange service, inclusive of touchtone service, covering the period of one month, payable in advance, and entitles the customer to telephone service supplied under the Rules and Regulations of the Company and the Commission's Rules.

1.1.2. Rates

Within the entire exchange area (total exchange area in base rate area)

<u>One Party</u>	<u>Business</u>	<u>Residential</u>	<u>PBX</u>
Line Access	\$24.40	\$17.15 (NR)	\$40.25

1.1.3. These new rates supersede any rates or tariffs in conflict with these new rates.

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6th Revised Sheet No. 6

Replacing 5th Revision Sheet No. 6

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 1

Title: LOCAL SERVICE RATES

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1. LOCAL SERVICE RATES

1.2. Lead Hill, Omaha, Flippin, Pyatt

1.2.1 This tariff is for local exchange service, inclusive of touchtone service, covering the period of one month, payable in advance, and entitles the customer to telephone service supplied under the Rules and Regulations of the Company and the Commission's Rules.

1.2.2. Rates

A. Within the base rate area

<u>One Party</u>	<u>Business</u>	<u>Residential</u>	<u>PBX</u>
Line Access	\$24.40	\$17.15 (NR)	\$40.25

B. Outside the base rate area

<u>One Party</u>	<u>Business</u>	<u>Residential</u>	<u>PBX</u>
Line Access	\$24.40	\$17.15 (NR)	\$40.25

1.3. These new rates supersede any rates or tariffs in conflict with these new rates.

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ARKANSAS PUBLIC SERVICE COMMISSION

2nd Revised Sheet No. 7

Replacing 1st Revised Sheet No. 7

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 1

Title: Local Service Rates (cont'd)

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1.4 Extended Area Service (EAS)

The Company provides Extended Area Service (EAS) in the following exchanges, which is included in the monthly Local Service Rate.

Exchange	EAS to:
Lead Hill	Diamond City
Diamond City	Lead Hill

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3rd Revised Sheet No. 8

Replacing 2nd Revised Sheet No. 8

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Northern Arkansas Telephone Co., Inc.
Name of Company

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Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 2

Title: GENERAL EXCHANGE TARIFF

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2. GENERAL EXCHANGE TARIFF

2.1. Service Connection Charges

2.1.1. The term "Service Connection Charge" is used to define a non-recurring charge made at the time of the establishment of telephone service or when subsequent changes are made to the service.

2.1.2. Except as otherwise provided hereinafter, service connection charges apply to all classes of private branch exchange trunk lines and toll terminals.

2.1.3. In all cases where construction charges apply, such charges are in addition to the prescribed service connection charges.

2.1.4. Except as provided elsewhere, service connection charges may be required to be paid at the time of application for service by non-residential customers. Residential customers will be informed that service connection charges may be paid in three equal installments. Service may be established in advance of payment of service connection charges for additions to the service of existing customers.

2.1.5. Charges

A. Service Ordering

Initial Service Order	\$10.00
Subsequent Service Order	\$10.00
Line Connection	\$10.00
Premise Visit	\$30.00 (CR)

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3rd Revised Sheet No. 9

Replacing 2nd Revised Sheet No. 9

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 2

Title: GENERAL EXCHANGE TARIFF

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2.1.6. Change of telephone number at request of customer.

- A. Subsequent Service Order \$10.00 (CR)
- Line Connection \$10.00 (CR)

2.1.7. Non-listing and non-publish of telephone number

- A. Subsequent Service Order \$10.00 (CR)

2.1.8. Buried drop service will be provided if soil conditions permit at a cost of \$.50 per foot of drop. This charge is in addition to the normal installation charges.

2.2. Reserved For Future Use

2.3. Promotional Tariffs

2.3.1. For promotional purposes, market research, or similar corporate purposes, the Company may, at its discretion, offer for limited periods of time, reduced rates or waiver of rates, provided that a copy of any promotional service offering is filed with the Arkansas Public Service Commission, via a letter, at least five (5) days prior to the offering. The letter shall contain a brief description of the promotional offering including the length of time the offering will be available and the location in which it will be offered, if applicable.

2.4. Miscellaneous Services

2.4.1. Off-Premise Extensions

Different building – within ¼ mile on same property - \$1.25/month.
Service is provided when facilities are available to business or residential customers.

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Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: AllPart III. Rate Schedule No.: 2Title: GENERAL EXCHANGE TARIFF

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Different building – greater than ¼ mile – customer must subscribe to regular business service at extension location. Extension mileage is \$1.25/quarter mile per month. Service is provided when facilities are available to business customers only.

2.4.2. Circuit Rental

Monthly Rate

Circuits not generating toll	\$30.00
Circuits generating toll	\$21.15

Service connection charge for Circuit and Radio Loops – See paragraph 2.1.5(A)

For service outside base rate area:

For Metallic Circuit rental for broadcast, signal, or any purpose other than telephone, a charge of \$1.25 for each ¼ mile or fraction thereof from the base rate area will be applied.

2.4.3. Extra listing in local directory	\$.35/month	
2.4.4. Pay Station (for local call)	\$.10	
2.4.5. Customer Owned Pay Telephone Service (COPTS)		
Monthly Charge	\$24.40	(CR)
2.4.6. Foreign listing in local directory	\$ 1.35/month	
2.4.7. Non-listed or non published number		
Monthly charge	\$ 1.00	

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ARKANSAS PUBLIC SERVICE COMMISSION

4th Revised Sheet No. 11

Replacing 3rd Revision Sheet No. 11

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 2

Title: GENERAL EXCHANGE TARIFF

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2.4.8.	Personalized Number		
	Non-recurring charge		\$25.00
	Service Order Charge		\$10.00
2.4.9.	Toll Restriction		
	Residential monthly charge		\$ 2.00
	Business monthly charge		\$ 3.00
2.4.10	Incoming Call Restriction		
	Residential monthly charge		\$ 2.00
	Business monthly charge		\$ 3.00
2.4.11	Over the Phone Payment Fee	\$ 5.00	(NR) (CP)
	(This will be charged to the bill each time a representative takes a payment over the phone)		
2.5.	Interconnection		
	Customer provided and maintained equipment and communications systems may be connected to the general exchange and toll network in accordance with the rules and regulations regarding interconnection as set forth by the Federal Communications Commission and the Arkansas Public Service Commission.		
	Maintenance of such equipment is the responsibility of the customer. The customer shall be held liable for damage to the telephone network resulting from faulty and improperly maintained equipment.		
	Rate		
	Coupler (For Equipment Lacking FCC Approval)		
	Non-recurring Charge		\$ 5.00

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ARKANSAS PUBLIC SERVICE COMMISSION

ARKANSAS PUBLIC SERVICE COMMISSION
SECRETARY'S OFFICE

Original Sheet No. 12

Replacing _____ Sheet No. _____

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 2

Title: GENERAL EXCHANGE TARIFF

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- A. All tariffed charges applied in initiating telephone service to residential customers shall either be reduced by one half of the amount required to connect the customer to the local telephone network or thirty dollars, whichever is less.
- B. A 6-month deferred payment schedule will be established for the charges for initiation of local telephone service at the customer's option. The Company shall inform each customer of the availability of the 6-month deferred payment schedule.

2.6.2. Eligibility Requirements

The following requirements shall be used by the Company to determine the eligibility of an applicant for Link Up Arkansas assistance; requirement 2.6.2.A. will be certified by the applicant and 2.6.2.B. will be State certified.

- A. For federal income tax purposes, the applicant is not a dependent unless over sixty years of age.
- B. The applicant must meet the requirements for eligibility for either Food Stamps, Aid to Families with Dependent Children, Medicaid (including recipients of Supplemental Security Income) or Home Energy Assistance Program. Additionally, persons who are eligible applicants, occupants, or subsidy recipients of a government subsidized housing program are also eligible for Link Up Arkansas assistance.

2.6.3. Rates

Once the above requirements have been met, the general service rates on file with the Company will govern to the extent that they are not inconsistent with 2.6.1.A. and 2.6.1.B. herein.

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4th Revision Sheet No. 13

Replacing 3rd Revision Sheet No. 13

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: _____

Title: CUSTOM CALLING FEATURES

3. CUSTOM CALLING FEATURES

3.1. Monthly Rates

	<u>Residential</u>	<u>Business</u>
Call Waiting	\$2.00	\$3.50
Call Forward	\$1.75	\$3.00
Speed Dial		
8 Numbers	\$1.50	\$2.25
30 Numbers	\$2.50	\$3.00
3-Way Calling	\$2.25	\$3.50
Home Intercom	\$1.25	\$2.50
Teen Service	\$2.50	\$2.50
Warm Line	\$2.25	\$2.25
Call Transfer	\$2.25	\$3.50
Simulated (SIM) Ring	\$1.99	\$1.99 (AT) (NR)

A \$0.30 discount applies for each additional feature after the first one.

3.2. Packages

<u>Basic Packages</u>	<u>Residential</u>	<u>Business</u>
Voicemail, Call Name Delivery, Choice of any Custom Call Feature	\$8.95	\$11.95
<u>Value Package</u>		
Call Waiting, Voicemail, Call Name Delivery, Warm Line, 3-Way Calling	\$12.95	\$16.95
<u>Ultimate Package</u>		
Call Waiting, Voicemail, Call Name Delivery, Warm Line, 3-Way Calling, Teen Line, Call Forward, Home Intercom	\$16.95	\$22.95

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company TELECOMMUNI-

Kind of Service: CATIIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 4

Title: CLASS SERVICES

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4. CLASS SERVICES

4.1. General

Custom Local Area Signaling Services (CLASS) are a group of capabilities that use industry-standard protocols to route the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. That telephone number is held in network memory giving the called party options, including answering the call and calling back to the originator.

CLASS can be provided on a stand alone basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer CLASS. The CCSS7 signaling standard is used to extend CLASS services beyond the NATCO service area.

4.2. Feature Description

4.2.1. Automatic Call Back - When activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

4.2.2. Automatic Recall - This feature enables a customer to place a call to a telephone number associated with the most recent call received, whether or not the call was answered or the number is known.

4.2.3. Customer Originated Trace - This feature enables the customers to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to a predetermined location (never to the customer) indicating the calling and called numbers, the time the call was received, and the time the trace was activated. Under no circumstances will the customer

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ARKANSAS PUBLIC SERVICE COMMISSION2nd Revised Sheet No. 15Replacing 1st Revised Sheet No. _____**Northern Arkansas Telephone Co., Inc.**
Name of CompanyKind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: _____ 4 _____

Title: CLASS Services

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to be given the traced number. The results of the trace will be furnished only to legally constituted authorities upon proper request by them. The Customer Originated Trace (COT) feature will be based on the standard anonymous call procedure, and its use will conform with existing regulations concerning how to deal with annoying and harassing calls. COT will not replace existing procedures.

- 4.2.4. Selective Call Acceptance—This feature screens incoming calls against a list of subscriber-specified directory numbers (DNs) and then accepts any calls from those numbers. Maximum of 31 numbers screened.
- 4.2.5. Selective Call Forwarding—This incoming call management feature allows the customer to define a list of calling numbers screened.
- 4.2.6. Selective Call Rejection—This incoming call management feature allows the Customer to define a list of calling numbers screened.
- 4.2.7. Distinctive Call Waiting—Incoming call management feature that provides Special treatment for calls received from special telephone numbers. If the customer subscribes to Call Waiting and a call is received from a telephone number on a screening list while the line is in use, the Call Waiting tone will be distinctive. Calls from directory numbers not included in the screening list will produce a normal call waiting tone. Maximum of 31 screened numbers.
- 4.2.8. Advanced Call Waiting Caller ID—This call management feature displays incoming caller information with an audible signal to allow the called party the ability to choose to answer the new call or remain on the phone with the current caller.
- 4.2.9. Anonymous Call Rejection—Incoming call management feature that allows the customer the ability to reject all calls where the calling party has blocked their number.

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2nd Revised Sheet No. 16

Replacing 1st Revised Sheet No. _____

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 4

Title: CLASS Services

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4.2.10 Selective Distinctive Ring—Incoming call management feature that provides special treatment for calls received from certain telephone numbers. If a call is received from a telephone number on a pre-determined screening list, the ring will be distinctive. A maximum of 32 screened numbers is allowed.

(AT)

4.3. Conditions

- 4.3.1. CLASS features are provided subject to the availability of facilities. These features will operate only on calls originating and terminating within a CLASS serving office, or similarly equipped offices of interconnecting local telephone companies.
- 4.3.2. CLASS features will be offered on a subscription basis only, except for Customer-Originated Trace, which will be billed on a per-successful-activation basis.
- 4.3.3. CLASS will be available to customers having premise equipment, which is technically compatible with the features.
- 4.3.4. No charges contained within this tariff for CLASS features include the supply of Customer Premises Equipment (CPE). CPE must be purchased separately by the customer.
- 4.3.5. The existence of some Loop Carrier systems on the customer loop could inhibit the delivery of CLASS display features to customers served by these systems.

4.4. Rate Schedules

- 4.4.1. The following rates and charges apply in addition to the established rates and charges for the service with which these features are associated.

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Replacing 3rd Revised Sheet No. _____

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 4

Title: CLASS Services

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	Monthly		2 or more Features	
	Res	Bus	Res	Bus
Advanced Call Waiting Caller ID (per line)	\$9.50	\$9.50	\$8.50	\$8.50
Anonymous Call Rejection (per line)	\$3.00	\$4.00	\$2.00	\$3.00
Auto Call Back (per line)	\$3.00	\$4.00	\$2.00	\$3.00
Automatic Recall (per line)	\$3.00	\$4.00	\$2.00	\$3.00
Customer Originated Trace (per successful initiation)	\$6.00	\$6.00		
Distinctive Call Waiting (per line)	\$2.00	\$3.00	\$1.00	\$2.00
Selective Call Acceptance (per line)	\$3.00	\$4.00	\$2.00	\$3.00
Selective Call Forwarding (per line)	\$3.00	\$4.00	\$2.00	\$3.00
Selective Call Rejection (per line)	\$3.00	\$4.00	\$2.00	\$3.00
(AT)(NR) Selective Distinctive Ring (per line)	\$1.50	\$2.50		

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company
TELECOMMUNI-

Kind of Service: CATIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 4

Title: CLASS SERVICES

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4.5. Calling Number Delivery

4.5.1. General

Calling Number Delivery (CND) is a feature that enables the customer to receive the calling party's directory number on incoming calls. The calling number will be delivered to the called party's customer premise equipment.

4.5.2. Conditions

- A. Any customer subscribing to CND is responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that customer premises equipment to function with the feature specified herein will be the responsibility of the customer. The telephone company assumes no liability and will be held harmless for any incompatibility with the network features provided by the company and described herein.
- B. A directory number will not be displayed for Operator assisted calls, out of area calls or calls marked private by the originator.

C. Rates

	Monthly	
	Res.	Bus.
Calling Number Delivery (per line)	\$4.50	\$6.00

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Replacing _____ Sheet No. ____

NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company TELECOMMUNI-

Kind of Service: CATIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 4

Title: CLASS SERVICES

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4.6. Calling Number Delivery Blocking with Calling Number Delivery

- 4.6.1. All telephone company customers will be offered Calling Number Delivery Blocking (CNBD) in conjunction with the offering of CND. CNDB is a service that enables the calling party to suppress his/her directory number so that the called party with CND does not receive the information. The called party will receive a "private" message instead of the calling party's directory number message.
- 4.6.2. CNDB will also be offered as a stand alone service on a per-call basis to those who do not want their number delivered. CNDB will automatically be provided to customers requesting this service and it will enable a customer to block delivery of his/her directory number by activating the blocking code before placing the calls.
- 4.6.3. CNDB, on a per-line basis, is available on request, at no charge, to the entities for lines over which the official business of the agency is conducted, where an executive office of the agency registers a need for blocking and provides the required certification to Northern Arkansas Telephone Company that the entity is: (a) a private, non-profit, tax exempt, domestic violence intervention agency, or (b) a federal, state, or local law enforcement agency. The directory number will not be transmitted from a line equipped with this capability.
- 4.6.4. Rate Schedule

	Monthly	
	Res.	Bus.
Calling Number Delivery Blocking (per call)	n/c	n/c

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NORTHERN ARKANSAS TELEPHONE COMPANY, INC.

Name of Company

Kind of Service: TELECOMMUNICATIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 4

Title: CLASS SERVICES

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4.7. Calling Name Delivery

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4.7.1. General

Calling Name Delivery is a feature that enables the customer to receive the calling directory number and directory name on incoming calls. The calling party's number and name will be delivered to the called party's customer premise equipment.

4.7.2. Conditions

- A. Any customer subscribing to Calling Name Delivery is responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that customer premises equipment to function with the feature specified herein will be the responsibility of the customer. The telephone company assumes no liability and will be held harmless for any incompatibility with the network features provided by the company and described herein.
- B. Neither a directory number nor a directory name will be displayed for Operator assisted calls, calls marked private by the originator or out of area calls from locations where the public telephone network is not technically capable of supplying the information.

C. Rates

	Monthly	
	Res.	Bus.
Calling Name Delivery (per line)	\$6.50	\$8.00

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Original Sheet No. 20

Replacing _____ Sheet No. _____

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 5

Title: FOREIGN EXCHANGE SERVICE

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5. FOREIGN EXCHANGE SERVICE

5.1. GENERAL REGULATIONS

- 5.1.1. Foreign exchange service is exchange service furnished to a customer from a central office of an exchange other than the one that normally serves the area in which the customer is located.
- 5.1.2. For the purpose of this tariff the term "Foreign Exchange" shall mean the exchange from which foreign exchange service is furnished. The term "Normal Exchange" shall mean the exchange normally serving the area in which the customer's premises is located. The term "Interexchange Channel" designates that portion of the foreign exchange service circuit which is provided between the toll rate centers of the foreign and normal exchanges.
- 5.1.3. Foreign exchange service will be furnished only when both the normal and foreign exchanges are located within the state.
- 5.1.4. Foreign exchange service may be provided only in connection with private branch exchange trunk lines, and individual line business or residence service. The service will be furnished only at one location or premises for each channel or circuit.
- 5.1.5. Where the normal exchange is operated by this telephone company, foreign exchange service is furnished only on the condition that the applicant is a customer to individual line business service, or private branch exchange service, in the normal exchange, and at the same location where such service is proposed to be installed. Under this condition, when a foreign exchange, service customer discontinues normal exchange service, the normal exchange shall immediately notify such foreign exchange customer and foreign exchange business office, that the foreign exchange service may be discontinued ten (10) days thereafter.

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Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

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Part III. Rate Schedule No.: 5

Title: FOREIGN EXCHANGE SERVICE

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- 5.1.6. Where the foreign exchange is operated by another telephone company, foreign exchange service will be provided only when satisfactory arrangements can be negotiated with such company to furnish a portion of the necessary facilities.
- 5.1.7. Foreign exchange service will be furnished at the rates contained in this tariff section, provided the necessary facilities and equipment are available. Where the facilities and/or equipment are not available, and extraordinary facility costs, equipment costs, special operating expenses, and/or other special considerations are incurred in making such service available the customer may be required to pay an additional charge to cover all or a portion of such unusual expenses, or be required to contract for service beyond the initial period, or both.
- 5.1.8. Standard extensions may be furnished in accordance with Local Exchange Tariffs and extension line mileage charge rates and regulations where applicable.
- 5.1.9. The use of the service is limited to the customer's family members and his employees. If any customer to this service is found to be transferring or transmitting messages for parties other than authorized above, in the normal exchange area, such customer and foreign exchange business office shall be notified that the practice must be discontinued or the foreign exchange service may be terminated ten (10) days after the date of such notice.
- 5.1.10. Mileage measurements:
 - A. Interexchange mileage is the airline distance between the toll rate centers of the two exchanges involved for that portion of the interexchange channel facilities furnished by another telephone company, between toll rate centers of the two exchanges involved, the interexchange channel facility mileage charges of such company will apply.

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NORTHERN ARKANSAS TELEPHONE CO., INC.
 Name of Company
 TELECOMMUNI-
 Kind of Service: CATIONS Class of Service: ALL

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Part III. Rate Schedule No.: 5

Title: FOREIGN EXCHANGE SERVICE

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B. When the customer is located outside the Initial Base Area Boundary, but within the Exchange Area Boundary of the normal exchange, exchange mileage charges shall apply between the customer's premises and the closest point of the Initial Rate Area Boundary, at the rate specified in the Local Exchange Tariffs.

5.2. RATES

5.2.1. The charge for foreign exchange service is the established monthly service rate, and non-recurring service connection charge of the foreign exchange, for the grade of service (individual line business or residence, or PBX and PABX trunks) with which the foreign exchange service is to be associated. In addition, the following monthly charges apply:

- A. Where all or a portion of the interexchange channel facilities are furnished by this Telephone Company a mileage charge of \$1.25 per quarter mile (or fraction thereof), per month, will apply for each circuit, measured in airline miles between the terminal points of this Company's interexchange channel facilities. When facilities are furnished by another telephone company, charges shall apply to such interexchange channel facilities.
- B. Where all or a portion of the interexchange channel facilities are furnished by another telephone company, charges shall apply to such interexchange facilities as specified in the regulations of such participating company, for the portion of the interexchange channel provided.
- C. Where special repeater equipment is required for satisfactory transmission and/or signaling on the foreign exchange circuit, such equipment will be provided at a monthly rate based on the costs involved.

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Original Sheet No. 23

Replacing _____ Sheet No. ____

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 5

Title: FOREIGN EXCHANGE SERVICE

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- 5.2.2. In cases where foreign exchange service is requested by a customer of another telephone company into an exchange of this telephone company, as specified in Paragraphs 5.1.1. and 5.1.8. of subsection 5.1., rates specified in Paragraph 5.2.1. of subsection 5.2. will apply.
- 5.2.3. Where the normal and foreign exchanges have contiguous Exchange Area Boundaries, a foreign exchange service facility arrangement may be provided by a routing method other than using standard interexchange channel facilities. In all such special routing cases, however, the rates as specified in Paragraph 5.2.1. of subsection 5.2., above, will apply.

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3rd Revised Sheet No. 24

Replacing 2nd Revised Sheet No. 24

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 6

Title: CENTREX SERVICES

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6. CENTREX SERVICES

6.1. CENTREX PACKAGE A

Public Dialing Plan (No Dial "9")
Group Intercom for Internal Calling
Toll Restriction – Allow 0+, 0-, 1+800, 10xxx+0+, 10xxx+0-, Calling (Selected Sets Only)
Touch Tone
Call Transfer (Selected Sets Only)
2 Station Lines
2 Simulated Trunk Lines

6.1.1. Pricing Package A

	<u>Installation Charge</u>	<u>Monthly Charge</u>
Basic Package	\$65.00 + other applicable Service charges	\$50.00
To Add Station Lines	applicable service order charges	\$3.50 per additional line
To Add Simulated Trunk Lines	applicable service order charges	\$15.00 per (CR) additional trunk line

6.1.2. To Add Optional Centrex Based Features as Listed:

	<u>Installation Charge</u>	<u>Monthly Charge</u>
Call Forwarding	applicable service order charges	\$0.75 per optioned line

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Replacing _____ Sheet No. ____

NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company
TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 6

Title: CENTREX SERVICES

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Call Hold	applicable service order charges	\$0.50 per optioned line
Call Park	applicable service order charges	\$0.50 per optioned line
Call Pick-up	applicable service order charges	\$0.75 per optioned line
Call Waiting	applicable service order charges	\$0.75 per optioned line
Ring Again	applicable service order charges	\$0.50 per optioned line
Speed Calling		
- Individual Short List	applicable service order charges	\$0.75 per optioned line
- Individual Long List	applicable service order charges	\$0.75 per optioned line
Three Way Conference Calling	applicable service order charges	\$0.75 per optioned line
Attendent Services	applicable service charges plus \$20.00 per console	\$12.00 per console
Paging Access Service	applicable service charges plus \$10.00 per access	\$4.50 per access

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5th Revised Sheet No. 26

Replacing 4th Revised Sheet No. 26

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 6

Title: **CENTREX SERVICES**

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Uniform Call Distribution	applicable service order charges plus \$20.00 per group	\$0.75 per agent line
Centrex Automated Attendant Service	applicable service order charges plus \$35.00 per group	\$19.95 per group (CR)
Centrex Simplified Message Desk Interface (SMDI) Link	applicable service order charges plus \$35.00 per link	\$99.00 per link
Incoming Call Restriction	applicable service order charge	\$0.75 per optioned line

6.1.3 A discount of 10% of the total station line charges will be applied to all customer installations containing more than 100 lines in one Centrex group. This discount will not be applied to the FCC EUCL charge. However, the FCC mandated monthly EUCL charge will be made on a \$9.20 per station line basis.

6.2. CENTREX PACKAGE B

All requests for Centrex services not within the scope of NATCO Centrex Package A will be handled on an Individual Case Basis with the rates approved by the Arkansas Public Service Commission prior to executing any customer agreements.

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6th Revised Sheet No. 26.1

Replacing 5th Revised Sheet No. 26.1

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 6

Title: CENTREX SERVICES

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6.3. CONDITIONS

The Centrex Service offering is subject to the availability of facilities.

The FCC mandated monthly EUCL charge will be made on a \$9.20 per station line basis.

If a customer requests Centrex features on a trunk(s) terminating in Multi-line, or P(A)BX equipment, the associate rate specified in Part III, Schedule No. 1 of this tariff shall apply. (NT)

The service will be offered within the South Shore serving area to multiple building sites without a charge for OPX service. The service is available for one-way to Lead Hill from any exchange with the exception of Diamond City, where it would be two-way due to the previous EAS arrangement.

The service includes one telephone directory number listing per Centrex group. Any additional listings, if requested, will be provided at the appropriate directory listing rates and must conform to applicable directory listings regulations.

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2nd Revised Sheet No. 27

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Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 7

Title: RESERVED FOR FUTURE USE

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3rd Revised Sheet No. 28

Replacing 2nd Revision Sheet No. 28

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Northern Arkansas Telephone Co., Inc.
Name of Company

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Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 7

Title: RESERVED FOR FUTURE USE

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2nd Revised Sheet No. 29

Replacing 1st Revised Sheet No. 29

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications

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Replacing 1st Revised Sheet No. 30

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Northern Arkansas Telephone Co., Inc.

Name of Company

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Kind of Service: Telecommunications Class of Service: Bus/Res

Part III. Rate Schedule No.: 8

Title: NATCO FAST - LINE (ISDN)

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8. NATCO FAST - LINE (ISDN)

8.1. BASIC RATE NATIONAL ISDN-1

8.1.1. Conditions

- A. ISDN is provided to all exchanges subject to the availability of facilities
- B. No charges contained within this tariff for ISDN include the supply of Customer Premises Equipment (CPE). CPE must be purchased separately by the customer.

8.1.2. Rate Schedules*

- A. 2 B - Flat Rate Unlimited Voice and/or Data applications within a single exchange.

Monthly Charge

Residence -	\$18.40	(NR)
Business -	\$28.65	(NR)
Business with Centrex	\$18.40	(NR)

*One (1) service connection charge will apply per 2B ISDN arrangement.

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ARKANSAS PUBLIC SERVICE COMMISSION

2nd Revised Sheet No. 31

Replacing 1st Revised Sheet No. 31

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 8

Title: NATCO FAST-LINE (ISDN)

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8.2 National Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) (AT)

8.2.1. Service Description

- A. Primary Rate ISDN is a 24 channel, 1.544 Mb/s service consisting of 23 bearer channels (B channels) and one delta channel (D channel). The B channels are used for transporting circuit switched data and circuit switched voice, while the D channel is used to transport signaling and control information.

8.2.2 Service Availability

- A. Service is available where facilities exist.

8.2.3 Charges and Rates

A. Lead Hill Exchange	<u>Non-Recurring</u> \$1,000	<u>Recurring</u> \$775/month
B. Diamond City Exchange	<u>Non-Recurring</u> \$1,000	<u>Recurring</u> \$1,075/month
C. Bull Shoals Exchange	<u>Non-Recurring</u> \$1,000	<u>Recurring</u> \$1,305/month
D. Flippin Exchange	<u>Non-Recurring</u> \$1,000	<u>Recurring</u> \$1,345/month
E. Omaha Exchange	<u>Non-Recurring</u> \$1,000	<u>Recurring</u> \$1,305/month
F. Pyatt Exchange	<u>Non-Recurring</u> \$1,000	<u>Recurring</u> \$1,210/month

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2nd Revised Sheet No. 32

Replacing 1st Revised Sheet No. 32

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 8

Title: NATCO FAST-LINE (ISDN)

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8.2.4. Other Charges

- A. All applicable federally mandated end user common line (EUCL) charges, ISDN port charges, federal universal service fund charges, and state universal fund charges will be applied.

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1ST REVISED Sheet No. 33

Replacing ORIGINAL Sheet No. 33

NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

Kind of Service: TELECOMMUNI-
CAPIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 8

Title: NATCO FAST-LINE (ISDN)

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1ST. REVISED Sheet No. 34

Replacing ORIGINAL Sheet No. 34

NORTHERN ARKANSAS TELEPHONE CO., INC.
Name of Company

Kind of Service: TELECOMMUNI-
CATIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 8

Title: NATCO FAST-LINE (ISDN)

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NORTHERN ARKANSAS TELEPHONE CO., INC.
Name of Company

TELECOMMUNI-
Kind of Service: CAPIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 8

Title: NATCO FAST-LINE (ISDN)

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1ST REVISED Sheet No. 36

Replacing ORIGINAL Sheet No. 36

NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

Kind of Service: TELECOMMUNI-
CATIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 8

Title: NATCO FAST-LINE (ISDN)

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Replacing ORIGINAL Sheet No. 37

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NORTHERN ARKANSAS TELEPHONE CO., INC.
Name of Company

Kind of Service: TELECOMMUNI-
CATIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 8

Title: NATCO FAST-LINE (ISDN)

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Replacing ORIGINAL Sheet No. 38

NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

Kind of Service: TELECOMMUNI-
CATIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 8

Title: NATCO FAST-LINE (ISDN)

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Name of Company

Kind of Service: TELECOMMUNI-
CATIONS Class of Service: BUSINESS, RESIDENTIAL

Part III. Rate Schedule No.: 8

Title: NATCO FAST-LINE (ISDN)

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

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Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 9

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

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Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 9

Title: RESERVED FOR FUTURE USE

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NORTHERN ARKANSAS TELEPHONE CO., INC.
 Name of Company

Kind of Service: TELECOMMUNICATIONS

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Replacing _____ Sheet No. _____

NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company
TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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10. UNIVERSAL EMERGENCY NUMBER SERVICE

10.1. DESCRIPTION

10.1.1. General

- A. Universal Emergency Number Service is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing number 911; it includes the services provided by the lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls dialed to 911.
- B. 911 Service is offered subject to the availability of facilities.
- C. The 911 Service customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire service within the telephone central office areas arranged for 911 Service calling.
- D. Two types of 911 Service are offered: B911 and E911.
- E. The service may be provided by Northern Arkansas Telephone Company ("NATCO") or jointly by NATCO and an Independent Exchange Carrier.

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company
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Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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10.2. RULES AND REGULATIONS

- 10.2.1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one 911 service will be provided within any government agency's locality.
- 10.2.2. The 911 emergency telephone number is not intended to be a total replacement of the telephone service of the various public safety agencies which may participate in the use of this number and the public safety agencies must subscribe to other telephone service as provided in Paragraph 11.2.22 following.
- 10.2.3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- 10.2.4. 911 Service will be provided to only one PSAP for calling from any telephone number within any central office serving area.
- 10.2.5. 911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP. Outgoing calls can only be made on a transfer basis. Central Office Transfer is only available where central office facilities permit.
- 10.2.6. 911 Service is provided solely for the benefit of the municipal customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any Telephone Company obligation toward, or any right of action on behalf of, any third person or other legal entity.
- 10.2.7. The Telephone Company does not undertake to answer and forward E911 Service calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- 10.2.8. In accordance with the Federal Communication Commission's order of January 8, 1985, NATCO may provide terminal equipment for use with 911 PSAP

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Name of Company
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Kind of Service: CATIONS Class of Service: ALL

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Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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installations. A list of 911 equipment and its associated rates and charges will be provided upon request. Any terminal equipment used in connection with 911 Service, whether such equipment is provided by NATCO or the customer, shall be so configured so that it is unable to extract any information from the Data Management System (DMS) other than information relating to an emergency call. Any customer information obtained from the DMS in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a customer's telephone number with his name or address shall be secured by the customer and disposed of in a manner that will retain that security.

- 10.2.9. Temporary suspension of service is not provided for any part of 911 Service.
- 10.2.10 911 Service information consisting of the name, address and telephone numbers of telephone customers whose listings are not published in directories or listed in directory assistance offices is confidential and the customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.
- 10.2.11 The 911 Service calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP at the time the call is originated.
- 10.2.12 Central offices that are not currently equipped to transmit Automatic Number Identification (ANI) will not be modified to provide ANI just for 911 Services. When the ANI Service Features are provided, in such circumstances, default routing and/or central office identification will be provided in lieu of ANI display.
- 10.2.13 ANI and/or Automatic Location Identification (ALI) will not be displayed on calls placed over four-party or rural lines. Central office identification is provided in lieu of ANI and ALI.

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company
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Kind of Service: CATIONS Class of Service: ALL

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Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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10.2.14 NATCO's entire liability to any person including Independent Exchange Carriers who participate in the joint provisioning of 911 Service for interruption or failure of 911 Service shall be limited by the terms set forth in this Section and other Sections of this tariff.

10.2.15 The rates charged for any 911 Service do not include, and NATCO does not undertake, inspection or constant monitoring to discover errors, defects and malfunctions in the service. The customer shall have the responsibility of discovering all errors, defects and malfunctions, and assumes the duty of, and will make such tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify NATCO in the event the system is not functioning properly.

10.2.16 NATCO shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of 911 Service including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures, or malfunctions of the system after NATCO has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made by it for the service affected for the period following notice from the customer until service is restored.

10.2.17 Adjustments for service interruptions experienced by persons calling the PSAP is governed by and limited by terms set forth other sections of NATCO's Tariff.

10.2.18 911 Service is furnished subject to all operating failures and interruptions including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. 911 Service is furnished subject to any additional forms of service failures and service degradations resulting from the complexity of the service arrangement, program errors and failures, delays and errors in the input

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Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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and processing of data used by the Data Management System (DMS) associated with the E911 Service arrangement. The rates provided for this service are subject to the limitations which appear in this Section and in other Sections of this and other tariffs.

10.2.19 911 Service will be designed by NATCO to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 Services are offered.

10.2.20 Because NATCO service boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 911 Service lines that originate from all telephones served by central offices within the 911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries at the customer's public safety jurisdiction.

10.2.21 Application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, NATCO must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 Service request.

10.2.22 In addition to all other terms and conditions, the following applies:

- A. All 911 Service calls will be answered on a 24-hour day, seven-day week basis.
- B. The customer has the responsibility for dispatching the appropriate emergency service within the 911 Service Area, or will undertake to transfer all 911 service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

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Kind of Service: CATIONS Class of Service: ALL

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Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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C. The customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to 911 Service PSAP by calling parties.

- D. 1. The customer will subscribe to a sufficient number of interoffice facilities and 911 exchange lines, as determined by NATCO to adequately handle incoming calls but in all cases subject to a minimum of two facilities or lines required at any point in the 911 network including the 911 exchange lines terminated at the PSAP.
- 2. An exception to this policy is allowed for 911 exchange line groups from an E911 control office to a secondary answering location used for central office transfer purposes only. In this case, the line quantity may be determined by the customer and could result in only one line being provided.

E. The customer will subscribe for additional local exchange service at the PSAP location for administrative purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Telephone Company operators.

10.2.23 When E911 Service is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service within various portions of the E911 Service area. The customer's responsibility for providing this information is as follows:

- A. Initial and subsequent assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished to NATCO by the customer on forms for that purpose at a mutually agreed upon time prior to the effective date of the service.
- B. After establishment of service, it is the customer's responsibility to continually verify the accuracy of the routing information contained in the

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NORTHERN ARKANSAS TELEPHONE CO., INC.

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Kind of Service: CATIONS Class of Service: ALL

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Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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master address file and to advise NATCO of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of E911 Service calls to the proper PSAP.

- C. NATCO will provide to the customer, upon request, complete listings contained in the master address file to permit customer verification of the accuracy of the police, fire, and ambulance PSAP routing designations.
- D. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted as they occur.

10.2.24 Cancellation of the service in whole or in part by the customer prior to establishment thereof will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation resulting from the customer's order for service, but not to exceed the total nonrecurring charges.

10.2.25 Each customer and any Independent Exchange Carrier that participates in the joint provisioning of 911 Service agree to release, indemnify, defend and hold harmless NATCO, from any and all losses, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party of person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.

10.2.26 The customer and any Independent Exchange Carrier that participates in the joint provisioning of 911 Service also agree to release, indemnify and hold harmless NATCO, for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 Service features and the equipment

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NORTHERN ARKANSAS TELEPHONE CO., INC.

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Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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associated therewith, or by any services furnished by NATCO in connection therewith, including but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service hereunder, and which arise out of the negligence or other wrongful act of NATCO, the customer, its user, agencies or municipalities, or the employees or agency of any one of them.

10.2.27 Telephone Company provided PSAP equipment may be used in accordance with the provisions of "connections of Terminal Equipment and Communications System" section of this tariff.

10.2.28 The use of Selective Routing on anything less than a Telephone Company Exchange is not permitted.

10.2.29 METHOD OF APPLYING RATES - E911 FACILITIES

A. Facilities - Routed Systems

E911 Systems utilizing a control office require adequate facilities from each end office in the serving area to the control office and from the control office to each PSAP's serving end office.

Rates for routed facilities found in Section 10.5.3.A of this tariff are all inclusive. No additional mileage, channel termination, or truck unit charges apply, other than PSAP equipment.

B. Facilities - Direct Trunked Systems

E911 Systems without a control office require adequate facilities from each end office to the PSAP's serving office. Sufficient exchange lines are required from the serving office to the PSAP to complete interoffice facilities, as well as to complete 911 calls originated within the area served by the PSAP's serving central office.

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NORTHERN ARKANSAS TELEPHONE CO., INC.
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Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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Rates for direct trunked facilities found in Section 10.5.3.A of this tariff are all inclusive. No additional mileage channel termination or trunk unit charges apply for these circuits.

Exchange lines to complete 911 calls originated from locations served by the PSAP serving office require an end office outgoing trunk unit.

- C. For routed or direct trunked systems, facilities between NATCO offices and a point of interconnection with another telephone company shall be billed the appropriate flat rate found in Section 10.5.3.A of this tariff.

These rates are all inclusive. No additional channel termination mileage or trunk unit charges apply for these circuits.

- D. Exceptions

In those cases where an intraexchange E911 service has control and/or end offices in Arkansas and another state, the method of applying rates in A. and B., preceding, are modified to apply the charges for that portion of the E911 service located in the other state and shall be pursuant to that state's tariff.

In those cases where an interstate interexchange E911 service has control and/or end offices in Arkansas and another state, the method of applying rates for the interoffice portion will be determined via Individual Case Basis (ICB) procedures using F.C.C. No. 68 Rules and Regulations.

10.3. EXPLANATION OF TERMS

B911: A service that provides for routing all 911 calls originated from telephones with given central office prefix codes to a single PSAP.

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Kind of Service: CATIONS Class of Service: ALL
Part III. Rate Schedule No.: 10

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Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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E911: An expanded service that has other standard and optional features which may or may not be available with B911.

Additional Service Exchange Line: An additional line terminating at a PSAP that may be ordered by the customer as an optional feature.

Automatic Location Identification (ALI): An E911 Service Feature by which the address and name associated with the calling party's telephone number (identified by ANI) is forwarded to a primary or secondary PSAP for display. The address displayed on calls placed from additional telephones with the same telephone number at another address location will be that of the main service location.

Automatic Number Identification (ANI): An E911 or D911 Service Feature by which the calling party's telephone number is forwarded to the PSAP for display.

E911 Control Office: The office providing tandem switching capability for E911 Service calls from all end offices. It controls the switching of ANI information to a PSAP.

Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required for the ALI Service Feature (E911 Service).

Default Routing: A standard feature which provides the capability to automatically route an E911 Service call to a predesignated PSAP or other location.

Direct Trunking: An E911 facilities arrangement which does not use a control office. The Direct trunked arrangement is only available for E911 systems with a single PSAP. Direct trunked systems do not allow selective routing.

End Office: A central office in the 911 Service area which receives 911 Service calls.

Exchange Access Arrangement: A telephone facility between a customer's premises and the telephone exchange network point. The number of exchange access

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NORTHERN ARKANSAS TELEPHONE CO., INC.
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Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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arrangements served by an end office is equal to the total number of residence main telephones, business main telephones (excluding toll stations, WATS stations and dispatching terminals), PBX trunks, Centrex main stations, selected Direct Inward Dialing stations and other applicable main telephones as are included in the official Telephone Company Reports for the service area of such end office.

Interexchange Channel: That portion of a facility which interconnects two primary serving offices in different exchanges or metropolitan exchanges.

Interoffice Channel: That portion of a facility which interconnects an end office to the E911 Control Office and the E911 Control Office to the serving office of the PSAP. In the case of single PSAP applications, the facility interconnects an end office and the service office of the PSAP.

Public Safety Answering Point (PSAP): An answering location for 911 Service calls originating in a given area. A PSAP may be designated as primary or secondary which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of public service agencies such as police, fire or emergency medical personnel or by employees of a common bureau serving a group of such entities.

Routed System: An E911 System in which trunking facilities are routed through a control office.

Service Area: The geographical area which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

Serving Central Office: The central office from which a PSAP, either primary or secondary, is served.

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company
 TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

FILED

Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

PSC File Mark Only

10.4. 911 SERVICE FEATURES

10.4.1. B911 Service

B911 Service includes NATCO provision of the 911 code or the opening of this code to the exchange network in those Central Offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for 911 service.

B911 Service provides for routing all 911 calls originated by telephone with given Central Office prefix codes to a single PSAP via business exchange lines. B911 presents a call to the PSAP via business access line in a manner similar to a normal exchange telephone line. No other features are provided with this offering. The customer must subscribe to a minimum of two lines at the PSAP to receive 911 calls.

10.4.2. Enhanced 911 (E911)

A. E911 Service provides B911 Service via a 911 exchange line plus the following standard features:

1. Automatic Number Identification (ANI)
2. Touch-tone Calling Service (For direct trunked E911 Systems, these features are only applicable where Central Office facilities permit).

10.5. 911 SERVICE RATES AND CHARGES

10.5.1. GENERAL

A. Messages

1. No charge will be applied by NATCO to the calling party for calls placed to the 911 telephone number.

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AUG 31 '95 ORDER 2 95 - 102 - TF

ARKANSAS PUBLIC SERVICE COMMISSION

ARK. PUBLIC. SERV. COMM.
 JAN SANDERS
 SECRETARY OF COMM.

Original Sheet No. 55

Replacing _____ Sheet No. ____

AUG 14 9 37 AM '95

NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company
 TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICES (911)

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2. Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable for calls placed within the service area of the serving Central Office.

10.5.2. B911 Service

A. 911 Exchange Lines

Established rates found elsewhere in this tariff, for PBX trunks, flat or measured rate business lines apply for 911 Exchange Lines that terminate at PSAPs. The monthly rate for the Exchange Line is the rate applicable for the exchange or zone in which the PSAP is located. A minimum of two lines from the PSAP's serving Central Office is required.

B. Foreign Zone or Foreign Exchange Service

When 911 is provided from exchanges or zones that do not have local calling to the exchange or zone in which the PSAP is located, charges for Foreign Exchange or Foreign Zone service are applicable. Refer to Private Line or Access Tariffs for appropriate charges.

C. Tie Lines, Private Lines or Extension Lines

Tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at established tariff rates for such channels and facilities specified in this and other appropriate tariffs.

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ARKANSAS PUBLIC SERVICE COMMISSION

ARK. PUBLIC SERVICE COM. REG. DIV.
 SECRETARY OF COM. COMM.

Original Sheet No. 56

Replacing _____ Sheet No. _____

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 10

Title: UNIVERSAL EMERGENCY NUMBER SERVICE (911)

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10.5.3. Enhanced 911 (E911)

A. Facility Rates (Per Facility)	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Direct Trunking Facility end office to PSAP serving office	\$145.00	\$170.00
2. Point of Interconnection with Another Telephone Company to Control Office	\$ 70.00	\$ 110.00
3. Direct Trunking Point of Interconnection with Another Company to PSAP Serving Office	\$ 50.00	\$ 65.00
4. End Office outgoing trunk unit (Required for E911 exchange lines originating at the PSAP's Serving Office).	\$ 55.00	\$ 40.00
B. Feature Rates - Per 1000 EAA's		
1. ANI Service (Direct Trunked)	\$ 105.00	\$ 575.00
2. ANI Service (provided with a routed system)	\$ 105.00	\$ 875.00
C. Database updates monthly rate for updates to the E911 database, per 1000 Exchange Access Arrangements Served.*	\$ 50.00	\$ 130.00

*(Rounded to nearest 1000 exchange access arrangements served based on the maximum number of exchange access arrangements in service during the most recent month at the time service is established and adjusted annually from the service establishment date. In instances where the count of exchange access arrangements is adjusted upward, nonrecurring charges apply for each additional 1000 exchange access arrangements).

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SECRETARY OF COMM.

Original Sheet No. 57

Replacing _____ Sheet No. ____

AUG 14 9 37 AM '95

NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 11

Title: MUNICIPAL TAX CLAUSE

PSC File Mark Only

11. MUNICIPAL TAX CLAUSE

11.1. Should any municipality impose upon the Company a privilege, occupation, pole or other city special tax, except ad valorem taxes, the recurring monthly rates charged the customers receiving local exchange telephone service within the corporate limits of the municipality will be increased, on a pro rata basis, so that the aggregate increase to all such customers will equal the amount of the tax imposed upon the Company.

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4th Revision Sheet No. 58

Replacing 3rd Revision Sheet No. 58

2005 SEP 12 A 9:10

Northern Arkansas Telephone Co., Inc.
Name of Company

RECEIVED

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 12

Title: **CHARGES RELATED TO CUSTOMER ACTIVITY**

PSC File Mark Only

12. CHARGES RELATED TO CUSTOMER ACTIVITY

12.1 APPLICABLE SERVICE AREA

12.1.1. To all customers taking telephone service under the Company's retail rate schedules as they are now or as they may in the future be filed and approved by the Arkansas Public Service Commission (APSC).

12.2 CUSTOMER ACCOUNT RECORD STATEMENT

12.2.1 The Company will charge a fee of \$5.00 for the first month and \$1.00 for each additional month when a customer or any authorized party requests a statement of the customer's account record as described by Telecommunications Providers Rules, Rule 7.02.

12.3 DEPOSIT FROM APPLICANT

12.3.1 Under certain conditions, the Company may require a deposit from an applicant for service in accordance with the Telecommunications Providers, Rule 4.01.

12.4 DEPOSIT FROM CUSTOMER

12.4.1 Under certain conditions, the Company may require a deposit from a customer in accordance with the Telecommunications Providers Rules, Rule 4.02.

12.5 RETURNED CHECK CHARGE

(CR) 12.5.1 The Company will charge a returned check fee of \$25.00 when a customer pays by check and the check is returned to the Company for any reason other than bank error.

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<u>3rd REVISED</u>	Sheet No. <u>59</u>
Replacing <u>2nd Revised</u>	Sheet No. <u>59</u>
<u>NORTHERN ARKANSAS TELEPHONE CO., INC.</u> Name of Company	
Kind of Service <u>TELECOMMUNICATIONS</u> Class of Service <u>All</u>	
Part III. General Information Schedule No. : <u>12</u>	
TITLE: <u>CHARGES RELATED TO CUSTOMER ACTIVITY</u>	

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12.6. RECONNECTION FEE

12.6.1 The Company will charge a reconnect fee of \$25.00 when a customer or other authorized party requests reconnection of private line service from 8 a.m. to 5 p.m., and payment is made at a Company business office or payment agency before the Company's close of business on the same day.

12.6.2 Reserved for future use.

(CT) 12.6.3 The Company will charge normal connection fees when a customer or other authorized party requests reconnection during hours other than those described in paragraph 12.6.1.

12.7. FINANCE CHARGE ON DELAYED PAYMENT AGREEMENTS

12.7.1 The Company will not charge interest on delayed payment agreements.

12.8. COLLECTION FEE

(CT) 12.8.1 The Company will not charge a fee when the last day to pay, as printed on the most recent shut-off notice, has passed and a utility employee either accepts payment at the premises or visits the premises at the customer's request to collect*.

12.9. LATE PAYMENT CHARGES

12.9.1 The Company charges a late payment charge on bills paid after the due date. The due date for the Company's bill shall be 22 calendar days after the date the bill is mailed unless that is a day that the Company's business office is closed. In that event, the due date is the first date thereafter that the Company's business office is open.

A. The Company will calculate late payment charges on the overdue portion of a bill for utility service. The late payment charge shall be applied upon an overdue portion of a bill for utility service.

B. The Company's late payment charge shall be 10 percent of the first 30 dollars of the overdue portion of the customer's bill and 2 percent of the remainder.

* This section previously referred to GSR 6.09.B.(1). That section has been effectively removed from the TPRs. NATCO does not collect payment at the premises as a regular policy. In the event any payment is made at the premises, NATCO will not charge a collection fee.

Issued: December 19, 2001

Effective: December 19, 2001

Dr. Steven G. Sanders, General Manager
Northern Arkansas Telephone Company
Flippin, Arkansas

ARKANSAS PUBLIC SERVICE COMMISSION

ATK. PUBLIC SERV. COMM.
GEN. SEC. OF COMM.

Original Sheet No. 60

Replacing _____ Sheet No. ____

AUG 25 9 28 AM '95

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 13

Title: EXTENSTION OF FACILITIES

PSC File Mark Only

13. EXTENSION OF FACILITIES

13.1. APPLICABLE SERVICE AREA

13.1.1. The charges and regulations specified below apply in condition with all classes and grades of service or facilities furnished by the Telephone Company. These charges are in addition to the non-recurring charges applying in connection with particular services or facilities. The non-recurring charges are covered separately in other sections of this tariff.

13.1.2. These rules and regulations apply to standard, permanent facility construction. Applications for non-standard or temporary facility construction are covered separately in other sections of this tariff.

13.2. GENERAL REGULATIONS

13.2.1. Facility extensions made by the Telephone Company in accordance with these rules shall be and remain the property of the Telephone Company, or may be owned by some other company with whom the Telephone Company has a joint use agreement.

13.3. RULES FOR EXTENSIONS OF PERMANENT FACILITIES WITHIN THE BASE RATE AREAS

13.3.1. Within the base rate area the Telephone Company will extend its facilities at no cost to the applicant

13.4. RULES FOR EXTENSIONS OF PERMANENT FACILITIES OUTSIDE THE BASE RATE AREAS

13.4.1. Outside the base rate area but within the exchange area the Telephone Company will extend its facilities to applicants in areas where facilities are unavailable under the following conditions:

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2nd Revised Sheet No. 61

Replacing 1st Revised Sheet No. 61

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Northern Arkansas Telephone Co., Inc.
Name of Company

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Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 13

Title: EXTENSION OF FACILITIES

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- A. The Telephone Company will extend its facilities up to 2/10 mile, route measurement, per applicant at no cost to the applicant. The costs to provide a 2/10 mile extension are greater than 60 months estimated revenue.
- B. Where construction is required in excess of the allowance stated in paragraph 13.4.1.A., applicants will be required to pay a construction charge of \$ 530.00 per 1/10 mile, or fraction thereof, of the route measurement. Construction charges applicable to two or more applicants will be computed individually from the starting point of the new construction project to each respective location less the allowance.
- C. Construction charges are applicable to all new individuals served from a construction project during the initial 2 year period.
- D. Applicant will have the option to pay construction charges in advance (CP) or in 24 equal monthly payments. If applicant's construction charges exceed \$5,000, applicant will have the option to pay construction charges in advance or in 36 equal, monthly payments. The terms of payment will be included in the Extension of Service Agreement.

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SECRET

1st Revised Sheet No. 62

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Replacing Original Sheet No. 62

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

PSC File Mark Only

14. CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

14.1. GENERAL

14.1.1. Customer-Owned Pay Telephone Service (COPTS) is a service which offers pay telephone service to the public via a coin or coinless customer-owned pay telephone. This pay telephone instrument is not provided by the Telephone Company. For the purpose of this tariff, the term "Customer" is defined as the party, i.e. pay phone telephone service provider, who is responsible for payment of the Customer-Owned Pay Telephone Service Access Line and associated charges.

Customer-Owned Pay Telephone Service is furnished to customers opting to provide a means for the general public, transients and/or collective groups to place local and/or toll calls. A Customer-Owned Pay Telephone Service Provider is any individual, corporation, partnership or other entity (RT) offering telephone service to the public for compensation through pay telephone instruments capable of originating or receiving telephone calls.

14.1.2. Customer-Owned Pay Telephone Service is a two-way or, optionally, a (AT) one-way originating only one-party business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises, and the network interface at the demarcation point. These facilities are Telephone Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling. 1+900 call restriction is provided at no additional charge. 1+900 call restriction restricts calls to these pay-per-call information services to only those calls which are alternately billed.

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1st Revised Sheet No. 63

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

TELECOMMUNI-

Kind of Service: CATIONS

Class of Service: ALL

Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

PSC File Mark Only

Billed Number Screening, which restricts certain incoming calls such as collect calls placed over the Telephone Company's network, from being billed to the Customer-Owned Pay Telephone Service, is provided at no additional charge at the customers request. When subscribing to COPTS, the customer is responsible, on the location provider's behalf, for arranging for proper handling of interLATA and intraLATA coin calls by their chosen carrier.

The Telephone Company will not be liable for shortages of coins collected and deposited at the customer's equipment.

- 14.1.3. COPTS service shall be provided as either an instrument implemented payphone service or central office implemented payphone service. It shall be the customer's sole responsibility to clearly and unambiguously identify to the Company whether the service it desires is instrument implemented or central office implemented payphone service. The Company shall have no liability for, and customer shall hold Company harmless from, any and all damages or loss caused or attributed in any way to customer's failure to accurately and unambiguously identify the type of service requested. (AT)
- 14.1.4. Instrument Implemented Payphone Service is offered for use with a customer provided payphone. All attachments of a customer provided payphone to the network must be made pursuant to the rules and regulations set forth in the tariff and as required by State and Federal commissions. Only COPTS service is needed. The payphone provides the features and functionality's desired by the customer. (AT)
- 14.1.5. Central Office (CO) implemented coin line provides coin signaling. It is a line side connection from the local exchange to the NID. Coin Supervision Service must be ordered with COPTS service to complete CO implemented payphone service. (AT)

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

Kind of Service: TELECOMMUNICATIONS Class of Service: ALL

Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

PSC File Mark Only

14.1.6. Features are additives to the operation of the COPTS line. The Company (AT) offers those features that are provided by the functionality of the Company's switches. These include coin supervision, coin control (collect and return of coins, if applicable) and answer supervision. These features are collectively provided as Coin Supervision Service. CO implemented coin line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Customer-Owned Payphone Telephone Service provider.

14.1.7. Coin Supervision - Coin supervision provides signaling capability from (AT) the central office for payphones that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control. Coin Supervision is used to control the disposition of the coins held in the customer provided equipment. Coin collect is used when a call has been completed and coin return is used if no answer or busy condition is encountered.

14.1.8. Selective Class of Call Screening will be provided at the customer's option on all Customer-Owned Pay Telephone Service Access Lines served from central offices equipped to provide Selective Class of Call Screening. Selective Class of Call Screening treatment enables the customer to restrict outgoing Operator-handled calls placed over the Telephone Company's network, from the service point to only those calls which are charged to a called telephone, a third number, or a Calling Card account. Any customer who offers Customer-Owned Pay Telephone Service where Selective Class of Call Screening is not available, nonetheless assumes full and complete responsibility for all calls billed to his line. The Telephone Company will not be responsible for screening those calls placed over the network of any Carrier, other than the Telephone Company. No variation or alteration of the screening codes, billing restrictions, applicable access or other general provision of this Selective Class of Calling Screening treatment will be permitted.

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Replacing _____ Sheet No. ____

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

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14.1.9. In the case of one-way originating Customer-Owned Pay Telephone Service, intercept treatment will be provided.

14.1.10. All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance Service and public emergency service numbers such as 911 will be permitted from the Customer-Owned Pay Telephone Service Access Line.

14.1.11. Customer-Owned Pay Telephone Service must be connected to a Customer-Owned Pay Telephone Service Access Line, at rates specified in this tariff. A maximum of one customer-owned pay telephone may be connected to a Customer-Owned Pay Telephone Service Access Line.

14.1.12. Directory Listings and Non-Published Service may be provided under the regulations governing the furnishing of listings for business customers as found in Rate Schedule 2 of this tariff, "General Exchange Tariff."

14.1.13. Policy Schedule 1 of this tariff, "Rules and Regulations," is applicable to the provision of Customer-Owned Pay Telephone Service.

14.1.14. The network interface will be provided and installed by the Telephone Company in accordance to Policy Schedule 1 of this tariff, "Rules and Regulations." A network interface is the point of connection with the telecommunications network and is the termination of the Customer-Owned Pay Telephone Service Access Line.

14.1.15. The Multiline business Subscriber Line Charge, found in the interstate access tariff (NECA tariff FCC No. 5) is applicable to all Customer-Owned Pay Telephone Service Access Lines. (AT)

14.1.16. Special Number Assignment is available where technically feasible and requested numbers are available as found in Rate Schedule 2 of this tariff, "General Exchange Tariff." (AT)

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

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14.1.17. The Customer-Owned Pay Telephone Service provider shall not, directly (AT) or indirectly, state or infer that it is in business with, or has any business relationship with, the Company, except strictly as a purchaser of services offered under this Schedule.

14.2. RESPONSIBILITY OF THE CUSTOMER

14.2.1. The customer must provide to the Telephone Company a copy of the (RT) Certificate of Public Convenience and Necessity (CCN) to provide Customer-Owned Pay Telephones prior to the establishment of service.

14.2.2. Customer-Owned Pay Telephone Service will not be provided until the applicant signs a service agreement to meet the designated operational characteristics and to indemnify and hold Northern Arkansas Telephone Company harmless from any and all loss, injury, damage and expense occasioned by or arising out of claims for injury to persons or damage to property caused by or contributed to by the provision of the Customer-Owned Pay Telephone Service.

14.2.3. The customer must comply with the present and future FCC and (AT) Arkansas Public Service Commission Rules and Regulations.

14.2.4. The customer shall be responsible for the payment of charges for all calls originating from or accepted at the Customer-Owned Pay Telephone Service.

14.2.5. The resale of local exchange telecommunications services is prohibited, therefore all direct dialed local exchange traffic shall be routed to the Telephone Company. The end-user shall incur only those charges of the Telephone Company applicable to the service for all direct dialed local exchange calls. No surcharges may be imposed on the end-user for access to the Telephone Company (not applicable to Inmate or Confinement Facilities).

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

TELECOMMUNI-

Kind of Service: CATIONS

Class of Service: ALL

Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

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- 14.2.6. The customer is responsible for the installation, maintenance and operation of the Customer-Owned Pay Telephone Service used in connection with this service. This includes all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. (AT)
- 14.2.7. The customer shall be responsible for the payment of Service Charges, as provided in Rate Schedule 2 of this tariff, "General Exchange Tariff," for visits by a Telephone Company employee when a service difficulty or trouble report results from the use of a customer-provided pay telephone. Service Charges shall only apply when the customer or authorized agent of the customer reports the service difficulty or trouble report.
- 14.2.8. The customer is responsible for meeting all federal, state and local requirements with respect to provision of customer-provided telephone equipment for use by the hearing-impaired, speech-impaired and handicapped persons.
- 14.2.9. All customer-owned pay telephones must be registered and connected to the telephone network in compliance with Part 68 of the FCC Rules and Regulations and the customer must provide the Telephone Company with the FCC registration number of each instrument to be connected.
- 14.2.10. All customer-owned pay telephones must be installed in compliance with the National Electrical Code and National Electrical Safety Code.
- 14.2.11. All customer-owned pay telephones must be capable of completing local and long distance calls, sent-paid, and access all certified interexchange carriers.
- 14.2.12. Customer-owned pay telephones should not be connected to customer provided equipment (CPE) switching systems i.e. Private Branch Exchange (PBX) or share trunks.

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Replacing Original Sheet No. 66

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

TELECOMMUNI-

Kind of Service: CATIONS

Class of Service: ALL

Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

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- 14.2.13. All customer-owned pay telephones must be able to reach the operator without charge and without use of a coin, and the instrument must be able to reach "911," where such service is available, without a charge and without use of a coin. Where "911" is not available for emergency services, the instrument must prominently display instructions for reaching emergency services (not applicable to Inmate or Confinement Facilities).
- 14.2.14. All customer-owned pay telephones must allow access to the "operator" and completion of "0-" and "0+" local and long distance calls billed to a credit card, a third number, the called number and 10XXX0- and 10XXX0+ at no charge to the end-user.
- 14.2.15. All customer-owned pay telephones may not limit the duration of local calls. (RT) (MT)
- 14.2.16. All customer-owned coin-operated pay telephones must be able to accept nickels, dimes and quarters for long distance and local calling charges. All customer-owned pay telephones must return the money deposited in instruments that accept coins if a call is not completed. Coinless pay telephones cannot charge for non-completed calls. (RT) (MT)
- 14.2.17. No end user or the called number party shall incur charges for incomplete or unanswered calls.
- 14.2.18. The customer shall make a reasonable effort to maintain a current and complete local telephone directory at each customer-owned pay telephone.
- 14.2.19. The telephone number of the customer-owned pay telephone exchange access line must be displayed on the instrument.

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company
TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

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14.2.20. The customer must display on or near each customer-owned pay telephone the following information (not applicable to Inmate or Confinement Facilities):

- A. The name, address and telephone number of the Customer-Owned Pay Telephone Service provider.
- B. The procedure for reporting service difficulties.
- C. Clear operating instructions and the procedures for handling refunds and billing disputes.
- D. Comply with all current FCC requirements.
- E. The price of a call within the local calling area. (AT)
- F. Any toll or local calling restrictions. (AT)

14.2.21. Customers who elect not to subscribe to Billed Number Screening, as described in paragraph 14.1.2. preceding, will be fully responsible for all collect calls and third number billed calls which are billed to customer's exchange access line. The Telephone Company shall have no responsibility to adjust any such charges and/or release customer from paying such charges. Customer will hold the Telephone Company harmless from and against any liability or loss resulting from all such collect calls and third number billed calls. (AT)

(AT) 14.2.22. Customers who elect not to subscribe to Selective Class of Call Screening, as described in paragraph 14.1.8. preceding, will be fully responsible for all calls billed to customer's exchange access line. The Telephone Company shall have no responsibility to adjust any such charges and/or release the customer from paying any such charges. The customer will hold the Telephone Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access line.

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SECRETARY OF COMM.

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

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Kind of Service: CATIONS

Class of Service: ALL

Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

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14.3. INMATE OR CONFINEMENT FACILITY

14.3.1. The customer's responsibility to services provided in Inmate or Confinement Facilities shall be subject to all the rules listed above, with the following exceptions:

- A. The administration of the confinement facility may, upon request, restrict or block incoming calls, block access to certain telephone numbers, limit the telephone numbers inmates may call, and limit the duration of calls.
- B. Local directory assistance may be blocked, if a copy of a current local telephone directory is available.
- C. Customer-Owned Pay Telephones shall allow only "0+" collect calls for local, intraLATA and interLATA toll calls and to block all other calls.
- D. The customer has the option to connect Customer Provided Line Concentrator Terminals to this service. Customer Provided Line Concentrator Terminals are equipment interconnect devices which provide the customer the capability to connect more than one customer-owned pay telephone to a lesser number of Customer-Owned Pay Telephone access line in accordance with the provisions of Rate Schedule 2 of this tariff, "General Exchange Tariff."

14.4. VIOLATION OF REGULATIONS

14.4.1. Where any customer-owned pay telephone is in violation of this tariff, the Telephone Company will notify the customer of the violation in writing. Such notice will refer to the specific tariff provisions being violated. The notice will state that the private pay telephone provider is subject to disconnection unless the violation is corrected and Northern Arkansas Telephone Company is notified,

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JAN HARTERS
SECRETARY OF COMM.

1st Revised Sheet No. 68

MAR 24 10 23 AM '97

Replacing Original Sheet No. 68

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NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company

TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

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in writing, within 20 days of receipt of such notice that the violation has been corrected.

14.4.2. Failure of the customer to discontinue such use or to correct the violation may result in the suspension or disconnection of the customer's service until the customer complies with the provisions of this tariff.

14.4.3. Where any customer-owned pay telephone is detrimental to the telecommunications network the Telephone Company will promptly notify the customer of the violation and will take immediate action, including the disconnection of service, as is necessary for the protection of the Telephone Company's facilities and employees.

14.5. RATES AND CHARGES

14.5.1. Instrument Implemented and Central Office Implemented Exchange Access Line (AT)

DESCRIPTION

MONTHLY RATE

2-Way Service, each	Apply COPTS rates as found in paragraph 2.4.5. of Rate Schedule 2 of this tariff, "General Exchange Tariff."	(CT)
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1-Way Service, each	Apply COPTS rates as found in paragraph 2.4.5. of Rate Schedule 2 of this tariff, "General Exchange Tariff."	(CT)
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14.5.2. Selective Class of Call Screening

Selective Class of Call Screening, as described in paragraph 14.1.8. preceding, will be provided at a monthly rate of \$3.00 per Customer-Owned Pay Telephone Service Access Line. (CT)

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SECRETARY COMM.

2ND REVISED Sheet No. 69

Replacing 1ST REVISED Sheet No. 69

MAY 12 9 30 AM '97

NORTHERN ARKANSAS TELEPHONE CO., INC.

Name of Company
TELECOMMUNI-

Kind of Service: CATIONS Class of Service: ALL

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Part III. Rate Schedule No.: 14

Title: CUSTOMER-OWNED PAY TELEPHONE SERVICE (COPTS)

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- 14.5.3. Service Charges - Connection, Moves and Changes, as specified in Rate Schedule 2 of this tariff, "General Exchange Tariff," apply for Customer-Owned Pay Telephone Service.
- 14.5.4. Where Custom Calling Service and/or other services are desired, charges as specified in the appropriate sections of the Rate Schedule of this tariff are applicable for Customer-Owned Pay Telephone Service at standard business rates and charges.
- 14.5.5. Charges and rates for directory assistance calls, as provided by the Telephone Company are applicable. Charges for long distance directory assistance calls, as provided by Other Common Carriers and not by the Telephone Company, will be at rates and charges specified by such Other Certificated Common Carriers.
- 14.5.6. Coin Supervision Service will be provided at a monthly rate of \$5.00 per (CT) Customer-Owned Pay Telephone Service Access Line.
- 14.5.7. Additional directories may be provided, upon customer's request, for a charge of \$5.00 per directory.

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Replacing _____ Sheet No. _____

AUG 14 9 37 AM '95

Northern Arkansas Telephone Company, Inc.
Name of Company

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Kind of Service: Telecommunications Class of Service: All

Part IV. Policy Schedule No.: 15

Title: CONCURRENCES

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- 15. CONCURRENCES
- 15.1. Telecommunications Relay Services
- 15.1.1. Description

On December 31, 1991 the Arkansas Public Service Commission (APSC) entered Order No. 4 of Docket No. 91-051-U requiring all Arkansas Local Exchange Carriers (LECs) to collect a surcharge per month per access line (up to 100) from all customers effective April 1, 1992. The surcharge is a source of funding for the design and implementation of Title IV of the Americans with Disabilities Act (ADA) through the establishment of a non-profit corporation, Arkansas Relay Services, Inc., to select and oversee the operations of a vendor to provide Telecommunications Relay Services (TRS) for customers in Arkansas.

- 15.1.2. Rates and Charges

Effective July 1, 1992 the surcharge for TRS per access line per month will reflect the tariffed charges of Southwestern Bell. All future TRS surcharge changes will also be in concurrence with the tariffs filed and approved for Southwestern Bell.

- 15.2. Telecommunications Equipment Fund

- 15.2.1. Description

On March 1, 1995, the Arkansas Legislature passed and signed ACT 501. This Act requires all Arkansas Local Exchange Carriers (LECs) to collect a surcharge per month per access line from all customers. The access line surcharge is a source of funding to provide telecommunication devices for persons who are deaf, hard of hearing, deaf/blind or speech impaired.

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AUG 31 '95 ORDER 2 95 - 102 - TF

ARKANSAS PUBLIC SERVICE COMMISSION

2nd Revised Sheet No. 71

Replacing 1st Revised Sheet No. 71

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 15

Title: CONCURRENCES

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The access line surcharge levied under this Act shall be collected by the LECs for its customers and deposited as special revenues in the State Treasury to the credit of the Telecommunications Equipment Fund.

15.2.2. Rates and Charges

The Company concurs in the tariffed rates and changes for TRS approved for Southwestern Bell Telephone Company at Section 19.242 of the Southwestern Bell's Miscellaneous Services Tariff and in any future amendment or revision to such tariff as approved by the Commission.

15.3. Intrastate Access

15.3.1. The Company concurs with the Intrastate Flat Rate Carrier Common Line Service Tariff, filed by the Administrator of the Arkansas Intrastate Carrier Common Line Pool and as amended thereafter.

15.3.2. Reserved For Future Use (RT)

15.3.3. The Company concurs with the Universal Service Fund Tariff filed by the Administrator of the Arkansas Intrastate Carrier Common Line Pool and as amended thereafter.

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2nd Revised Sheet No. 71.1

Replacing 1st Revised Sheet No. 71.1

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: Res

Part III. Rate Schedule No.: 16

Title: RESERVED FOR FUTURE USE

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2nd Revised Sheet No. 71.2

Replacing 1st Revised Sheet No. 71.2

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: Res

Part III. Rate Schedule No.: 16

Title: RESERVED FOR FUTURE USE

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2nd Revised Sheet No. 71.3

Replacing 1st Revised Sheet No. 71.3

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: Res

Part III. Rate Schedule No.: 16

Title: RESERVED FOR FUTURE USE

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2nd Revised Sheet No. 71.4

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Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: Res

Part III. Rate Schedule No.: 16

Title: RESERVED FOR FUTURE USE

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2nd Revised Sheet No. 71.5

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Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: Res

Part III. Rate Schedule No.: 16

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2nd Revised Sheet No. 71.6

Replacing 1st Revised Sheet No. 71.6

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: Res

Part III. Rate Schedule No.: 16

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2nd Revised Sheet No. 71.7

Replacing 1st Revised Sheet No. 71.7

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: Res

Part III. Rate Schedule No.: 16

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2nd Revised Sheet No. 71.8

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Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: Res

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ARKANSAS PUBLIC SERVICE COMMISSION

3rd Revised Sheet No. 71.9

Replacing 2nd Revised Sheet No. 71.9

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

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17. LIFELINE ASSISTANCE PROGRAM

17.1 GENERAL

(CR)

- 17.1.1 This tariff is effective on the date the new FCC rules on Lifeline become effective.
- 17.1.2 The Lifeline Assistance Program (hereinafter "Lifeline") is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers. Lifeline provides for a federal credit equal to \$9.25.
- 17.1.3 The discounts apply to monthly recurring rates for qualifying residential customers.
- 17.1.4 Discounts are applied to rates and charges for residential telephone service.
- 17.1.5 The Lifeline Program rate reductions do not apply to long distance service, class services, special features, and other Ancillary services which may or may not be tarified. Eligible customers may obtain these services, where available, at their discretion.
- 17.1.6 The Lifeline Program rate reductions do not apply to service connection charges.

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2nd Revised Sheet No. 71.10

Replacing 1st Revised Sheet No. 71.10

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: Res

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

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17. LIFELINE ASSISTANCE PROGRAM

- (RT) 17.1.7 This ETC will implement all special disconnect procedures required for Lifeline customers.
- 17.1.8 The ETC shall not charge Lifeline customers with a monthly Number-Portability charge.
- 17.1.9 This ETC shall offer toll blocking to all qualifying applicants at the time such consumers subscribe to Lifeline service. If the consumer elects to receive toll blocking, that service shall become part of that consumer's Lifeline service. The customer is under no obligation to accept the subscription to toll blocking.
- 17.1.10 This ETC shall not collect a service deposit in order to initiate Lifeline service, if the qualifying consumer voluntarily elects toll blocking, where available, otherwise, this ETC may charge a service deposit in the ordinary course of business.

17.2 DESIGNATED LIFELINE PROGRAM SERVICE

17.2.1 General

- 17.2.1.1 Certain telephone services are specifically part of Lifeline service. Other services are optional. This ETC has a specific Lifeline offering.

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3rd Revised Sheet No. 71.11

Replacing 2nd Revised Sheet No. 71.11

Northern Arkansas Telephone Co., Inc.

Name of Company

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Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

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17. LIFELINE ASSISTANCE PROGRAM

17.2.2 This ETC shall offer services or functionalities defined, by F.C.C. 47 CFR Part 54, to be voice telephony service. This service enables consumers to communicate with others that live nearby, while having access to all distance communications.

17.3 REGULATIONS

17.3.1 All the telecommunications provider rules and general tariffs of this company apply to Lifeline service unless specifically in conflict with this Section and Schedule.

17.3.2 Lifeline Service is available only with residential services, excluding foreign exchange service.

17.3.3 Lifeline Service is limited to one line per household at the customer's primary residence. "Household" is defined consistent with the Low-Income Home Energy Assistance Program as "any individual or group of individuals who are living together at the same address as one economic unit," with an "economic unit" defined as "all adult individuals contributing to and sharing in the income and expenses of a household." Lifeline support to individuals living in group living facilities must demonstrate when initially enrolling in the program that any other Lifeline recipients residing at their residential address are part of a separate household.

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