

Updated
January 10, 2022

Section XII – Local Telephone



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A. Introduction

This Section sets forth the specific Rules, Regulations and Rates Applicable to the FPB Local Telephone Service. This includes the Specific Terms and Conditions, which the Subscriber/Customer will abide by, based on the Subscriber signing the Master Application Service Agreement, Letter of Authorization, and/or use of service.

B. General Description of Local Telephone Service

To be developed

C. Specific Terms and Conditions

1. Liabilities of the Frankfort Plant Board:

- A.** The Frankfort Plant Board's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- B.** The Frankfort Plant Board shall not be liable for claim or loss, expense or Damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff, if caused by any person or entity other than the Plant Board, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Plant Board's direct control.
- C.** The Frankfort Plant Board shall not be liable for, and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Plant Board under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Plant Board, if not directly caused by negligence of the Frankfort Plant Board.
- D.** No agent or employee of any other carrier shall be deemed to be an agent or employee of the Frankfort Plant Board.

- E. The Frankfort Plant Board shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishings of service, which is not the direct result of the Frankfort Plant Board's negligence.

2. Other Terms & Conditions are being developed

A. Acceptable Use Policy – Unlimited Long Distance

B. Acceptable Use – Unlimited Voice Services

Frankfort Plant Board (FPB) has prepared this Acceptable Use Policy ("Policy") as a guide for its customers to understand the intended and permissible uses of our service, and to prevent exploitation, fraud, and abuse of its unlimited calling plans and features. This Policy is based upon the relevant provisions in our Terms of Service and is applicable to all our services with Big River Telephone.

C. Normal, Reasonable Residential Use

FPB's service is a single (and not extended or multi-) family residential voice service. It is engineered to process and deliver traffic profiles and utilization levels of our typical residential customers' calling patterns (hereafter also referred to as "normal" residential use). "Unlimited" refers to that type and level of usage. "Typical" refers to the calling patterns of at least 95% of our customers on a particular calling plan. Normal residential traffic profiles and utilization do not include business line or trunk class of service levels that may arise from business, multiple or extended family, community or fraudulent use. "Unlimited" does not refer to those types and levels of usage. Telephone utilization that is indicative of, or arising from, impermissible business, multiple family, community or fraudulent use, as outlined herein, on a residential class of service line may create network congestion that will manifest itself in increased busy signals for themselves and others.

FPB's residential unlimited service plans and features are only for single (and not extended or multi-) family residential (or personal, non-commercial). This means that only the account holder, and residential family members may use FPB's residential unlimited service plans. Residential family members include the account holder's immediate family who reside in your personal residence – e.g., spouse, domestic partner, parents and/or children.

D. Normal, Reasonable Business Use

FPB's unlimited business service plans and features are for normal business use. Normal, reasonable use on FPB's unlimited business plans must be in accordance with this Reasonable Use Policy, our Terms of Service and consistent with the types and levels of usage by typical customers on the same

business calling plan. Unauthorized or excessive use beyond that normally experienced by typical business customers may create network congestion that will manifest itself in increased busy signals for themselves and others, and may result in service termination.

FPB evaluates customer usage in comparison to typical levels of permissible usage engaged in by legitimate customers (residential use under residential service plans and business use under business service plans).

E. Impermissible Residential Use

Each of the following is impermissible under FPB's residential unlimited plans and considered outside of normal single (and not extended or multi-) family residential (or personal, non-commercial) use:

- by or for others who do not live with you,
- operating a business, even if operating from the residence,
- operating any other enterprise, including not-for-profit or governmental,
- operating a call center,
- resale to others,
- auto-dialing or fax/voice blasts,
- telemarketing,
- operating or connecting to multi-party conference calling,
- operating or connecting to multi-party "chat" lines,
- engaging in activities that generate minutes that result in revenue sharing by customer,
- traffic without live dialog, including use as a monitor, intercom or for transcription purposes.

Over 95% of FPB's residential unlimited calling plan customers use less than 2,000 minutes per month and do not have any unusual usage patterns in terms of unique numbers called, high call forwarding/transferring usage and so on. A customer's aggregate usage may be considered outside of normal use if it exceeds 2,000 minutes per month IN COMBINATION with one or more of the following, including, but not limited to, excessive:

- unique numbers called;
 - call lengths;
 - call forwarding/transferring;
 - conference calling;
 - short duration calls;
 - number of calls made during a month,
 - number of calls made to a conference calling service during a month;
 - number of calls made during business hours;
 - number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame;
- or
- other abnormal calling patterns indicative of an attempt to evade enforcement of this Reasonable Use Policy.

Based on such a combination, FPB may determine that abnormal, unreasonable or impermissible usage is occurring when compared to typical customers on the same calling plan, and may take appropriate steps described below to enforce this Policy and the Terms of Service (“FPB’s Rights”). FPB may also determine that abnormal, unreasonable or impermissible usage is occurring, and may take appropriate steps described below even if the number of minutes used is not excessive, when a customer’s calling patterns during more than one month reflect excessive:

- unique numbers called;
- call lengths;
- frequency of call forwarding/transferring;
- conference calling;
- short duration calls;
- number of calls made during a month;

- number of calls made to a conference calling service during a month;
 - calls made during business hours;
 - number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame;
- or
- other calling patterns indicative of an attempt to evade enforcement of this Reasonable Use Policy
 - For Lawful and Appropriate Purposes Only; FPB's Rights

F. Impermissible Business Use

Each of the following is impermissible under FPB's business unlimited plans and considered outside of normal single (and not extended or multi-) family residential (or personal, non-commercial) use:

- operating a call center,
- resale of telecommunications service to others,
- auto-dialing or fax/voice blasts,
- telemarketing,
- operating or connecting to multi-party conference calling,
- operating or connecting to multi-party "chat" lines,
- engaging in activities that generate minutes that result in revenue-sharing by customer,
- traffic without live dialog, including use as a monitor, intercom or for transcription purposes.

Over 95% of FPB's business unlimited calling plan customers use less than 3,000 minutes per month and do not have any unusual usage patterns in terms of unique numbers called, high call forwarding/transferring usage and so on. A customer's aggregate usage may be considered outside of normal use if it exceeds 3,000 minute per month IN COMBINATION with one or more of the following, including, but not limited to, excessive:

- unique numbers called;
- call lengths;
- call forwarding/transferring;
- conference calling;
- short duration calls;
- number of calls made during a month,
- number of calls made to a conference calling service during a month;
- number of calls made during business hours;
- number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame; or
- other abnormal calling patterns indicative of an attempt to evade enforcement of this Reasonable Use Policy.

Based on such a combination, FPB may determine that abnormal, unreasonable or impermissible usage is occurring when compared to typical customers on the same calling plan, and may take appropriate steps described below to enforce this Policy and the Terms of Service (“FPB’s Rights”). FPB may also determine that abnormal, unreasonable or impermissible usage is occurring, and may take appropriate steps described below even if the number of minutes used is not excessive, when a customer’s calling patterns during more than one month reflect excessive:

- unique numbers called;
- call lengths;
- frequency of call forwarding/transferring;
- conference calling;
- short duration calls;
- number of calls made during a month;
- number of calls made to a conference calling service during a month;

- number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame; or
- other calling patterns indicative of an attempt to evade enforcement of this Reasonable Use Policy

For Lawful and Appropriate Purposes Only; FPB's Rights

Customers may not use FPB's service or devices in any way that is illegal, fraudulent, improper or inappropriate. Customers may not use any automated means to manipulate our service or use our service to violate any law, rule, regulation or any third party's intellectual property or personal rights.

FPB reserves the right to review your account and take further action, including, but not limited to, immediate suspension of your FPB service if account usage is beyond normal standards for typical customers on the same calling plan, impermissible or detrimental to other customers' ability to use the service or adversely affects our operations. FPB may assess abnormal usage based on comparisons to the usage patterns and levels of our other customers on the same plan(s). If FPB determines that a customer is engaging in abnormal or impermissible usage, FPB will use commercially reasonable efforts to inform the customer and may provide the customer with the opportunity to correct the improper usage. If FPB affords the customer the opportunity to correct the customers abnormal usage patterns and the customer fails to immediately conform to normal use, FPB may exercise its right to transfer the customers service to a more appropriate plan, charge applicable rates for that plan, implement other limitations or suspend or terminate the customers service with or without notice. If FPB believes that its service has been used for an unlawful purpose or in violation of this acceptable use policy, FPB may immediately terminate the customer's service with or without notice and/or forward the relevant communication and other information to the appropriate authorities for investigation and prosecution. FPB reserves all of its legal rights

D. Residential Service

1. Basic Service

		Maximum Rate	Current Rate
A	Main Residential Service	\$14.37	\$13.25
B	Residential Telephone Service		\$34.95
Residential Telephone Package Includes: <ul style="list-style-type: none"> • One local phone line • Five call features – including: Caller ID Number, Call Waiting, Call Forwarding, 3-Way Calling, and Voicemail. • *Unlimited Long Distance – including Puerto Rico, Bahamas, Dominican Republic, US Virgin Islands, Guam, Hawaii, Alaska, Canada, and Domestic U.S. <p>*Subject to Acceptable Use Policy</p>			

2. Optional Services

		Maximum Rate	Current Rate
A	Each Additional Residential Line	\$14.37	\$13.25
B	Most Popular Products – Per Line		
	Extended 502 Calling Area	\$12.00	\$12.00
	Call Return - *69	\$4.40	\$3.50
	Three Way Calling	\$3.60	\$2.75
	Repeat Dialing - *66	\$4.20	\$3.25
	Call Waiting with *70 – Deactivate	\$4.40	\$3.00
	Call Waiting Deluxe – with Caller ID	\$6.00	\$5.00
C	Caller ID Products – Per Line		
	Caller ID Deluxe – Name, Number delivery and Anonymous Call Rejection	\$7.50	\$5.00
	Caller ID – with name & number delivery	\$7.00	\$4.00
	Caller ID Blocking	\$0.00	\$0.00

D	Voice Mail Products – per line		
	Voice Mail – with message waiting audible/visual indicator	\$4.50	\$3.50
	Voice Main – with sub mailboxes	\$6.50	\$5.00
E	Call Forwarding – per line		
	Call Forwarding Deluxe - *72 & *73 Universal, Remote Access, Busy & No Answer	\$4.00	\$4.00
	Call Forwarding Universal	\$3.00	\$3.00
F	Other Optional Features – per line		
	Teen Ring – 1 Add Distinctive Ring	\$3.95	\$3.00
	Teen Ring – 2 Add Distinctive Rings	\$5.95	\$1.75
	Call Tracing - *57	\$4.20	\$3.25
	Selective Call Acceptance - *64	\$4.20	\$2.00
	Anonymous Call Rejection - *77 - *87 – Activate and Deactivate	\$3.30	\$2.50
	Speed Call 8 Numbers - *74	\$3.60	\$2.75
	Speed Call 30 Numbers - *75	\$4.10	\$3.25
	Speed Call 50 Numbers - *75	\$6.00	\$3.75
	Selective Call Rejection - *80	\$2.00	\$2.00
	Unlisted Number – not in directory	\$3.50	\$3.50
	Unpublished Number – Not in directory and directory assistance (optional)	\$4.00	\$4.00
	Additional Listing – per listing		\$1.50

3. Usage Services

		Maximum Rate	Current Rate
A	Directory Assistance – per call	\$0.95	\$0.75
B	Directory Assistance with call completion – per call	\$1.00	\$1.00
C	Operator Assistance – per minute		
	Automated	\$1.20	\$0.75
	Manual	\$2.25	\$1.50

4. Other Reoccurring Charges

		Maximum Rate	Current Rate
A	Inside Wiring Maintenance Plan	\$4.00	\$3.00
B	FCC Access Charge – per line	\$6.00	\$6.00
C	Seasonal Disconnect – per account – optional	\$5.00	\$5.00

5. Packages

		Maximum Rate	Current Rate
A	Value Pack – per line	\$33.50	\$18.00
	Includes: Call Return Three Way Calling Repeated Dialing Call Waiting - *70 Deactivate Feature Caller ID Deluxe Call Forward Deluxe - *72, *73 Universal, Remote Access, Busy – No Answer Call Tracing - *57 Selective Call Rejection - *80 Selective Call Acceptance Speed Call – 30 Numbers		
B	Four Pack – per line	\$16.25	\$10.00

	Includes: Call Waiting Deluxe Caller ID Deluxe Call Forwarding – Universal Three Way Calling		
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6. Other Non-Reoccurring Charges

		Maximum Rate	Current Rate
A	Service Activation Charge		
	Basic Telephone Service Line – one line and/or one jack connected	\$30.00	\$30.00
	Each Additional Line		
B	Porting Number Charge – Per Account		\$15.00
	Service Activation Charge: Service activation charge may be waived for special promotion or less because of the \$50 cap on all service activation for all other cable and modem services to be installed on the same day.		
C	Additional Charge – Underground Drops		
	0 – 150 Feet	\$35.00	\$35.00
	151 – 300 Feet	\$45.00	\$45.00
D	Inside-Wiring Network Installation		
	Prewire – Per Outlet		
	Single Family Dwelling	\$21.00	\$21.00
	Duplex – One Story	\$44.00	\$44.00
	Duplex – Two Story	\$54.00	\$54.00
	Four Plex	\$56.00	\$56.00
	Eight Plex	\$42.00	\$42.00
	Twelve Plex	\$36.00	\$36.00
	Over Twelve Plex	\$45.00	\$45.00

	Post-Wire – per jack		
	Single Family Dwelling	\$31.00	\$31.00
	Duplex – One-story	\$54.00	\$54.00
	Duplex – Two-story	\$64.00	\$64.00
	Four Plex	\$66.00	\$66.00
	Eight Plex	\$52.00	\$52.00
	Twelve Plex	\$46.00	\$46.00
	Over Twelve Plex	\$55.00	\$55.00
	Wall & Attic fishing of cable is customer's responsibility and not covered by this charge.		
E	Installation of Switch Features – per line	\$15.00	
F	Call Tracing Delivery Reports – per report	\$30.00	\$30.00
G	Premise Work – Time & Materials include: \$30 per hour plus material – one hour minimum. \$7.50 per 15-minute increments		
H	PIC Change – FPB local phone only	\$5.00	\$5.00
	Customers who switch to a Long Distance provider other than FPB – no charge if they switch to FPB Long Distance		

E. Discretion to Adjust Residential Telephone Rates:

Staff has the discretion to discount telephone rates and charges based on service promotion, packaging, or changing market conditions.

F. Small Business Service – Applies to Businesses with nine or less lines

		Maximum Rate	Current Rate
1	Basic Service – Same rate whether two-way, inward, or outward line		
	Main Business Line – includes call tracing, *57 for governmental customers	\$35.90	\$21.45
	Business Telephone Package		\$44.95
	Business Telephone Package includes: <ul style="list-style-type: none"> • One local phone line • Six call features – including: Caller ID – name and number, Call Waiting, Call Forwarding, 3-Way Calling, Hunting, and Voicemail. • Unlimited Regional & Domestic U.S. Calling*: Puerto Rico, Bahamas, Dominican Republic, US Virgin Islands, Guam, Hawaii, Alaska, Canada, Domestic US - *Subject to Acceptable Use Policy 		
2	Optional Services – reoccurring monthly charges		
	Ala Carte Service:		
	Additional Lines: same rate whether two way, inward or outward line		
	Additional Business Line	\$35.90	\$21.45
	Most Popular Products – per line		
	Call Return - *69	\$5.20	\$3.50
	Three Way Calling	\$6.00	\$4.75
	Repeat Dialing - *66	\$4.95	\$4.00
	Call Waiting	\$4.40	\$3.50
	Call Tracing - *57	\$5.50	\$5.25
	Hunting – Series Completion	\$10.50	\$8.00

	Caller ID Products – per line		
	Caller ID with Name Delivery	\$9.05	\$7.00
	Caller ID with Name & Number Delivery	\$10.00	\$8.00
	Caller ID Deluxe – Name, Number, and Anonymous Call Rejection	\$11.00	\$9.00
	Caller ID Blocking	\$0.00	\$0.00
	Voice Mail – per line		
	Voice Mail with message waiting indicator audible/visual	\$7.95	\$5.00
	Voice Mail with Sub Mailboxes	\$8.50	\$7.00
	Call Forwarding – per line		
	Call Forwarding Deluxe *72, *73 – universal, remote access, busy, no answer	\$9.35	\$7.00
	Call Forwarding Universal	\$3.85	\$3.00
	Call Forwarding Universal with Sub-option of either busy or no answer	\$4.40	\$3.50
	Other Optional Features – per line except otherwise shown		
	Speed Call 8 Numbers - *74	\$4.40	\$3.50
	Speed Call 30 Numbers - *75	\$5.50	\$4.50
	Speed Call 50 Numbers - *75	\$6.00	\$5.00
	Selective Call Acceptance - *64	\$3.00	\$3.00
	Selective Call Rejection - *80	\$3.00	\$3.00
	Call Pickup Groups	\$8.00	\$8.00
	Universal Call Distribution	\$4.75	\$4.75
	Multiline Hunt – per group	\$7.00	\$7.00
	Unlisted Number – optional – will be shown on bill as line option	\$3.50	\$3.50
	Unpublished Number – optional – will be shown on bill as line option	\$5.50	\$5.50

	Additional Listing – per listing – does not apply if main line is listed or published	\$2.20	\$2.20
	Business Maintenance Charge	\$6.00	\$4.00
3	Centrex Service (CTX) – not available		
	Additional Centrex Features – not available		
4	Packages		
	Value Pack Features – per line	\$40.00	\$18.00
	Includes: <ul style="list-style-type: none"> • Call return - *69 • Three Way Calling • Repeat Dialing • Voice Mail – message waiting A/V indicator • Caller ID Deluxe • Call Forwarding Deluxe - *72, *73 Universal, Remote Access – busy, no answer • Call Tracing • Selective Call Rejection - *80 • Selective Call Acceptance • Anonymous Call Rejection • Speed Call 30 Numbers 		
	Four Pack Features – per line	\$16.25	\$10.00
	Includes: <ul style="list-style-type: none"> • Voice Mail • Caller ID Deluxe • Call Forwarding • Hunting 		
5	Usage Service	\$.95	\$.75
	Directory Assistance – per call	\$1.70	\$1.00
	Directory Assistance with call completion – per call		
	Operator Assistance – per minute		
	Automated	\$1.20	\$0.75

	Manual	\$2.25	\$1.50
6	Other Non-Optional Reoccurring Charges:		
	FCC Network Access Charge – per line – not optional	\$7.50	\$7.50
7	Other Non-Reoccurring Charges		
	Same as Residential Service – Section XII, D, 6.		
	Discretion to adjust telephone rates: Same as residential service		
8	Business Telephone Features Additions		
	Call Transfer Disconnect	N/A	\$2.00
	Telebranch (plus Long Distance)	N/A	\$15.00
	Unavailable Call Forwarding	N/A	\$3.00
	Reserved Telephone Number	N/A	\$2.00
	Complex Listing per Line	N/A	\$3.00
	Vfax (incoming faxes only)	N/A	\$5.00
	Ultimate Vfax per line (plus \$0.06 per pg)	N/A	\$5.00
	PRI DID Parked	N/A	\$1.00

G. Large Business Service

		Maximum Rate	Current Rate
1	Basic Service		
	Same Rate whether 2-way, inward/outward, or CTX Station Line – See CTX service for definition of CTX Size – includes call tracing feature for Government Customers		
	Main Business Line	\$35.90	\$30.45
	Main Line for Small CTX	\$35.90	\$21.45
	Main Line for Medium CTX	\$35.90	\$16.50
	Main Line for Large CTX	\$35.90	\$16.00
	Main Line for Largest CTX	\$35.90	\$15.00
2	Optional Services:		
	Additional Line:		
	Same Rate whether 2-way, inward/outward, or CTX Station Line – See CTX service for definition of CTX Size – includes call tracing feature for Government Customers		
	Additional Business Line	\$35.90	\$30.45
	Additional Line for Small CTX	\$35.90	\$21.45
	Additional Line for Medium CTX	\$35.90	\$16.50
	Additional Line for Large CTX	\$35.90	\$16.00
	Additional Line for Largest CTX	\$35.90	\$15.00
	Ala Carte Services:		
	Most Popular – per line		
	Call Return - *69	\$5.20	\$3.50
	Three Way Calling	\$6.00	\$4.75
	Repeat Dialing - *66	\$4.95	\$4.00
	Call Waiting	\$4.40	\$3.50
	Call Tracing - *57	\$5.50	\$6.00

	Hunting – Series # Completion	\$10.50	\$6.00
	Caller ID Products – per line		
	Caller ID with number delivery	\$9.05	\$7.00
	Caller ID with name and number	\$10.00	\$8.00
	Caller ID Deluxe – name and number, and anonymous call rejection	\$15.95	\$9.00
	Caller ID Blocking	\$0.00	\$0.00
	Voice Mail Products – per line		
	Voice Mail – with message waiting indicator audible/visual	\$12.95	\$5.00
	Voice Mail with sub mailboxes	\$13.70	\$7.00
	Call Forwarding – per line		
	Call Forwarding Deluxe - *72, *73 – Universal remote access, busy, do not answer	\$9.35	\$7.00
	Call Forwarding Universal	\$9.35	\$3.00
	Call Forwarding Universal with sub options of either buys or no answer	\$3.85	\$3.50
	Other Features – per line unless shown		
	Speed Call 8 Numbers	\$4.40	\$3.50
	Speed Call 30 Numbers	\$5.50	\$4.50
	Speed Call 50 Numbers	\$5.50	\$5.00
	Selective Call Acceptance - *64	\$3.00	\$3.00
	Selective Call Rejection - *80	\$3.00	\$3.00
	Call Pickup Groups – per group	\$8.00	\$8.00
	Universal Call Distribution	\$4.75	\$4.75
	Multi – Line Hunt	\$7.00	\$5.25
	Unlisted Number – optional – will be shown on bill as line option	\$1.85	\$1.85
	Unpublished Number – optional – will be shown on bill as line option	\$4.00	\$4.00

	Additional Listing – each – does not apply if main line is listed or published	\$1.80	\$1.80
	Business Maintenance Charge	\$6.00	\$4.00
3	Centrex Service (CTX):		
	Not available to any business with less than 10 station lines		
	Line Charge shown under Basic Service or Optional Additional Line Category		
	Line Charge for Small CTX applies to businesses with 10 – 20 CTX Station Lines		
	Line Charge for Medium CTX applies to businesses with 21 – 40 CTX Station Lines		
	Line Charge for Large CTX applies to businesses with 41 – 60 CTX Station Lines		
	Line Charge for Largest CTX applies to businesses with 61 or more CTX Station Lines		
	Includes Station Line, three way calling, voice mail – no sub mailboxes, call forwarding deluxe, speed call 30 numbers, and 4-digit dialing inside CTX features.		
	CTX Network Access Register (NAR) – inward, outward, or both ways – per NAR	\$21.50	\$17.00
	Additional Centrex Features:		
	CTX Automatic Call Distribution – per group	\$143.00	\$110.00
	CTX Automatic Call Distribution – per line	\$0.30	\$0.25
	CTX Assume Dial 9 – per Centrex	\$1.10	\$0.75
	If selected, will delete present 4-digit dialing features, including as standard feature of Centrex line.		

	CTX Universal Call Distribution – per line	\$1.10	\$4.75
4	Packages		
	Value Pack Features – per line	\$40.00	\$18.00
	Not available on CTX lines		
	Call Return		
	Three - Way Calling		
	Repeat Dialing		
	Voice Mail – with message waiting A/V indicator		
	Caller ID Deluxe		
	Call Forwarding Deluxe		
	Call Tracing		
	Selective Call Rejection - *80		
	Selective Call Acceptance		
	Anonymous Call Rejection		
	Speed Call 30 Numbers		
	Four Pack	\$10.00	\$10.00
	Not Available on CTX lines		
	Caller ID Deluxe		
	Call Forwarding Deluxe		
	Voice Mail		
	Hunting – series completion		
5	Usage Services:		
	Directory Assistance – per call	\$0.95	\$0.75
	Directory Assistance with call completion – per call	\$1.70	\$1.70
	Operator Assistance – per minute rate		
	Automated	\$1.20	\$0.75
	Manual	\$2.25	\$1.50

6	Other Reoccurring Services		
	FCC Network Access Charge – per business line and/NAR	\$7.84	\$6.00
7	Other Non-Reoccurring Charges		
	Service Activation Charge – Service drop 300’ or less to be determined on an individual case basis		
	Service Activation charges may be waived for Special Promotion		
	Porting Number Charge – per account	\$15.00	\$15.00
	Premise Work - \$30 per hour – normal work hours – 1 ½ other – plus materials – one hour minimum. \$7.50 per 15 minute increment		
8.	Business Telephone Features Additions		
	Call Transfer Disconnect	N/A	\$2.00
	Telebranch (plus Long Distance)	N/A	\$15.00
	Unavailable Call Forwarding	N/A	\$3.00
	Reserved Telephone Number	N/A	\$2.00
	Complex Listing per Line	N/A	\$3.00
	Vfax (incoming faxes only)	N/A	\$5.00
	Ultimate Vfax per line (plus \$0.06 per pg)	N/A	\$5.00
	PRI DID Parked	N/A	\$1.00

H. T-1/PRI Services

		Maximum Rate	Current Rate
A	Basic Service		
	T-1 Line w/ Existing Fiber Service	\$865.00	\$650.00
	PRI Line w/ Existing Fiber Service	\$865.00	\$650.00
B	Optional Services		
	Each Additional T-1 Line – 24 Channels	\$865.00	\$650.00
	Partial PRI (per concurrent call) First business line unlimited, each additional line secondary price		First Line: \$44.95 Secondary Lines: \$21.45
C	Other Reoccurring Charges:		
	FCC Access Charge – per channel		\$6.00
D	Installation and other Non-Reoccurring service charges negotiated by contract		

I. Hosted PBX Service

		Maximum Rate	Current Rate
A	Hosted PBX Services		\$16.00
	Standard Business User		\$21.45
	Standard Business user w/Unlimited Long Distance		\$25.00
	Call Center User - Agent		\$30.00
	Call Center User - Supervisor		\$30.00
B	Optional Hosted PBX Services		
	Easy Auto Attendant (Business Group)		\$3.00
	Premium Auto Attendant (Business Group)		\$5.00
	Music On Hold (Business Group)		\$3.00

	Soft Client (User)		\$2.00
	Hunting for standard business user		\$6.00
	Multi-Line Hunt Group Pilot (Virtual TN)		\$7.50
	<i>Installation, hardware, and other non-recurring services charges negotiated by contract.</i>		

J. Discretion to Adjust Telephone Rates

1. Staff has the discretion to discount telephone rates and charges bases on service promotion, packaging, or changing market conditions.
2. Because of the instability and frequent changes in Wholesale International Rates, Staff has the discretion to raise International Rates in proportion to the percent mark-up originally used by FPB to establish the International Rates.
3. Because of the numerous possible services and charges, Staff is authorized to establish interim rates for new services until the 120-day formal rate approval cycle can be completed. Interim rates will be based on a maximum 100% mark-up of wholesale cost for new service, if applicable, a maximum of \$6.00 per service, or by contract.