

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

1

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Section 1

Definitions	2-7
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Section 2 – RULES AND REGULATIONS

General Regulations	8-10
Limitations of Service	10
Use of Service	10
Interconnection	8-9
Payment and Billing	10-11
Liability	13-14
Interruption of Service	14
Restoration of Service	14
Discontinuance by Carrier	14
Cancellation by Customer	14
Inspection, Testing and Adjustment	15
Change in Service Agreement	15
Local Charges	15
Taxes and Surcharges	15-16
Taxes and Surcharges-Federal Universal Service Fund and Federal Cost Recovery Fees	16
Taxes and Surcharges- Access Recovery Charge (ARC)	16
Taxes and Surcharges-Federal Excise Tax	16
Taxes and Surcharges- State Sales Tax	16
Taxes and Surcharges-FCC Access Charges	16-17
Taxes and Surcharges-Mississippi Dual Party Relay Service Fund	17
Taxes and Surcharges-Mississippi State 911 Service Charge	17
Terminal Equipment	17-18
Credit Regulations – Interruption of Service	18
Credit Regulations – Outage Credit	19
Credit Regulations – Cancellation Credit	19
Credit Regulations – Credit Formula	19

Section 3 – SERVICE DESCRIPTIONS, RATES AND CHARGES

Local Exchange Service – One Party	20
Local Exchange Service – ACP	20-22
Franklin Telephone Long Distance Service	22
Service Order Charges	22-26
Presubscribed Interexchange Carrier (PIC) Charges	25
FCC Access Charges	25

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

---

Section 3 – SERVICE DESCRIPTIONS, RATES AND CHARGES (cont'd)

Late Payment Penalty Charge	25
Returned Check Charge	25
Custom Calling Service	26-29
Class Calling Service	30-39
Off-Premises Extensions (OPX)	40
Direct-Inward Dialing (DID) Service	41
Integrated Services Digital Network	41
Special Billing Numbers	42
Foreign Exchange (FX) Service	42
Special Assemblies of Equipment	42
Telephone Directory	42-46
Centrex Service	47-48
Remote Call Forwarding	49-51
711 Dialing Code	52
811 Dialing Code	52
911 Dialing Code	52
988 Dialing Code	52

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

**APPLICATION OF PRICE LIST**

This Domestic Informational Price List (DIPL or Price List) contains the rates terms and conditions applicable to the provision of services described herein by the Issuing Carrier, hereinafter referred to as Carrier, Company, Franklin Telephone Company, Inc., or FTC.

They are terms and conditions that will initially apply to customers without other contractual arrangements. Customers with preexisting contractual arrangements will continue to be provided with service pursuant to those contracts. The Carrier reserves the right to modify these provisions on a prospective basis and to provide service under such modified provisions. Customers will be given notice of such modifications through mailings, publications, or other processes.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

4

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**SECTION 1 - DEFINITIONS**

Access Line - A dedicated arrangement which connects a customer location to the Carrier's NSC.

Access Miles - The airline miles between the Local Exchange Company Serving Wire Center serving a Customer location and the Local Exchange Company Serving Wire Center associated with the Carrier Office within the same LATA.

Administrative Change - The modification of an existing circuit, dedicated access line or port, at the request of the customer, that involves changes in authorization codes, speed numbers, route guide, consolidation of billing, verification of testing performed by parties other than Carrier, or any other administrative change not covered by a Billing Record Change (See below in this subsection for definition).

Application for Service - A standard Carrier order form which includes all pertinent billing, technical and other descriptive information which will enable Carrier to provide the communication service as required. The order form may be completed by Carrier using information obtained by telephone from the customer.

Authorization Code - A numerical code, one or more of which is made available to customers requiring identification of individual users or groups of users on his/her account and to allocate the costs of their services accordingly.

Authorized User - A person, firm, corporation, or other entity authorized by a customer to receive or send communications. Authorization includes, without limitation, 1) the use of the customer's Authorization Code where the Authorization Code has been made known to the user by the customer, its employees or agents, and 2) the use of customer's phone when Equal Access Dialing is used.

Bandwidth - The total frequency band, in hertz, allocated for a channel.

Billing Record Change - A change in customer billing address or a change from one billing package to another using the same access method.

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

Carrier - The issuing or concurring carriers, unless otherwise specified.

Carrier Central Office - The point(s) in Carrier's network at which a Customer's traffic accesses or interconnects for purposes of originating or terminating traffic and includes any point of interconnection or central office on Carrier's underlying carrier's network.

Carrier's Operating Territory - Carrier's service is offered for originating Customer traffic in the following state(s) or region(s) - ALL OF THE UNITED STATES AND U. S. TERRITORIES.

Circuit Termination - The point at which Carrier's circuit originates, terminates, or drops for the insertion or removal of a customer's signal.

Company – Franklin Telephone Company, Inc.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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**SECTION 1 - DEFINITIONS**

Customer - The person, firm, corporation or other entity which uses, causes the use of, or allows the use of the Carrier's communication network and/or services and is thereby responsible for the payment of charges and for compliance with the Carrier's contracts.

Customer Group - Any Customer which is a group of two or more Member Customers. The Customer Group is responsible for providing Carrier with the identity of its members.

Customer Premises - a location where service is terminated. It includes the premises of a Customer or User.

Customer-Provided Terminal Equipment - Terminal equipment, multi-line terminating systems or protective circuitry located at a non-Carrier premises.

Customer-Specified Location - A location which is designated by Customer to originate calls. To establish service calling capability at the location, the Customer must obtain or direct the Carrier to obtain Local Exchange Service which the Customer presubscribes to Carrier. The Customer is responsible for paying the Local Exchange Company any charges associated with the Local Exchange Company any charges associated with the Local Exchange Company unless otherwise arranged with Carrier in advance.

Customer-Specified Telephone Number - A designated telephone number associated with a Customer-Specified Location. This number can be dialed from locations as specified in each service option to connect a call to that Customer-Specified Location. Charges for calls using this feature are billed to the called number.

Data Transmission Capability - A Service Component which provides the Capacity to transmit data at various speeds between Customer-designated locations. Data Transmission capabilities may be made up of access components and/or network components. Access components are provided between a Customer location and a Local Exchange Carrier Central Office. Network components are provided between Carrier's and its underlying carrier(s) Central Offices.

Dedicated Access Service - Service which provides the customer with an exclusive dedicated connection between the customer's premises and the Carrier's terminal location.

Dial Access Service - Service which provides the customer with access to the Carrier's network via customer provided or secured telephone line or lines.

Disconnection - The disconnection of an installed circuit, dedicated access line, or other dedicated facility used for existing service.

Domestic - Domestic refers to points within the United States as defined herein.

Domestic Informational Price List (DIPL or Price List) - Refers to this document.

Due Date - The date that has been established for the completion of the installation, change, or disconnect of service or a Service Component.

Expedited Service Order - A service order which, in compliance with a customer's request, is completed in a time period shorter than the Carrier's standard service interval.

Hub - A traffic concentration point.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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**SECTION 1 - DEFINITIONS**

Installation - The connection of a circuit, or dedicated access line, for new or additional service.

Interexchange Carrier - A person, firm, corporation, or entity regulated by the FCC or by any state public utility commission which sells communication services to the public for profit, including resellers.

Interoffice Miles - The airline miles between two Carrier Central Offices.

Joint User - A person, firm, or corporation designated by the customer as a user of communication facilities furnished to the customer by the Carrier, and to whom a portion of the charges for such facilities are billed under a joint user arrangement.

Mainland - The 48 contiguous states and the District of Columbia.

Member Customer - A Customer that is part of a Customer Group.

Metered Service - Long distance, measured time, and distance sensitive communications service.

Network Interface - The point of demarcation at which Carrier's responsibility for the provision of service ends. When service includes access components, the Network Interface is at the Customer's premises where Carrier's responsibility for the provision of access ends.

Network Plan - A Customer-specific description of the quantities and Customer locations of all Service Components underlying each service option.

Network Switching Center (NSC) - Any location where the Carrier has a network switch installed.

Network Trunks - Access lines, interswitch trunks, and circuits connecting services and facilities of the Carrier or other carriers to the Carrier's NSC's.

Off-Hours Traffic - All traffic which occurs at any time other than during the business day period (Monday-Friday, 8 a.m. to 5 p.m.) except specified Carrier holidays.

Off-Network Access Line - A local exchange, foreign exchange, or WATS line connecting both incoming and outgoing traffic from the Carrier's switched service network to the public switched network.

Physical Change - The modification of an existing circuit, dedicated access line or port, made at the request of the customer, requiring equipment or facility rearrangement.

Port - A Voice-Equivalent traffic origination or termination point for service transmission, located at Customer designated locations or Customer-Specified Location(s).

Premises - The space designated by a customer at its place or places of business for termination of the Carrier's service, whether for its own communications needs or for the use of its resale customers. In the case of a non-profit sharing group, this term includes space at each sharer's place or places of business as well as space at the customer's place of business.

Primary Interexchange Carrier - The interexchange carrier designated by the customer or assigned by the local exchange carrier to which interstate calls are automatically routed without the use of an access code by the customer.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

7

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**SECTION 1 - DEFINITIONS**

Service Components - Components of the Interstate Communications Service furnished under this Price List and its accompanying Customer Service Agreement. Service Components include Access arranged by Carrier, Authorization Codes, Ports, traffic management services, Voice Transmission Capabilities, and Data Transmission Capabilities.

Service Date - The date that billing starts for service or any service Component.

Service Group - One or more dedicated access lines terminated in the same multiline terminating device at the same time.

Special Access Surcharge - A charge imposed in accordance with Section 69.115 of the F.C.C. Rules and Regulations, plus the Local Exchange Company's Message Station Equipment Recovery Charge.

Special Promotional Offering

Special discounts or modifications of its regular service offerings which the Carrier may, from time to time, offer to its customers for a particular service. Such offerings may be limited to certain dates, times, and locations.

Specific Accounting Codes - These codes are those numbers which are designated by the customer and entered against a unique trunk type for that customer. If any accounting code other than those designated by the customer are used, the call will not be completed.

Station - Any location from which a call may originate or terminate.

Substantially Complete Installation - For customized service offerings based on a Network Plan, Carrier and the Customer may agree to establish the proportion of the initial service network configuration that will constitute Substantially Complete Installation and a date for Substantially Complete Installation. Carrier will use its best effort to assure that Substantially Complete Installation is completed by that date. Calculations for Substantially Complete Installation will account for deletions but not additions ordered by the Customer to the initial service design. Access service obtained from Local Exchange Carriers and any dedicated access or other interconnection from or to be under carrier's point(s) of interconnection will not be deemed to be under Carrier's direct control. Carrier will use its best efforts to obtain such access services in a timely manner.

Terminal Equipment - Devices, apparatus, and their associated wiring, such as teleprinters, telephone handsets, data sets, or dialers.

Terminal Location - Any Carrier facility location from which services described herein are provided.

United States - The District of Columbia, the fifty states, and the offshore points of Puerto Rico, the Virgin Islands, Guam, American Samoa, and Saipan.

Voice-Equivalent - The transmission capacity of a 4 KHz bandwidth analog service, or a digital equivalent. The digital equipment is 64 kbps, of which at least 56 kbps is available for Customer use.

Voice Transmission Capability - A Service Component which is designed to transmit voice between Customer-designated locations. A Port is not required. Voice Transmission Capabilities may be made up of access components and/or network components. Access components are provided between a Customer location and a Carrier Central Office. Network components are provided between Carrier Central Offices.

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**SECTION 2 - RULES AND REGULATIONS**

General Regulations

Contained herein are specific service descriptions and rates for Company's domestic services.

Carrier is a specialized common carrier providing local telephone communications and long-distance telephone service to customers for their direct transmission and reception of voice, data, and other types of telecommunications. International communication services are provided only in conjunction with Carrier's domestic interstate communication services.

Customers may originate calls over switched services several ways; when the customer dials the desired telephone number (including an area code or country/city code); by dialing 101XXXX then the desired telephone number; or, on a dial-up basis by calling the local access number or an 800 service number. Access may be provided over a dedicated access line (DAL) or switched access line, the DAL may be provided by the Carrier or the customer. When the customer provides the access arrangement, the Carrier can act as the customer's agent in obtaining access but must in any event approve the design of any dedicated access facility the customer proposes to use. When a call, for some services, is originated using a local access or 800 service number, the Carrier's equipment may, for certain services, answer the access call with a computer tone. The customer may enter additional routing and identifying information. In these instances, communication charges will commence and terminate when the Carrier's switch determines that the call has commenced and terminated, respectively.

Regarding interstate and intrastate long distance calling, the customer's monthly usage charges are assessed based upon the time the customer uses the Carrier's intercity communication facilities as measured by the Carrier's electronic switching equipment, together with the use of service option, if any. Unless otherwise specified, calls will be measured from the time that either the calling or called party disconnects from the call, as indicated by answer supervision. No charge is made for calls not completed. It is not the Carrier's policy to charge a customer for uncompleted calls. A customer may dispute any charges by contacting the Carrier's Customer Services Department and proper credits will be issued if, upon investigation, the disputed charges are found to be incorrect. For billing purposes, the duration of each call will be rounded as specified in the description of each service option in the following sections. The rates per minute charged for service are set forth in Section 3 of this Price List.

At additional cost, and subject to availability, the customer may use accounting codes to identify the users or user groups on his account and to allocate the cost of his service accordingly. The numerical composition of such codes shall be set by the Carrier to assure compatibility with Carrier's accounting and automation systems and to avoid duplication of accounting codes.

Customer orders for special services, technical assistance, equipment, or non-routine maintenance and/or installation (the "Special Services"), if available, shall be subject to additional charges determined on a case by case basis. Should the Carrier agree to provide a Special Service and the customer cancels his/her order prior to the commencement of a Special Service or before completion of a minimum period of usage mutually agreed upon by the parties, a charge shall be payable by the customer for the nonrecoverable portions of expenditures or liabilities incurred by the Carrier as a result of the Carrier's order.



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**SECTION 2 - RULES AND REGULATIONS**

General Regulations (Cont'd)

For service that involves the use of an authorization code, Company may assess a network blocking charge on customers for each excessive call attempts, as well as any other usage, recurring and non-recurring charges as set forth in this Price List. These charges do not constitute liquidated damages, accord any satisfaction, compromise or settlement of any dispute and are in addition to any Civil or Criminal liabilities of the customer for unauthorized use of the Carrier's network.

Company may assess an access charge to aggregators who route operator service calls to the Carrier's network to recover the costs of routing and blocking such all attempts.

The subscriber must obtain an adequate number of access lines for any of Carrier's 800 service to handle the subscriber's expected demand in order to prevent interference or impairment of this service and or any other service provided by the Carrier considering (1) total call volume; (2) average call duration; (3) time-of-day characteristics and (4) peak calling period. The Carrier, without incurring any liability, may disconnect or refuse to furnish any 800 service to a subscriber that fails to comply with these conditions. In case of disconnection, the subscriber will be notified at least five days in advance of the disconnect. Notification may be by mail or in person.

Reservation of an 800 number may be controlled by an independent third party and is subject to availability of the number at the time a written request is fully processed by all involved parties. Carrier confirmation of verbal requests made prior to receipt of a written request is not binding on Carrier.

Use of Carrier 800 inbound services and 800 telephone numbers is expressly subject to any 800 service policies the Company may implement or may be required to implement from time to time. Customer shall not sell, broker, barter, assign, transfer, or release for a fee (or otherwise) any 800 number. With respect to Company assigned 800 numbers, Company shall be deemed the responsible organization (Resp Org). In addition to any other limitations on liabilities contained herein, customer indemnifies and holds Company harmless from all liabilities associated with customer's use of an 800 number including without limitation the premature or incorrect publication or advertisement of an 800 number. Upon cancellation or termination of any 800 service that uses an 800 number that is or may be shared Customer forfeits entirely the right to continued use of the 800 number. If at the time of cancellation of inbound services the customer owes an outstanding balance (30 days or more) to the Resp Org on its FTC account, the Customer's 800 number shall not be released to another long-distance carrier or Resp Org.

It is unlawful to use any telephone number beginning with an 800 service access code, or any other telephone number advertised or widely understood to be toll free, in a manner that would result in: (a) the calling party or the subscriber to the originating line being assessed, by virtue of completing the call, a charge for the call; (b) the calling party being connected to a pay per call service; (c) the calling party being charged for information conveyed during the call unless the calling party has a presubscription or comparable arrangement; or (d) the calling party being called back collect for the provision of audio or data information services, simultaneous voice conversation

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**SECTION 2 - RULES AND REGULATIONS**

General Regulations (Cont'd)

The General Regulation applicable to all domestic and international services, are set forth herein. The detailed product descriptions and rates for services are found in Sections 2 and 3 of this Price List.

At the Company's option, the Company may either (1) directly bill a customer for any dedicated access line charges of a local exchange carrier or alternate access provider that are incurred by the Company on behalf of the customer, or (2) require the customer to be billed directly by the customer's local exchange provider or alternate access provider for any charges associated with dedicated access lines required to access a Company's dedicated service option.

Limitations of Service

Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Price List. The Carrier reserves the right not to provide service to or from a calling location or types of calling locations where the necessary facilities or equipment are not available, or where a pattern of calling reasonably evidences suspected fraudulent or unauthorized calling between those locations.

The Carrier reserves the right to discontinue or suspend furnishing service, without written notice, when necessitated by conditions beyond its control, when the customer is using the service in violation of the provisions of this Price List, or in violation of the law, the network is or could be placed in peril by customer's use.

Title to all facilities provided by the Carrier under these regulations remains with the Carrier.

Use of Service

The services offered herein may be used for the transmission of communications to or by the customer.

Service shall not be used for any unlawful purpose, including, but not limited to, the resale of such service without the necessary certificates of authority for such resale, or without complying with other legal requirements for such resale as may be required by the Communications Act of 1934, the rules and regulations of the Federal Communications Commission, and the statutes or regulations of any state.

Interconnection

Service furnished by the Carrier may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by the Carrier. Service furnished by the Carrier is not part of a joint undertaking with other such carriers. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of the Carrier and other participating carriers shall be provided at the customer's expense.

Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs, rules, and regulations. The customer is responsible for taking all necessary legal steps for interconnecting his customer-provided terminal equipment or communications systems with Carrier's facilities. He shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection.

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**SECTION 2 - RULES AND REGULATIONS**

**Basic Terms and Conditions of Service**

Service is provided and billed on the basis of a minimum period of at least one month, beginning on the date that billing becomes effective, and continues to be provided until canceled, by the customer, in writing, on not less than thirty (30) days' notice.

Service is offered on a monthly basis.

For the purpose of computing charges in this Price List, a month is considered to have 30 days.

The name(s) of the customer(s) desiring to use the service must be stipulated in the application for service.

All term plans will automatically renew for successive periods of twelve months unless the Customer notifies the Carrier in writing prior to the expiration of their then-current term plan that they intend to terminate the agreement at the completion of its term. The Carrier will inform the Customer of its auto-renewal provision when service is initially offered. In addition, the Carrier will also notify the Customer of this provision at least 60 days prior to the expiration of their then-current term.

**Payment and Billing**

The Customer shall be responsible for all calls placed by or through Customer's equipment by any person. In particular and without limitation to the foregoing, the Customer is responsible for any calls placed by or through the Customer's equipment via any remote access features. The Customer is responsible for all calls placed via their authorization code as a result of the Customer's intentional or negligent disclosure of the authorization code. Charges based on actual usage subject to all minimum charge provisions during a month will be billed monthly in arrears. Charges for installation, physical or administration changes, or for cancellation of orders are payable upon completion.

The Carrier shall bill on a current basis all charges incurred by and credits due to the Customer. The Carrier shall bill in advance charges for all services to be provided during the ensuing billing period except for charges associated with service usage, such as interstate and intrastate calls made during the period.

Bills will be payable upon receipt. A penalty of \$4.50 will be applied in accordance with Carrier's standard credit policy to any unpaid bills as of the 15<sup>th</sup> of the month. See Late Payment Penalty Charges in Section 3 of this Price List.

Carrier may require customer to submit a formal credit application. Applicants for service or customers whose financial condition is not acceptable to the Carrier or is not known to the Carrier, may be required at any time to make a deposit of \$50.00 for services. The Carrier reserves the right to require applicants who have filed bankruptcy owing the Carrier unpaid monies, to pay an initial service deposit up to or equaling the previously unpaid amount. Carrier may also require customers to provide other assurances of payment through the use of credit cards, bank accounts, debits, or similar means. In the case of a cash deposit, interest will be paid for the period during which the deposit is held by the carrier at the interest rate(s) set by the Mississippi Public Service Commission. While normally the deposit with interest will be remunerated to the customer after a twenty-four month period, at the Carrier's option, such deposit may be refunded or credited to the customer at any time prior to termination of service. Interest will not be paid on deposits held less than twelve months.

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**SECTION 2 - RULES AND REGULATIONS**

Payment and Billing (Cont'd)

For the purpose of billing, the start of service is the day of acceptance by the customer of the Carrier's service. The end of service is the last day after receipt by the Carrier of notification of discontinuance.

The Carrier, at its option, may terminate service for nonpayment after written notification has been made to the customer of delinquency.

When payment in the form of a bank check for services rendered is returned to the Carrier, the customer will be assessed a service charge not exceeding that which is permitted by applicable law. This assessment will be based upon any of the following conditions: insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank.

The customer shall give the Carrier prompt written notice of any disputed charges appearing on an invoice. This notice must be received by the Carrier within fifteen (15) days after the bill's due date. After receiving notice of a dispute, the Carrier shall take reasonable steps to resolve such disputes. The customer shall pay all charges, including disputed charges, while resolution of the disputed charges is pending. This action will allow the customer to avoid automatically rendered late payment fees. Nonpayment of charges for services may result in the interruption or discontinuance of any or all of the services furnished the subscriber.

In the event that legal action is instituted by Carrier to recover any sums then due and Carrier prevails, Carrier shall be entitled to recover its costs of collection, legal costs, court costs and reasonable attorneys' fees, in addition to whatever other relief the court may award. Any sums then due shall earn interest at the rate of two (2%) percent simple interest per month (unless a lower rate is prescribed by law, in which event at the highest rate allowed by law), from the date these sums were accrued until the entire debt is paid in full.

Customer and Carrier agree that, absent another Carrier designation to customer or other provision of law, an action to recover Carrier's charges or fees for services provided to customer that remain unpaid or delinquent, and to otherwise enforce the Terms of the service agreement between Carrier and Customer, shall lie if brought and maintained in a court of competent jurisdiction located in Mississippi, where Carrier's retail accounts are normally supported. Customer and Franklin Telephone Company accept the jurisdiction and venue of such courts and shall not object to their jurisdiction and venue. Carrier may also initiate an action to collect unpaid charges or fees and to enforce terms and conditions in any other place where customer is subject to jurisdiction and services.

To obtain credits for wrong numbers, cut-offs or poor transmission of calls, the customer has the following options: 1) an immediate inconvenience credit may be obtained for wrong numbers, cut-offs, and poor transmission of calls by calling the Company's Customer Service Department. The immediate credit given may not be equal to the actual charge of the call in question or; 2) the customer has the option upon obtaining their monthly invoice, to identify the specific charge for which they request adjustment, and submit a copy of the invoice to the Company's Customer Service Department to receive the requested credit. The credits for these calls are given as detailed in Section 2 following. The Company reserves the right to determine what charges in question receive a credit.

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**SECTION 2 - RULES AND REGULATIONS**

Liability

The entire liability of the Company for all claims of whatever nature arising out of the Company's provision of the services and not caused by the customer's negligence, shall not exceed an amount equal to the proportionate fixed monthly charges to the customer for the period of service during which any mistake, omission, interruption, delay, error, or defect in the services of the Company's equipment or any other event of action giving rise to a claim, occurs. The Company's liability for its willful misconduct, if any, is not limited by its tariff or Price List. In no event shall the Company be liable for special, punitive, consequential, or incidental damages. The Company disclaims any express or implied warranties with respect to the services of company equipment, including without limitation, any implied warranties or merchantability and fitness for a particular purpose.

The Company is not liable for any act of omission of any other company or companies furnishing a portion of the service.

The Company shall be indemnified and held harmless by the customer against:

- 1) Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over the Company's facilities.
- 2) Claims for patent infringement arising from combining or connecting the Company's facilities with apparatus and systems of the customer.
- 3) All other claims arising out of any act of omission of the customer in connection with any service provided by the Company.

The Company shall not be liable for and the customer indemnifies and hold the Company harmless from any and all loss, claims, suits, or other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or persons, for any personal injury to, or death of any person, or persons, and for any loss, damages, defacement or destruction of the premises of the customer of any other property, whether owned by the customer or others, of for any incidental, special or consequential damages including interruption to business, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment provided by the Company (e.g., including but not limited to autodialers, jacks, antennas, etc. ) or wiring provided by the Company where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of the Company's intentional acts. No agents or employees of other carriers shall be deemed to be agents or employees of the Company.

In no event shall the Company be liable to any customer for any damages caused by act of omission of any local exchange carrier or other third party in establishing the Company as the customer primary interexchange carrier. The Company shall not be liable for any charges billed to the customer by another carrier caused by a local exchange carrier's failure to process a request designating the Company as the customer's primary interexchange carrier or caused by any act or omission of any third party.

The Company reserves the right to transfer customer accounts to other carriers at the Company's sole discretion. The Company is not liable for any losses, damage, claims, suits, or other actions asserted by

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**SECTION 2 - RULES AND REGULATIONS**

Liability (Cont'd)

the customer due to the policies, procedures, service quality, or charges instituted by a carrier to which the Company transfers customer accounts.

Interruption of Service

Credit allowance for interruptions of service which are not due to the Carrier's testing or adjusting, or due to the negligence of the customer, or to the failure of channels, equipment and/or communications systems provided by the customer, are subject to the general liability provisions set forth in Section 2 herein as follows below. It shall be the obligation of the customer to notify the Carrier of any interruption in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission of the subscriber, not within his control, or is not in the wiring or equipment connected to the terminal of the Carrier.

Restoration of Service

The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

Discontinuance by Carrier

The Carrier, by written notice to the customer, may immediately discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

Nonpayment of any sum due to the Carrier for service for more than 20 days beyond the date of rendition of the bill for such service.

A violation of any regulation governing the service under this Price List.

A violation of any law, rule or regulation of any government authority having jurisdiction over the service.

The Carrier is prohibited from furnishing services by order of a court or other government authority having jurisdiction.

Cancellation by Customer

Service will be provided until canceled by the customer. If a customer orders service and then cancels his order before the service begins, before completion of the minimum period, or before completion of some other period mutually agreed upon, in writing, by the customer and the Carrier, a charge will be made to the customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of the customer by the Carrier and not fully reimbursed by any assessed installation, minimum, and monthly charges (including those for the minimum service period). If, based on such an order, any construction has either begun or been completed, and no service provided, the nonrecoverable cost of such construction shall be borne by the customer.

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**SECTION 2 - RULES AND REGULATIONS**

Inspection, Testing, and Adjustment

Carrier may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the requirements of this Price List are being complied with in the installation, operation, or maintenance of the customer's or the Carrier's equipment. The Carrier may interrupt the service at any time, without penalty to itself, because of departure from any of these requirements except as provided below.

Upon reasonable notice, the facilities provided by the Carrier shall be made available to the Carrier for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.

Change in Service Agreement

When a change in service arrangement involves the continued use by the customer of circuits furnished by Carrier, installation charges do not apply to the circuits continued in use. The minimum service period for the circuits contained in use is determined from the date of the initial installation thereof.

Local Charges

In certain instances, the customer may be subject to local telephone charges or message unit charges in using Carrier's service. Carrier is not responsible for any such local charges imposed directly on the customer by the local telephone company for gaining access to Carrier's intercity network.

Taxes and Surcharges

Customer will be billed for and is liable for payment of all applicable federal, state, and local taxes, surcharges, utility, other assessments, taxes, or fees including such amounts as Carrier may be authorized to pass through to the customer.

When utility or telecommunications assessments, gross receipts taxes, regulatory fees, franchise fees, or privilege, license, occupational, excise, or other similar taxes or fees, based on interstate receipts are imposed by certain taxing jurisdictions upon the Company or upon local exchange companies and passed on to the Company through or with interstate access charges, the amounts of such taxes or fees may be billed to customers in such a taxing jurisdiction on a prorated basis. The amount of charge that is prorated to each customer's bill is determined by the interstate telecommunications services provided to and billed to a customer service location in such a taxing jurisdiction with the aggregate of such charges equal to the amount of the tax or fee imposed upon or passed on to the Company.

A surcharge will be assessed on all charges for outbound service originating at, or inbound service terminating at, addresses in states which levy, or assert a claim of right to levy an ad valorem tax on the Company's interstate property located in that state. This surcharge is based on property located in that state and used by the Company to provide interstate service. The surcharge is derived by using the ratio of interstate revenue to total revenue from all states which levy an ad valorem tax on the Company, multiplied by total ad valorem taxes imposed in those states.

Pending the conclusion of any challenge to a Jurisdiction's right to impose an ad valorem tax, or gross revenue receipts tax, the Carrier may elect to impose and collect a surcharge covering such a tax, unless otherwise constrained by court Order or direction, or it may elect not to impose and collect the surcharge.

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**SECTION 2 - RULES AND REGULATIONS**

Taxes and Surcharges (Cont'd)

If it has collected a Surcharge and the challenged tax is found to have been unenforceable, the carrier, in its sole discretion, will either reduce service rates, for a fixed period of time in the future in order to flow-through to the customer an amount equivalent to the funds collected or it will credit or refund such amounts to affected customers (less its reasonable administrative costs), if the funds collected were retained by the carrier, or its affiliates, or if they were delivered over to the taxing jurisdiction and returned to the carrier, or its affiliates, or negotiated an arrangement with the taxing jurisdiction that benefits customers in the Jurisdiction in the future.

**Federal Universal Service Fund and Federal Cost Recovery Fees**

Pursuant to the Telecommunications Act of 1996, as implemented by the Federal Communications Commission (FCC), FTC is required to pay into a federally-mandated "Universal Service Fund" by means of "contribution factors" assessed on all or part of FTC's interstate and international revenues. The "Universal Service Fund" provides federally-subsidized affordable access to modern telecommunications and information services for schools, libraries, and rural health care facilities who meet specific eligibility standards, as well as provides support to specified federal "Lifeline," "Link-up," and "High Cost Fund" programs used to subsidize local telephone service.

In accordance with FCC guidelines set forth in Order No. 97-157, FTC has elected to pass-through these Universal Service Fund (USF) Costs to all retail customers. Accordingly FTC assesses a "Federal Cost Recovery Fee" on all charges for interstate and international services, including those charges billed on FTC's behalf by any third-party agent with the capability to assess such a surcharge. The Federal Cost Recovery Fee is computed as a percentage of the charges on which it is assessed. The percentage is equal to the USF Contribution Factor as determined from time to time by the FCC.

**Access Recovery Charge (ARC)**

In November of 2011, the FCC ruled that all local exchange companies had to reduce the rates at which they charged long distance companies to access their networks and complete calls. This resulted in a loss of revenue to many small independent local carriers. The monthly ARC, approved by the FCC, charged to local exchange consumers, is designed to help offset the local carrier's lost revenues.

**Federal Excise Tax**

This is a three (3) percent federal tax which applies only to local service billed separately from long distance service.

**State Sales Tax**

This seven (7) percent state tax, found on telephone bills, is based on the cost of all goods and services related to consumers' telecommunication services except Internet services which remain untaxed.

**FCC Access Charges**

The FCC Access Charge, or Subscriber Line Charge, is a fee that consumers pay to local carriers that connects them to the national telephone network. Local telephone companies recover some of the costs of telephone lines connected to your home or business through this monthly charge on your local



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**SECTION 2 - RULES AND REGULATIONS**

**Taxes and Surcharges** (Cont'd)

telephone bill. This fee is regulated and capped by the Federal Communications Commission, not by state Public Utility Commissions. The money received from this charge goes directly to local telephone companies to help ensure that all Americans can afford at least a minimal level of basic telephone service.

**Mississippi Dual Party Relay Service Fund**

This small charge, also known as the TRS fee, appears on telephone bills in Mississippi. The local carrier collects these monies and remits them to the Mississippi Public Service Commission for the administration and operation of a statewide program which provides telecommunications access to persons who are speech and hearing impaired or similarly impaired.

**Mississippi State 911 Service Charge and County 911 Surcharge**

Telephone companies collect these monies and remit them to the state and local governmental agencies charged with the administration and operation of the 911 Emergency network. Further information is found in this Price List, Section 3, under "911 – Universal Emergency Number Service."

**Terminal Equipment**

The Carrier's facilities and services may be used with or terminated in customer-provided terminal equipment or customer-provided communication systems, such as teleprinters, handset, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the customer, except as otherwise provided. The customer is responsible for all costs at their premises, including customer personnel, wiring, electrical power, and the like, incurred in customer use of Carrier's service.

When such terminal equipment is used, the equipment shall comply with the minimum protective criteria and shall not interfere with service furnished to the customers. Additional protective equipment, if needed, shall be employed at the customer's expense. When service using local telephone company voice grade facilities is terminated in customer-provided terminal equipment, channel derivation devices, or communications systems, the customer shall comply with the following minimum protective criteria.

When the facilities furnished under this Price List are used in common with local telephone company system services, it is necessary, in order to prevent excessive noise and crosstalk, that the power of the signal applied to local telephone company lines be limited. A single valued limit for all applications cannot be specified. Therefore, the power of the signal in the band above 300 Hertz which may be applied by the customer-provided equipment at the point of termination will be specified by the Carrier for each application, to be consistent with the signal power allowed on the telecommunications network.

The customer shall also comply with the minimum protective criteria generally accepted in the telephone industry and other appropriate criteria as may be prescribed by the Carrier. Customer shall ensure that their terminal equipment is properly interfaced with the Carrier's facilities, that the signals emitted into the Carrier's facilities are of the proper mode, band-width, power, data speed, and signal level for the intended use customers, and that the signals do not damage the Carrier's equipment, injure personnel or degrade service to others.

If customers fail to maintain and operate their terminal equipment properly, resulting in the occurrence or possibility of harm to the Carrier's equipment, personnel, or the quality of service to others,

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**SECTION 2 - RULES AND REGULATIONS**

**Terminal Equipment (Cont'd)**

the Carrier may, upon written notice, require the use of protective equipment at the offending customer's expense. If this fails to produce satisfactory quality and safety of service, the Carrier may, upon written notice, terminate the customer's service.

**Credit Regulations**

Pursuant to limitations set forth in Section 2 preceding, the following will apply:

**Interruption of Service**

No credit will be allowed for relinquishing facilities in order to perform routine maintenance.

Credit for failure of service or equipment will be allowed only when such failure is caused by or occurs in facilities or equipment provided by the Carrier. As used in this Price List, all equipment, facilities and/or services for which the Carrier renders a bill for payment are considered provided by the Carrier whether or not the equipment, facilities and/or services are owned and operated by the Carrier.

No credit will be allowed:

For failure of service or equipment due to customer or authorized user-provided facilities.

For failure of service or equipment due to negligence or willful acts of the customer or his authorized user.

No credit will be allowed:

For unauthorized use by agents, employees, or representatives of the customer.

Credit allowance for failure of service or equipment starts when the customer notifies the Carrier of the failure or when the Carrier becomes aware of the failure and ceases when service has been restored and/or the equipment becomes operational.

The customer shall notify the Carrier of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by the customer-provided facilities.

Credit will be allowed only for disabled portions of the service or equipment.

The Carrier, at its option, may deny a customer request for credit in accordance with Carrier's standard credit policy against charges incurred for service provided by another carrier where notification of alleged inferior or inadequate service has not been received by Carrier's Customer Service Department within 24 hours of the occurrence. No credit will be allowed absent such notification.

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**SECTION 2 - RULES AND REGULATIONS**

Credit Regulations (Cont'd)

**Outage Credit**

For the purposes of this Price List, all months contain 30 days. Service and equipment offered by the Carrier are on a 24 hour per day, seven days per week basis unless specifically stated otherwise.

For purposes of credit computations, every month shall be considered to have 720 hours.

No credit shall be allowed for an interruption of less than 48 hours.

If service remains out of order in excess of forty-eight (48) consecutive hours after knowledge by the company of the interruption, the utility shall, upon request, refund to the subscriber the pro rata part of that month's charges for the period of days during which the telephone was out of order. This refund may be accomplished by a credit on a subsequent bill for telephone service.

Where a minimum usage charge is applicable and the customer fails to meet a usage minimum, credit for the outage shall be applied against that minimum equal to 1/360<sup>th</sup> of the monthly minimum charges associated with the portion of service disabled for each period of 2 hours or major fraction thereof.

**Cancellation Credit**

Where the Carrier cancels a service or the provision of equipment and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30<sup>th</sup> of the monthly recurring charge equipment was provided. This credit will be issued to the customer or applied against the balance remaining on the customer's account.

When a customer or the carrier cancels a service or feature associated with a service (for example accounting codes), associated monthly recurring charges previously billed will not be refunded or prorated for any unused portion of the current billing period.

**Credit Formula**

$$\text{Credit} = \frac{T \times C}{24}$$

"T" is outage time in hours

"C" is total daily charge for affected facility.

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Local Exchange Service

Rates and charges for recurring services are for a period of one month, payable in advance, and entitle the subscriber to Local Exchange Service including Extended Area Service (EAS) at the rates below:

Ackerman Exchange with EAS to Chester.  
Chester Exchange with EAS to Ackerman.  
Eagle Lake Exchange with EAS to Vicksburg.  
Holly Bluff Exchange.  
Isola Exchange with EAS to Belzoni and Louise.  
Louise Exchange with EAS to Belzoni and Isola.  
Merigold Exchange with EAS to Cleveland.

Business – one party:	\$30.00
Residential – one party:	\$20.00 – rate to change 1/1/2023 to \$22.50
PBX, Key System, DID Access Trunk:	\$30.00

Artesia-Crawford Exchange with EAS to Columbus.  
Barlow Exchange with EAS to Hazlehurst.  
Benndale Exchange with EAS to Lucedale.  
Crosby Exchange with EAS to Gloster.  
Eddiceton Exchange with EAS to Meadville.  
Hermanville Exchange with EAS to Port Gibson and Lorman.  
Janice Exchange with EAS to New Augusta.  
Meadville Exchange with EAS to Eddiceton.  
New Augusta Exchange with EAS to Janice.  
New Hebron Exchange with EAS to Monticello and Silver Creek.

Business – one party:	\$25.00
Residential – one party:	\$20.00 – rate to change 1/1/2023 to \$22.50
PBX, Key System, DID Access Trunk:	\$25.00

**Area Calling Plan (ACP) – Area Calling Plan is grandfathered and restricted to existing services. No new service will be offered.**

FTC's Area Calling Plan, implemented in all Exchanges on September 25, 1995, is an optional service that provides for local calling from the subscriber's home wire center to specific wire centers within a fifty-five-mile radius. The charges for ACP include a lower basic recurring monthly rate, plus usage charges for each local call made within the fifty-five-mile radius. The maximum total for calls made to bands A,B, and C will be capped at \$10.00 for residences and \$25.00 for businesses. Calls made to bands D – G are not capped.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Area Calling Plan (ACP) (Cont'd)

For Ackerman, Chester, Eagle Lake, Holly Bluff, Isola, Louise and Merigold Exchanges:

Monthly Rates:

Business – one party:	\$27.75
Residential – one party:	\$18.50
Trunks:	\$27.75

Calling Bands and Usage Rates:

<u>Mileage Bands</u>	<u>Initial Minute Charge</u>	<u>Additional Minute Charges</u>
A (0 miles)	\$0.02	\$0.01
B (1 – 10 miles)	\$0.04	\$0.02
C (11 – 16 miles)	\$0.06	\$0.04
D (17 – 22 miles)	\$0.09	\$0.07
E (23 – 30 miles)	\$0.09	\$0.07
F (31 – 55 miles)	\$0.18	\$0.15

For Artesia-Crawford, Barlow, Benndale, Crosby, Eddiceton, Hermanville, Janice, Meadville, New Augusta and New Hebron Exchanges:

Monthly Rates:

Business – one party:	\$22.00
Residential – one party:	\$18.50
Trunks:	\$22.00

Calling Bands and Usage Rates:

<u>Mileage Bands</u>	<u>Initial Minute Charge</u>	<u>Additional Minute Charges</u>
A (0 miles)	\$0.02	\$0.01
B (1 – 10 miles)	\$0.04	\$0.02

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

C (11 – 16 miles)	\$0.06	\$0.04
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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Area Calling Plan (ACP) (Cont'd)

D (17 – 22 miles)	\$0.09	\$0.07
E (23 – 30 miles)	\$0.09	\$0.07
F (31 – 55 miles)	\$0.09	\$0.07

General ACP Information

The above usage rates are peak period rates that apply from 8:00 a.m. to 8:00 p.m., Monday through Friday. Off peak period rates apply at all other times and are rated at a 50% discount. All ACP call data are summarized on monthly bills, yet greater detail may be requested at a charge of \$0.03 per message, plus a Record Ordering Charge (see page 22 of this Price List).

**Area Calling Plan is grandfathered and restricted to existing services. No new service will be offered.**

Franklin Telephone Long Distance Services

Interstate long distance refers to calls made from one state to another; Intrastate long distance generally refers to calls made from one area of a state to another; and International calls are made from one country to another. For information on international calling, we ask you to refer to the Franklin Telephone Directory which specifies how to make International calls.

Franklin Telephone Long Distance Service is available to residential and business customers. The calling scope includes the continental United State, Hawaii, Alaska, Puerto Rico, and the US Virgin Islands and is applicable to voice toll services only. Customers must be presubscribed to Franklin Long Distance carrier for both intraLATA and interLATA message toll service.

		INTERSTATE RATE	INTRASTATE RATE
All days, All hours	:	\$0.05	\$0.05

Unlimited Voice Toll Service

This service is available to residential customers. The calling scope includes the continental United State, Hawaii, Alaska, Puerto Rico, and the US Virgin Islands and is applicable to voice toll services only. Customers must be presubscribed to Franklin Long Distance carrier for both intraLATA and interLATA message toll service.

Residential Unlimited Voice Toll Service	\$15.00 per month
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Service Order Charges (SOC)

Service Order Charges are non-recurring charges for ordering, installing, moving, changing, rearranging, and the furnishing of telephone service. In some instances, Service Charges are to be paid at the time of application of service but normally they are billed and payable on the forthcoming bill.

In many instances, more than one SOC is required to complete the work.

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Service Order Charges (SOC) (Cont'd)

**SOC with Visit:** Applies when customer-requested work is performed in the receiving, recording, and processing the request at one time and a visit to the customer's premise is required. When more than one SOC is billed during the same visit, only one SOC with Visit is billed.

**SOC without Visit:** Applies the same as SOC with Visit except that no visit to the customer's premise is required.

**Central Office Line Connection Charge:** This charge is billed for the arranging, changing, and translating of an exchange line to provide service between the Central Office and the customer's premise.

**Installation Charge:** This is a non-recurring charge that applies to the provision of certain items of equipment or facilities as distinguished from SOC with Visit and SOC without Visit. The total charges for a new installation will be the application of three different Service Order Charges.

**Maintenance of Service Charge:** Applicable to repair and trouble visits to the customer's premise in connection with a service difficulty. The minimum charge is one hour (\$35.00). Thereafter, full hours and fractions of hours of labor are billed according to the actual hours and partial hours worked.

**Premise Work Charge:** Applicable for extra work performed by the Company at the customer's premise which is necessary for the service's proper functioning.

**Record Ordering Charge:** Applies to the listing of the activity requested by the customer which requires no Central Office or customer premise work.

**Number Change Charge:** Applies to a customer-requested change of telephone number. Two SOCs apply: Number Change Charge and SOC without Visit.

**Restoration Charge:** Applies to the restoring of service which has been denied. Two SOCs apply: SOC without Visit plus Central Office Line Charge. Service accounts that have been denied more than ten (10) days will thereafter be treated as a new service installation and new installation SOCs will apply.

**Suspension Charge:** Applies to the temporary suspension of service upon customer request.

**Termination Charge:** This charge applies when a customer discontinues service prior to the expiration of the initial service period designated.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Service Order Charges (SOC) (Cont'd)

**Service Order Charges Rates:**

<b>For connecting, moving. Or changing service:</b>	<b><u>Residence</u></b>	<b><u>Business</u></b>
Service Ordering Charges (SOC)		
SOC With Visit:	\$18.72	\$29.12
SOC Without Visit:	\$ 7.28	\$16.64
Record Ordering Charge:	\$ 7.28	\$12.48
Central Office Line Connection Charge:	\$11.44	\$18.20
Central Office Translation Charge	\$ 7.80	\$14.56
Number Change Charge, per number:	\$ 6.25	\$ 6.25

**The following Order Charges will Apply:**

New Installations or Outside Move (SOC with Visit and COLCC)	\$30.16	\$47.32
Feature Change Orders (Record Ordering Charge and Translation Charge)	\$15.08	\$27.04
Reconnect (SOC without visit & COLCC)	\$18.72	\$34.84
Number Change Charge (Number Change Charge, Record Type Order & Translation Charge)	\$21.33	\$33.29

Other Labor Rates:

Standard Labor Charges, first hour:	\$ 35.00
Standard Labor charges, each ¼ hour after first hour:	\$ 7.50



**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Presubscribed Interexchange Carrier (PIC) Charges

When consumers request a change in their interstate or intrastate long distance carriers, the following charges apply in addition to the Record Ordering Charge (see page 22 of this Price List). Rates apply for each PIC change.

	<u>Manual Order</u>	<u>Electronic Order</u>
Change InterLATA PIC:	\$5.50	\$1.25
Change InterLATA & IntraLATA PICs simultaneously These are to be billed twice—one for each PIC change:	\$2.75	\$0.63

FCC Access Charges

These charges are defined in above in Section 2 of this Price List. The rates are specified here:

Business – one party:	\$6.50
Residential – one party:	\$6.50
Business – multi line:	\$9.20

Late Payment Penalty Charge

A penalty of \$4.25 will be applied in accordance with Carrier's standard credit policy to any unpaid bills as of the 15<sup>th</sup> of the month. The Late Payment Penalty Charges for Federal Government customers will follow Federal Acquisition Regulations Clause 52.232-25 – Prompt Payment.

Returned Check Charge

When payment in the form of a bank check or bank draft is returned to the Company, for any reason, the customer will be assessed a Returned Check Charge not exceeding that which is permitted by applicable law. When a credit card payment that is due the Company has been processed, yet subsequently denied by the customer, the Returned Check Charge will be assessed.

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Custom Calling Services

**Call Waiting and Calling Waiting Cancel:** Call Waiting provides the user, busy on a call, with a private signal which alerts him to an unanswered call waiting to be completed to his number. The user may, then, hold the existing call, answer the incoming call and alternately talk on both calls until one has been terminated. Call waiting Canceling allow the user to disable the Call Waiting feature so that when the users phone is busy no tone is provided to indicate an incoming call and the busy signal is given to any trying to reach the user if their phone in in use.

**Call Forwarding:** Provides for transferring incoming calls to another telephone number by dialing a code and the telephone number of the service to which calls are to be transferred. Satisfactory transmission levels cannot be assured on calls forwarded outside the local calling area.

**Call Forwarding Busy Line:** Redirects calls attempting to terminate to a busy line, to another designated line. This feature can be assigned in both residential and business group applications. Administration can be accomplished through the Company or by the subscriber via access codes.

**Call Forwarding Don't Answer:** Allows calls to be routed to another station in the same switching system if not answered within a subscriber-prescribed number of rings (two to six ringing cycles). If the station to which the call is routed is busy the original station continues to ring until the call is answered or until the caller terminates the call. This feature can be assigned in both residential and business group applications and can be customer or optionally Company controlled.

**Three-Way Calling** – Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Two toll points may be connected on a Three-Way Calling. Normal transmission performance cannot be assured on all calls.

**Speed Calling** – Provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. The arrangement available has an eight (8-code) and thirty (30-code) number capacity.

**Toll Restriction** – Restricts access to the toll network, set permanently at the Central Office.

**Do Not Disturb** – Provides for the user to have all incoming calls routed to a recorded announcement indicating that they do not wish to be disturbed by a telephone call.

**Call Hold** – Allows the subscriber to free their line from an existing call, for the purpose of originating a second call or for privacy, while retaining the first call on hold. Call hold is activated by flashing the hookswitch and dialing an access code. The controlling party can alternate between calls by flashing the hookswitch and the access code once for each alteration. This feature may be assigned to any business or residential single party (non-coin) line.

**Personal Ringing** – Provides the user with the ability to have up to three published telephone numbers on the same line with unique ringing patterns (and unique Call Waiting tones if subscriber has Call Waiting feature).

**Distinctive Ringing** – Provides the user with the ability to have two published connector numbers on the same line and receive a different ringing codes for each number.

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Custom Calling Services (cont'd)

**Warm Line** – Provides automatic dialing of a pre-selected telephone number, when the telephone receiver goes off-hook for a pre-selected time of 0 to 30 seconds. If the customer does not commence dialing a number prior to the elapse of the time interval selected the pre-selected telephone number will automatically ring. Calls forwarded by this feature are subject to local and long distance message charges.

**Remote activation of Call Forwarding** – Allows a subscriber to activate and deactivate the Call Forwarding features from a remote directory number. The subscriber calls a dedicated remote activation number, inputs their own directory number followed by a security code, and then follows the appropriate call forwarding procedure to activate/deactivate a call forwarding feature.

**Security Codes for Remote Activation** – Requires the customer to dial a personal security code when starting the feature. The customer may change the security code at his discretion. The new security code must be dialed at the “home” station to be valid. The customer cannot change the security code from a phone other than the “home” station.

**Toll-Code Restriction** – Allows the subscriber to dial an authorization code and override the Toll Restriction on a per call basis. Subscribers will access the toll network through the use of a feature access code and special PIN (1-7 digits). Incoming and local calls are not affected by this feature. When a toll call is attempted on the subscriber’s line prior to dialing the access code and PIN, the call completion will be denied. Subscribers have the ability to change their PIN through use of a PIN Change Access Code.

The subscriber’s line is automatically returned to the “toll restricted” state each time the subscriber goes on-hook. When the Toll/Code Restriction feature is initiated, hookflash will initiate other assigned features, such as, Three- Way calling, etc.

**Home Intercom** – Allows the subscriber to dial one of three distinctive ringing intercom codes and then hang up. The phone and all its extensions will begin to ring distinctively according to the intercom code dialed until the designated individual (or any extension) answers the call. This service is limited to residential lines only and cannot be assigned to multiline hunt groups, Business Group members or on a group basis.

**Intercom Call Transfer** – Allows the subscriber to “hookflash” and place a party on hold and then dial a home intercom access code and transfer the held party to another user within the same household. This service is limited to residential lines only and cannot be assigned to multiline hunt groups, Business Group members or on a group basis.

**Call Waiting Deluxe** – Allows the subscriber engaged in an active call to receive an audible call waiting indication followed by having the waiting party name and/or number displayed on the customer’s caller ID display unit. Call Waiting Deluxe also includes the Call Waiting Canceling feature which enables the subscriber to disable the call waiting feature so that when the user’s phone is busy no tone is provided to indicate an incoming call and the calling party received a busy signal. This service is available to residential and business group customers.

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Custom Calling Services (cont'd)

The subscriber must have a Calling Identification Delivery feature such as Caller ID – Basic or Deluxe for the calling identification data of the waiting call to be provided following the Call Waiting Deluxe alerting tone. The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location.

**Call handling options provided with Call Waiting Deluxe include:**

Answer the waiting call, placing the first party on hold; answer the waiting call, dropping the first party; direct the waiting caller to hold via a recording forward the waiting call to another location (e.g., voice mailbox or answering service); or Conference the waiting call with the existing , stable call and ,m if desire, subsequently drop either leg of the “conference” call (where facilities permit).

Utilization of the full capabilities of Call Waiting Deluxe requires the use of an Analog Display Services Interface (ADSI – compatible telephone at the customer’s premises, The installation, repair and he technical capability of the customer -provided ADSI to function in conjunction with the features specified herein is the responsibility of the customer, The Company assumes no liability and will be held harmless, for any incompatibility between customer-provided equipment and the network features described herein .

Provision of Services

The services are limited to those areas served by central office(s) arranged for Customer Calling Services and various features listed.

The services are furnished only in connection with individual line service. The service is not available in connection with Centrex service, key service, PBX, or coin telephone service.

**Voice Mail:** This feature allows incoming callers to record voice messages when the telephone is unanswered.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

**Custom Calling Services (cont'd)**

**Rates:**

Features

Call Waiting and Call Waiting Canceling	\$ 1.25
Call Forwarding	\$ 1.25
Call Forwarding Busy Line	\$ 1.25
Call Forwarding Don't Answer	\$ 1.25
Three-Way Calling	\$ 1.25
Speed Calling (8-Code)	\$ .75
Speed Calling (30-Code)	\$ 1.25
Toll Restriction	\$ 2.25
Do Not Disturb	\$ 5.25
Call Hold	\$ 1.75
Personal Ringing	\$ 4.25
(Includes 2 additional listings)	
Distinctive Ringing	\$ 3.25
(Includes 2 additional listings)	
Warm Line	\$ 1.25
Remote Activation of Calling Forwarding	\$ 1.75
Toll/Code Restriction	\$ 2.75
Toll/Code Restriction – 25 lines or more	\$ 2.75
Home Intercom	\$ 2.25
Intercom Call Transfer	\$ 2.25
Call Waiting Deluxe	\$ 4.25

Feature Packages

Calling Waiting with Call Forwarding, Speed Calling (8-code)	\$ 2.25
Home Intercom and Intercom Call Transfer	\$ 3.25

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Class Calling Services

Application

1. Class Service is a group of central office call management features offered in addition to basic telephone service. Class Service is available on in exchanges where Company equipment and facilities permit. The services are furnished only in connection with individual line service. The service is not available in connection with Centrex service, key service, PBX, or coin telephone service.

Definitions of Feature offerings

**Call Return**

This feature enables a customer to place a call to the last telephone number associated with the most recent call received whether or not the call was answered, or the number is known. The customer can dial a code to request that the network place the call.

When facilities permit, upon activation of the feature, the customer will receive a voice announcement stating that Call Return has been accessed. In addition, the announcement will provide the Directory Number (DN) of the last incoming call. In some locations, the date and time of receipt of the call will be also be provided. The Call Return user will then be prompted to enter an additional digit to continue with the feature activation, or to hang up to abort the activation.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and the queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.

The feature is not available on operator handled calls. In connection with Call Return, the Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-Published Listing Service.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted and voiced-back will always be the main number of the hunt group unless, facilities permitting, the telephone numbers are TN identified within the group.

**Repeat Dialing**

Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

If the called line is busy, a confirmation announcement is heard, the customer hangs up and queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Class Calling Services (cont'd)

**Preferred Call Forwarding**

Preferred Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to all the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main telephone number that represents all the lines in a collection lines such as multiline hunt groups.

**Call Block**

This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers. A Screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Preferred Call Forwarding and /or Call Selector and the same telephone numbers appear on the screening lists, Call Block will take precedence.

This feature will not work if the incoming call is coming from a telephone number in a multiline hunt group, unless the number is the main number of the hunt group.

**Call Tracing**

Call Tracing enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's security department indicating the calling number, the time the trace was activated, and in some locations, the time the offending call was received. The customer using this feature would be required to contact the Telephone Company Business Office for further action. Call Tracing information will only be released to the appropriate law enforcement agency. The customer must sign an authorization at the proper law enforcement agency for the release of information by the Company to the law enforcement agency.

Only calls from within Class Service equipped offices are traceable using Call Tracing. This feature will not work if the incoming call is from a telephone number in a multiline hunt group, unless the telephone number is the main telephone number in the hunt group or is the Telephone Number identified.

In some locations, if the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number.

Call Tracing is available to residence and business customers as follows: (1) monthly subscription, or (2) per activation/occasion. If the customer elects to subscribe to Call Tracing on a monthly basis, unlimited access to the feature is provided with no additional charge for each activation. Optionally, where facilities permit, any customer may utilize Call Trace on a non-subscription basis with a per occasion charge for

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each successful activation of the feature. A one-time non-recurring charge to establish this service feature will be applicable in addition to the service connection charges.

**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Class Calling Services (cont'd)

Based on availability of facilities, access to Call Tracing – Per Activation can be restricted at the customer's request. Appropriate service order charges are applicable on orders involving this capability if no other work is being performed.

**Caller ID – Basic**

This feature enables the customer to view on a display unit the Directory Number (DN) of incoming telephone calls. When Caller ID – Basic is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID – Basic will be 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 equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of customer-provided equipment to perform satisfactorily with the network features described herein, all calls may not be subject to number delivery.

This feature enables the customer to view on a display unit the Directory Number (DN) of incoming telephone calls. When Caller ID – Basic is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID – Basic will be 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 equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of customer-provided equipment to perform satisfactorily with the network features described herein, all calls may not be subject to number delivery.

**Call Selector**

This feature provides a distinctive ringing pattern to the subscribing customer for up to six specific telephone numbers. A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be accepted.

When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern (short, long, short). Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer subscribes to Call Waiting (see Custom Calling Services) and a call is received from a telephone number on the Call Selector screening list while the line is in use, the Call Waiting tone will also be distinctive.

When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is



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shown on the Call Block list, the call will be blocked.

**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Class Calling Services (cont'd)

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main telephone number or a telephone number identified number, that represents all the lines in a collection of lines, such as multi-line hunt groups.

**Caller ID – Deluxe**

This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number on incoming telephone calls. A maximum of 15 characters is allowed for transmission of the calling party Directory Name. When Caller ID – Deluxe is activated on a customer's line, the calling party Directory Name and Number on incoming calls will be displayed on the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID – Deluxe customer.

Any customer subscribing to Caller ID – Deluxe will be 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 equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of customer-provided equipment to perform satisfactorily with the network features described herein, all calls may not be subject to name and number delivery.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. If the incoming call originates from a multi-line hunt group, the telephone number and name transmitted will always be the main number of the hunt group, unless, facilities permitting, the lines within the group are TN (Telephone Number) identified. Calling party name and/or telephone number information via Caller ID - Deluxe is not available on operator handled calls. If the incoming call originates from a customer-provided or Company public telephone or a company-provided semi-public telephone, the name information transmitted will always be "Pay Phone."

**Caller ID**

Deluxe also includes Anonymous Call Rejection (ACR) where facilities are available. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When ACR is activated on the subscriber's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Rejection regardless of the current state of the ACR subscriber's line (e.g., off hook or idle).

Subsequent to establishment of Caller ID – Deluxe, ACR can be activated and deactivated at the subscriber's discretion through the use of preassigned feature access codes

**Caller ID – Multi-Line**

This feature allows residence and business customer with Rotary (Grouping) arrangements to receive and view on a display unit call related information on certain incoming telephone calls.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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The following information is transmitted to the Caller ID – Multi-line customer and displayed on the called CPE during the first long silent interval of the ringing cycle: calling Directory Number, time of day (hours and minutes) the call was received and the date (month and day) the call was received.

**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Class Calling Services (cont'd)

A service order is required to establish or discontinue Caller ID – Multi-line. Subsequent to establishment, the feature can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

Any customer subscribing to Caller ID – Multi-line will be 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 equipment to function in conjunction with the features described herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of customer-provided equipment to perform satisfactorily with the network feature described herein. All calls may not be subject to number delivery.

If the incoming call is from a caller served by a Private Branch Exchange (PBX), only the main number will be transmitted and available for display.

If the incoming call originates from a Multi-line Hunt Group, the telephone number transmitted and available for display will always be the main number of the hunt group unless the telephone number is Telephone Number (TN) identified.

The Local Exchange Line Access charge, defined in Section II of this tariff, will apply to exchange service access facilities associated with this feature.

**Call Tracking – Bulk Calling Line Identification (BCLID)**

This feature allows Multi-Line Hunt Groups (MLHG) or Private Branch Exchange (PBX) customers to receive call-related information on certain incoming telephone calls.

The following information is transmitted to the Call Tracking customer over a separate channel which is required for feature operation: calling and called directory numbers (DN), time of day the call was received, busy/idle status of the called line, and the calling line type (individual or group). This should be received by the customer premises equipment (CPE) shortly after reception of the incoming call.

Any customer subscribing to Call Tracking will be responsible for the provision of compatible CPE which will receive, translate, display and/or store the transmitted data. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

If the incoming call originates from a Multi-line Hunt Group, the telephone number transmitted and available for display will always be the main number of the hunt group.

Charges for Call Tracking are applicable on a per subscription and a "per calling number delivered" basis,

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plus appropriate Service Charges for establishment of the feature on the customer's line.

### **SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

#### **Class Calling Services (cont'd)**

##### **Selective Call Acceptance**

This feature provides the customer the ability to accept incoming calls from up to six (6) different telephone numbers. A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be accepted. When a call is placed to the customer's number from a number not on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

When a telephone number on the Selective Call Acceptance screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block screening list, the call will be blocked.

##### **Do Not Disturb (with Personal Identification Number [PIN])**

This feature prevents calls from terminating at the customer's telephone and diverts them to either a busy tone (if customer does not program a PIN) or an announcement (if customer does program a PIN) which indicates that the phone is in the Do Not Disturb status. The announcement may instruct the caller to enter a PIN override code. Only callers who know the chosen PIN and who are calling from a tone dial telephone can override the Do Not Disturb feature by entering a PIN. An optional Distinctive Dial Tone may be provided to remind the customer that this feature is activated.

##### **Automatic Callback**

Automatic Callback allows the subscriber, after dialing a station (whether busy, idle, answered or unanswered) can hang up, go back off-hook, receive dial tone and dial the Automatic Callback activation code to begin this service. If the called station is idle, call processing shall continue as if the subscriber had manually dialed the called number without activating Automatic Callback. If the called station is busy it shall be monitored until it is idle. In the case where the called number is busy, and to be monitored, the subscriber shall hear a confirming announcement and can hang up. When the busy station goes idle, or if the calling station is still idle, the subscriber is notified, via a distinctive ring, that the network is ready to place the call. When the subscriber picks up the telephone the call will automatically be placed. This feature is available to residential customers only.

##### **Automatic Line**

Automatic Line provides an automatic connection between a calling station that goes off-hook and a preassigned directory number. Calls terminating to a line with the Automatic Line feature are processed normally, unless the line is assigned the Denied Terminating or Local Only class of service restrictions. The Automatic Line connection is made to a stored directory number and can only be changed by the company.

##### **Automatic Recall**

Automatic Recall allows the subscriber to dial the activation code to automatically return a call to the last calling party. If the subscriber's last calling party is busy when the recall attempt is made, a confirming announcement will be heard and the queuing process will continue until both the subscriber and called parties are idle, then the subscriber will hear a distinctive ring. When the subscriber picks up, the call will then be completed. This feature is available to residential customers only. If the subscriber has selected

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the option of the two-level activation procedure, the subscriber, upon dialing the feature access code shall hear the most recent callers directory number, if not private, along with the date and time of the call. The subscriber shall then be instructed to dial "1" to continue the call set-up or to hang up and abort the recall

**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Class Calling Services (cont'd)

request.

**Do Not Disturb – Telemarketing**

Do Not Disturb - Telemarketing allows the subscriber to intercept callers with an "unknown or private" number trying to terminate to their line with a announcement stating "You have called a number which does not accept calls from telemarketers. All other callers may Press 1 if they wish to complete the call." This feature can be activated and deactivated by the subscriber. Incoming calls from rotary phones from unknown or private numbers are not supported when this feature is enabled. Caller ID Basic or Deluxe is required for this feature to work. This feature is available to residential and business subscribers.

**Simultaneous Ringing (SR)**

Simultaneous Ringing enables an incoming call to the subscriber's Direct Number (DN)\* also to ring and be answered from one or two other DNs. The first DN to answer the call is connected to the calling party and the other DNs are released.

This feature applies to incoming calls.

\* If one of the additional Direct Numbers are busy during an incoming call, that DN is not offered the call.

**Night Service (NS)**

Night Service enables the subscriber to redirect incoming calls to another line if the current time within the schedule of this feature. The Night Service feature can only be activated when the forward-to number is specified. The feature can be assigned to primary Direct Number and secondary Direct Numbers. The Subscriber can redirect incoming calls to another line regardless of the status (busy or idle) of the subscriber's line. This number must be a routable number, such as a cell phone number.

Night Service takes precedence over the Call Forwarding Variable feature.

When the Night Service feature is activated, and the current time falls within the time of the feature schedule, the subscribers line receives a ring reminder (if idle) when a call has been forwarded. The subscriber cannot answer calls at the base station while NS is active and the current time falls within the time of the feature schedule. However, the subscriber can originate calls from the base station. If the NS is deactivated or the current time does not fall within the time of the schedule, then the subscriber can answer calls again.

When Night Service is activated, calls cannot be forwarded to N11, 0+, and international numbers.

**User Transfer**

A subscriber with User Transfer can transfer an established call to another line by performing a switchhook flash, receiving special dial tone, dialing the third party, and performing a disconnect at any time following completion of dialing. 3WC or Usage-Sensitive 3WC (U3WC) must be configured on stations with User Transfer. The User Transfer subscriber will be billed for all calls transferred by that

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

37

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subscriber and for charges incurred after the User Transfer subscriber leaves the connection. The User Transfer subscriber can transfer any call to any other station except when the resulting connection would be between outgoing trunks.

**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Class Calling Services (cont'd)

**Regulations and Limitations of Service**

The following limitations apply:

Class Service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within Class Service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of Class Service equipped offices.

Class Service is available to single party and multi-line residence and business customers who have rotary dial or Touch-tone service. Caller ID – Basic and Caller ID – Deluxe on a flat rate basis is available to single exchange line non-grouped residence and business customers. Caller ID – Multi-line is available only for line side terminations equipped with hunting (grouping) arrangements and all lines in the Multi-Line Hunt Group must be provisioned with the Caller ID – Multi-line feature. Caller ID – Multi-line is not available for Private Branch Exchange (PBX) customers.

Class Service basic features cannot be provisioned on Company provided Public and Semi-Public Telephone Service, party line service, toll terminals, trunks or some remote switching locations.

Appropriate service order charges apply except during Company selected periods of special promotions.

This price guide sets forth maximum rates for Class Service as described in "Rates and Charges" following.

The Company may increase or decrease rates within the specified ranges in this tariff following thirty days notice to existing customers.

The Company may from time to time offer a special promotion of Class Service.

The Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-published Listing Service as described in this price guide.

Neither Caller ID – Basic and Caller ID – Deluxe, or Caller ID – Multi-line is available on operator handled calls.

The Exchange Access Line Charge, defined in Section II of this Price Guide, will apply to exchange service access facilities associated with Caller ID – Multi-Line.

The Company's liability arising out of the provision of any Class Service feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as set forth in this tariff.

Telephone numbers transmitted via Caller ID – Basic, Caller ID – Deluxe, Call Tracking, or Caller ID – Multi-Line are intended solely for the use of these subscribers. Resale of this information is prohibited by

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

this tariff, except the callers' numbers may be provided to the subscriber's client for those calls sponsored or provided by that specific client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others.

**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Class Calling Services (cont'd)

**Rates and Charges**

<b>Residence</b>	<b>Monthly Rate</b>
Call Return (per line)	\$ 3.25
Repeat Dialing (per line)	3.25
Preferred Call Forwarding (per line)	3.25
Call Block (per line)	3.25
Call Tracing (per line)	4.25
(Per successful trace)*	6.25
Caller ID – Basic (per line)	4.75
Call Selector (per line)	3.25
Caller ID – Deluxe (per line)	
Without Anonymous Call Rejection	6.25
With Anonymous Call Rejection	7.80
Selective Call Acceptance	3.25
Do Not Disturb with PIN	3.25
Automatic Callback (per use)	1.00
Automatic Recall (per use)	1.00
Do Not Disturb – Telemarketing (per line)	2.25
Simultaneous Ringing	3.25
Night Service	4.25
User Transfer	3.25

\* Call Tracing – nonrecurring charge, per activation (non-subscription) will be \$4.50.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Class Calling Services (cont'd)

<b>Business</b>	<b>Monthly Rate</b>
Call Return (per line)	\$ 3.75
Repeat Dialing (per line)	3.75
Preferred Call Forwarding (per line)	3.75
Call Block (per line)	3.75
Call Tracing (per line)	4.75
(Per successful trace)*	6.25
Caller ID – Basic (per line)	6.25
Call Selector (per line)	3.75
Caller ID – Deluxe (per line)	
Without Anonymous Call Rejection	7.80
With Anonymous Call Rejection	9.36
Selective Call Acceptance	3.75
Do Not Disturb with PIN	3.75
Do Not Disturb – Telemarketing	2.25
Simultaneous Ringing	4.25
Night Service	4.25
User Transfer	3.25
Automatic Line	1.25

\* Call Trace – nonrecurring charge, per activation (non-subscription) will be \$4.50.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

40

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

**Off-Premises Extensions (OPX)**

Off-Premises Extension lines extend a station line in a PBX, Key System, dial switching equipment, or Centrex system over a dedicated private line to a station in a distant location. The below monthly charges are in addition to local exchange service charges. Mileage charges for this service are below.

**Rates for Ackerman, Chester, Eagle Lake, Holly Bluff, Isola, Louise and Merigold Exchanges**

Between buildings on the same premises: Each 1/4 mile or fraction thereof: \$2.00  
(Not to exceed the applicable flat rate residence or business individual line access service charge per month, per cable pair)

Between buildings on different premises  
within the same exchange: Each 1/4 mile or fraction thereof: \$2.00  
(Not to exceed the applicable flat rate residence or business individual line access service charge per month, per cable pair)

In different exchanges: Connecting Company mileage charges apply

**Rates for Artesia/Crawford, Barlow, Benndale, Crosby, Eddiceton, Hermanville, Janice, Meadville, New Augusta and New Hebron Exchanges**

Between buildings on the same premises: Each 1/4 mile or fraction thereof: \$0.50

Between buildings on different premises  
within the same exchange: Each 1/4 mile or fraction thereof: \$5.40

There will be a minimum charge for the service of \$10.00 per month and a maximum charge of \$25.00 per month.

In different exchanges: Connecting Company mileage charges apply

**All exchanges**

Signaling Equipment Mileage: Each 1/4 mile or fraction thereof: \$2.00  
(Not to exceed the applicable flat rate residence or business individual line access service charge per month, per cable pair)



**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Direct-Inward Dialing (DID) Service

DID is a telephone service that allows a phone number to ring through directly to a specific phone at a business instead of going to a menu or a queue and requiring the dialing of an extension. A phone number that is used like this is often called a "DID."

Rates and Charges:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Termination Charge</u>
Group of 20 Working or Reserved DID Numbers, each:	\$499.20	\$ 3.65	
DID One-way Inward Trunk Termination in Central Office, each:	\$ 52.00	\$27.04	

Integrated Services Digital Network (ISDN)

ISDN Services, also known as Advanced Digital Services, are a set of communication standards for the simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network. There are two different types of ISDN: 1) Basic Rate Interface (BRI); this line has two data, or bearers channels that operate at 64 kbit/sec., and 2) Primary Rate Interface (PRI); this line has 23 bearer channels with a total speed of 1,544 kbit/sec. ISDN is used mostly for telephone communication rather than data transmission, particularly within companies that have a large PABX.

ISDN is offered on an Individual Case Basis (ICB). For complete information contact Franklin Telephone Company at 877-442-1212.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Special Billing Numbers

A Special Billing Numbers plan may be furnished to subscribers in order to associate originating long distance calls with specific stations, departments, projects, etc., at the rates specified in the following.

	<u>Monthly Rate</u>
Each Special Billing Number	\$2.75

Foreign Exchange (FX) Service

Foreign exchange service (FX) is an access service in which a telephone in a given exchange area is connected, via a private line, as opposed to a switched line, to a telephone exchange or central office in another exchange area, called the foreign exchange, rather than the local exchange area where the subscriber station equipment is located. The FX line is assigned a telephone number from the foreign exchange and appears to both called and calling parties that the service is located in the foreign exchange area. Rates vary considerably as they are determined by adding the service rates of both exchange carriers plus various recurring mileage charges.

Special Assemblies of Equipment

Special assemblies of equipment consist of modification of standard equipment or special equipment for service arrangements for which provision is not otherwise made in this Price List. Monthly rates are determined by such factors as the cost and maintenance of the equipment, materials used, carrying charges; plus, the estimated cost of installing, including engineering, supervision, transportation, rights-of-way, and other items which are chargeable for the service.

Telephone Directory

The Telephone Directory is the property of Franklin Telephone Company and is published by the Company for the purpose of informing the public of pertinent calling information.

**DIRECTORY LISTINGS**

**General**

These rates and regulations for directory listings apply only to the alphabetical section of the directory containing the regular alphabetical list of customers and do not apply to listings or advertising appearing in the classified section.

The alphabetical list of names of customers is solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service, and special sequence or arrangement of names is not contemplated.

The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.

A listing must conform to the Company's specifications with respect to its directories.

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Telephone Directory (cont'd)

Listings are regularly provided in connection with all classes of exchange service. A listing may be omitted from the directory upon request of a customer in writing and under the conditions specified in Private (Nonpublished) Service, concerning nonpublished listings.

The length of the contract period for directory listings where the listing actually appears in the directory is the directory period. The directory period is from the day that the directory is distributed to the customers to the day the succeeding directory is distributed to the customers, unless the listing no longer services the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days. When the listing appears on information records only, the minimum contract period will be for at least 30 days.

**Primary Listings**

A Primary Listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.

Listings will be limited to such information as is necessary for the proper identification of the customer.

The length of a listing may be limited to the use of abbreviations where the 3.

In connection with Private Branch Exchange service at hotels, motels, and apartment houses, residence extra listings at business extra listing rates may be provided approval is obtained of the hotel, motel, or apartment house involved. However, no separate billing will be issued for these instances.

At the option of the customer extra listings may be obtained upon the issuance of a directory or between issues of directories at which time they appear on information records only. Charges for extra listings date from the time the listings are posted on information records.

**Duplicate Listings**

Duplicate listings, i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangement of names are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.

Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

**Extra Lines of Information**

Listings of office hours or other lines of information which are not required by the Company in order to efficiently handle telephone traffic are not included in the regular charges for service. A phrase directing the method of calling when a PABX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

**Foreign Listings**

Foreign listings are listings in the alphabetical list of an exchange other than the exchange in which the listed service is furnished.

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Telephone Directory (cont'd)

A foreign or non-subscriber listing may be furnished customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign Company listing will be the rate of the Company in whose directory the listing appears.

**Enterprise or WX Service Listing**

This service provides an arrangement in connection with message toll service whereby a customer offers patrons the privilege of calling him without the payment of a toll charge and without having to request specific reversal of this charge.

This service is available only to customers having private branch exchange service or individual line service.

The exchanges in which such service is furnished are selected by the customer subject to the approval of the Company and the Company assigns and lists in the directory a special call number designation for the use of patrons in each such exchange.

Calls for the special number are accepted only when originating at telephones located in the exchange or zone with which the special call number is associated and only those toll calls placed by calling this special number are considered as coming within the scope of the service.

The customer assumes the charges for all toll calls placed by calling this special number in each exchange.

The initial contract period for this service is three months. Service may be terminated within the initial contract period by payment of the minimum service charge to the end of the initial contract period.

**Trade Names**

A trade name created by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service will not be accepted as a listing unless the subscriber shows satisfactorily that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which in its judgment are otherwise objectionable or unnecessary for identification purposes.

**Dual Name Listing**

Dual Name Listing will be a combined directory listing for any two people with the same last name and the same address. Those who qualify for a dual listing may include a husband and wife, a mother and daughter, father and son, brothers and/or sisters. In addition, we will allow a woman whose husband is deceased to list her own name and her husband's first name.

The dual name Primary Listing will be provided at no monthly rate.

The dual name additional listing will carry the regular additional listing monthly rate.

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Telephone Directory (cont'd)

**Private (Nonpublished) Telephone Number Listings**

Some subscribers request their telephone listings be omitted from the directory and the Company's directory assistance records. Such requests may be fulfilled through the assignment of a private telephone listing subject to the regulations outlined below.

Incoming calls to such telephone will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a number associated with such a listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a private listing in the directory or disclosing said number to any person shall attach to the Company. Where such a listing is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such a listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private telephone listing or the disclosing of said number to any person.

**Semi-private (Nonlisted) Telephone Number Listings**

Semi-private Telephone Listings are not published in the Company's alphabetical directory but are maintained on directory assistance records and will be furnished upon the request of the calling party. The acceptance by the Company of the subscriber's request to furnish a number associated with such a listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a semi-private listing in the directory shall attach to the Company. Where such listing is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such a listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication or a semi-private telephone.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Telephone Directory (cont'd)

**Rates**

The charge for all listings, listed below, begin on the day the information records are posted, except where indicated.

	<u>Monthly Rate</u>
Regular Extra Listings, Duplicate Listings or Alternate Listings, per line	
Business	\$1.25
Residence	\$ .85
Extra Lines of Information, each line	
Business	\$1.00
Residence	\$1.00
Each Foreign Listing	
Business	\$3.00
Residence	\$3.00
Each Enterprise or WX Service Listing	\$4.60
Each Private (nonpublished) telephone number	\$2.00 *
Each Semiprivate (nonlisted) telephone number	\$1.05 *

\* Charge begins on the day the service is established.

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Centrex Service

**Conditions and Regulations**

A Centrex customer must have a minimum of two Centrex lines.

The minimum charge period for services provided under this tariff shall be for one month or as specified in the Centrex Service Contract.

Centrex is offered subject to the availability of outside plant and/or Central Office facilities.

One directory listing is provided without charge for each Centrex customer.

Subsequent line additions and/or deletions to the original service will be handled by the Telephone Company upon notification from the customer.

Subsequent additions will be based upon the needs of the customer.

Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines in service will be considered a termination liability. If the reduction causes the total number of lines to fall into a different contract group, all remaining lines will be billed at the rates specified in the Centrex Service Contract.

Termination Liabilities shall be treated as follows:

If the service is cancelled by the customer after installation of the required equipment and facilities, but prior to the establishment of the service, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying contracted monthly rate by twelve months.

Where an order for Centrex service is cancelled before the installation is completed, all expenses incurred in connection with the handling of the request before notice of cancellation is received may be billed to the subscriber; such charge, however, is not to exceed all charges applicable if the service had been installed.

Reduction and/or waiver of service establishment charges may be offered as follows:

At the Telephone Company's discretion, nonrecurring service establishment charges may be reduced or waived during promotional campaigns and/or as a part of customer negotiations.

All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).

Intercom calls between lines in a Centrex group are not subject to local measured service.

The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served by the same Central Office.

When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station at which the call is answered. The charge is applicable to each call answered, including the Call

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

Centrex Service (cont'd)

Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

Centrex service does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate tariff, contract, or may be provided by the customer.

Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the general tariff.

Rates and Charges

Line Rates

The contracted monthly rates for Centrex lines may include the following standard features:

- (1) DTMF Signaling
- (2) Direct Inward Dialing\*
- (3) Direct Outward Dialing\*
- (4) Business Group Automatic Identified Outward Dialing
- (5) Intercom Dialing
- (6) Call Hold
- (7) Three-Way Calling
- (8) Call Transfer

Centrex Rates are priced on Individual Case Basis (ICB).



**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

REMOTE CALL FORWARDING

1. General

- A. Remote Call Forwarding is an exchange service that utilizes a telephone number and ESS central office facility in the RCF local calling area to forward automatically all incoming calls dialed to the RCF telephone number to another telephone number.
- B. RCF can be offered as an individual service or as an additional feature with Foreign Exchange Service. In the latter offering, RCF is used as an overflow when the Foreign Exchange line is busy.
- C. This service is only available where the terminating station line has incoming-call dial capability.
- D. Remote Call Forwarding (RCF) Service is offered subject to availability of suitable facilities.
- E. RCF Service is not offered where the terminating station is a coin telephone.
- F. The Company will not provide identification of the originating telephone number to the RCF customer.
- G. Under certain distances and routing, transmission quality will not meet Bell System transmission objectives and may not always be satisfactory to the customer.
- H. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
- I. Call Forwarding should not be offered as a feature at the RCF Terminating station line.
- J. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF Service shall be subject to termination.
- K. If the use of Remote Call Forwarding Service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, i.e., nonresidential, or if the listing used is such as to indicate nonresidential use, then calls will not be forwarded to any telephone number for which residential rates apply.

Rates and Charges

The following charges are for the Remote Call Forwarding feature only and are in addition to applicable charges for service and equipment with which it is used.

A. Remote Call Forwarding

1) **Ackerman, Chester, Eagle Lake, Holly Bluff, Isola, Louise and Merigold Exchanges**

- a) Per feature arranged and one access path for either interexchange, intraexchange or local calling area per service request.

	<u>Installation Charges</u>	<u>Monthly Rate</u>
Each	\$ 13.00	\$ 16.64

- b) Additional Access Path  
(with Initial Installation) – \$ 16.64

FRANKLIN TELEPHONE COMPANY, INC.  
Domestic Informational Price List

SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES

REMOTE CALL FORWARDING (cont'd)

Artesia-Crawford, Barlow, Benndale, Crosby, Eddiceton, Hermanville, Janice,  
Meadville, New Augusta and New Hebron Exchanges

a)	Per feature arranged and one access path For either interexchange, intraexchange or local calling area per service request.	Installation <u>Charges</u>	Monthly <u>Rate</u>
	Each	\$ 13.00	\$ 8.32
b)	Additional Access Path (with Initial Installation)	–	\$ 8.32

Rates and Charges

Message Charges

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges:

A charge for that portion of the call from the originating station line to the call forwarding location, and

A charge for that portion of the call from the call forwarding location to the terminating station line.

The respective charge for each such portion shall be as follows:

Between the originating station line and call forwarding location. The charge for this portion of a remotely forwarded call shall be the charge specified in this Tariff, or any other applicable Tariff, for the type of call involved.

Between the call forwarding location and the terminating station line. The Remote Call Forwarding customer is responsible for the applicable toll charges specified in this tariff or any other applicable tariff. The preceding charges apply to all calls answered at the terminating station line, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

Subsequent Additions and Charges

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

REMOTE CALL FORWARDING (cont'd)

**Ackerman, Chester, Eagle Lake, Holly Bluff, Isola, Louise and Merigold Exchanges**

	a) Additional Access Path, first addition	<u>Installation Charges</u>	<u>Monthly Rate</u>
	Per occasion	\$ 13.00	\$ 16.64
	b) Additional Access Path at same time as 2.A.1)a) preceding		
Each	--		\$ 16.64

**Artesia-Crawford, Barlow, Benndale, Crosby, Eddiceton, Hermanville, Janice, Meadville, New Augusta and New Hebron Exchanges**

	a) Additional Access Path, first addition	<u>Installation Charges</u>	<u>Monthly Rate</u>
	Per occasion	\$ 13.00	\$ 8.32
	b) Additional Access Path at same time as 2.A.2)a) preceding		
	Each	--	\$ 8.32

To change the number at the call forwarding location, a nonrecurring charge specified in Section IV of this tariff is applicable.

To change the number to which calls are forwarded at the request of the customer, a nonrecurring charge specified in Section IV of this tariff is applicable.

Directory Listings

One listing in the directory covering the exchange in which the call forwarding central office is located, is provided without additional charge.

Minimum Contract Period

The minimum contract period for this service is two months.

**FRANKLIN TELEPHONE COMPANY, INC.**  
**Domestic Informational Price List**

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**SECTION 3 – SERVICE DESCRIPTIONS, RATES, AND CHARGES**

711 Dialing Code for Telephone Relay Service (TRS)

The Company provides the use of the telephone number “711” free of charge to the general public as prescribed by the Federal Communications Commission in its Docket 92-105. Telecommunications Relay Services permit persons with hearing, speech, visual, or motion disabilities to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. TRS users may dial “711” to reach an operator who will help set up a TRS call.

811 Dialing Code for Mississippi 811

The Company provides the telephone number “811” for use of excavators who must dig underground to install facilities of any kind. Prior notification of all excavation and subsequent location of pre-existing underground facilities are required by law. Visit [www.ms811.org](http://www.ms811.org) to find complete information.

911 – Universal Emergency Number Service

The Company provides the telephone number “911” for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number provides each caller telephone access at no charge to a local PSAP to report emergencies. Special features included are Forced Disconnect which permits the PSAP attendant to release a connection even though the caller has not disconnected the call and Idle Tone Application which allow the PSAP attendant to distinguish between an abandoned call and a call from a caller who cannot speak. The rates and charges below apply to providers of 911 Emergency Services.

Rates and Charges

911 Exchange Lines:	\$125.00 per month, per trunk includes ANI functions
Updates of SALI database:	\$325.00 per month

988 – National Suicide Prevention Lifeline

The Company provides the use of the telephone number “988” free of charge to the general public as prescribed by the Federal Communications Commission in its Docket 21-119. Calls dialed 988 are transmitted to toll-free number for the Suicide Prevention Lifeline.