

EXCHANGE ACCESS SERVICE**A. Rates**1. Schedule of Rates by Rate Groups – Residence^{/1,5/}

| Rate Group | Exchange Access Arrangements | 1FW Flat Rate Single Line | LFV LifeLine Flat Rate Single Rate | LMW LifeLine Measured ^{/3,4,8/} | R1W Standard Use Measured ^{/2,4,8/} |
|--|------------------------------|---------------------------|------------------------------------|--|--|
| I ^{/6/} I | 1- 3,000 | \$33.00 33.00 | \$ 33.00 (R) | \$36.00 (R) 36.00 (R) | \$ 39.00 39.00 |
| II ^{/6/} II | 3,001-18,000 | 33.00 33.00 | 33.00 (R) | 36.00 (R) 36.00 (R) | 39.00 39.00 |
| III ^{/6/} III ^{/7/} | 18,001-72,000 | 33.00 33.00 | 33.00 (R) | 36.00 (R) 36.00 (R) | 39.00 39.00 |
| IV ^{/6/} IV | 72,001 & Over | 33.00 33.00 | 33.00 (R) | 36.00 (R) 36.00 (R) | 39.00 39.00 |

/1/ Refer to specific Sections within this Guidebook for rules, regulations and other service rates for use with residence service.

/2/ This service may be used with residence telephone service, key telephones, PBX systems or any other type of terminal equipment.

/3/ Includes the first 40 direct dial local calls.

/4/ See *C. Measured Service*, following for applicable usage charges.

/5/ The priority provisioning and restoration of services offered under this guidebook relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System shall be pursuant to the regulations and rates as set forth in Part 8, Section 5.

/6/ Effective March 9, 1994, these rates are grandfathered for existing rotary customers at existing locations.

/7/ Calls placed from customers that reside in the Elkins City Limits are not charged for 1+ dialed calls to the Elkins "643" exchange.

/8/ This service is obsolete for residence customers, except for existing installations at existing locations for existing residence customers who subscribed to the service prior to July 3, 2013.

For application of this Guidebook, such regulations, rates and charges shall be interpreted to apply on a "per request, per line/trunk" basis.

EXCHANGE ACCESS SERVICE (cont'd)**A. Rates (cont'd)**1. Schedule of Rates by Rate Groups – Business^{/4,6/}

| Rate Group | Exchange Access Arrangements | Flat Rate Single Line ^{/9,10/} | Measured ^{/1,2,3/} | 911 or Inward Only PBX Trunks ^{/10/} | PBX Trunk ^{/2,7,9,10/} | Flat Rate Multi-Line ^{/9,10/} | |
|--------------------|------------------------------|---|-----------------------------|---|---------------------------------|--|-----|
| I ^{/5/} | 1-3,000 | \$ 419.00 | \$ 419.00 | | \$555.00 | \$ 419.00 | (I) |
| I | | 419.00 | 419.00 | \$555.00 | 555.00 | 419.00 | (I) |
| II ^{/5/} | 3,001-18,000 | 419.00 | 419.00 | | 555.00 | 419.00 | (I) |
| II | | 419.00 | 419.00 | 555.00 | 555.00 | 419.00 | (I) |
| III ^{/5/} | 18,001-72,000 | 419.00 | 419.00 | | 555.00 | 419.00 | (I) |
| III ^{/8/} | | 419.00 | 419.00 | 555.00 | 555.00 | 419.00 | (I) |
| IV ^{/5/} | 72,001 & Over | 419.00 | 419.00 | | 555.00 | 419.00 | (I) |
| IV | | 419.00 | 419.00 | 555.00 | 555.00 | 419.00 | (I) |

/1/ This service may be used with business single line telephone service, key telephones, PBX systems or any other type of terminal equipment except coin telephone service.

/2/ Applicable to Special Trunks to the Long Distance Message Telecommunications Switchboards furnished to hotel-motels.

/3/ See *C. Measured Service*, following for applicable usage charges.

/4/ The priority provisioning and restoration of services offered under this Guidebook relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System shall be pursuant to the regulations and rates as set forth in Part 8, Section 5 of this Guidebook.

/5/ Effective March 9, 1994, these rates are grandfathered for existing rotary customers at existing locations.

/6/ Special Local Exchange Rates: Increments for provision of non-optional Extended Area Service (EAS) will be added when applicable.

/7/ EAS: Not applicable to special trunks to the Long Distance Message Telecommunications switchboards furnished to hotel-motels.

/8/ Calls placed from customers that reside in the Elkins city limits are not charged for 1+ dialed calls to the Elkins "643" exchange.

/9/ Flat Rate Business Lines and Analog Trunks are eligible for SmartPayment PlanSM as described in Part 2, Section 3 of this Guidebook.

/10/ Refer to Part 20, Section 4 for term pricing discounts.

For application in this Guidebook, such regulations, rates and charges shall be interpreted to apply on a "per request, per line/trunk" basis.

EXCHANGE ACCESS SERVICE (cont'd)**A. Rates (cont'd)**

3. Local Exchange Service Features

a. Hunting^{/1/}

Rotary Hunt. The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group, completing the call to the first idle line encountered. Unless the first line is called, only a portion of the group is hunted.

Circle Hunt. Permits a complete hunt over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.

Rates: The rates and charges shown below apply to each line arranged for hunting:

| | <u>USOC</u> | <u>Monthly Recurring</u> | <u>Installation Charge</u> ^{/2/} |
|--------------|-------------|------------------------------|---|
| Rotary..... | HSHT | \$26.00(I) | \$3.00 ^{/3/} |
| Circle | HSCH | 26.00(I) | 3.00 |

/1/ Not applicable with Direct Inward Dial (DID) Service.

/2/ Installation charges apply in addition to Service Charges as specified in Part 3, Section 1.

/3/ This charge is waived if the customer subscribes to Custom BizSaver and this hunting feature is required to establish a Multi-line bundle or establish an Additional Line Option 2 and the customer is coming to the Company from another carrier.

EXCHANGE ACCESS SERVICE (cont'd)**A. Rates (cont'd)**

3. Local Exchange Service Features - (cont'd)

b. Improved Transmission Services

1. Improved Voice Grade Transmission

Facilities designed with transmission and service grade improved. Normally required when voice grade line is connected to customer provided switching systems.

| | <u>USOC</u> | <u>Monthly Recurring</u> |
|----------------|-------------|------------------------------|
| Per line | LOS | \$3.00 ^{/1/} |

2. Improved Data Transmission

Improved frequency response conditioning (attenuation distortion) may be required when voice grade line is connected to customer provided data terminal.

| | <u>USOC</u> | <u>Monthly Recurring</u> |
|----------------|-------------|------------------------------|
| Per line | CQ4 | \$2.00 ^{/1/} |

c. Open Switch Interval Protection

Additional equipment on a customer's local exchange line necessary to overcome the occurrence of open switching intervals resulting from an incompatibility of certain customer provided equipment with the Company's Central Office.

| | <u>USOC</u> | <u>Monthly Recurring</u> | <u>Installation Charge</u> ^{/2/} |
|----------------|-------------|------------------------------|---|
| Per line | 53W | \$5.00 | \$5.50 |

/1/ See Part 3, Section 1 for applicable service charges.

/2/ Installation charges apply in addition to the Service Charges specified in Part 3, Section 1.

EXCHANGE ACCESS SERVICE (cont'd)**B. Special Local Exchange Rates – Extended Area Service Charges**

1. Rate Group I EAA's = 1 - 3,000

| <u>Originating Exchange</u> | Residence | Business | | <u>Terminating Exchange(s)</u> |
|---------------------------------|----------------------------------|----------------------------------|--|--------------------------------|
| | <u>Flat Rate Single Line</u> | <u>Flat Rate Single Line</u> | <u>PBX Trunk or Multi-Line^{/1/}</u> | |
| Altheimer | \$4.80 | \$10.05 | \$12.06 | Pine Bluff |
| Bauxite | 2.25 | 4.70 | 5.64 | Benton |
| Blackfish Lake | 4.40 | 9.20 | 11.04 | West Memphis |
| Calion | 3.15 | 6.60 | 7.92 | El Dorado |
| Cash | 7.20 | 15.10 | 18.12 | Jonesboro |
| Center Ridge | 5.45 | 11.40 | 13.68 | Cleveland, Morrilton |
| Cherry Valley | 3.00 | 6.30 | 7.56 | Hickory Ridge, Wynne |
| Cleveland | 5.45 | 11.40 | 13.68 | Center Ridge, Morrilton |
| Concord | 0.46 | 0.92 | 1.10 | Greers Ferry, Heber Springs |
| Crawfordsville | 2.70 | 5.65 | 6.78 | West Memphis |
| Crystal Springs | 6.90 | 14.45 | 17.34 | Hot Springs |
| Dell | 3.60 | 7.55 | 9.06 | Blytheville |
| Grady | 6.10 | 12.80 | 15.36 | Pine Bluff |
| Greers Ferry | 0.46 | 0.92 | 1.10 | Concord, Heber Springs |
| Hickory Ridge | 3.20 | 6.70 | 8.04 | Cherry Valley, Wynne |
| Jones Mill | 5.20 | 10.90 | 13.08 | Hot Springs, Malvern |
| Lonsdale | 3.50 | 7.35 | 8.82 | Benton |
| Luxora | 2.25 | 4.70 | 5.64 | Osceola |
| Macedonia | 2.40 | 5.05 | 6.06 | Magnolia |
| McNeil | 2.25 | 4.70 | 5.64 | Magnolia |

/1/ EAS is not applicable to special trunks to the Long Distance Message Telecommunications switchboards furnished to hotel-motels.

EXCHANGE ACCESS SERVICE (cont'd)**B. Special Local Exchange Rates – Extended Area Service Charges (cont'd)**

1. Rate Group I EAA's = 1 - 3,000 (cont'd)

| <u>Originating Exchange</u> | Residence | Business | | <u>Terminating Exchange(s)</u> |
|---------------------------------|----------------------------------|----------------------------------|--|--------------------------------|
| | <u>Flat Rate Single Line</u> | <u>Flat Rate Single Line</u> | <u>PBX Trunk or Multi-Line^{/1/}</u> | |
| Moro | \$3.00 | \$6.30 | \$7.56 | Marianna |
| Natural Dam | 3.60 | 7.55 | 9.06 | Van Buren |
| Newark | 0.60 | 1.20 | 1.44 | Batesville |
| Norphlet | 2.25 | 4.70 | 5.64 | El Dorado |
| Oil Trough | 0.50 | 1.00 | 1.20 | Batesville |
| Tupelo | 5.60 | 11.75 | 14.10 | Newport |
| Village | 3.20 | 6.70 | 8.04 | Magnolia |
| Wilmar | 2.25 | 4.70 | 5.64 | Monticello |

/1/ EAS is not applicable to special trunks to the Long Distance Message Telecommunications switchboards furnished to hotel-motels.

EXCHANGE ACCESS SERVICE (cont'd)**B. Special Local Exchange Rates – Extended Area Service Charges (cont'd)**

2. Rate Group I EAA's = 3,001 - 18,000

| <u>Originating Exchange</u> | Residence | Business | | <u>Terminating Exchange(s)</u> |
|---------------------------------|----------------------------------|----------------------------------|--|--|
| | <u>Flat Rate Single Line</u> | <u>Flat Rate Single Line</u> | <u>PBX Trunk or Multi-Line^{/1/}</u> | |
| Blytheville | NA | NA | NA | Dell |
| Heber Springs | \$0.46 | \$0.92 | \$1.10 | Concord, Greers Ferry |
| Magnolia | NA | NA | NA | McNeil, Macedonia, Village |
| Malvern | NA | NA | NA | Jones Mill |
| Marianna | NA | NA | NA | Moro |
| Marion | 6.51 | 13.02 | 15.62 | West Memphis, Memphis Metro |
| Monticello | NA | NA | NA | Wilmar |
| Morrilton | 0.40 | 0.85 | 1.02 | Center Ridge, Cleveland |
| Newport | 0.15 | 0.30 | 0.36 | Tupelo |
| Osceola | NA | NA | NA | Luxora |
| Searcy | NA | NA | NA | Kensett |
| Van Buren | 2.10 | 4.40 | 5.28 | Ft. Smith, Natural Dam |
| West Memphis | 6.51 | 13.02 | 15.62 | Blackfish Lake, Crawfordville, Marion, Memphis Metro (includes Tennessee & Mississippi) |
| Wynne | 0.60 | 1.25 | 1.50 | Cherry Valley, Hickory Ridge |

/1/ EAS is not applicable to special trunks to the Long Distance Message Telecommunications switchboards furnished to hotel-motels.

EXCHANGE ACCESS SERVICE (cont'd)**B. Special Local Exchange Rates – Extended Area Service Charges**

3. Rate Group III EAA's = 18,001 - 72,000

| <u>Originating Exchange</u> | Residence | Business | | <u>Terminating Exchange(s)</u> |
|---------------------------------|----------------------------------|----------------------------------|--|---|
| | <u>Flat Rate Single Line</u> | <u>Flat Rate Single Line</u> | <u>PBX Trunk or Multi-Line^{/1/}</u> | |
| Benton | NA | NA | NA | Bauxite, Lonsdale |
| Bentonville/ Bella Vista | \$1.40 | \$2.95 | \$3.54 | Rogers |
| El Dorado | NA | NA | NA | Calion, Norphlet |
| Fayetteville | 0.55 | 1.15 | 1.38 | Farmington, Springdale, West Fork |
| Fort Smith | NA | NA | NA | Van Buren, Pocola OK, Muldro OK |
| Hot Springs | NA | NA | NA | Crystal Springs, Jones Mill |
| Jonesboro | NA | NA | NA | Cash |
| Pine Bluff | NA | NA | NA | Altheimer, Grady |
| Rogers | 1.40 | 2.95 | 3.54 | Bentonville, South Lowell |
| North Lowell | 3.30 | 6.90 | 8.28 | Bentonville, South Lowell |
| Springdale | 2.60 | 5.45 | 6.54 | Elm Springs, Fayetteville North Lowell |
| South Lowell | 3.30 | 6.90 | 8.28 | Elm Springs, Fayetteville North Lowell |

/1/ EAS is not applicable to special trunks to the Long Distance Message Telecommunications switchboards furnished to hotel-motels.

EXCHANGE ACCESS SERVICE (cont'd)**C. Measured Service^{/1/}**

1. Application of Guidebook

Measured Service consists of a charge for the exchange access line as contained in A. *Rates*, above and usage charges in C.3, following.

2. General Regulations

- a. Usage charges in C.3.A. following apply to all Dial Station-To-Station calls except those that are placed to the Company, i.e., directory assistance, repair service, business office, the authorized local emergency number 911 (if applicable) and Feature Group B Access Services. Mileage will be calculated using V and H coordinates of serving offices in the same manner as long distance mileage.
- b. Service Connection Charges apply to Measured Service as provided in C.3,h. and C.3.i., following and in Part 3, Section 1.

3. Rates

a. Local Usage Charges

Initial
Minute Rate

4¢

Each Additional
Minute Rate

1½¢

(C)

(C)

b. Discount percentages and periods are as follows:

The following percentages will apply to local calls made during the discount periods:

| | Mon. | Tue. | Wed. | Thu. | Fri. | Sat. | Sun |
|---------|--|------|------|------|------|------|-----|
| 9:00 AM | Day Rate Period Full Rate | | | | | | |
| 9:00 PM | | | | | | | |
| 9:00 PM | Night Rate & Weekend Rate Period 75% Discount | | | | | | |
| 9:00 AM | | | | | | | |

On Christmas Day (December 25) and on New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day the holiday rate applicable is the night rate. Discounts do not apply to operator handled service charges as specified following.

/1/ This service is obsolete for residence customers, except for existing installations at existing locations for existing residence customers who subscribed to the service prior to July 3, 2013.

EXCHANGE ACCESS SERVICE (cont'd)**C. Measured Service^{/1/} (cont'd)**

3. Rates (cont'd)

- c. For all messages other than Dial Station-To-Station, the Operator Station-To-Station Service Charge as specified in Part 11, Section 1 of this Guidebook applies. This charge is in addition to the usage charges as specified in C.3.a., preceding.^{/2/} (C)
(C)
- d. The methods of applying usage are the same as specified in Part 9, Section 2 of this Guidebook.
- e. Usage billing will be on a summary basis.
- f. This service is offered subject to the condition that no other type of exchange service is provided on the same premises for the same customer.
- g. Discounted Rates Applicable to Messages Placed by Certified Hearing and/or Speech Disabled Residence Customers.

Disabled persons who have been certified to the Company as having a hearing or speech impairment which necessitates that they communicate via a telecommunications device (e.g., teletypewriter or similar keyboard communications equipment) will receive, upon written application to the Company, a reduction on measured service dial station to station calls placed from the premises of the certified residence account where the telecommunications device is located.

On all directly dialed calls, a 50 percent discount will apply to usage charges. This discount is in addition to the rate discounts and application periods shown in paragraph C.3.b., preceding.

Certification of the hearing and/or speech disability requires the completion of an application form certified by a physician, otolaryngologist, audiologist, licensed speech language pathologist or an authorized agency representing hearing and speech disabled individuals.

- h. Apply 50% of the Service and Equipment Charge (Part 3, Section 1, D.4.) to orders changing to residence measured service from another grade and/or type of residence exchange service or vice versa. This also applies to changes between types of residence measured service.
- i. See Part 3, Section 1, C.4., in this Guidebook for instances when the Service and Equipment Charge (Part 3, Section 1, D.4.) does not apply.

/1/ This service is obsolete for residence customers, except for existing installations at existing locations for existing residence customers who subscribed to the service prior to July 3, 2013.

/2/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

(N)
(N)

EXCHANGE ACCESS SERVICE (cont'd)**D. MetroPlus Service**

1. Service Description

MetroPlus is an optional service whereby the customers in an exchange may place calls to and receive calls from another specified exchange on an unlimited basis for a flat monthly fee.

2. General Regulations

- a. Unless specified herein, the rates and charges are for a period of one month and are payable in advance.
- b. The minimum contract period for this service is one month.
- c. This service shall not be shared or jointly used.
- d. The Service and Equipment Charges found in Part 3, Section 1, *D.5.*, in this Guidebook will pertain to the application of this service, except as follows:

The charge to change a telephone number, as specified in Part 3, Section 1, *D.5.*, in this Guidebook, does not apply when a customer disconnects MetroPlus service.
- e. This optional service shall be available to specific grades of single-party residence and business service listed beneath the exchanges specified, however, this service is not offered in conjunction with Customer Owned Pay Telephone Service.
- f. This service is not provided in conjunction with Foreign Exchange Service or Foreign Serving office.
- g. In situations where a hunting arrangement is provided by the Company, MetroPlus lines may not be configured to hunt to non-MetroPlus lines.
- h. In situations where several telephone lines or trunks share the same working telephone number, if one such line has MetroPlus, all lines must subscribe to the service.
- i. This plan is available to hotel/motel customers for administrative use only.
- j. At the Company's discretion, this service may be offered to exchanges not listed in paragraphs D.3.a., and D.3.b., following under customer specific contracts.

EXCHANGE ACCESS SERVICE (cont'd)**D. MetroPlus Service (cont'd)****3. Calling Scope and Rates**

The rates for this service are inclusive of Local Exchange Access Service rates. They do not apply in addition to basic Local Exchange Access rates, but in place of basic Local Exchange Access Service rates.

MetroPlus expanded calling scopes apply in addition to any mandatory extended area service calling scope, as defined in section *B.*, preceding.

- a. Bauxite - Two-way flat rate calling to and from all zones in the Little Rock Metropolitan Exchange.

| | <u>Rates</u> | |
|------------------|--------------|-----|
| Residence | \$41.95 | |
| Lifeline Service | 41.95 | |
| Business /1EL/ | 473.00 | (l) |
| Trunk /1NK/ | 473.00 | (l) |

- b. Benton - Two-way flat rate calling to and from all zones in the Little Rock Metropolitan Exchange.

| | <u>Rates</u> | |
|------------------|--------------|-----|
| Residence | \$41.95 | |
| Lifeline Service | 41.95 | |
| Business /1EL/ | 473.00 | (l) |
| Trunk /1NK/ | 473.00 | (l) |

CLEC OPERATIONS**A. General**

1. AT&T Arkansas is authorized to provide telecommunications services as a Competitive Local Exchange Carrier (CLEC) in all CenturyTel exchanges formerly served by GTE pursuant to Order No. 1 in Docket No. 96-368-U.
2. Where AT&T Arkansas facilities are available in the service areas in which CenturyTel is the Incumbent Local Exchange Carrier, AT&T Arkansas concurs with the service area maps and legal descriptions of CenturyTel.
3. Services provided to the exchanges listed in paragraph 4. below are limited to areas where appropriate AT&T Arkansas facilities exist and will be offered at AT&T Arkansas' discretion.
4. AT&T Arkansas CLEC Exchanges, NXXs and Local Calling Scopes

| <u>Exchange</u> | <u>NXXs</u> | <u>Local Calling Scope</u> |
|-----------------|---|--|
| Elm Springs | 203 205 ^{/1/} 333 844 | Elm Springs Springdale Bentonville Rogers |
| Centerton | 224 | Centerton Bentonville Rogers |

| 5. Rates | | Residence Rates | |
|--|---|--|--|
| 1FW Flat Rate <u>Single Line</u> | LFV Lifeline Flat Rate <u>Single Line</u> | LMW Lifeline <u>Measured</u> <small>/3,4,5/</small> | R1W Standard Use <u>Measured</u> <small>/2,4,5/</small> |
| \$33.00 | \$33.00 (R) | \$36.00 (R) | \$39.00 |

- /1/ The Elm Springs 205 NXX is available to customers under a customer specific contract.
- /2/ This service may be used with residence telephone service, key telephones, PBX systems or any other type of terminal equipment.
- /3/ Includes the first 40 direct dial calls.
- /4/ See paragraph C.3.a. (Measured Service) under *Exchange Access Service* found earlier in this Section for applicable usage charges.
- /5/ This service is obsolete for residence customers, except for existing installations at existing locations for existing residence customers who subscribed to the service prior to July 3, 2013.

CLEC OPERATIONS (cont'd)**A. General (cont'd)**

5. Rates (cont'd)

Business Rates

| <u>Flat Rate</u> <u>Single Line</u> <i>/2,3/</i> | <u>Multi Line</u> <i>/2,3,5/</i> | <u>Measured</u> <i>/1,4,5/</i> | 911 or Inward Only <u>PBX Trunks</u> <i>/3/</i> | <u>PBX Trunks</u> <i>/2,3,5/</i> | |
|--|-------------------------------------|-----------------------------------|---|-------------------------------------|-----|
| \$419.00 | \$419.00 | \$419.00 | \$555.00 | \$555.00 | (l) |

/1/ See paragraph C.3.a. (Measured Service) under *Exchange Access Service* found earlier in this Section for applicable usage charges.

/2/ Flat Rate Business Lines and Analog Trunks are eligible for SmartPayment PlanSM as described in Part 2, Section 3.

/3/ Refer to *Term Pricing Plan* in Part 20, 4 for term pricing discounts.

/4/ This service may be used with business single line telephone service, key telephones, PBX systems or any other type of terminal equipment except coin telephone service.

/5/ Applicable to Special Trunks to Long Distance Message Telecommunications Switchboards furnished to hotel-motels.