

OPTIONAL CALLING PLAN**A. General**

The Optional Calling Plan is furnished under the guidelines contained in this Guidebook.

1. The Optional Calling Plan is an optional plan for one-way originating dial station-to-station intrastate intraLATA messages offered to residential and business local exchange customers. For all other classes of messages other than dial station-to-station, the appropriate calling rates and charges as specified in Part 9, Section 1 apply. Dial station-to-station service is that service where the person originating the call from other than a pay telephone dials the telephone number desired and the call is completed without the assistance of a Company operator and the call is not billed to a number other than the originating telephone number except: when an operator records the originating telephone number where no automatic recording equipment is available; when an operator reaches the called telephone number where service components are not available for dial completion; when an operator places a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap; and when an operator re-establishes a call which has been interrupted after the called number has been reached.
2. The Optional Calling Plan will be provided subject to equipment availability.
3. This plan is not offered with Customer Owned Pay Telephone Service, Foreign Exchange, Foreign Zone Service and Foreign Serving Office.
4. This plan is available to hotel/motel customers, interexchange carriers, resellers, or cellular carriers for administrative use only. Interexchange carrier denotes any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged for hire in intrastate/interstate communication by wire or radio, between two or more exchanges. A reseller is a customer that subscribes to communications services or facilities by one entity and reoffers communications services to its patrons for payment.
5. This plan may not be used with any service that is shared or resold.
6. Customers may subscribe to more than one Optional Calling Plan where the capability exists. Calls will be rated by only one pricing option. Calls applicable to more than one plan will be billed in the following sequence:

- 1st Designated Number Plan
- 2nd Extended Community Saver Plan
- 3rd Circle Saver Trial Plan-Fort Smith LATA
- 4th Circle Saver Plan
- 5th 1+ Saver

The minimum contract period for an Optional Calling Plan is 30 days.

OPTIONAL CALLING PLAN (cont'd)**A. General (cont'd)**

7. Distance for the Circle Saver plan is based on the V-H mileage between rate centers as defined and calculated in Part 9, Section 2.
8. 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 dial station-to-station calls placed from the premises of the certified residence account where the telecommunications device is located.

On all dial station-to-station calls under the Optional Calling Plan, a 50 percent discount will apply to recurring and usage charges on block of time plans. No discount applies to the unlimited option.

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.

9. To the extent applicable and where not specified in this Guidebook the general regulations in Part 9, Section 1 are herein incorporated by reference.
10. The Company may offer temporary rates and incentives during certain specified periods for the purpose of encouraging residential and business customer interest in and evaluation of a particular service offering as provided for in Part 2, Section 2.

B. Designated Number Plan

1. This option provides for one-way originating calling to a designated telephone number within the LATA. Customers subscribing to this option receive unlimited calling to the designated number at a fixed monthly rate. Designated number will be provided where billing capabilities exist.
2. Designated Number cannot be used for the aggregation of toll traffic of multiple end users. This includes, but is not limited to, the prohibition of Designated Number when combined with any of the following services: TeleBranch, Preferred Number Service, Simultaneous Call Forwarding and other like services.

3. Rates**Unlimited Usage**

| <u>USOC</u> | <u>Monthly Rate 1st Hour</u> | <u>Monthly Rate Each Add'l Number</u> |
|-----------------------|----------------------------------|---|
| Business, per account | OANXX OANAX | 19.95 ^{/1} - \$60.00 ^{/1} (I) |
| | | |

^{/1} This Plan is obsolete for business customers, except for existing installations at existing locations for existing business customers who subscribed prior to March 31, 2012.

OPTIONAL CALLING PLAN (cont'd)**C. Community Calling Service**

1. This option provides for one-way originating calling to designated calling points within the LATA. There are no criteria or qualifications applicable to the determination of Community Calling Service calling points. An originating exchange/zone which has a calling point(s) under Community Calling Service may not also qualify for an extended community under Extended Community Saver unless the calling point under Community Calling Service is a designated reciprocal route.

2. Rates

The following rates apply to each Community Calling Service calling point specified in paragraph E., to which a customer subscribes.

| a. Block-of-Time | <u>USOC</u> | Monthly Rate 1st Hour ^{/2/} | Additional Rate Per Minute |
|--|-------------|---|-------------------------------|
| Residence, per access line | SCFXA | \$14.00 | \$0.045 |
| Business, per access line ^{/3/} | | 2.70 | 0.045 |

The following rates apply for calling points designated in paragraph E., as "multiple calling points":

| | <u>USOC</u> | Monthly Rate 1st 2 Hours | Additional Rate Per Minute |
|--|-------------|-----------------------------|-------------------------------|
| Residence, per account | THX | \$10.00 ^{/1/} | \$0.045 |
| Business, per account ^{/3/} | | 5.40 ^{/1/} | 0.045 |

- b. Unlimited Usage

| | <u>USOC</u> | <u>Monthly Rate</u> | |
|--|-------------|---------------------|-----|
| Residence, per access line | SCFXB | \$29.00 | |
| Business, per access line ^{/3/} | | 107.00 | (I) |

The following rates apply for calling points designated in paragraph E., as "multiple calling points":

| | <u>USOC</u> | <u>Monthly Rate</u> |
|--|-------------|---------------------|
| Residence, per access line | TGX | \$36.00 |
| Business, per access line ^{/3/} | | 36.00 |

- c. Designated Calling Points

See paragraph E, for available calling points. No additional calling points for this option will be offered after January 1, 1993.

/1/ Includes first 120 minutes or fraction thereof of usage.

/2/ Includes first 60 minutes or fraction thereof of usage.

/3/ This Community Calling Service plan is obsolete for business customers, except for existing installations at existing locations for existing business customers who subscribed prior to September 30, 2011.

OPTIONAL CALLING PLAN (cont'd)**D. Local Plus^{SM/1}**

1. Service Description

- a. Local PlusSM is an optional one way, outward service where, for a monthly recurring flat rate additive, the Company's customers can place calls to other customers in Company exchanges that are located within their LATA.
- b. Calls included in this plan are dialed using a seven-digit or 10-digit local dialing pattern.

2. General Regulations

- a. The following Local PlusSM General Regulations are in addition to the General Regulations as specified in A., preceding.
- b. This service is furnished subject to the availability of the required telecommunications facilities and may not be available in all areas on the effective date of this Guidebook.
- c. Only direct dialed intraLATA calls originated from a subscribing line using the local dialing pattern are included in this plan.
- d. This service is available to single-party, flat rate residence and business customers, multiline customers, and MetroPlus customers^{/1}.
- e. This service is not available to Local Measured Service customers.
- f. This service is not offered in conjunction with WATS service, Feature Group A service, Telebranch, Simultaneous Call Forwarding, Remote Access to Call Forwarding and Call Forwarding-Busy Line and/or Don't Answer, when the number call forwarded to is beyond the mandatory flat rate calling scope.
- g. In general, customers are not required to purchase Local PlusSM for all lines on their account. Exceptions are as follows:
 - 1. In cases where a single working telephone number is used for multiple lines, if Local PlusSM is purchased for one line in the arrangement, it must be purchased for all of the lines.
 - 2. Within a multiline hunting arrangement, if one line has Local PlusSM, all lines must have Local PlusSM.

/1/ This Local Plus Optional Calling Plan is obsolete for residence customers, except for existing installations at existing locations for existing residence customers who subscribed prior to June 30, 2013.

OPTIONAL CALLING PLAN (cont'd)**D. Local PlusSM (cont'd)**

3. Rates

a. Unlimited Usage^{/1}

| | <u>USOC</u> | <u>Monthly Rate</u> | |
|----------------------------------|-------------|---------------------|-----|
| Residence, per access line | OLKOX | \$ 57.00 | |
| Business, per access line..... | | 728.11 | (I) |

/1/ This Local Plus Optional Calling Plan is obsolete for residence customers, except for existing installations at existing locations for existing residence customers who subscribed prior to June 30, 2013.

OPTIONAL CALLING PLAN (cont'd)**E. Community Calling Service Calling Points**

| <u>Originating Exchange/Zone</u> | <u>Calling Point</u> | <u>Implementation Date</u> |
|---|-----------------------------------|----------------------------|
| Batesville ^{/4/} | Newark | February 1, 1988 |
| Bauxite | Little Rock ^{/1/} | November 22, 1988 |
| Benton | Little Rock ^{/2/} | November 22, 1988 |
| Bryant-Collegeville Zone ^{/4/} | Bauxite | February 28, 1991 |
| Bryant-Collegeville Zone ^{/4/} | Benton | February 28, 1991 |
| Bryant-Collegeville Zone ^{/4/} | Bauxite and Benton ^{/5/} | February 28, 1991 |
| EI Dorado ^{/4/} | Urbana | February 28, 1991 |
| Fayetteville ^{/3//4/} | Elkins | June, 1991 |
| Ferndale Zone ^{/4/} | Benton | February 28, 1991 |
| Grubbs | Newport | November 22, 1988 |
| Hot Springs ^{/4/} | Jessieville | November 22, 1988 |
| Jessieville | Hot Springs | November 22, 1988 |
| Little Rock Principal Zone ^{/4/} | Bauxite | November 22, 1988 |
| Little Rock Principal Zone ^{/4/} | Benton | November 22, 1988 |

/1/ Includes Little Rock Principal Zone, Bryant-Collegeville Zone and Spring Lake Zone of the Little Rock Metropolitan Exchange.

/2/ Includes Little Rock Principal Zone, Bryant-Collegeville Zone and Ferndale Zone of the Little Rock Metropolitan Exchange.

/3/ 1+ calls to the Elkins "643" exchange made by Fayetteville customers who reside in the Elkins city limits and have a city tax code of ELK will not be billed a toll charge.

/4/ Denotes a route which was implemented as a reciprocal route to the requested route.

/5/ Denotes a route with multiple calling points.

OPTIONAL CALLING PLAN (cont'd)**E. Community Calling Service Calling Points (cont'd)**

| <u>Originating Exchange/Zone</u> | <u>Calling Point</u> | <u>Implementation Date</u> |
|---|--|----------------------------|
| Little Rock Principal Zone ^{/2/} | Cabot | February 28, 1991 |
| Little Rock Principal Zone ^{/2/} | England | February 28, 1991 |
| Little Rock Principal Zone ^{/2/} | Lonoke | February 28, 1991 |
| Little Rock Principal Zone ^{/2/} | Bauxite, Benton, Cabot, Lonoke, and England ^{/3/} | February 28, 1991 |
| Lonoke | Little Rock ^{/1/} | February 28, 1991 |
| Newark | Batesville | February 1, 1988 |
| Newport ^{/2/} | Grubbs | November 22, 1988 |
| Scott Zone ^{/2/} | Cabot | February 28, 1991 |
| Scott Zone ^{/2/} | England | February 28, 1991 |
| Scott Zone ^{/2/} | Lonoke | February 28, 1991 |
| Scott Zone ^{/2/} | Cabot, England, and Lonoke ^{/3/} | February 28, 1991 |
| Spring Lake Zone ^{/2/} | Bauxite | February 28, 1991 |
| Sylvan Hills-Sherwood Zone ^{/2/} | Cabot | February 28, 1991 |
| Urbana | El Dorado | February 28, 1991 |
| Van Buren ^{/2/} | Alma | December, 1991 |

^{/1/} Includes Little Rock Principal Zone, and Scott Zone of the Little Rock Metropolitan Exchange.^{/2/} Denotes a route which was implemented as a reciprocal route to the requested route.^{/3/} Denotes a route with multiple calling points.