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By:	Mary Anna Hite	Title:	General Manager

(T)

Pembroke Telephone Company, Inc.

Section C Eighteenth Revised Sheet 1 Cancels Seventeenth Revised Sheet 1

C. BASIC LOCAL EXCHANGE SERVICE

C.1 Local Exchange Rates

- C.1.1 Definitions
 - C.1.1.1 Network Access Charge The recurring monthly charge for residential or business service that accounts for network services through the protector. This covers the Company's cost for bringing the entire national network to the local premises.

C.1.2 Monthly Exchange Rates:

C.1.1.3

C.1.1.2 Local Calling Area Pembroke Includes:

Claxton Hinesville Pooler Savannah Tybee Island	Ellabell Keller Richmond Hill South Guyton	Guyton Nevils Rincon Springfield	
<u>Service</u>		Monthly Rate	
Residence 1-Party		\$20.83	
Business 1-Party		\$43.77	
TRK Flat 2-Way		\$64.27	
COCOT		\$64.27	
Local Calling Area	Ellabell Includes:		
Guyton Pembroke Rincon Springfield	Keller Pooler Savannah Tybee Island	Nevils Richmond Hill South Guyton	
Service		Monthly Rate	
Residence 1-Party		\$20.62	(I)
Business 1-Party		\$37.86	
TRK Flat 2-Way		\$55.45	
COCOT		\$55.45	

C.2	Mileage Charges
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C.2.1	Reserved for Future Use	(D)
C.2.2	Extension Line Mileage	
	C.2.2.1 Reserved for Future Use	(D)

- C.2.2.2 For charges applying to private branch exchange stations not within the same exchange area as the serving switchboard, see Section I of this Tariff.
- C.2.3 Tie Line Mileage
 - C.2.3.1 For charges applying to tie line mileage within the same exchange area, see Section K of this Tariff.
 - C.2.3.2 For charges applying to tie line mileage connecting switchboards not in the same exchange area, see Section I of this Tariff.
- C.2.4 Private Line Mileage

For charges applying to private line mileage, see Section T of this Tariff.

C.2.5 Foreign Exchange Mileage

For charges applying to foreign exchange mileage, see Section I of this Tariff.

C.3 Extended Area Service

Extended area service will be provided between the Ellabell and Pembroke Exchanges.

Issued:November 15, 1986By:Robert Letcher

Effective:January 1, 1987Title:General Manager

Pembroke Telephone Company, Inc.

Section C Second Revised Sheet 3 Cancels Original Sheet 3

C. BASIC LOCAL EXCHANGE SERVICE

C.4 Maps

Maps which indicate and define the exchanges and certified limits can be seen in the local business office.

Issued: November 15, 1986 By: Robert Letcher Effective:January 1, 1987Title:General Manager

C. 5 Directory Assistance Service

C.5.1 General

	C.5.1.1	The Telephone Company furnishes access to a Directory Assistance Service for the	(T)
		purpose of aiding subscribers in obtaining telephone numbers.	(D)
			(D)
	C.5.1.2	No charge applies to visually handicapped or physically handicapped individuals who present a certificate signed by a physician or issued by an agency recognized by the State of Georgia as having the authority to certify the existence of such handicaps.	(N)
	C.5.1.3	Directory Assistance charges will apply to calls to Directory Assistance for telephone numbers of subscribers in the local calling area (maximum of two requested telephone numbers per call).	
	C.5.1.4	No credit will be given for requested listings that are nonpublished or nonlisted. No credit will be given for requested listings that are not found in the Company's directory assistance records.	(N)
C.5.2	Rates ar	nd Charges	
	C.5.2.1	A charge of \$1.25 is applicable for each inquiry for Directory Assistance.	(C)(I)
			(D)

(D)

Issued:March 10, 2003By:Mary Anna Hite

Effective:	April 9, 2003
Title:	Secretary-Treasurer

Pembroke Telephone Company, Inc.

C. BASIC LOCAL EXCHANGE SERVICE

C.6 Reserved for Future Use

(T)

Issued: June 11, 1999 By: Mary Anna Hite Effective:July 11, 1999Title:General Manager

C. BASIC LOCAL EXCHANGE SERVICE

C.7 County Wide Local Calling (Intra-County Only)

To provide local intra-county calling to all access lines within the geographic boundaries of a County, the Company will implement a County-Wide Local Calling Plan. The rates specified herein entitle subscribers to access all exchange access lines in the subscriber's county with the same Local Access and Transport Area (LATA), all exchange access lines bearing the central office designations of the subscribers exchange. All intra-county calls will be identified and treated as local calls.

- C.7.1 Intra-County Local Calling Area Exchanges
 - Ellabell Keller Pembroke¹ Richmond Hill

Note¹: The local calling area includes only exchange access lines located in the same county as the exchange access line where the call originates. (N)

Issued: June 28, 1991 By: Robert Letcher Effective:July 1, 1991Title:General Manager

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(T) C.8 Busy Line Verification and Emergency Interrupt Service C.8.1 General Busy Line Verification and Emergency Interrupt Service is furnished where and to the extent that (T) facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person. (T) C.8.1.1 Busy Line Verification (T) A. The Company furnishes Busy Line Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line. (T) B. A subscriber-originated request for verification of a local number other than an emergency agency number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order. (T) C.8.1.2 Emergency Interrupt Service A. The Company furnishes Emergency Interrupt Service when a subscriber who has (T) originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared. (T) B. A subscriber-originated request for Emergency Interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt request.

Issued: June 11, 1999 By: Mary Anna Hite

Effective:	July 11, 1999
Title:	General Manager

- C.8 Busy Line Verification and Emergency Interrupt Service
 - C.8.2 Application of Rates and Charges
 - C.8.2.1 .No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, *etc*.
 - C.8.2.2 Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
 - C.8.2.3 If the number verified is not in use, or as a result of interrupt the line is cleared, and at the calling party's request the operator completed the call, the charges for Operator Assisted Local Calls as explained in C.5.3 of this Tariff apply in addition to the applicable verifications and emergency interrupt charges.

A. Busy Line Verification Request

	1.	Each request	\$6.45	(I)
B.	Emergency Interrupt Request			
	1.	Each request ¹	\$6.45	(I)

Note¹: A charge for a Busy Line Verification Request also applies

Issued:December 22, 2010By:Mary Anna Hite

Effective:December 23, 2010Title:General Manager

- C.9 Operator Assisted Local Calls
 - C.9.1 General

All types of local exchange services have local calling areas which are areas that can be called on a flat rate basis (no charge for individual calls).

C.9.2 Local Dial Call

The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.

C.9.3 Service Charges

The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.

C.9.3.1 Station to station customer dialed credit card local call:

Each call \$1.00	(I)
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C.9.3.2 Station to Station operator assisted sent-paid, collect, billed to third number, and noncustomer dialed credit card calls:

Each call	\$2.50	()	I)
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C.9.3.3 Person to Person operator assisted local call:

Each call	\$5.00	(I)

C.9.4 Exemptions

The following operator assisted local calls are exempted from service charges:

- C.9.4.1 Calls to designated Company numbers for official telephone business.
- C.9.4.2 Emergency calls to recognizable authorized civil agencies.
- C.9.4.3 Those cases where a Company operator provides assistance to:
 - A. Re-establish a call which has been interrupted after the calling number has been reached.
 - B. Reach the calling telephone number where facility problems prevent customer dial completions.
 - C. Place a sent-paid call for a calling party who identifies himself as being disabled and unable to dial the call because of his disability.

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Effective:December 23, 2010Title:General Manager

Pembroke Telephone Company, Inc.

Section C Fourth Revised Sheet 10 Cancels Third Revised Sheet 10

C. BASIC LOCAL EXCHANGE SERVICE

C.10 Low Income Program

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers low-income assistance programs. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

C.10.1 Lifeline Assistance

- C.10.1.1 General
 - A. Lifeline Assistance is a non-transferable retail service offering for which qualifying residential low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for either voice telephony service (voice) or broadband internet access service (broadband) but not both.
 - B Voice telephony service includes the following services: voice-grade access to the public switched network or its functional equivalent; local usage; access to emergency services; and toll limitation.
 - C. Broadband service includes the following: the capability to transmit data to and receive data from all or substantially all Internet endpoints, including any capabilities that are incidental to and enable the operation of the communications service, but excluding dial-up service.

C.10.1.2 Regulations

Subscribers are eligible for Lifeline Assistance if:

- A. The subscriber's household income is at or below 135 percent of the Federal Poverty Guidelines, or
- B. The subscriber, or one or more of the subscriber's dependents or the subscriber's household, receives benefits from at least one of the following qualifying programs:

Medicaid;

Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps; Supplemental Security Income (SSI);

Supplemental Security Income (SSI);

Federal Public Housing Assistance;

Veterans Pension and Survivors Benefit Programs.

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(C)

Pembroke Telephone Company, Inc.

Section C Third Revised Sheet 11 Cancels Second Revised Sheet 11

C. BASIC LOCAL EXCHANGE SERVICE

C.10 Low Income Program (Cont'd)

C.10.1 Lifeline Assistance (Cont'd)

C.10.1.2 Regulations (Cont'd)

- D. In addition to meeting the qualifications provided in paragraph 1. or 2. of this section, in order to constitute a qualifying low-income customer, a customer must not already be receiving a Lifeline service (voice or broadband from either a wireless provider or fixed provider), and there must not be anyone else in the subscriber's household subscribed to a Lifeline service (voice or broadband from either a wireless provider or fixed provider). Further, the customer must subscribe to broadband service that meets the minimum service standards set forth in section 54.408 of the FCC rules.
- E. Until the National Lifeline Eligibility Verifier has been implemented in Georgia, each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that s/he receives benefits under a program outlined in sub-paragraphs (B)(1) through (B)(3), above, and must, on that same document, agree to notify the Company if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.
- F. A subscriber may elect at the time of subscription to voice Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.
- G. Voice Lifeline Assistance will not be disconnected for non-payment of toll charges unless the Company offers toll limitation without charge.
- F. The Company may not collect a service deposit in order to initiate voiceonly Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available or if the qualifying low-income subscriber elects a calling plan that does not distinguish between toll and non-toll calls in its pricing. If toll blocking is unavailable, then the Company may charge a service deposit.

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(C)

Pembroke Telephone Company, Inc.

C. BASIC LOCAL EXCHANGE SERVICE

- C.10 Low Income Programs (Cont'd)
 - C.10.1 Lifeline Assistance (Cont'd)
 - C.10.1.3 If an eligible customer chooses the support for voice service, then the Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal Subscriber Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.
 - C.10.1.4 To be eligible for Lifeline Assistance, qualifying customers who choose the support for voice service must subscribe to a flat-rate basic local exchange service offering that is made available in the Company's service area.
 - C.10.1.5 Partial payments that are received from Lifeline customers who choose the support for voice service shall first be applied to local service charges and then to any outstanding toll charges.
 - C.10.1.7 All aspects of the Lifeline Assistance program shall be subject to the interpretation of applicable Federal regulations and any directives which may from time to time be prescribed by the Universal Service Administrativ, Company. These rules are separate and apart from any rules prescribed as par of a state Universal Service program.

C.10.2 Lifeline Assistance Credits

- A. Voice Telephone Service -
 - 1. The following monthly credit will apply for each customer eligible for Lifeline Assistance who chooses to apply its Lifeline Assistance to voice telephone service.

Monthly Credit Federal Credit \$9.25

- 2. Credit amount will not exceed the basic charge for local telephone service, which includes the Subscriber Line Charge, access line and local usage.
- 3. Pursuant to FCC Rules 47 C.F.R. Section 54.403, stand-alone voice telephone Lifeline support or voice service bundled with broadband below the minimum standards set forth in section 54.408 of the FCC rules will be phased out as described below:

(i) Beginning Dec 1, 2019 - the support amount will be \$7.25 per month;
(ii) Beginning Dec 1, 2020 - the support amount will be \$5.25 per month;
(iii) Beginning Dec 1, 2021, the support amount will be \$0.00. (see Note 1)

Note 1: The support amount for standalone voice service, or voice service not bundled with broadband which meets the minimum standards set forth in section 54.408, provided by a provider that is the only Lifeline provider in a Census block will be remain at \$5.25.

Issued: December 1, 2016 By: <u>Mary Anna B. Hite</u> (N)

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Pembroke Telephone Company, Inc.

Section C Original Sheet 12.1

C. BASIC LOCAL EXCHANGE SERVICE

C.10 Low Income Programs (Cont'd)

C.10.2 Lifeline Assistance Credits (Cont'd)

B. Broadband Service -

1. The following monthly credit will apply for each customer eligible for Lifeline Assistance who chooses to apply its Lifeline Assistance to broadband service.

Monthly Credit Federal Credit \$9.25

2. Credit amount will not exceed the basic charge for broadband service. (N)

Issued: December 1, 2016 By: <u>Mary Anna B. Hite</u> Effective: December 2, 2016 Title: <u>General Manager</u>

(N)

C.11 Direct-Inward-Dialing (DID) Service

- C.11.1 General
 - C.11.1.1 DID Service permits calls incoming to a PBX system, Telephone Answering Service, or other Customer Premises Equipment requiring out-pulsing-of-digits from the network to reach a specified station line without the assistance of an attendant. DID service is provided subject to the availability of facilities and telephone numbers and other conditions as specified in this tariff.
 - C.11.1.2 The rates specified herein are in addition to the rates shown elsewhere in the General Subscriber Services Tariff for the services with which this offering is associated (e.g. central office PBX trunks, access lines, etc.)
 - C.11.1.3 Subscribers to DID service will be required to maintain an adequate number of DID trunks as determined by the Company in order to provide "quality" grade of service and prevent network degradation.
 - C.11.1.4 The service must be provided on all lines in a trunk group arranged for inward service. Where DID is required on more than one group of trunks or central office lines, each such group shall be considered as a separate DID service.
 - C.11.1.5 The assignment of telephone numbers and the sequences of the numbers assigned to a DID service is made at the discretion of the Company. Where the equipment configuration requires the assignment of blocks of telephone numbers or where the customer requests additional blocks of telephone numbers held in reserve for future use, rates and charges are applicable for each unused block of telephone numbers. The Company does not guarantee to provide DID numbers arranged in a consecutive manner.
 - C.11.1.6 When equipment or service of a special type arrangement is requested and provided, rates and charges are based on the costs involved to meet the individual requirements of each case.
 - C.11.1.7 Operational characteristics of interface signals between the Company provided facilities and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service as specified in other sections of this tariff.

Issued: March 2, 2000 By: Mary Anna Hite Effective:April 1, 2000Title:General Manager

C.11 Direct-Inward-Dialing (DID) Service (Cont'd)

- C.11.1 General (Cont'd)
 - C.11.1.8 The Company shall not be responsible to the customer or authorized user if changes in protection criteria or any of the facilities, operations, or procedures of the Company render any of the facilities provided by a customer or authorized user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
 - C.11.1.9 Directory listings will be provided in accordance with the regulations of this Tariff. DID numbers herein are not entitled to directory listings without a charge. Where clients of a subscriber to DID service want to list any of these numbers, those clients would be billed the applicable Extra Directory Listing rate.
 - C.11.1.10 In addition to the rates and charges specified herein, appropriate service connection charges are applicable to the establishment or rearrangement to trunks and numbers in connection with providing DID service.
 - C.11.1.11 Installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID service and changes the type of customer premises switching equipment. The following provisions apply:
 - A. The customer must maintain at least the same level of DID service requirements.
 - B. The replacing customer premises equipment must be served by the same central office as the existing customer premises equipment.
 - C. Central office switching equipment additions or modifications must not be required in order to provide DID service to the replacing customer premises switching equipment.
 - D. Rates and charges are applicable to additional DID service requirements which exceed the customer's existing level of DID arrangements.

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C. BASIC LOCAL EXCHANGE SERVICE

C.11 Direct-Inward-Dialing (DID) Service (Cont'd)

C.11.2 Rates and Charges

C.11.2.1 Central Office Components

The following rates and charges also apply to blocks of reserved telephone numbers. In addition to the rates and charges for the DID Trunk Termination, rates and charges for Key System Trunks or PBX Trunks apply, as appropriate, as do Service Charges. DID Trunk Service will be provided only in the exchanges equipped for such service, and in exchanges where adequate numbers are available.

		Nonrecurring Charge	Monthly <u>Rate</u>
A.	Establish trunk group and provide first group of 10 numbers	\$500.00	\$5.00
B.	Each additional group of 10 DID numbers	\$15.00	\$5.00
C.	DID Trunk Termination, Each	\$100.00	\$50.00
D.	DID channel Caller Name and Number Deliver (Caller ID)		\$6.00

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Effective:	April 1, 2000
Title:	General Manager

C.7 Direct-Outward-Dialing (DOD) Service

- C.12.1 General
 - C.12.1.1 DOD Service permits calls outgoing from a PBX system, Telephone Answering Service, or other Customer Premises Equipment. DOD service is provided only in conjunction with DID Service and is subject to the availability of facilities and telephone numbers and other conditions as specified in this tariff. Rates and charges for other service or facilities with which this service is associated may apply.
 - C.12.1.2 The service includes the central office equipment necessary for identification of outgoing toll calls and billing of toll messages by station number and is furnished subject to the on-premises equipment being arranged for DOD service.
 - C.12.1.3 The service must be provided on all Direct Outward Dialing trunks or lines in a group.
 - C.12.1.4 Where DOD is requested on more than one group of trunks or lines, each such group shall be considered as a separate DOD service.
 - C.12.1.5 When equipment or service of a special type is requested and provided, rate and charges are based on the additional costs involved to meet the individual requirements of each case at the time of occurrence.
 - C.12.1.6 Operational characteristics of interface signals between the Company-provided facilities and the customer-provided equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
 - C.12.1.7 The Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations, or procedures of the Company render any of the facilities provided by a customer, authorized user, or joint user obsolete, or require modification or alteration of such equipment on system or otherwise affect its user or performance.

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Title:	General Manager

C. BASIC LOCAL EXCHANGE SERVICE

C.12 Direct-Outward-Dialing (DOD) Service (Cont'd)

C.12.2 Rates and Charges

C.12.2.1 Pembroke Exchange

		Nonrecurring Charge	Monthly <u>Rate</u>
	A. First 10 trunks in a group, with a minimum of charge of 10 trunks	\$880.00	\$435.00
	B. DOD for the eleventh trunk in a Group through the 50 th trunk	\$88.00	\$43.51
	C. DOD for the 51 st trunk and each subsequent trunk in a group	\$35.00	\$10.88
	D. Each DOD facility group arrangement	\$30.00	\$20.00
C.12.2.2	Ellabell Exchange		
		Nonrecurring Charge	Monthly <u>Rate</u>
	A. First 10 trunks in a group, with a minimum of charge of 10 trunks	\$760.00	\$376.00
	B. DOD for the eleventh trunk in a group through the 50 th trunk	\$76.00	\$37.63
	C. DOD for the 51 st trunk and each subsequent trunk in a group	\$32.00	\$9.41
	D. Each DOD facility group arrangement	\$30.00	\$20.00

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