

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section L
First Revised Contents Sheet 1
Cancels Original Contents Sheet 1

L. CENTREX SERVICES

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Issued: June 11, 1999
By: Mary Anna Hite

Effective: July 11, 1999
Title: General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section L
First Revised Sheet 1
Cancels Original Sheet 1

L. CENTREX SERVICES

- L.1 General (T)
- L.1.1 Centrex is a Central office-based business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business customer's lines into a single telecommunications system. (T)
- L.1.2 All Centrex station line will be equipped with the standard features as set forth in paragraph L.4.1.1. Additional optional features may also be selected and generally result in additional charges. (T)

Issued: June 11, 1999
By: Mary Anna Hite

Effective: July 11, 1999
Title: General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

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Section L
First Revised Sheet 2
Cancels Original Sheet 2

L. CENTREX SERVICES

- L.1 Regulations and Conditions (T)
- L.2.1 A Centrex customer must have a minimum of two Centrex Lines. (T)
- L.2.2 The minimum charge period for services provided under this tariff shall be for one month. (T)
- L.2.3 Centrex is offered subject to the availability of outside plant and/or Central Office facilities. (T)
- L.2.4 One directory listing is provided without charge for each Centrex customer. (T)
- L.2.5 The customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect. (T)
- L.2.6 The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period. (T)
- L.2.7 Subsequent line additions/deletions to the original service contract period are stipulated as follows: (T)
 - L.2.7.1 Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count. (T)
 - L.2.7.2 Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph L.2.8 below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group. (T)
- L.2.8 Termination Liabilities shall be treated as follows: (T)
 - L.2.8.1 If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent. (T)
 - L.2.8.2 A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period: (T)
 - A. Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or (T)
 - B. Pay termination charges as described in (A) above on the number of Centrex station lines disconnected. (T)

Issued: June 11, 1999
By: Mary Anna Hite

Effective: July 11, 1999
Title: General Manager

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Pembroke Telephone Company, Inc.

Section L
 First Original Sheet 3
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L. CENTREX SERVICES

- L.2 Regulations and Conditions (Cont'd) (T)
- L.2.9 Reduction/waiver of service establishment charges may be offered as follows: (T)
 - L.2.9.1 At the Telephone Company's discretion, the following nonrecurring service establishment charges may be reduced or waived during promotional campaigns and/or as a part of customer negotiations: (T)
 - A. Nonrecurring per line service establishment charge (paragraph L.4.1.4). (T)
 - B. Nonrecurring service establishment charge for OutWATS simulated Facility Group – Automatic Flexible Routing/overflow Hunting Arrangements (paragraph L.4.5.1). (T)
 - C. Nonrecurring service establishment charge for creating hunt groups (paragraph L.4.6.1). (T)
 - L.2.10 Customers who subscribe to Centrex for more than 100 lines may, at the Telephone Company's discretion, be offered customer specific pricing on a contract basis. The rate will be offered in writing to the customer for acceptance. An individual service agreement will specify the length of the contract period and the applicable rates. With the exception of the customer specific rates, all other rates, charges, and regulations specified herein shall continue to apply. (T)
 - L.2.11 All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered). (T)
 - L.2.12 Intercom calls between lines in a Centrex group are not subject to local measured service. (T)
 - L.2.13 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 and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station. (T)
 - L.2.14 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. (T)
 - L.2.15 This Centrex service tariff 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. (T)
 - L.2.16 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. (T)

Issued: June 11, 1999
 By: Mary Anna Hite

Effective: July 11, 1999
 Title: General Manager

L. CENTREX SERVICES

L.3 Definitions (T)

The following standard and optional features may be provided as a part of the Centrex service:

L.3.1 Direct Inward Dialing (T)

Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

L.3.2 Direct Outward Dialing (T)

Direct Outward Dialing enables Centrex station users to call outside the Centrex group directly, without the assistance of an attendant.

L.3.3 Business Group Automatic Identified Outward Dialing (T)

Business Group Automatic Identified Outward Dialing provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public network.

L.3.4 Intercom Dialing (T)

Intercom Dialing allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

L.3.5 Call Hold (T)

Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

L.3.6 Three-Way Calling (T)

Three-Way Calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

L.3.7 Call Transfer (T)

Call Transfer allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

L.3.8 Off-Premises Stations (T)

Off-Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.

L.3.9 Call Forwarding Variable (All Calls) (T)

Call Forwarding Variable enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

Issued: June 11, 1999
By: Mary Anna Hite

Effective: July 11, 1999
Title: General Manager

L. CENTREX SERVICES

- L.3 Definitions (Cont'd) (T)
- L.3.10 Call Forwarding Busy Line (T)
- Call Forwarding Busy Line causes all calls to be redirected to an alternate station when the called station is busy.
- L.3.11 Call Forwarding Don't Answer (T)
- Call Forward Don't Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.
- L.3.12 Call Forwarding Incoming Only (T)
- Call Forwarding Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.
- L.3.13 Call Forwarding Within Group Only (T)
- Call Forwarding Within Group Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.
- L.3.14 Call Forwarding Distinctive Ringing (T)
- Call Forwarding Distinctive Ringing is a Call Forwarding line option that allows station users to distinguish between forwarded and non-forwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (ring) on the forward-to station.
- L.3.15 Call Pick-Up (T)
- Call Pick-Up permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.
- L.3.16 Directed Call Pick-Up (T)
- Directed Call Pick-Up enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

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(L) Text previously located on this page now appears on Sheet 6.

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

L. CENTREX SERVICES

L.3	Definitions (Cont'd)	(T)
L.3.17	Call Park	(T) (L)
	Call Park allows a user active on a call to park the call at the user's directory (extension) number. The station that parks the call can originate and receive calls normally. The call may then be retrieved by the DN against which the call was parked or answered back from any DN within the same Centrex group.	(L)
L.3.18	Call Waiting	(T)
	Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.	(L)
L.3.19	Cancel Call Waiting	(T)
	Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.	
L.3.20	Voice/Data Protection	(T)
	Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.	
L.3.21	Do Not Disturb	(T)
	Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.	
L.3.22	Speed Calling 8-Code	(T)
	Speed Calling 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.	
L.3.23	Speed Calling 30-Code	(T)
	Speed Calling 30-Code enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers.	
L.3.24	Direct Connect Service	(T)
	Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.	(L)

(L) Text located on this page previously appeared on Sheet 5.
 (L) Text previously located on this page now appears on Sheet 7.

Issued: June 11, 1999
 By: Mary Anna Hite

Effective: July 11, 1999
 Title: General Manager

L. CENTREX SERVICES

- L.3 Definitions (Cont'd) (T)
- L.3.25 Manual Line Service (T) (L)
 - Manual Line Service automatically places a call to the operator when the station user lifts the receiver off the switchhook.
- L.3.26 Warm Line (T)
 - Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination. (L)
- L.3.27 Customer Access Treatment Code Restrictions (T)
 - Customer Access Treatment Code Restrictions (CAT Codes) can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.
- L.3.28 Semi-Restricted Line (T)
 - A Semi-Registered Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.
- L.3.29 Fully-Restricted Line (T)
 - A Fully-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.
- L.3.30 Toll Restriction (T)
 - Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.
- L.3.31 Code Restriction (T)
 - Code Restriction blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NNXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

(L) Text located on this page previously appeared on Sheet 6.
 (L) Text previously located on this page now appears on Sheet 8.

Issued: June 11, 1999
 By: Mary Anna Hite

Effective: July 11, 1999
 Title: General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section L
 Second Revised Sheet 8
 Cancels First Revised Sheet 8

L. CENTREX SERVICES

- L.3 Definitions (Cont'd) (T)
- L.3.32 Outgoing Call Screening (T) (L)

Outgoing Call Screening blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.
- L.3.33 Distinctive Alerting/Call Waiting Indication (T) (L)

Distinctive Alerting/Call Waiting Indication allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.
- L.3.34 Business Group Dialing Plan (T)

A Business Group Dialing Plan enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.
- L.3.35 Special Intercept Announcement (T)

A Special Intercept Announcement may optionally be used to address the following conditions: a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).
- L.3.36 Paging Access (T)

Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.
- L.3.37 Single-Digit Dialing (T)

Single-Digit Dialing permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit Dialing codes are shared by all users in a Centrex group and are preprogrammed by the Telephone Company.
- L.3.38 Simulated Facility Groups (T)

Simulated Facility Groups restrict the number of simultaneous calls between the Centrex group and the public network. For example, a 100-line Centrex group could be limited to 20 simultaneous calls to/from the public network. This emulates the physical trunks to a similarly sized PBX.

(L) Text located on this page previously appeared on Sheet 7.

(L) Text previously located on this page now appears on Sheet 9.

Issued: June 11, 1999
 By: Mary Anna Hite

Effective: July 11, 1999
 Title: General Manager

L. CENTREX SERVICES

- L.3 Definitions (Cont'd) (T)
- L.3.39 Night Service (T) (L)
 - Night Service allows calls directed to the attendant to be re-routed to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).
- L.3.40 OutWATS (T) (L)
 - OutWATS is a form of Direct Distance Dialing service that allows a station user to place long distance calls to specified geographical areas at reduced rates. Each OutWATS call is screened to ensure that the call destination is within the band limits of the OutWATS station user.
- L.3.41 OutWATS – Simulated Facility Groups (T)
 - OutWATS Simulated Facility Groups control the number of simultaneous OutWATS calls that can be made from a business. OutWATS Simulated Facility Groups optionally allow the following capabilities:
 - L.3.41.1 OutWATS – Automatic Flexible Routing – an OutWATS Simulated Facility Group option which permits calls to be automatically routed to a lower or less expensive OutWATS band. (T)
 - L.3.41.1 OutWATS – Overflow Hunting – an OutWATS Simulated Facility Group option which permits OutWATS calls to automatically overflow or hunt to a higher band if the Simulated Facility Group associated with the lower band is busy. (T)
- L.3.42 Regular Hunting (T)
 - Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.
- L.3.43 Circle Hunting (T)
 - Circle Hunting allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.
- L.3.44 Uniform Call Distribution (T)
 - Uniform Call Distribution is intended to distribute calls evenly among the stations in a Multiline Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

(L) Text located on this page previously appeared on Sheet 8.

(L) Text previously located on this page now appears on Sheet 10.

Issued: June 11, 1999
 By: Mary Anna Hite

Effective: July 11, 1999
 Title: General Manager

L. CENTREX SERVICES

- L.3 Definitions (Cont'd) (T)
- L.3.45 Preferential Hunting (T) (L)
- Preferential Hunting allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group. (L)
- L.3.46 Series Completion (T)
- Series Completion is similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.
- L.3.47 Queuing (T)
- Queuing may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups.
- L.3.48 Delay Announcements for Queued Calls (T)
- Delay Announcements can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.
- L.3.49 Stop Hunt (T)
- Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.
- L.3.50 Make Busy (T)
- Make Busy can be used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.
- L.3.51 Group Make Busy (T)
- Group Make Busy can be used to temporarily make a group of stations or an entire Multiline Hunt Group appear busy to incoming callers. Group Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

(L) Text located on this page previously appeared on Sheet 9.

Issued: June 11, 1999
By: Mary Anna Hite

Effective: July 11, 1999
Title: General Manager

L. CENTREX SERVICE

L.4 Rates and Charges

L.4.1 Line Rates

L.4.1.1 The monthly rates for Centrex lines specified in paragraph L.4.1.2 below include the following standard features:

- A. DTMF Signaling
- B. Direct Inward Dialing*
- C. Direct outward Dialing*
- D. Business Group Automatic Identified Outward Dialing
- E. Intercom Dialing
- F. Call Hold
- G. Three-Way Calling
- H. Call Transfer
- I. Distinctive Ringing
- J. Special Calling -- 8 Code
- K. Automatic Call Back

*Direct Inward Dialing and Direct Outward Dialing capabilities may be limited by Simulated Facilities.

L.4.1.2 The following per-line rates and charges apply for contract periods ranging from 12 to 60 months. The customer is required to pay for the number of months in the service period selected:

<u>Number of Lines</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
50 or Less	\$19.00	\$17.00	\$16.00	\$15.00
51 or Over	\$18.00	\$16.00	\$15.00	\$14.00

L.4.1.3 Centrex Station maintenance Charge per Station \$ 1.00

L.4.1.4 Installation Charge

- A. Nonrecurring Charge per Line \$27.00
- B. Additional labor and materials will apply to stations not wired.

L.4.2 Deleted

(D)

Issued: December 22, 2010
 By: Mary Anna Hite

Effective: December 23, 2010
 Title: General Manager

L. CENTREX SERVICES

L.4 Rates and Charges (Cont'd) (T)

L.4.3 Individual Station Features

L.4.3.1 Chargeable Individual Station Features

A. The monthly rates shown below apply to the following individual station features:

- (1) Call Forwarding Busy Line
- (2) Call Forwarding Don't Answer
- (3) Directed Call Pick-Up
- (4) Call Waiting
- (5) Cancel Call Waiting
- (6) Voice/Data Protection
- (7) Do Not Disturb
- (8) Speed Calling 30-Code
- (9) Direct Connect Service
 - (a) Manual Line Service
 - (b) Warm Line

C. Rates

- (1) Individual features per line \$1.00 per feature
- (2) Three to four features per line \$0.75 per feature
- (3) Five or more features per line \$0.60 per feature

L.4.3.2 Non-Chargeable Individual Station Features.

A. The following individual station features are offered at no charge: (T)

- (1) Semi-Restricted Line
- (2) Fully-Restricted Line
- (3) Call Forwarding Incoming Only (when applied to the appropriate base call forwarding feature(s) [Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer])
- (4) Call Forwarding Within Group Only (when applied to the appropriate base call forwarding feature(s) [Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer])

L.4.3.3 Additions and Changes to Individual Station Features. (T)

A. Feature Additions/Changes Per Line
 Nonrecurring Charge \$8.00 (T)

(L) Text previously located on this page now appears on Sheet 12.1 (L)

Issued: June 11, 1999
 By: Mary Anna Hite

Effective: July 11, 1999
 Title: General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section L
Original Sheet 12.1

L. CENTREX SERVICES

L.4	Rates and Charges (Cont'd)		(T) (L)
	L.4.4 Features Associated with Groups of Lines		(T)
		Monthly <u>Rate</u>	
	L.4.4.1 Call Pick-Up		(T)
	Per Group	\$2.00	
	Per Line in Pick-Up Group	\$0.50	
	L.4.4.2 Call Park		(T)
	Per Group	\$3.00	
	Per Station	\$1.00	
	L.4.4.3 Speed Calling 30-Code		(T)
	Per List	\$4.50	
	Per Line Using List	\$0.50	(L)

(L) Text located on this page previously appeared on Sheet 12.

Issued: June 11, 1999
By: Mary Anna Hite

Effective: July 11, 1999
Title: General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section L
 Second Revised Sheet 13
 Cancels First Revised Sheet 13

L. CENTREX SERVICES

L.4 Rates and Charges (Cont'd)

(T)

L.4.4 Features Associated with Groups of Lines (Cont'd)

L.4.4.4 Toll/Code Restriction Features:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
A. Toll Restriction		
B. Code Restriction		
C. Outgoing Call Screening		
Per List	\$4.50	-
Per Line Using List	\$.50	-
Changes to Toll/Code/ Outgoing Call Screening Lists		\$12.00

L.4.4.5 Business Group Dialing Plan

Standard Dialing Plan	-	No Charge
Customized Dialing Plan	-	\$80.00

L.4.4.6 Special Intercept Announcement

Standard Announcement	\$24.00	-
Customer Worded Announcement	\$96.00	-
Announcement Trunk	\$24.00	-
Changes to Customer Worded Announcement	-	\$60.00

L.4.4.7 Paging Access

Per Paging Circuit	\$20.00	-
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L.4.5 OutWATS

L.4.5.1 OutWATS Simulated Facility Group Arrangements.

Service Establishment Charge – OutWATS Simulated Facility Group Automatic Flexible Routing/ Overflow Hunting Arrangement	-	\$30.00
Each OutWATS Simulated Facility	\$20.00	-
Rearrangements and changes to Simulated Facilities and routing patterns	-	\$24.00

L.4.5.2 Normal OutWATS rates (measured time or full business day) will be charge d for OutWATS calls.

(T)

Issued: June 11, 1999
 By: Mary Anna Hite

Effective: July 11, 1999
 Title: General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Pembroke Telephone Company, Inc.

Section L
 Second Revised Sheet 14
 Cancels First Revised Sheet 14

L. CENTREX SERVICES

L.4 Rates and Charge (Cont'd) (T)

L.4.6 Multiline Hunt Service (T)

L.4.6.1 Hunting Arrangements (T)

The following monthly rates for hunting arrangements are applied in addition to the per line rates for Centrex lines. The nonrecurring service establishment charges are per hunt group.

	<u>Per Hunt Group</u>	<u>Per Line in Hunt Group</u>	<u>Nonrecurring Charge</u>
Regular Hunting	\$3.50	\$.50	\$24.00
Circle Hunting	\$4.50	\$.50	\$32.00
Uniform Call Distribution	\$6.50	\$.50	\$40.00
Preferential Hunting	\$4.50	\$.50	\$32.00
Series Completion	\$4.50	\$.50	\$32.00

L.4.6.2 Changes to Hunting Group Arrangements/
 Patterns (T)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Additional Lines/ Change Hunting Order	-	\$12.00

L.4.6.3 Hunt Group Options

A. Queuing for Hunt Group	\$20.00	-
B. Delay Announcements for Queued Calls		
Standard Announcement	\$24.00	-
Customer Worded Announcement	\$96.00	-
Announcement Trunk	\$24.00	-
Changes to Customer Worded Announcement	-	\$60.00
C. Stop Hunt/Make Busy		
Access Code Activation	\$0.70	-
Key/Switch Activation	\$6.50	-

Issued: June 11, 1999
 By: Mary Anna Hite

Effective: July 11, 1999
 Title: General Manager