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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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*This Utah Price List No. 12,  
issued by Lingo Telecom, LLC d/b/a Lingo,  
adopts and replaces Utah Tariff No. 8  
issued by Matrix Telecom, LLC d/b/a Lingo for Residential Services*

***All services in this Price List are grandfathered and available only to the existing former customers of Lingo Communications North, LLC.***

TITLE PAGE  
UTAH TELECOMMUNICATIONS SERVICES TARIFF  
OF

LINGO TELECOM, LLC D/B/A LINGO

This price list contains the descriptions, regulations, and rates applicable to the provision of residential local exchange and interexchange telecommunications services to the former customers of Lingo Communications North, LLC by Lingo Telecom, LLC d/b/a Lingo, with principal offices at 9330 LBJ Freeway, Suite 944, Dallas, Texas 75243, within the State of Utah. This price list may be inspected, during normal business hours, at the Company's principal place of business.

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CHECK SHEET

The pages listed below of this price list are effective as of the date shown. Revised pages contain all changes from the original price list that are in effect as of the date indicated.

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APPLICATION OF PRICE LIST

This price list sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user residential local exchange communications services to the former customers of Lingo Communications North, LLC by Lingo Telecom, LLC d/b/a Lingo, hereinafter referred to as the Company or Lingo, within the state of Utah. Lingo's services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

All services in this price list are grandfathered and available only to the existing former customers of Lingo Communications North, LLC.

This price list is on file with the Utah Public Service Commission. In addition, this price list is available for review at the main office of Lingo Telecom, LLC d/b/a Lingo at 9330 LBJ Freeway, Suite 944, Dallas, Texas 75243.

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SECTION 1 - DEFINITIONS

Advance Payment - Payment of all or part of a charge required before the start of service.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

Authorized User - A person, corporation or other entity that is authorized by the Company Customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized

Automatic Numbering Identification (ANI) - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

Common Carrier - An authorized company or entity providing telecommunications services to the public

Company - Lingo Telecom, LLC d/b/a Lingo, the issuer of this price list.

Customer - The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this price list.

Customer Premises - A location designated by the Customer for the purposes of connecting to the Company's services.

Customer Terminal Equipment - Terminal equipment provided by the Customer.

Commission – Utah Public Service Commission.

Point of Presence ("POP") - The Point of Presence.

Preferred Customer Discount ("PCD") - A discount added to the monthly invoice and deducted from the rack rate for grandfathered products and term contract discounts.

Premises - The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

Recurring Charges - Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

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SECTION 1 – DEFINITIONS (CONT'D)

Point of Presence ("POP") - The Point of Presence.

Preferred Customer Discount ("PCD") - A discount added to the monthly invoice and deducted from the rack rate for grandfathered products and term contract discounts.

Premises - The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

Recurring Charges - Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

Service - Any means of service offered herein or any combination thereof.

Service Commencement Date - The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service order or this price list, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

Service Order - The written or verbal request for Company services by the Customer and the Company in the format devised by the Company. A Service Order initiates the respective obligations of the parties as set forth therein and pursuant to this price list.

Services - The Company telecommunications services offered on the Company network.

Shared Inbound Calls - Refers to calls that are terminated via the Customer's Company-provided local exchange line.

Shared Outbound Calls - Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company outbound service such that "1 + 10-digit number" calls are automatically routed to the Company or an IXC network. Calls to stations within the Customer's LATA may be placed by dialing "10XXX" or "101XXXX" with 1 + 10-digit number."

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this price list in connection with one-way and/or two-way information transmission between points within the state of Utah.

The Company is responsible under this price list only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

The Company arranges for installation, operation, and maintenance of the communications services provided in this price list for Customers in accordance with the terms and conditions set forth under this price list. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Company network. The Customer shall be responsible for all charges due for such service arrangement.

2.1.2 Shortage of Equipment or Facilities

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond Company control.
- B. The furnishing of service under this price list is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions

- A. Service is provided on the basis of a minimum period of at least thirty (30) days, 24-hours per day. For the purpose of computing charges in this price list, a month is considered to have 30 days. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.
- B. Except as otherwise stated in this price list, Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this price list. Customers will also be required to execute any other documents as may be reasonably requested by the Company to provide service.
- C. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis, unless otherwise specified by the written Service Order, at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this price list prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions (Cont'd.)

- D. Service may be terminated by Company upon written notice to the Customer if:
1. the Customer is using the service in violation of this price list; or
  2. the Customer is using the service in violation of the law; or
  3. the Customer is in violation of written Service Order terms.
- E. This price list shall be interpreted and governed by the laws of the State of Utah regardless of its choice of laws provision.
- F. Any other telephone company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- G. To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.



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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Limitations on Liability

- A. Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7.
- B. Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Limitations on Liability (Cont'd.)

- D. The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, due to:
1. Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  2. Any delay or failure of performance or equipment due to causes beyond the Company control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  3. Any unlawful or unauthorized use of Company facilities and services;
  4. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
  5. Breach in the privacy or security of communications transmitted over Company facilities;

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Limitations on Liability (Cont'd.)

D. (Cont'd.)

6. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company liability is limited as set forth in Section 2.1.4.A.
7. Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
8. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to Company facilities;
9. Any non-completion of calls due to network busy conditions;
10. Any calls not actually attempted to be completed during any period that service is unavailable;
11. And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of Company services or facilities.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Limitations on Liability (Cont'd.)

- E. The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F. The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- G. Failure by the Company to assert its rights pursuant to one provision of this rate sheet does not preclude the Company from asserting its rights under other provisions.
- H. Directory Errors - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listing obtainable from the directory assistance operator shall be at the monthly price list rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly price list rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Limitations on Liability (Cont'd.)

I. With respect to Emergency Number 911 Service

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, of (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
2. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.
3. When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this rate sheet, the Customer acknowledges and agrees with the release of information as described above.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.6 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this price list. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- B. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- D. Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided.
- E. The Customer shall be responsible for the payment of service charges as set forth herein for visits by Company agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.6 Provision of Equipment and Facilities (Cont'd.)

F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this price list, the responsibility of the Company shall be limited to the furnishing of facilities offered under this price list and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
2. the reception of signals by Customer-provided equipment.

2.1.7 Non-routine Installation

At the Customer's request, installation and/or maintenance may be performed outside Company regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours, but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.



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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.8 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in this price list, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

- A. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B. of a type other than that which the Company would normally utilize in the furnishing of its services;
- C. over a route other than that which the Company would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which the Company would normally construct;
- E. on an expedited basis;
- F. on a temporary basis until permanent facilities are available;
- G. involving abnormal costs; or
- H. in advance of its normal construction.

2.1.9 Ownership of Facilities

Title to all facilities provided in accordance with this price list remains in the Company, its partners, agents, contractors or suppliers.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.2 Prohibited Uses

- 2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2 The Company may require applicants for service who intend to use Company offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
- 2.2.3 The Company may block any signals being transmitted over its Network by Customers who cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4 A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this price list will apply.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Obligations of the Customer

2.3.1 General

The Customer is responsible for making proper application for service; placing any necessary order, complying with price list regulations; payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- A. the payment of all applicable charges pursuant to this price list and written Service Orders;
- B. damage to or loss of Company facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1.C. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Obligations of the Customer (Cont'd.)

2.3.1 General (Cont'd.)

- E. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining Company facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company opinion, injury or damage to Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., asbestos) prior to any construction or installation work;
- F. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1.D.; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G. not creating, or allowing to be placed, any liens or other encumbrances on Company equipment or facilities; and
- H. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Obligations of the Customer (Cont'd.)

2.3.2 Liability of the Customer

- A. The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of Company negligence or intentional misconduct.
- B. To the extent caused by any negligent or intentional act of the Customer as described in A., preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other rate sheet of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- C. The Customer shall not assert any claim against any other Customer or user of Company services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this rate sheet including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this rate sheet is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels

2.4.1 General

A User may transmit or receive information or signals via the facilities of the Company. Company services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this price list. A User may transmit any form of signal that is compatible with Company equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this price list.

2.4.2 Station Equipment

- A. Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
- B. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to Company employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.3 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B. Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the price lists of the other communications carriers that are applicable to such connections.
- C. Facilities furnished under this price list may be connected to Customer-provided terminal equipment in accordance with the provisions of this price list. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
- D. Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this price list only to the extent that the user is an "End User" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.4 Inspections

- A. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.A. for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.



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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state, federal and 911 taxes, charges or surcharges (however designated) (excluding taxes on Company net income) imposed on or based upon the provision, sale or use of Network Services.

The security of the Customer's PIN is the responsibility of the Customer. All calls placed using a PIN shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of PINs arising after the Customer notifies the Company of the loss, theft, or other breach of security of such PINs.

Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges incurred by the Customer or other Authorized Users for services and facilities furnished to the Customer by the Company.

- A. Nonrecurring charges are due and payable within thirty (30) days after the invoice date, unless otherwise agreed to in advance.
- B. The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within thirty (30) days after the invoice date unless otherwise agreed to in advance. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
- C. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.
- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this price list or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.2 Billing and Collection of Charges (Cont'd.)

- E. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, thirty (30) days following the invoice date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%.
- F. The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor.
- G. If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges. Service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected.
- H. Invoices are available electronically and in paper form at the Customer's discretion. The Paper Invoice Fee of \$2.99 per month shall be waived for any Customer who elects Lingo's Electronic Billing Option and forgoes receipt of paper bills.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.3 Disputed Bills

- A. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company may require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 30 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- B. Unless disputed the invoice shall be deemed to be correct and payable in full by the Customer. If the Customer is unable to resolve any dispute with the Company, then the Customer may file a complaint with the

Utah Public Service Commission  
Heber M. Wells Building, 160  
East 300 South Street  
Salt Lake City, UT 84114  
Or call the Commission at 801-530-7622 or 800-874-0904.

- C. If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest credits or penalties will apply.
- D. If the dispute is resolved in favor of the Company and the Customer has withheld the disputed amount, payment is due within 5 days of notice of resolution or late fees and penalties will apply.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.4 Dispute Resolution

This Section applies to any dispute, controversy, or claim, whether based in contract, tort, equity, statute or any other legal theory, between the Customer and the Company arising out of, or relating to, any service, product, facilities, charge, advertising, representation, act or omission of the Company, or any other dispute, controversy, or claim arising from the relationship between the parties that either the Customer or the Company has against the other, regardless of the date of accrual and even if the dispute, controversy, or claim arises after service has terminated (hereinafter collectively referred to herein as "Dispute" or "Disputes"). All Disputes must be resolved as described in this section. BY ORDERING AND/OR CONTINUING SERVICES PROVIDED IN THIS PRICE LIST, THE CUSTOMER AGREES THAT ANY DISPUTE WILL BE RESOLVED BY THE DISPUTE RESOLUTION PROCESS DESCRIBED HEREIN AND NOT BY A JUDGE OR JURY IN COURT.

If the Customer has a Dispute with the Company, the Customer must first call the Company's Customer Service department, at the number listed on the Customer's invoice, to attempt to resolve the Dispute. The Customer must describe the Dispute and provide the Company with any supporting documentation reasonably requested by the Company. Likewise, if the Company has a Dispute with the Customer it will notify the Customer by letter sent to the Customer's billing address and attempt to resolve it before pursuing arbitration.

If the parties are unable to resolve the Dispute within 60 days of the initial notice, either party may request arbitration as described below.

MANDATORY ARBITRATION OF DISPUTES, ANY DISPUTE OF ANY KIND BETWEEN THE CUSTOMER AND THE COMPANY, OR ANY EMPLOYEE, AGENT, PRIVY OR AFFILIATED ENTITY OF EITHER PARTY, WILL BE RESOLVED BY FINAL AND BINDING ARBITRATION AS PRESCRIBED IN THIS SECTION. THE FEDERAL ARBITRATION ACT, NOT STATE LAW, GOVERNS THIS PROCESS, INCLUDING THE ARBITRABILITY OF ANY DISPUTE UNDER THIS PRICE LIST AND THE REVIEW OF ANY AWARD.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.4 Dispute Resolution (Cont'd.)

The arbitration will be conducted by and under the then-applicable commercial arbitration rules of the American Arbitration Association (“AAA”) at the nearest AAA Case Management Center or other location as agreed upon by Customer and Company. A single neutral arbitrator engaged in the practice of law will conduct the arbitration. The arbitrator will be selected according to the rules of the American Arbitration Association or, alternatively, may be selected by agreement of the parties, who will cooperate in good faith to select the arbitrator. All expedited procedures prescribed by the applicable rules will apply. All required fees and costs will be paid equally by the parties as set forth in the AAA commercial arbitration rules. The arbitrator’s decision and award will be final and binding, and judgment on the award rendered by the arbitrator may be entered in any court with jurisdiction.

No Dispute may be joined with another lawsuit, claim, dispute, or arbitration brought by any other person, or resolved on a class-wide basis. The arbitrator may not award damages that are barred by this price list and may not award punitive damages.

If any party files a judicial or administrative action to resolve a Dispute without first complying with the provisions of this Section and another party successfully stays such action and/or compels arbitration, the party filing that judicial or administrative action must pay the other party’s costs and expenses incurred in seeking such stay and/or compelling arbitration, including attorney’s fees.

Notwithstanding the provisions of this Section, the Customer may file a complaint with the Commission.

If any portion of this Section is determined to be invalid or unenforceable, the remainder of this section and this Price list shall remain in full force and effect.

2.5.5 Advance Payments

For commercial Customers, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one month’s charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer’s initial bill. An advance payment may be required in addition to a deposit.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.6 Deposits

- A. The Company may, in order to safeguard its interests, require a Customer which has a proven history of late payments to the Company or does not have established credit or has a bad credit rating to make a deposit prior to or at any time after the provision of service to the Customer to be held by the Company as a guarantee of the payment of rates and charges. No such deposit will be required of a Customer which has established satisfactory credit and has no history of late payments to the Company.
- B. The amount of the deposit which may be required of a Customer for the purpose of establishing credit shall not exceed two times the average monthly bill for Customers whose bills are payable in advance. The amount of deposit may be adjusted at the request of the Customer at any time when the character, purpose, or degree of the Customer's use of the service has materially changed, or when it is indicated that it will change.
- C. The making of a deposit shall not relieve any Customer of the obligation to pay current bills when due. A deposit shall only be applied to the indebtedness of the Customer for jurisdictional telecommunications services of the provider.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.6 Deposits (Cont'd.)

- D. The Company will pay interest on deposits, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. The Company will pay interest at the rate prescribed by the Commission.
- E. The Company shall keep a record of each cash deposit until the deposit is returned. The record will show the name of each Customer making a deposit; the premises occupied by the Customer when making the deposit and each successive premises occupied while the deposit is retained by the Company; the amount and date of making the deposit; and a record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit. Concurrently with receiving a deposit, the Company will provide the Customer a receipt showing the deposit date, the name and billing address of the Customer and the deposit amount.
- F. Upon discontinuance of service, or when a Customer has established credit by other means, the Company will promptly refund any deposit, plus accrued simple interest, or the balance, if any, in excess of the unpaid bills for the services furnished by the Company. A transfer of service from one location to another within the Company serving area shall not be deemed a discontinuance with the Company if the character of the service remains unchanged.
- G. Deposits will be refunded after twelve months of timely payment, with interest as specified above.



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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.7 Cancellation of Application for Service

- A. Applications for service cannot be canceled without Company agreement. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced (all discounted to present value at six percent).
- C. Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D. Special charges described in 2.5.6.A. through 2.5.6.C. will be calculated and applied on a case-by-case basis.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.8 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Discontinuance of Service

Service continues to be provided until canceled by the Customer, in writing, or until discontinued by the Company as set forth below. The Company may render bills subsequent to the termination of service for charges incurred before termination.

Without incurring liability, Lingo may refuse or discontinue service for the following reasons provided that, unless otherwise stated, business Customers will be given five (5) days written notice, with a final notice by Certified Mail five (5) days prior to discontinuance.

- 2.6.1 For noncompliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- 2.6.2 For noncompliance with or violation of Commission regulation or Lingo's rules and regulations on file with the Commission.
- 2.6.3 Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.
- 2.6.4 For failure of the Customer to make proper application for service or for use of telephone service for any other property or purpose than that described in the application.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

- 2.6 Discontinuance of Service (Cont'd.)
- 2.6.5 Without notice in the event of tampering with the equipment or services owned by Lingo or its agents.
  - 2.6.6 Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect Company equipment or Company service to others.
  - 2.6.7 For neglect or refusal to provide reasonable access to Lingo or its agents for the purpose of inspection and maintenance of equipment owned by Lingo or its agents.
  - 2.6.8 For non-payment of any amount past due to the Company by the Customer.
  - 2.6.9 Without notice for unauthorized or unlawful use of Authorization Codes. Authorization Codes are issued only by the Company to the Customer and may not be sold or otherwise distributed without the written consent of the Company.
  - 2.6.10 Without notice in the event of any other unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, Lingo may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
  - 2.6.11 For Customer's breach of contract for service between the Company and the Customer.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Allowances for Interruptions in Service

Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this price list by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.7.1 for the part of the service that the interruption affects.

2.7.1 General

- A. A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this rate sheet.
- B. An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- C. If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- D. The Customer shall be responsible for the payment of service charges as set forth herein for visits by Company agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Allowances for Interruptions in Service (Cont'd.)

2.7.2 Limitations of Allowances

No credit allowance will be made for any interruption in service:

- A. Due to the negligence of or noncompliance with the provisions of this rate sheet by any person or entity other than the Company, including but not limited to the Customer;
- B. Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- C. Due to circumstances or causes beyond the reasonable control of the Company;
- D. During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E. A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
- F. During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G. That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H. That was not reported to the Company within thirty (30) days of the date that service was affected.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Allowances for Interruptions in Service (Cont'd.)

2.7.3 Use of Another Means of Communications

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

2.7.4 Application of Credits for Interruptions in Service

- A. Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- B. For calculating credit allowances, every month is considered to have thirty (30) days.
- C. A credit allowance will be given for interruptions of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Allowances for Interruptions in Service (Cont'd.)

2.7.4 Application of Credits for Interruptions in Service (Cont'd.)

D. Interruptions of 24 Hours or Less

Length of Interruption	Amount of Service To Be Credited
Less than 2 hours	
Over 2 Hours	Credit Formula

Credit Formula:

$$\text{Credit} = A/720 \times B$$

A = outage time in hours (must be 8 or more)

B = total monthly Recurring Charge for affected service.

2.7.5 Cancellation For Service Interruption

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.



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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.8 Use of Customer's Service by Others

2.8.1 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this price list. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.9 Cancellation of Service/Termination Liability

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.7.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below unless otherwise stated in written Service Order. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

2.9.1 Termination Liability

The Customer's termination liability for cancellation of service shall be equal to:

- A. all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Customer; plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- C. all Recurring Charges specified in the applicable Service Order Price list for the balance of the then current term.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.10 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

2.10.1 to any subsidiary, parent company or affiliate of the Company; or

2.10.2 pursuant to any sale or transfer of substantially all the assets of the Company; or

2.10.3 pursuant to any financing, merger or reorganization of the Company.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.11 Customer Liability for Unauthorized Use of the Network

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains Company services provided under this price list.

2.11.1 Customer Liability for Fraud and Unauthorized Use of the Network

- A. The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.
- B. A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- C. The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.
- D. The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this rate sheet, unless due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.

The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.12 Notices and Communications

- 2.12.1 The Customer shall designate on the Service Order the address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which Company bills for service shall be mailed.
- 2.12.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.12.3 Except as otherwise stated in this price list, all notices or other communications required to be given pursuant to this price list will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.12.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.13 Taxes, Fees and Surcharges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), compensation to pay telephone service providers, E911 Assessments and Relay Services. Fees or surcharges for such programs will be included in this section of the Price list.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.14 Miscellaneous Provisions

2.14.1 Telephone Number Changes

Whenever any Customer's telephone number is changed after a directory is published, the Company shall intercept all calls to the former number for at least one hundred and twenty (120) days and give the calling party the new number provided existing central office equipment will permit, and the Customer so desires.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

2.14.2 Maintenance and Operations Records

Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of Commission rules shall be kept on file in the office of the Company as required under Commission rules.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 3 - SERVICE AREAS

3.1 Local Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in the exchanges and local calling areas currently served by the Incumbent LEC.



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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 4 – SERVICE CHARGES AND SURCHARGES

4.1 Premises Visit Charge

Premises visit charges apply when the installation of network access facilities or trouble solution require a visit to the Customer’s premises. This charge applies in addition to the Technician Dispatch Charge.

Premise Work Charge/No trouble Found Charge	\$139.00
Initial Hour (time & materials)	\$165.00
Trouble Determination (per request)	\$100.00
Each Additional 30minute increment	\$60.00
Each Additional Jack & Wiring (existing customer)	\$65.00
After Hours (time & materials) (1)	\$139.00

4.2 Restoral Charge

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after the disconnection of service, service is later re-installed.

Per occasion, per line:

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.3 Carrier Presubscription

4.3.1 Presubscription Charges

A. Application of Charges

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Paragraph 4.3.4 above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

B. Nonrecurring Charges

Per line, trunk or port	
Initial Line or Trunk or Port	\$50.00
Additional Line, Trunk or Port	\$50.00

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.4 Public Telephone Surcharge

In order to recover Company expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate per Call:                 \$0.55

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 5 - LOCAL EXCHANGE SERVICE

5.1 Lingo Products

5.1.1 Lingo Pricing

A. Lingo Basic Line:

1. Lingo Basic Line is equipped with:

Basic Line  
Unlimited Local, Intra-LATA Long Distance  
Caller ID – Name and Number  
Call Waiting

LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

A. Lingo Basic Line (Cont'd.)

2. Rates and Charges

a. Monthly Recurring Charges

CLLI	Lingo Basic Line 12 Months	Lingo Basic Line 24 Months	Lingo Basic Line 36 Months	CLLI	Lingo Basic Line 12 Months	Lingo Basic Line 24 Months	Lingo Basic Line 36 Months
ALTAUTMA	\$46.95	\$45.95	\$44.95	HYRMUTMA	\$61.95	\$59.95	\$58.95
AMFKUTMA	\$48.95	\$47.95	\$46.95	KRNSUTMA	\$46.95	\$45.95	\$44.95
BEVRUTMA	\$61.95	\$59.95	\$58.95	KYVLUTMA	\$46.95	\$45.95	\$44.95
BGCYUTMA	\$61.95	\$59.95	\$58.95	LEDSUTMA	\$61.95	\$59.95	\$58.95
BNHDUTMA	\$61.95	\$59.95	\$58.95	LEHIUTMA	\$48.95	\$47.95	\$46.95
BNTFUTMA	\$46.95	\$45.95	\$44.95	LOGNUTMA	\$61.95	\$59.95	\$58.95
CDCYUTMA	\$61.95	\$59.95	\$58.95	LYTNUTMA	\$46.95	\$45.95	\$44.95
CLFDUTMA	\$46.95	\$45.95	\$44.95	MAGNUTNM	\$46.95	\$45.95	\$44.95
CRNNUTMA	\$61.95	\$59.95	\$58.95	MDVAUTMA	\$46.95	\$45.95	\$44.95
CTWDUTMA	\$46.95	\$45.95	\$44.95	MNPLUTMA	\$61.95	\$59.95	\$58.95
DCHSUTMA	\$61.95	\$59.95	\$58.95	MONRUTMA	\$61.95	\$59.95	\$58.95
DGWYUTMA	\$61.95	\$59.95	\$58.95	MRGNUTMA	\$61.95	\$59.95	\$58.95
DRPRUTMA	\$46.95	\$45.95	\$44.95	MRRYUTMA	\$46.95	\$45.95	\$44.95
ECRCUTMA	\$61.95	\$59.95	\$58.95	MTGNUTMA	\$61.95	\$59.95	\$58.95
EPHRUTMA	\$61.95	\$59.95	\$58.95	NEPHUTMA	\$61.95	\$59.95	\$58.95
FRTNUTMA	\$46.95	\$45.95	\$44.95	NSLKUTMA	\$46.95	\$45.95	\$44.95
GTVLUTMA	\$61.95	\$59.95	\$58.95	OGDNUTMA	\$46.95	\$45.95	\$44.95
HBCYUTMA	\$61.95	\$59.95	\$58.95	OGDNUTNO	\$46.95	\$45.95	\$44.95
HLDYUTMA	\$46.95	\$45.95	\$44.95	OGDNUTSO	\$46.95	\$45.95	\$44.95
HNVIUTMA	\$46.95	\$45.95	\$44.95	OGDNUTWE	\$46.95	\$45.95	\$44.95
HRCNUTMA	\$61.95	\$59.95	\$58.95	OREMUTMA	\$48.95	\$47.95	\$46.95

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

A. Lingo Basic Line (Cont'd.)

2. Rates and Charges (Cont'd.)

a. Monthly Recurring Charges

<u>CLLI</u>	<u>Lingo Basic Line 12 Months</u>	<u>Lingo Basic Line 24 Months</u>	<u>Lingo Basic Line 36 Months</u>	<u>CLLI</u>	<u>Lingo Basic Line 12 Months</u>	<u>Lingo Basic Line 24 Months</u>	<u>Lingo Basic Line 36 Months</u>
PAGEAZMA	\$48.95	\$47.95	\$46.95	SLKCUTEA	\$46.95	\$45.95	\$44.95
PHNXAZMA	\$46.95	\$45.95	\$44.95	SLKCUTSO	\$46.95	\$45.95	\$44.95
PLGVUTMA	\$48.95	\$47.95	\$46.95	SLKCUTWE	\$46.95	\$45.95	\$44.95
PRCYUTMA	\$61.95	\$59.95	\$58.95	SMFDUTMA	\$61.95	\$59.95	\$58.95
PROVUTMA	\$48.95	\$47.95	\$46.95	SNTQUTMA	\$48.95	\$47.95	\$46.95
PRWNUTMA	\$61.95	\$59.95	\$58.95	SPDLUTMA	\$61.95	\$59.95	\$58.95
PYSNUTMA	\$48.95	\$47.95	\$46.95	SPFKUTMA	\$48.95	\$47.95	\$46.95
RCFDUTMA	\$61.95	\$59.95	\$58.95	SPVLUTMA	\$48.95	\$47.95	\$46.95
RCMDUTMA	\$61.95	\$59.95	\$58.95	STGRUTMA	\$61.95	\$59.95	\$58.95
RSVTUTMA	\$61.95	\$59.95	\$58.95	TOOLUTMA	\$61.95	\$59.95	\$58.95
RVTNUTMA	\$46.95	\$45.95	\$44.95	VEYOUTMA	\$61.95	\$59.95	\$58.95
SALMUTMA	\$48.95	\$47.95	\$46.95	WASHUTMA	\$61.95	\$59.95	\$58.95
SALNUTMA	\$61.95	\$59.95	\$58.95	WJRDUTMA	\$46.95	\$45.95	\$44.95

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

B. Lingo Basic Plus

1. Lingo Basic Plus is equipped with:

Dial tone Line  
Unlimited Local and Intra-LATA Long Distance  
Anonymous Call Rejection, per line  
Call Forwarding Busy Line  
Call Forwarding Don't Answer  
Call Return  
Call Return Blocking Call Selector  
Call Tracing  
Call Waiting  
Caller ID Blocking  
Caller ID Deluxe  
Collect Call Blocking  
Distinctive Ringing Service  
Enhanced Caller ID  
Call Waiting Deluxe  
International Blocking  
Remote Access – Call Forwarding Variable  
Repeat Dialing  
Repeat Dialing Blocking  
Speed Calling  
Third Party Blocking  
Three-Way Calling  
900/976 Blocking

LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

B. Lingo Basic Plus (Cont'd.)

2. Rates and Charges (Cont'd.)

a. Monthly Recurring Charges

CLLI	Lingo Basic Plus Line 12 Months	Lingo Basic Plus Line 24 Months	Lingo Basic Plus Line 36 Months	CLLI	Lingo Basic Plus Line 12 Months	Lingo Basic Plus Line 24 Months	Lingo Basic Plus Line 36 Months
ALTAUTMA	\$46.95	\$45.95	\$44.95	KRNSUTMA	\$46.95	\$45.95	\$44.95
AMFKUTMA	\$48.95	\$47.95	\$46.95	KYVLUTMA	\$46.95	\$45.95	\$44.95
BEVRUTMA	\$61.95	\$59.95	\$58.95	LEDSUTMA	\$61.95	\$59.95	\$58.95
BGCYUTMA	\$61.95	\$59.95	\$58.95	LEHIUTMA	\$48.95	\$47.95	\$46.95
BNHDUTMA	\$61.95	\$59.95	\$58.95	LOGNUTMA	\$61.95	\$59.95	\$58.95
BNTFUTMA	\$46.95	\$45.95	\$44.95	LYTNUTMA	\$46.95	\$45.95	\$44.95
CDCYUTMA	\$61.95	\$59.95	\$58.95	MAGNUTNM	\$46.95	\$45.95	\$44.95
CLFDUTMA	\$46.95	\$45.95	\$44.95	MDVAUTMA	\$46.95	\$45.95	\$44.95
CRNNUTMA	\$61.95	\$59.95	\$58.95	MNPLUTMA	\$61.95	\$59.95	\$58.95
CTWDUTMA	\$46.95	\$45.95	\$44.95	MONRUTMA	\$61.95	\$59.95	\$58.95
DCHSUTMA	\$61.95	\$59.95	\$58.95	MRGNUTMA	\$61.95	\$59.95	\$58.95
DGWYUTMA	\$61.95	\$59.95	\$58.95	MRRYUTMA	\$46.95	\$45.95	\$44.95
DRPRUTMA	\$46.95	\$45.95	\$44.95	MTGNUTMA	\$61.95	\$59.95	\$58.95
ECRCUTMA	\$61.95	\$59.95	\$58.95	NEPHUTMA	\$61.95	\$59.95	\$58.95
EPHRUTMA	\$61.95	\$59.95	\$58.95	NSLKUTMA	\$46.95	\$45.95	\$44.95
FRTNUTMA	\$46.95	\$45.95	\$44.95	OGDNUTMA	\$46.95	\$45.95	\$44.95
GTVLUTMA	\$61.95	\$59.95	\$58.95	OGDNUTNO	\$46.95	\$45.95	\$44.95
HBCYUTMA	\$61.95	\$59.95	\$58.95	OGDNUTSO	\$46.95	\$45.95	\$44.95
HLDYUTMA	\$46.95	\$45.95	\$44.95	OGDNUTWE	\$46.95	\$45.95	\$44.95
HNVIUTMA	\$46.95	\$45.95	\$44.95	OREMUTMA	\$48.95	\$47.95	\$46.95
HRCNUTMA	\$61.95	\$59.95	\$58.95	PAGEAZMA	\$48.95	\$47.95	\$46.95
HYRMUTMA	\$61.95	\$59.95	\$58.95	PHNXAZMA	\$46.95	\$45.95	\$44.95

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

B. Lingo Basic Plus (Cont'd.)

2. Rates and Charges (Cont'd.)

a. Monthly Recurring Charges (Cont'd.)

<u>CLLI</u>	Lingo Basic Plus Line 12 Months	Lingo Basic Plus Line 24 Months	Lingo Basic Plus Line 36 Months	<u>CLLI</u>	Lingo Basic Plus Line 12 Months	Lingo Basic Plus Line 24 Months	Lingo Basic Plus Line 36 Months
PLGVUTMA	\$48.95	\$47.95	\$46.95	SLKCUTSO	\$46.95	\$45.95	\$44.95
PRCYUTMA	\$61.95	\$59.95	\$58.95	SLKCUTWE	\$46.95	\$45.95	\$44.95
PROVUTMA	\$48.95	\$47.95	\$46.95	SMFDUTMA	\$61.95	\$59.95	\$58.95
PRWNUTMA	\$61.95	\$59.95	\$58.95	SNTQUTMA	\$48.95	\$47.95	\$46.95
PYSNUTMA	\$48.95	\$47.95	\$46.95	SPDLUTMA	\$61.95	\$59.95	\$58.95
RCFDUTMA	\$61.95	\$59.95	\$58.95	SPFKUTMA	\$48.95	\$47.95	\$46.95
RCMDUTMA	\$61.95	\$59.95	\$58.95	SPVLUTMA	\$48.95	\$47.95	\$46.95
RSVTUTMA	\$61.95	\$59.95	\$58.95	STGRUTMA	\$61.95	\$59.95	\$58.95
RVTNUTMA	\$46.95	\$45.95	\$44.95	TOOLUTMA	\$61.95	\$59.95	\$58.95
SALMUTMA	\$48.95	\$47.95	\$46.95	VEYOUTMA	\$61.95	\$59.95	\$58.95
SALNUTMA	\$61.95	\$59.95	\$58.95	WASHUTMA	\$61.95	\$59.95	\$58.95
SLKCUTEA	\$46.95	\$45.95	\$44.95	WJRDUTMA	\$46.95	\$45.95	\$44.95

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

B. Lingo Basic Plus (Cont'd.)

3. Lingo Long Distance Rates for Lingo Basic Plus:

Rate Per Minute

In Contract Minutes	\$0.069
No Contract Minutes	\$0.075

a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

b. Toll Free service is available with this product.

4. Footnotes for Lingo Basic Plus

a. All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:  $\$50 \times \text{Months Remaining (Per Location)}$

The early termination fee will apply per location on the original term agreement or any subsequent renewal of the term agreement.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

B. Lingo Basic Plus (Cont'd.)

4. Footnotes for Lingo Basic Plus (Cont'd.)

- b. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Lingo Basic Plus bundle, standard rates located in Section 6.1 of this price list will apply.
- c. The availability of certain features is dependent on ILEC feature availability.
- d. Certain features are not available in all areas.
- e. Product may not be available in all CLLIs.
- f. Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.  
  
Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.
- g. An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Basic Plus. There is a maximum of 3 extensions per voicemail box. Call Forwarding – Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Plus.
- h. Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

B. Lingo Basic Plus (Cont'd.)

4. Footnotes for Lingo Basic Plus (Cont'd.)

- i. Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/ volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Price list. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.
- j. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Plus.
- k. All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- l. Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

C. Lingo Essentials

1. Lingo Essentials is equipped with:

Basic Line  
Unlimited Features  
Unlimited Local Intra-LATA Long Distance  
200 Minutes of Domestic Inter-LATA Long Distance

2. Rates and Charges

a. Monthly Recurring Charges

	Lingo Essentials 12 Months	Lingo Essentials 24 Months	Lingo Essentials 36 Months	CLLI	Lingo Essentials 12 Months	Lingo Essentials 24 Months	Lingo Essentials 36 Months
ALTAUTMA	\$48.95	\$47.95	\$46.95	DGWYUTMA	\$62.95	\$61.95	\$59.95
AMFKUTMA	\$50.95	\$48.95	\$47.95	DRPRUTMA	\$48.95	\$47.95	\$46.95
BEVRUTMA	\$62.95	\$61.95	\$59.95	ECRCUTMA	\$62.95	\$61.95	\$59.95
BGCYUTMA	\$62.95	\$61.95	\$59.95	EPHRUTMA	\$62.95	\$61.95	\$59.95
BNHDUTMA	\$62.95	\$61.95	\$59.95	FRTNUTMA	\$48.95	\$47.95	\$46.95
BNTFUTMA	\$48.95	\$47.95	\$46.95	GTVLUTMA	\$62.95	\$61.95	\$59.95
CDCYUTMA	\$62.95	\$61.95	\$59.95	HBCYUTMA	\$62.95	\$61.95	\$59.95
CLFDUTMA	\$48.95	\$47.95	\$46.95	HLDYUTMA	\$48.95	\$47.95	\$46.95
CRNNUTMA	\$62.95	\$61.95	\$59.95	HNVIUTMA	\$48.95	\$47.95	\$46.95
CTWDUTMA	\$48.95	\$47.95	\$46.95	HRCNUTMA	\$62.95	\$61.95	\$59.95
DCHSUTMA	\$62.95	\$61.95	\$59.95	HYRMUTMA	\$62.95	\$61.95	\$59.95

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

C. Lingo Essentials (Cont'd.)

2. Rates and Charges (Cont'd.)

a. Monthly Recurring Charges (Cont'd.)

	Lingo Essential s 12 Months	Lingo Essential s 24 Months	Lingo Essential s 36 Months		Lingo Essential s 12 Months	Lingo Essential s 24 Months	Lingo Essential s 36 Months
<u>CLLI</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>CLLI</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
KRNSUTMA	\$48.95	\$47.95	\$46.95	PRWNUTMA	\$62.95	\$61.95	\$59.95
KYVLUTMA	\$48.95	\$47.95	\$46.95	PYSNUTMA	\$50.95	\$48.95	\$47.95
LEDSUTMA	\$62.95	\$61.95	\$59.95	RCFDUTMA	\$62.95	\$61.95	\$59.95
LEHIUTMA	\$50.95	\$48.95	\$47.95	RCMDUTMA	\$62.95	\$61.95	\$59.95
LOGNUTMA	\$62.95	\$61.95	\$59.95	RSVTUTMA	\$62.95	\$61.95	\$59.95
LYTNUTMA	\$48.95	\$47.95	\$46.95	RVTNUTMA	\$48.95	\$47.95	\$46.95
MAGNUTNM	\$48.95	\$47.95	\$46.95	SALMUTMA	\$50.95	\$48.95	\$47.95
MDVAUTMA	\$48.95	\$47.95	\$46.95	SALNUTMA	\$62.95	\$61.95	\$59.95
MNPLUTMA	\$62.95	\$61.95	\$59.95	SLKCUTEA	\$48.95	\$47.95	\$46.95
MONRUTMA	\$62.95	\$61.95	\$59.95	SLKCUTSO	\$48.95	\$47.95	\$46.95
MRGNUTMA	\$62.95	\$61.95	\$59.95	SLKCUTWE	\$48.95	\$47.95	\$46.95
MRRYUTMA	\$48.95	\$47.95	\$46.95	SMFDUTMA	\$62.95	\$61.95	\$59.95
MTGNUTMA	\$62.95	\$61.95	\$59.95	SNTQUTMA	\$50.95	\$48.95	\$47.95
NEPHUTMA	\$62.95	\$61.95	\$59.95	SPDLUTMA	\$62.95	\$61.95	\$59.95
NSLKUTMA	\$48.95	\$47.95	\$46.95	SPFKUTMA	\$50.95	\$48.95	\$47.95
OGDNUTMA	\$48.95	\$47.95	\$46.95	SPVLUTMA	\$50.95	\$48.95	\$47.95
OGDNUTNO	\$48.95	\$47.95	\$46.95	STGRUTMA	\$62.95	\$61.95	\$59.95
OGDNUTSO	\$48.95	\$47.95	\$46.95	TOOLUTMA	\$62.95	\$61.95	\$59.95
OGDNUTWE	\$48.95	\$47.95	\$46.95	VEYOUTMA	\$62.95	\$61.95	\$59.95
OREMUTMA	\$50.95	\$48.95	\$47.95	WASHUTMA	\$62.95	\$61.95	\$59.95
PAGEAZMA	\$50.95	\$48.95	\$47.95	WJRDUTMA	\$48.95	\$47.95	\$46.95
PHNXAZMA	\$48.95	\$47.95	\$46.95				
PLGVUTMA	\$50.95	\$48.95	\$47.95				
PRCYUTMA	\$62.95	\$61.95	\$59.95				
PROVUTMA	\$50.95	\$48.95	\$47.95				

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

D. Lingo Value Line

1. Lingo Value Line is equipped with:

Basic Line

2. Rates and Charges

1. Monthly Recurring Charges

	Lingo Value Line 12 Months	Lingo Value Line 24 Months	Lingo Value Line 36 Months		Lingo Value Line 12 Months	Lingo Value Line 24 Months	Lingo Value Line 36 Months
<u>CLLI</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>CLLI</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
ALTAUTMA	\$44.95	\$43.95	\$42.95	LEHIUTMA	\$46.95	\$45.95	\$43.95
AMFKUTMA	\$46.95	\$45.95	\$43.95	LOGNUTMA	\$58.95	\$57.95	\$55.95
BEVRUTMA	\$58.95	\$57.95	\$55.95	LYTNUTMA	\$44.95	\$43.95	\$42.95
BGCYUTMA	\$58.95	\$57.95	\$55.95	MAGNUTNM	\$44.95	\$43.95	\$42.95
BNHDUTMA	\$58.95	\$57.95	\$55.95	MDVAUTMA	\$44.95	\$43.95	\$42.95
BNTFUTMA	\$44.95	\$43.95	\$42.95	MNPLUTMA	\$58.95	\$57.95	\$55.95
CDCYUTMA	\$58.95	\$57.95	\$55.95	MONRUTMA	\$58.95	\$57.95	\$55.95
CLFDUTMA	\$44.95	\$43.95	\$42.95	MRGNUTMA	\$58.95	\$57.95	\$55.95
CRNNUTMA	\$58.95	\$57.95	\$55.95	MRRYUTMA	\$44.95	\$43.95	\$42.95
CTWDUTMA	\$44.95	\$43.95	\$42.95	MTGNUTMA	\$58.95	\$57.95	\$55.95
DCHSUTMA	\$58.95	\$57.95	\$55.95	NEPHUTMA	\$58.95	\$57.95	\$55.95
DGWWYUTMA	\$58.95	\$57.95	\$55.95	NSLKUTMA	\$44.95	\$43.95	\$42.95
DRPRUTMA	\$44.95	\$43.95	\$42.95	OGDNUTMA	\$44.95	\$43.95	\$42.95
ECRCUTMA	\$58.95	\$57.95	\$55.95	OGDNUTNO	\$44.95	\$43.95	\$42.95
EPHRUTMA	\$58.95	\$57.95	\$55.95	OGDNUTSO	\$44.95	\$43.95	\$42.95
FRTNUTMA	\$44.95	\$43.95	\$42.95	OGDNUTWE	\$44.95	\$43.95	\$42.95
GTVLUTMA	\$58.95	\$57.95	\$55.95	OREMUTMA	\$46.95	\$45.95	\$43.95
HBCYUTMA	\$58.95	\$57.95	\$55.95	PAGEAZMA	\$46.95	\$45.95	\$43.95
HLDYUTMA	\$44.95	\$43.95	\$42.95	PHNXAZMA	\$44.95	\$43.95	\$42.95
HNVIUTMA	\$44.95	\$43.95	\$42.95	PLGVUTMA	\$46.95	\$45.95	\$43.95
HRCNUTMA	\$58.95	\$57.95	\$55.95	PRCYUTMA	\$58.95	\$57.95	\$55.95
HYRMUTMA	\$58.95	\$57.95	\$55.95	PROVUTMA	\$46.95	\$45.95	\$43.95
KRNSUTMA	\$44.95	\$43.95	\$42.95	PRWNUTMA	\$58.95	\$57.95	\$55.95
KYVLUTMA	\$44.95	\$43.95	\$42.95	PYSNUTMA	\$46.95	\$45.95	\$43.95
LEDSUTMA	\$58.95	\$57.95	\$55.95	RCFDUTMA	\$58.95	\$57.95	\$55.95

Issued: April 8, 2022

Effective: April 18, 2022

Issued by: General Counsel  
9330 LBJ Freeway, Suite 944  
Dallas, Texas 75243

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)

5.1 Lingo Products (Cont'd.)

5.1.1 Lingo Pricing (Cont'd.)

D. Lingo Value Line (Cont'd.)

2. Rates and Charges (Cont'd.)

1. Monthly Recurring Charges (Cont'd.)

	Lingo Value Line 12 <u>Months</u>	Lingo Value Line 24 <u>Months</u>	Lingo Value Line 36 <u>Months</u>		Lingo Value Line 12 <u>Months</u>	Lingo Value Line 24 <u>Months</u>	Lingo Value Line 36 <u>Months</u>
<u>CLLI</u>				<u>CLLI</u>			
RCMDUTMA	\$58.95	\$57.95	\$55.95	SNTQUTMA	\$46.95	\$45.95	\$43.95
RSVTUTMA	\$58.95	\$57.95	\$55.95	SPDLUTMA	\$58.95	\$57.95	\$55.95
RVTNUTMA	\$44.95	\$43.95	\$42.95	SPFKUTMA	\$46.95	\$45.95	\$43.95
SALMUTMA	\$46.95	\$45.95	\$43.95	SPVLUTMA	\$46.95	\$45.95	\$43.95
SALNUTMA	\$58.95	\$57.95	\$55.95	STGRUTMA	\$58.95	\$57.95	\$55.95
SLKCUTEA	\$44.95	\$43.95	\$42.95	TOOLUTMA	\$58.95	\$57.95	\$55.95
SLKCUTSO	\$44.95	\$43.95	\$42.95	VEYOUTMA	\$58.95	\$57.95	\$55.95
SLKCUTWE	\$44.95	\$43.95	\$42.95	WASHUTMA	\$58.95	\$57.95	\$55.95
SMFDUTMA	\$58.95	\$57.95	\$55.95	WJRDUTMA	\$44.95	\$43.95	\$42.95



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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.2 Remote Call Forwarding

1. Remote Call Forwarding (RCF) is a service whereby a call placed from a station the originating station) to a customer's (the RCF customer) telephone number (call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (terminating station).
2. Limitations
  - (a) Remote Call Forwarding service is offered subject to availability of suitable facilities.
  - (b) RCF is not offered where the terminating number is a coin or coinless pay telephone.
  - (c) The Company does not guarantee identification of the originating telephone number to the Remote Call Forwarding customer.
  - (d) Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs. Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded to number or termination of the RCF service. The RCF customer will be responsible for normal price list charges for such changes.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.2 Remote Call Forwarding (Cont'd)

3. Limitations (Cont'd.)

- (e) Remote Call Forwarding is not suitable for satisfactory transmission of data.
- (f) RCF 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, where appropriate, 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.
- (g) When the Call Forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.
- (h) Remote Call Forwarding will be provided for local calling where the RCF telephone number and the terminating station are both located in the same exchange. Further, Remote Call Forwarding will be provided for local calling on an interexchange basis in those instances where the exchange serving the RCF telephone number and the exchange serving the terminating station have the identical local calling area within the same county or are within an Extended Area Service arrangement as specified in this Price list. All other calls will be sent-paid (1+) only.
- (i) Where a business directory listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.
- (j) Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be 14.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 5 – LOCAL EXCHANGE SERVICE (CONT'D.)

5.2 Remote Call Forwarding (Cont'd.)

4. Minimum Contract Period

The minimum contract period for this service is one month.

5. Charges

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

Monthly Rate	\$22.00
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6. Message Charges

(a) The message charges applicable to remotely forwarded calls shall be comprised of two separate charges: (1) a charge for that portion of the call from the originating station to the call forwarding location, and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each such portion shall be as follows:

- Between the originating station and all forwarding locations. The charge for this portion of a remotely forwarded call shall be the charge specified in this or any other applicable Price list for the type of call involved.
- Between the originating station and all forwarding locations. The charge for this portion of a remotely forwarded call shall be the charge specified in this or any other applicable Price list for the type of call involved.
- Between the call forwarding location and the terminating station. The Remote Call Forwarding customer is responsible for the applicable charges specified in this or any other Applicable Price list for other than seven- or ten-digit local calling. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

No message charges apply for seven- or ten-digit local calling.

7. Remote Call Forward Additional Path	\$22.00/each
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Additional paths may be provided to handle multiple calls to the Remote Call Forwarding Number as long there are at least an equal number of lines at the terminating end.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 6-SUPPLEMENTAL SERVICES

6.1 Custom Calling Features

6.1.1 Rates and Charges

A. Features Offered on Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

<u>Feature</u>	
Anonymous Call Rejection	\$10.00
Call Block (*60)	\$10.00
Call Forwarding/Don't Answer	\$10.00
Call Forwarding/Busy Line	\$10.00
Call Forward/Variable	\$10.00
Call Return (*69)	\$10.00
Call Trace (*57)	\$10.00
Call Waiting	\$10.00
Call Waiting ID	\$10.00
Caller ID (Number Only)	\$10.00
Caller ID Deluxe (Name and Number)	\$10.00
Distinctive Ring	\$10.00
Remote Access to Call Forwarding	\$10.00
Ring Master/Distinctive Ring	\$10.00
Speed Calling 8	\$10.00
Speed Calling 30	\$10.00
Three Way Calling	\$10.00
Repeat Dialing (*66)	\$10.00

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 6 - SUPPLEMENTAL SERVICES (CONT'D.)

6.1 Custom Calling Features, (Cont'd.)

6.1.1 Rates and Charges, (Cont'd.)

B. Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed a per use charge each time the feature is used by the Customer. Customers may choose to subscribe to these features on a monthly basis to obtain unlimited use of these features for a fixed monthly charge.

Custom Calling Feature	Per Use
3 – Way Calling	\$4.00
Auto Redial	\$4.00
Auto Call Back (*69)	\$4.00
Call Trace	\$4.00

6.1.1 Directory Assistance

Per Call to Directory Assistance: \$3.99

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 6 - SUPPLEMENTAL SERVICES (CONT'D.)

6.2 Local Operator Service

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call:

6.2.1 Rates

Usage Rates

Usage charges will be billed at the rate in effect for the presubscribed service plan purchased by the Customer. See Section 5 of this price list.

Per Call Service Charges

Calling Card – Automated	\$0.30
Calling Card - Operator Dialed	\$1.13
Billed to Third Number	\$1.51
Collect	\$1.85
Person-to-Person	\$3.00
Operator Assistance	\$3.00

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 6 - SUPPLEMENTAL SERVICES (CONT'D.)

6.3 Busy Line Verification and Emergency Interrupt Service

Upon request of a calling party the Company will verify a busy condition, on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

Busy Line Verification:	\$1.25
Busy Line Interrupt:	\$2.00

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 6 - SUPPLEMENTAL SERVICES (CONT'D.)

6.4 Directory Listing Service

	<u>Monthly Recurring Charges</u>
Primary Listing	\$2.00
Additional Listings	\$1.90
Non-Listed Number, per account	\$2.00
Non-Published Number, per account	\$6.50



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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 7 - TOLL SERVICES

7.1 General

Long Distance service is only available in conjunction with local service.

7.2 Long Distance Directory Assistance Service

The charges as shown below apply for each request made to the Directory Assistance operator:

Long Distance Directory Assistance (555-1212)	\$3.99
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7.3 Basic Long Distance Plan

The Basic Plan is an outbound calling plan available to customers who subscribe to the Company's local service plans. Toll Free numbers are available for an additional charge of \$\_\_\_ per month per number. Calls are billed in sixty (60) second increments after an initial period for billing purposes of sixty (60) seconds.

	<u>Rate Per Minute</u>
Default Rate per minutes	\$0.99

7.4 Miscellaneous Long Distance Services

Long Distance Only Monthly Recurring Charge:	\$4.95
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A customer will be billed a monthly recurring charge when they do not subscribe to local services and only have long distance services with Lingo.

Long Distance Only Monthly Minimum:	\$4.95
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Each customer that does not subscribe to local services and only has long distance services with Lingo will be billed a minimum per month per account of \$4.95 for long distance services. If monthly charges for outbound usage equal or exceed \$4.95 in a billing period, the monthly minimum will not apply. If the monthly minimum charge in a billing period is less than \$4.95, the monthly minimum usage charge that will apply will be the difference between the month's usage charge and \$4.95. This charge is in addition to any applicable Monthly Recurring Charge.

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LOCAL AND INTEREXCHANGE RESIDENTIAL SERVICES PRICE LIST

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SECTION 7 - TOLL SERVICES (CONT'D.)

7.5 Toll Free Service

Monthly Recurring Charge	\$5.00
Payphone Origination Charge	\$0.55
Monthly Minimum Charge- Long Distance Only	\$4.95

Lingo does not offer new stand alone toll free service