

RULES, REGULATIONS, AND  
SCHEDULE OF RATES AND CHARGES  
APPLICABLE TO CUSTOMERS  
  
LOCAL EXCHANGE SERVICES  
  
FURNISHED BY  
  
GRANDE COMMUNICATIONS  
  
WITHIN THE STATE OF TEXAS

Issued by:

Regulatory Affairs Manager  
Suzanne Goldberg  
401 Carlson Circle  
San Marcos, TX 78666

Effective: September 20, 2012

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**CHECK SHEET**

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**SECTION 1**

**APPLICATION OF TARIFF**

**1.1 Application of Tariff**

- 1.1.1 This Tariff contains the regulations and charges applicable to local exchange services provided by Grande Communications (the "Company") to Customers within service areas in the State of Texas specified in this Tariff. As a condition of receiving service, Customers are required to enter into a written Contract with the Company.
- 1.1.2 The Company is a Delaware limited liability company with its corporate headquarters in San Marcos, Texas. It is duly authorized to transact its business in Texas, with its principal Texas office located at 401 Carlson Circle, San Marcos, Texas 78666.
- 1.1.3 The provision of local exchange services is subject to regulations, terms and conditions specified in this Tariff and may be revised, added to or supplemented by superseding issues as required by law and Company policies.
- 1.1.4 Services are provided by the Company without discrimination as to a Customer's race, color, sex, nationality, religion, marital status, income level, source of income, or from unreasonable discrimination on the basis of geographic location.
- 1.1.6 The Company reserves the right to offer its Customers a variety of competitive services as deemed appropriate by the Company through customer-specific contracts. These customer-specific contracts may or may not be associated with volume and/or term discounts. Should a Customer desire to purchase any services from the Company other than the services specifically offered under this Tariff or if a Customer desires to purchase any services offered under this Tariff in combination with other services, then the Company may offer all of such services to the Customer on an individual case basis (ICB).
- 1.1.7 The Company will provide local exchange service in compliance with local, state and federal regulations, and pursuant to the provisions of this Tariff and internal Company policies consistent with those regulations.

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**SECTION 2  
DEFINITIONS**

For the purpose of this Tariff, the following definitions will apply:

**911 Service Area:** The geographic area in which the Company will respond to all 911 calls and dispatch appropriate emergency assistance.

**Automatic Location Identification (ALI):** An E911 feature that provides the name or address or both associated with the calling party's telephone number (identified by ANI) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise extensions, etc.) are identified with the address of the telephone number at the main location.

**Automatic Number Identification (ANI):** Provides for the telephone number of the calling party to be forwarded to the PSAP 911 Trunks - trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly recurring charges do not apply to that segment of the 911 trunk.

**Commission:** Public Utility Commission of Texas.

**Company:** Grande Communications, the issuer of this Tariff.

**Company EMTA Equipment:** A device that combines a DOCSIS modem and analog telephone adapter. It provides the conversion between analog voice signals and IP packets, delivers dial tone and manages the call setup.

**Contract:** Contract and service order between the Customer and the Company under which the Company will provide services to the Customer and will define the services the Customer has selected to be provided either as a bundle, including local exchange service with enhanced services, long distance services and unregulated services, or individual service.

**Customer or subscriber:** The person, firm or corporation which orders service and is responsible for the payment of charges and compliance with the Company's regulations.

**Customer premises equipment (CPE):** Telephone terminal equipment located at a Customer's premises.

**Customer proprietary network information (CPNI):** Any information compiled about a Customer by the Company in the normal course of providing telephone service that identifies the Customer by matching such information with the Customer's name, address, or billing telephone number. This information includes, but is not limited to: line type(s), technical characteristics (e.g., rotary service), class of service, current telephone charges, long distance billing record, local service billing record, directory assistance charges, usage data, and calling patterns.

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**SECTION 2****DEFINITIONS**

**Demarcation point:** Point of connection at the Customer's premises where premises services are connected with the telecommunications network. The demarcation point separates the Customer's local exchange service from inside wire and terminal equipment.

**Deposit:** Refers to a cash or equivalent of cash security held as a guarantee for payment of the Customer's charges, excluding basic local exchange service.

**Emergency Service Number (ESN):** An ESN is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g., police, fire, PSAP and medical) within a particular serving area. An ESN is associated with a primary PSAP and possibly one or more secondary PSAPs.

**Exchange:** The geographic territory delineated as an exchange by official Commission boundary maps. An exchange usually embraces a city or town and its environs. There is usually a uniform set of charges for telecommunications service within the exchange. An exchange may be served by more than one central office and/or one certificated telephone utility.

**FCC:** Federal Communications Commission.

**Fiber optic cable:** A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

**LATA:** A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

**Local calling scope:** The area within which local exchange service is furnished to the Customer under a specific schedule of rates; may include more than one exchange area.

**Local Exchange Service:** This telephone service provides the Customer the ability to make toll free calls within the local calling scope identified in this Tariff and includes dial tone, primary directory listing, access to operator service, access to directory assistance, access to 911 service, and the ability to report service problems seven days a week.

**Non-recurring charge:** A charge assessed on a one-time basis or "per occasion" basis.

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**SECTION 2****DEFINITIONS**

***Public Safety Answering Point (PSAP):*** A communications facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 911 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 911 calls to other public safety agencies. It is the first point of reception by a public safety agency of a 911 call, and serves the jurisdictions in which it is located and other participating jurisdictions, if any.

***PSAP Data Base Establishment and Update Service:*** Provides the PSAP with the initial list, as well as periodic updates of Customer names, telephone numbers and addresses for ALI.

***Recurring charges:*** The monthly charges to the Customer for services, facilities and equipment which continue for the agreed upon duration of the service.

***Service Area:*** Geographic market as listed in Section 4 of this Tariff.

***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 Contract or this Tariff, in which case the service commencement date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute service commencement date.

***Serving central office:*** Central office from which a PSAP, either primary or secondary, is served.

***Telephone company:*** Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

***Toll blocking:*** Restricts the completion of outgoing long distance calls.

***User:*** A Customer, joint user, or any other person authorized by a Customer to use service provided under this Tariff.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.1 Terms and Conditions**

- 3.1.1 Service is provided on a month-to-month basis. For the purpose of computing charges in this Tariff, a month is considered to have 30 days.
- 3.1.2 Service will be provided on a month-to-month basis at the then current rates unless terminated by either party pursuant to Commission rules. Customer's failure to make payment for charges for local exchange service incurred under the Contract and this Tariff will result in disconnection of service. The rights and obligations which by their nature extend beyond the termination of the term of the Contract will survive such termination.
- 3.1.3 Any changes in rates, rules, regulations or Customer's rights lawfully made effective by the Company will, to that extent, act as a modification of all Contracts. Customers will be entitled to advance notice of "material changes" in terms and conditions of service pursuant to Commission regulations.
- 3.1.4 The terms and conditions of all Contracts are subject to the regulations in this Tariff for the particular exchange for which service is to be furnished.
- 3.1.5 Service may be terminated by the Company upon notice to the Customer as provided for in this Tariff.
- 3.1.6 Consistent with notice provisions in this Tariff, upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- 3.1.7 This Tariff will be interpreted and governed by the laws of the State of Texas without regard for its choice of laws provision.
- 3.1.8 No other local exchange service provider may interfere with the right of any person or entity to obtain service directly from the Company. No person or entity will 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.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.1 Terms and Conditions (continued)**

- 3.1.9 The regulations specified herein are in addition to the regulations contained in other sections of this Tariff and in the Contract for services. Failure on the part of the Customer to observe these regulations of the Company may give the Company the right to cancel the Contract and discontinue the furnishing of service as provided in this Tariff.
- 3.1.10 The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law.
- 3.1.11 Abandonment of equipment or service by a Customer is regarded by the Company as a voluntary termination of the Contract.
- 3.1.12 In any action between the parties to enforce any provision of this Tariff, the prevailing party will be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- 3.1.13 The Company will use reasonable efforts to make services available to a Customer on or before a particular date, subject to compliance by the Customer with the regulations contained in this Tariff. The Company does not guarantee availability by any such date and will not be liable for any delays in commencing service to any Customer.

**3.2 Availability of Facilities**

- 3.2.1 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 the Company's control.
- 3.2.2 The furnishing of service under this Tariff is subject to the availability on a continuing basis of all the necessary rights and facilities and is limited to the capacity of the Company's 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 3**

**GENERAL RULES AND REGULATIONS**

**3.3 Limitations on Liability**

- 3.3.1 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, will be limited to the extension of allowances to the Customer for interruptions in service as set forth in this Tariff.
- 3.3.2 Except for the extension of allowances to the Customer for interruptions in service, as set forth in this Tariff, the Company will 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.
- 3.3.3 The liability of the Company for errors in billing that result in overpayment by the Customer will 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.
- 3.3.4 The Company will be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- A. any error, 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; (c) common carriers or warehousemen, except as contracted by the Company; (d) operator service providers; (e) directory assistance providers; and (f) publishers of directory listings;

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.3 Limitations on Liability (continued)**

3.3.4 (continued)

- B. any delay or failure of performance or equipment due to causes beyond the Company's 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;
- C. any unlawful or unauthorized use of the Company's facilities and services;
- D. 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;
- E. breach in the privacy or security of communications transmitted over the Company's facilities;
- F. 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's liability is limited as set forth in paragraph (A) of this Subsection.
- G. defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.3 Limitations on Liability (continued)**

3.3.4 (continued)

- H. 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 the Company's facilities;
- I. any non-completion of calls due to network busy conditions;
- J. any calls not actually attempted to be completed during any period that service is unavailable; and
- K. any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

3.3.5 The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.

3.3.6 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.

3.3.7 Failure by the Company to assert its rights pursuant to one provision of this Tariff does not preclude the Company from asserting its rights under other provisions.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.4 Obligations of the Customer**

The Customer will be responsible for:

- 3.4.1 the payment of all applicable charges pursuant to this Tariff;
- 3.4.2 providing at no charge, as specified from time to time by the Company, any needed equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer;
- 3.4.3 obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide the services to the Customer from the cable building entrance or property line to the location of the equipment space. Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, will 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;
- 3.4.4 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 will be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company. The Customer will be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.4 Obligations of the Customer (continued)**

- 3.4.5 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; 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;
- 3.4.6 not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- 3.4.7 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.

**3.5 Liability of the Customer**

- 3.5.1 The Customer will be liable for damages to the facilities of the Company and for all incidental and actual 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 the Company's negligence or intentional misconduct.
- 3.5.2 To the extent caused by any negligent or intentional act of the Customer as described in this Section, the Customer will indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, 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 Tariff 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.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.5 Liability of the Customer (continued)**

3.5.3 The Customer will not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this Tariff, 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 Tariff 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.

**3.6 Applications for Service**

3.6.1 Customers will be required to enter into written Contracts which will contain or reference a specific description of the service ordered, the rates to be charged, and terms and conditions in this Tariff. The Customer may also be required to execute any other documents as may be reasonably requested by the Company.

3.6.2 Applications for service in a particular Service Area will be completed in accordance with the chronological order of their receipt depending upon the availability of facilities.

3.6.3 The Company will require an applicant for local exchange service to establish and maintain satisfactory credit as a condition of providing service. The creditworthiness of a former spouse established during the last 12 months of shared service will be equally applied to both spouses for 12 months immediately following divorce as required by Commission regulations.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.7 Deposits**

The Company will not request a deposit from residential or business Customers subscribing to basic local exchange service. The Company may request a deposit for all other services provided by the Company when serving a Customer with low creditworthiness or bad payment history. The deposit will be based on two months estimated usage of the subscribed service, such as long distance service.

**3.8 Advance Payments**

When making application for service, the Customer may be required to advance payment of recurring and non-recurring charges, estimated usage charges, and other charges and guarantees in such amount as may be deemed necessary by the Company for the safeguarding of its interests. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application. Service may be denied or discontinued for failure to furnish advance payment.

**3.9 Presubscribed Interexchange Carrier (PIC) Freeze**

A PIC freeze prevents a change in a Customer's interexchange carrier selection unless the Customer gives consent to the Company. A freeze protects the Customer against "slamming" (switching your telephone company without your permission). Customers are allowed to impose or lift a PIC freeze of either their local toll (intraLATA) or long distance (interLATA) carrier, or both, by providing written authorization to the Company. There is no charge for imposing or lifting a PIC freeze.

**3.10 Billing**

3.10.1 The Customer is responsible for payment of all charges for services furnished by the Company that appear on the Customer's monthly bill, including charges for services originated and/or charges accepted at the Customer's telephone or otherwise charged by means of television or Internet services provided by the Company.

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**SECTION 3****GENERAL RULES AND REGULATIONS (continued)****3.10 Billing (continued)**

3.10.2 Unless noted otherwise in this Tariff, bills for local exchange service will normally be rendered monthly; will show the period of time covered by the billings, the bill due date, and will show a clear listing of all charges due and payable in accordance with Commission rules. Recurring charges will be billed monthly, in advance of the month in which service is provided, except for usage sensitive charges, which will be billed monthly for the preceding billing period. Bills are due by the close of business on the payment due date printed on the Customer's bill. If the due date shown on the bill falls on a holiday or weekend, the due date is extended to the next work day. In the event of suspension, restriction, or discontinuance of service, the Customer will be required to pay all outstanding amounts due before service is restored.

3.10.3 When a Customer contacts the Company and indicates inability to pay a bill or need of assistance with payment, the Company will provide information regarding alternative payment options and payment assistance programs available to the Customer.

3.10.4 The Customer's payments will be allocated first to basic local exchange service charges.

3.10.5 If any portion of the Customer's payment is received by the Company after the payment due date or if received in funds which are not immediately available, a late payment administrative fee will be due to the Company. The Company will charge a one-time administrative fee of \$5.00 on delinquent bills.

Late payment administrative fees do not apply to the disputed portion of unpaid balances, if resolved in favor of the Customer. The disputed portion of unpaid balances, if resolved in favor of the Company, may be subject to the late payment fee as of the original due date noted on the Customer's bill.

3.10.6 The Company will not assess a fee, penalty, interest, or other charge for delinquent payment of a bill for local exchange service provided to the state, including any agency in any branch of state government.

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**SECTION 3****GENERAL RULES AND REGULATIONS (continued)****3.10 Billing (continued)**

- 3.10.7 If charges for local exchange service are found to be higher than the rates in the Company's Tariff, Contract, schedule, list, terms and conditions of service, or customer-specific contract, a billing adjustment will be made by the Company. If the Customer is due a refund, an adjustment will be made for the entire period of overcharge. If the adjustment is made within three billing cycles of the initial bill in error, interest will not be paid on the overcharge.
- 3.10.8 If charges for local exchange service are found to be lower than authorized by the Company's Tariff, Contract, schedule, list, terms and conditions of service, or customer-specific contract, or if the Company failed to bill for services, the Customer may be backbilled for the amount that was underbilled for no more than six months from the date the initial error was discovered, unless underbilling is a result of theft of service by the Customer. If the underbilling is \$50 or more, the Company will offer Customer a payment plan option for the length of time as that of the underbilling, unless the underbilling is due to theft of service by the Customer. Interest on underbilled amounts will not be charged unless the underbilled amounts are due to theft of service by the Customer.
- 3.10.9 Service may be discontinued if the Customer fails to pay charges arising from an underbilling.
- 3.10.10 In the event of a billing dispute between the Customer and the Company regarding any bill for local exchange service, the Company will forthwith investigate the complaint and report the results to the Customer. Any amount determined by the Company to be correctly charged will become immediately due and owing and subject to a late payment fee as specified in this Tariff. If the disputed amount is resolved in favor of the Customer, the Customer's account will be credited the disputed amount and no late payment fees will apply. In the event the dispute is not resolved, the Company will inform the Customer of the complaint procedures of the Commission.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS (continued)**

**3.11 Returned Check Charge**

In addition to any late payment fees specified in this Tariff, the Customer will be assessed a charge of \$30.00 for each check, bank draft, or electronic funds transfer submitted by the Customer which a financial institution refuses to honor.

**3.12 Collection Fees**

In the event the Company incurs fees or expenses, including attorney's fees due to the collection of amounts owing by the Customer to the Company, the Customer may be liable to the Company for the payment of all such fees and expenses which are reasonably incurred.

**3.13 Taxes, Fees and Surcharges**

3.13.1 General

Customers are responsible for the payment of line items on their bills associated with regulatory and non-regulatory assessments and surcharges, franchise fees, privilege and license fees, and local, state and federal taxes, whether in a lump sum or at a flat rate, or based on receipts, or based on poles, wire or other Company property units, imposed upon the Company by governmental jurisdictions, all of which will be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.13 Taxes, Fees and Surcharges (continued)****3.13.2 Municipal Franchise Fee**

Residential, non-residential and point-to-point access lines provided pursuant to this Tariff are subject to a municipal franchise fee as established for the city in which the end user of the access lines is located. Effective with the charges billed on or after March 1, 2000, the monthly recurring municipal charge will be equal to a monthly amount developed using criteria as recommended by your local municipality with information supplied by this local certificated telecommunications provider (CTP). The fee should be assessed as a per-line-charge on the end user bill. This municipal charge results from implementation of House Bill 1777 – Telecommunications Franchise Law which allows all municipalities to be compensated by CTPs for right-of-way usage. The fee has been developed and/or allocated across rate classifications according to local municipal guidelines.

**3.13.3 Texas Universal Service Fund (TUSF) Fee**

Charges for local exchange services provided pursuant to this Tariff are subject to an annual TUSF contribution. The Commission establishes an annual contribution factor which is assessed on all providers of telecommunications services based on taxable receipts. The TUSF supports affordable local telephone service to high-cost rural customers, funds the Relay Texas and Specialized Telecommunications Assistance programs for the hearing-disabled, and funds telecommunications services discounts to low-income customers (Tel-Assistance and Lifeline). Consistent with Commission regulations, the Company recovers this contribution through the TUSF fee on Customer bills. Eligible tax exempt entities are not assessed the TUSF fee by the Company.

Effective January 1, 2012, the TUSF charge of 4.3% is assessed to intrastate services purchased by the customer. A list of these services is outlined in Section 6, Local Service Rates, of this tariff.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.13 Taxes, Fees and Surcharges (continued)**

## 3.13.4 Local Number Portability Fee

Customers who switch their local exchange service from another telecommunications carrier to the Company or from the Company to another telecommunications carrier may retain use of existing assigned telephone numbers, provided that the Customer retains the same serving wire center, rate center or rate district, whichever is smaller within the given state boundary. The FCC considers the ability of Customers to "port" their telephone numbers when they exercise choice in local service provider an important factor in promoting competition. The telecommunications industry has incurred considerable expense in technology to make number porting possible. The monthly number portability fee allows local exchange companies to recover those expenses and it is part of the Company's cost of providing local exchange service.

## 3.13.5 Intentionally left blank

## 3.13.6 Federal Universal Service Fund (FUSF) Fee

FUSF is a federal fee for a fund that helps bring affordable basic phone service to all Americans, including schools, libraries and rural health care providers. All telecommunication companies, including long distance, local, wireless and pay phone providers, add this charge to cover their required support for the fund. The fee is set by the FCC.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.13 Taxes, Fees and Surcharges (continued)****3.13.7 9-1-1 Emergency Service Fee**

This fee funds the provision of 9-1-1 emergency telecommunications services, and also may be appropriated to fund emergency medical services and trauma care. The Texas Commission on State Emergency Communications sets this fee based on the cost of providing 9-1-1 service in the region in which the Customer is located. The establishment of this fee is reviewed by the Commission and assessed by the Company on a monthly basis. Eligible tax exempt entities are not assessed the 9-1-1 fee by the Company.

**3.13.8 Gross Receipts Assessment Fee**

State law requires all providers of telecommunications to the ultimate consumer to contribute one-sixth of one percent of gross receipts to the State's General Revenue Fund. The annual contribution is made to the Texas Comptroller of Public Accounts. Revenues generated from this fee are used to appropriate funds to the Commission and the Office of Public Utility Counsel. Amounts generated but not appropriated to those agencies remain in the General Revenue Fund. The Company recovers its contribution through a monthly customer assessment.

**3.13.9 Federal Excise Tax**

The federal excise tax was originally initiated as a luxury tax to pay for the Spanish-American War in 1898 and pursuant to federal law is levied on the provision of telecommunications service. Today all proceeds from the tax go directly to the U.S. General Revenue Fund. The Company collects the federal excise tax on a monthly basis and passes the proceeds to the federal government. Eligible tax exempt entities are not assessed the federal excise tax by the Company.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.13 Taxes, Fees and Surcharges (continued)**

## 3.13.10 State Sales Tax and Local Sales and Use Tax

Pursuant to state law, state and local taxes are levied on tangible personal property and taxable services, including amusement services, cable television services, personal services, repair and remodeling services, aircraft services, telecommunications services, real property services, and data processing services. These taxes are considered a part of the total sales price of the telecommunications services provided by the Company. State sales taxes and local sales and use taxes are collected by the Company on a monthly basis and the proceeds are passed on to the appropriate state or local governmental entity. The Company will not assess state and local taxes on eligible tax exempt entities.

## 3.13.11 Metropolitan Transit Authority (MTA) Tax

Pursuant to state law, some local authorities are permitted to levy a MTA tax on the provision of telecommunications service to defray the cost of public transportation. The Company will assess the MTA tax on a monthly basis to the Customers subject to the jurisdiction of local authorities that levy the MTA tax on telecommunications services. The Company will not assess the MTA tax on eligible tax exempt entities.

**3.14 Cancellation, Discontinuance, Refusal, Termination and Changes**

## 3.14.1 Cancellation of Service by Customer

If a Customer cancels service for any reason other than service interruption, the Customer agrees, binds, and obligates itself to pay the unpaid balance of charges owed to the Company. Such charges will become due and owing as of the effective date of the cancellation.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.14 Cancellation, Discontinuance, Refusal, Termination and Changes (continued)**

3.14.2 Refusal of Service by Company

- A. The Company may decline to serve an applicant until such applicant has complied with all federal, state and municipal regulations, and regulations of the Company on file with the Commission governing the service applied for, or for the following reasons:
1. if the applicant's facilities or equipment are inadequate or known to be hazardous or dangerous to Company's employees or agents, or of such character that satisfactory service cannot be given.
  2. for refusal of the applicant to furnish information or the provision of false information to the Company regarding the applicant's creditworthiness, past or current use of communications services or its planned use of the service(s).
  3. for applicant's refusal to provide security or advance payment as provided in this Tariff.
  4. in the event of Customer requesting reinstatement of service, if the Customer's service has been discontinued for nonpayment of bills for any telecommunications service provided by the Company, except that basic local exchange service will only be refused for nonpayment of basic local exchange service charges due, or for long distance charges incurred following implementation of Company-initiated toll blocking and still outstanding, or for other reasons stated in this Tariff. The Customer will otherwise be required to pay all bills due the Company for telecommunications service or make other arrangements satisfactory to the Company to re-establish credit before service is restored.
  5. or any other reason that does not violate any applicable federal, state or municipal statutes, rules, or regulations.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.14 Cancellation, Discontinuance, Refusal, Termination and Changes (continued)**

## 3.14.2 Refusal of Service by Company (continued)

- B. If the Company refuses service to the applicant, it will inform the applicant of its determination to refuse service and the reason(s) for refusal, that the applicant will be eligible for service if the reason(s) for refusal are remedied, that the applicant may request a supervisory review, and that applicant may file a complaint with the Commission. The information in this paragraph will be sent to the applicant in writing within five work days, if required by the federal Equal Credit Opportunity Act, 15 U.S.C. §§ 1691 et seq., or if it is requested by the applicant.

## 3.14.3 Discontinuance of Service by Company

- A. The Company may discontinue service(s) provided in this Tariff, or usage and service restrictions may be imposed, without incurring any liability, for any reason with 10 days written notice, including but not limited to, the following reasons:
1. upon nonpayment of any amounts owing to the Company for which the Customer subscribes or had subscribed, except that residential basic local exchange service will only be suspended or disconnected for failure to pay basic local exchange service charges due. The Company may disconnect basic local exchange service if a Customer continues to incur long distance charges following the implementation of Company-initiated toll blocking on Customer's account due to nonpayment. If toll blocking is initiated, notice of toll blocking will be provided to the Customer within 24 hours of its initiation by the Company for the nonpayment of long distance charges.
  2. violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment or unauthorized attachments.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.14 Cancellation, Discontinuance, Refusal, Termination and Changes (continued)**

3.14.3 Discontinuance of Service by Company (continued)

A. (continued)

3. use of the services provided under this Tariff for an unlawful purpose or in an abusive manner, including calls, anonymous or otherwise, made in a manner reasonably expected to frighten, abuse, torment or harass another.

The Company will, upon receiving judicial notice from a law enforcement agency, acting within its jurisdiction, terminate service to any subscriber or Customer identified as having utilized service provided under this Tariff in the completion of abusive or unlawful telephone calls. Service will be terminated as provided for in this Tariff.

4. upon failure to comply with a request made by the Company for a security for payment for service(s) or advance payments.
5. use of the Company's service in any manner that impedes the Company's ability to continue to provide service.
6. upon violation of any of the other material terms or conditions of this Tariff.

B. Service may be disconnected without notice for the following reasons:

1. if the Customer connects or reconnects basic local exchange service without the Company's authority, or uses or attempts to use the Company's service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service.
2. where there is tampering with the Company's equipment, evidence of fraud, or other acts to defraud the Company.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.14 Cancellation, Discontinuance, Refusal, Termination and Changes (continued)**

3.14.3 Discontinuance of Service by Company (continued)

- C. A suspension or disconnection notice by the Company to the Customer will be a separate mailing or hand delivery in both English and Spanish with a stated date of disconnection that is not less than 10 days after the notice is issued and will indicate the entire amount owed to maintain basic local service.
- D. Upon condemnation of any material portion of the facilities used by the Company to provide service to the Customer or if a casualty renders all or any material portion of such facilities inoperable, the Company, by notice to the Customer, may discontinue or suspend service.

3.14.4 Restoration of Service

If a Customer's service is restored after having been suspended and/or disconnected in accordance with this Tariff but a Company service order to terminate such service has not been completed when such service is restored, the Customer may be required to pay a reconnection charge.

When a Customer's service has been disconnected in accordance with this Tariff and the service has been terminated through the completion of a Company service order, service will be re-established only upon the basis of an application for new service.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.14 Cancellation, Discontinuance, Refusal, Termination and Changes (continued)**

## 3.14.4 Restoration of Service (continued)

Local exchange service initiated after the discontinuance for non-payment will be subject to the standard non-recurring charges for new service as defined in this Tariff. Service that has been re-established may require the assignment of a new telephone number.

If any Company service has been suspended, restricted, or discontinued for nonpayment, service will be re-established upon receipt of all charges due, which includes charges for services and facilities during the period of restriction or suspension and which may include a service reconnect fee. Basic local exchange service will be re-established upon receipt of all charges due for basic local exchange service, any charges due for long distance service incurred following institution of Company-initiated toll blocking due to the nonpayment of long distance charges, and charges for services and facilities during the period of restriction or suspension which may include a service reconnect fee. If the Customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order or certified check. If such payment is made by personal check, restoration of service will be effected upon bank clearance of the check.

If service is established and it is subsequently determined that the Customer is indebted to the Company for service previously furnished, the Company may restrict, suspend or terminate such service until satisfactory arrangements have been made for the payment of prior indebtedness. Residential basic local exchange service will only be suspended or disconnected for indebtedness for charges for basic local exchange service or for having incurred long distance charges following implementation of Company-initiated toll blocking due to nonpayment of long distance charges.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.14 Cancellation, Discontinuance, Refusal, Termination and Changes (continued)**

3.14.5 Assignment or Transfer of Service

- A. A Customer may, upon written request and written approval by the Company, transfer its Contract to another party at the same location when there is no reason to question the responsibility of the other party, and when the new party willingly assumes all the obligations of the former Customer and pays any additional charges that are applicable. Such contract is terminable under the same conditions as was the original Contract.
- B. The telephone number of a local exchange service affected by a transferred Contract covering a change of party, will be changed in all cases, unless it is clearly shown that the new party is, in fact, the successor of and is entitled to receive, and will properly care for the incoming messages from the telephone number. In order to retain the telephone number, the new Customer must assume any outstanding indebtedness under the transferred Contract.

3.14.6 Changes in Service

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 will be adjusted accordingly.

**3.15 Application of Business or Residential Rates**

3.15.1 Business rates apply as follows:

- A. in offices, stores, shops, factories and all other places of a strictly business nature;

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.15 Application of Business or Residential Rates (continued)**

## 3.5.1 Business rates apply as follows (continued)

- B. in boarding houses, offices or hotels, halls, and offices of apartment buildings; quarters occupied by clubs; public, private or parochial schools or colleges, hospitals, libraries, and other similar institutions where the principal usage indicated is for administrative purposes; in churches except when the telephone is located in the pastor's study and not accessible for public use;
- C. at residential locations when the Customer has no regular business telephone, and the use of the service either by the Customer, members of the Customer's household, their guests, or persons calling any of them is of a business nature. Any advertising (such as business cards, newspaper advertisements, handbills, billboards, circulars, radio or television commercials, signs on vehicles, or any other advertising material) that contains a business name or describes a service for hire and also contains the telephone number will create a presumption that the telephone is being used for business purposes.
- D. when a Customer has a regular business telephone and uses the residence telephone for business purposes during intervals when in compliance with the law or established custom, business places are ordinarily closed, such usage will not subject the residence telephone to business rates;
- E. where the place of business and the residence of a Customer are on the same premises and no telephone is installed in the place of business, the business rate will be charged for the telephone installed in the residence. At residence locations, when an additional station or extension bell is located in a shop, office, or other place of business;
- F. in any location where such location and expected usage of the service indicates a business, trade, or profession or business use.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.15 Application of Business or Residential Rates (continued)**

3.15.2 Residential rates apply as follows:

- A. in private residences where business listings are not provided;
- B. in private apartments of hotels, rooming houses, or boarding houses where service is confined to the use of the family unit, and which are not advertised as business telephones;
- C. in the place of residence of a clergyman, or the clergyman's study where the telephone is not accessible for public use;
- D. in quarters occupied by lodges, clubs and civic organizations where there is only an occasional use for the service, where the principle use is not for administrative purposes and the telephone is not available for use by the general public;
- E. in fire department dormitories or sleeping quarters where the telephone number is not published and the telephone is not available for use by the general public.

**3.16 Special Construction**

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

- where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- of a type other than that which the Company would normally utilize in the furnishing of its services;
- over a route other than that which the Company would normally utilize in the furnishing of its services;

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.16 Special Construction (continued)**

- in a quantity greater than that which the Company would normally construct;
- on an expedited basis;
- on a temporary basis until permanent facilities are available;
- involving abnormal costs; or
- in advance of its normal construction.

Consistent with Commission rules, the Company will contact the applicant for service within 10 work days of receipt of the application and give the applicant an estimated completion date and an estimated cost for all charges to be incurred by the applicant, and an explanation of any construction cost options.

**3.17 Interruption of Service**

3.17.1 It will be the obligation of the Customer to notify the Company immediately of any interruption in service. Before giving such notice, the Customer will ascertain that the trouble is not being caused by any action or omission by the Customer within its control or by wiring or equipment furnished by the Customer.

**3.17.2 Temporary Interruption for Repairs**

The Company will have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the Customers who may be affected as reasonable notice as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the Customer the least inconvenience.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.17 Interruption of Service (continued)**

## 3.17.3 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.

## 3.17.4 Credit Allowance for Interruptions

- A. Except as may otherwise be specified in this Tariff, interruptions of 24 hours or more, which are reported to or detected by the Company, and which are not due to the negligence or willful act of the Customer are credited upon request to the Customer at the proportionate monthly charge involved for each 24 hours of interruption. Credit is not allowed for interruptions to service of less than 24 hours.

No interruption allowance will be made for failures in facilities provided with or by other carriers except as may otherwise be provided in other sections of this Tariff.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.17 Interruption of Service (continued)**

- B. 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.
  
- C. No interruption allowance will apply where service is interrupted by the negligence or willful act of the Customer or where the Company, pursuant to the terms of this Tariff, restricts, suspends or terminates service because of nonpayment of bills due the Company, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance will be made for interruptions due to electric power failure, equipment, systems, connections or services not provided by the Company.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.18 Notices and Communications**

- 3.18.1 All notices or other communications required to be given pursuant to this Tariff will be in writing except that the Company may give 24 hours non-written notice to Customers purchasing basic local exchange service prior to initiation of toll blocking for the nonpayment of long distance charges. Notices and other communications of either party, and all bills mailed by the Company, will be presumed to have been delivered to the other party on the third business day following placement with the U.S. Mail or private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 3.18.2 The Company and the Customer will advise the other party of any changes to the addresses designated for notices, other communications or billing.
- 3.18.3 The Company can be reached by mail at Grande Communications Networks, LLC, 401 Carlson Circle, San Marcos, Texas 78666; by fax at (512) 878-4287; or by phone at (800) 878-4000. Calls are answered seven days a week, 24 hours per day, 365 days per year.

**3.19 Customer Complaints**

Upon complaint to the Company by a Customer either in person at its office, by letter, fax, email or telephone, the Company will promptly make a suitable investigation and advise the complainant of the results thereof within 21 days of receipt of the complaint. If the Customer is not satisfied with the initial response from the Company, the Customer may request supervisory review. The supervisor will respond within 10 days of receipt of the request for review. The Customer may receive the Company's response(s) in writing upon request. The Company will keep a record of all complaints as required by Commission regulations. If the Customer is dissatisfied with the supervisory review, it may file a complaint with the Commission under its informal complaint resolution process. Customer complaints may be filed with the Commission at: Public Utility Commission of Texas, Office of Customer Protection, P. O. Box 13326, Austin, Texas 78711-3326; phone number - (512) 936-7120 or in Texas (toll free) (888) 782-8477; fax - (512) 936-7003; e-mail address - [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us); internet address - <http://www.puc.state.tx.us>; Telecommunications Devices for the Deaf (TTY) - (512) 936-7136 and Relay Texas (toll free) - (800) 735-2989.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.20 Transmitting Messages**

A user may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this Tariff. A user may transmit any form of signal that is compatible with the Company's 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 Tariff.

**3.21 Interconnection of Customer Premises Equipment (CPE) and Facilities**

3.21.1 All Customer-provided interconnections are subject to full compliance with all requirements of Part 68 of the FCC Rules and those contained in this Tariff.

3.21.2 All combinations of registered equipment and the associated non-registered terminal equipment (including but not limited to wiring) will be installed, operated and maintained so that the requirements of Part 68 of the FCC's Regulations are continually satisfied.

3.21.3 The Company may discontinue service or impose other remedies as provided for in Part 68 of the FCC's Regulations for failure to comply with these provisions.

3.21.4 Except for Company EMTA Equipment and digital phone service, all registered terminal equipment and systems, and premises cable and wire, whether Customer provided or Company provided, will be connected to the telecommunications network at a Demarcation Point, and typically through a network interface. This network interface (or Demarcation Point) will generally comprise a standard jack as specified in, or authorized by, the FCC's Registration Program.

3.21.5 Except for Company EMTA Equipment and digital phone service, the Demarcation point for single unit installations will be located on the Customer's side and within 12 inches of the protector or its equivalent. If there is no protector, it will be within 12 inches of the minimum point of entry to the premises. If conforming to the twelve inches is unrealistic or technically impossible, the Demarcation Point will be the most practical minimum point of entry.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.21 Interconnection of Customer Premises Equipment (CPE) and Facilities (continued)**

3.21.6 The Customer will not connect registered equipment to a Company line if:

- A. the ringer equivalence of such equipment in combination with the total ringer equivalence of other equipment connected to the same line exceeds the allowable maximum of five or as otherwise determined by the Company; or
- B. the ringer type is not a ringer type designated by the Company as suitable for that particular line.

3.21.7 The Company will, at the Customer's request, provide information concerning interface parameters, including the number of ringers that may be connected to a particular telephone line.

3.21.8 The quantity of CPE on a line may be limited or a Customer may be forced to use ringer isolation devices to avoid interference with other parties on the line.

3.21.9 This Tariff does not provide for interconnection of Miscellaneous Common Carrier Systems. Interconnection of Miscellaneous Common Carrier Systems to the exchange and toll lines of the Company requires execution of a Miscellaneous Common Carrier Interconnection Agreement.

3.21.10 Customer-provided telephones, data and ancillary devices may be connected directly to telephone company lines (except coin telephone lines), without couplers if the devices are registered by the FCC or the devices are listed on the FCC Grandfathered List. Devices not registered or grandfathered by the FCC will be allowed connection to the network only through registered or grandfathered couplers.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.21 Interconnection of Customer Premises Equipment (CPE) and Facilities (continued)**

3.21.11 The Customer will be responsible for the installation, operation and maintenance of any terminal equipment, communications systems or premises cable and wire on the Customer's side of the Demarcation Point. No combinations of terminal equipment, communications systems or premises cable and wire on the Customer's side of the Demarcation Point will require change or alteration of the equipment or services of the Company, cause electrical hazards to the Company personnel, or damage to Company equipment, communications systems or premises cable and wire, or Customer's calling or called party. Upon notice from the Company that terminal equipment, communications systems or premises cable and wire on the Customer's side of the Demarcation Point is causing such hazard, damage, malfunction or degradation of service, the Customer will make such changes as will be necessary to remove or prevent such hazard, damage, malfunction or degradation of service. In those instances when Customer-provided instruments or ancillary equipment actually cause trouble which requires Company disconnection of service, the appropriate service charges from this Tariff will apply.

3.21.12 The Company will not be responsible for the installation, operation or maintenance of any terminal equipment, communications systems or premises cable and wire on the Customer side of the Demarcation Point. The responsibility of the Company will be limited to the furnishing of facilities offered under this Tariff and to the maintenance and operation of such facilities.

3.21.13 In the event neutralizing transformers or other protective equipment is required at Customer's locations where excessive ground potential exists, the following conditions will apply:

- A. Charges will apply for all installations based on special assembly of facilities per location.
- B. The Customer will purchase its own equipment to be interconnected with the Company lines.

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**SECTION 3**

**GENERAL RULES AND REGULATIONS**

**3.21 Interconnection of Customer Premises Equipment (CPE) and Facilities (continued)**

3.21.14 The Customer will permit employees or agents of the Company to enter its premises at any reasonable hour for the purpose of installing, inspecting, maintaining, or repairing the Company's facilities or upon termination of the service, or removing such facilities.

3.21.15 If service is requested at locations which are or may be hazardous or dangerous to the Company's employees or agents, the Company may refuse to furnish such service. If such service is furnished by the Company, Customer will be required to indemnify and hold harmless and defend the Company from and against any claims, loss, liability, cost (including without limitation reasonable attorneys fees), expense or damage by reason of its furnishing of such service. This limitation of liability will be in addition to any other limitations contained elsewhere in this Tariff.

3.21.16 Unless specifically provided otherwise in this Tariff, when commercial power is used for the operation of Company facilities, the Customer will provide the necessary power wiring, power outlets, and commercial power. The Customer assumes all responsibility for the safe condition of the power wiring, power outlets, and commercial power.

**3.22 Customer Proprietary Network Information (CPNI)**

The Company will comply with applicable state and federal regulatory requirements regarding Customer's approval of the use, disclosure, or permitted access to CPNI. The Customer may request that CPNI be reasonably restricted for this purpose, at no charge to the Customer, by notifying the Company.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.23 Defacement of Premises**

The Company will exercise due care in connection with all work done on Customer's premises. No liability will be attached to the Company by reason of any defacement or damage to the Customer's premises resulting from the existence of the Company's facilities on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole gross negligence of the Company. This limitation of liability will be in addition to any other limitations contained elsewhere in this Tariff.

**3.24 Inspections**

3.24.1 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 this Tariff 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.

3.24.2 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 10 days of receiving this notice, the Customer must take corrective action and notify the Company of the action taken. If the Customer fails to take the necessary corrective action, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

3.24.3 If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

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**SECTION 3****GENERAL RULES AND REGULATIONS (continued)****3.25 Ownership of Facilities**

Ownership of telephone system, including but not limited to wires, cables, telephone number or numbers, facilities and equipment furnished by the Company, and associated appurtenances will be in and will remain with the Company.

**3.26 Secrecy of Communications**

The Company will at all times safeguard any right of the Customer to privacy of its conversations, communications, or records, unless the Company is required to disclose such information by applicable law, rule, regulation or order of a court or governmental agency or entity.

**3.27 Telephone Numbers**

3.27.1 The Customer has no property right in the telephone number and the Company may change any number or central office name associated with such number in response to state and/or federal regulations, technological limitations or innovations, or competitive forces.

3.27.2 The billing name on the customer account is the Company's designated Customer and controls the account.

**3.28 Tracing of Harassing Calls**

The Customer must first contact the local law enforcement agency, such as the local police department, to report the incident and have a case number assigned. The Customer must provide the Company with the following information before the Company will proceed with a call search: (1) the law enforcement agency contacted, (2) name (and badge number if possible) and phone number of the assigned investigating officer, (3) assigned case number, (4) fax number where the call data information is to be sent.

A record of the response will be preserved by the Company's legal department or Custodian of Records. The Company does not participate in any follow-up investigation except upon valid legal process.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.29 Work Interruptions**

The charges specified in this Tariff do not contemplate work once begun being interrupted by the Customer. If the Customer interrupts work once begun, an additional charge, based on additional costs involved, applies.

**3.30 Technology Trials**

The Company may from time to time conduct technology or market trials. Services provided under such trials will not incur fees, unless otherwise provided in this Tariff. The Company may waive existing fees during such trials.

**3.31 Telecommunications Relay Service**

Telecommunications Relay Service allows deaf Customers and those with speech or hearing disabilities to communicate using specialized devices and operator translations. Telecommunications Relay Service can be accessed at no charge by dialing 711.

**3.32 Emergency Number Service (911 and E911)****3.32.1 Description**

This Tariff provides for Emergency Number Service (911 Service) which is an arrangement of the Company's central office trunking facilities establishing links to the applicable 911 tandem/PSAP whereby any user who dials the number "911" will reach the emergency report center for the telephone number from which the number is dialed or will be routed to a designated default alternative if all lines to an emergency report center are busy. The telephone user who dials the 911 number will not be charged for the call.

County and municipal governments are the agencies empowered to establish an emergency communication district or a 911 service district. Those local authorities, alone or in concert, may act on behalf of the public agencies located within the emergency communication district.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.32 Emergency Number Service (911 and E911) (continued)**

## 3.32.1 Description (continued)

Two types of 911 service are offered by the Company, Basic 911 (911) and Enhanced 911 Service (E911).

- A. Basic 911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to the designated PSAP equipped to receive those calls.
- B. E-911 Services include ANI and/or ALI and selective routing, and/or any other combination of enhanced 9-1-1 features required by a regional planning commission or the 9-1-1 emergency communication district responsible for the geographic area involved. This requirement is in accordance with Health and Safety Code, Chapter 771, and the applicable regional plan approved by the Commission on State Emergency Communications or by the emergency communication district, defined in Health and Safety Code, §771.001(2), responsible for the geographic area involved or other local authority responsible for the geographic area involved.

For Customers whose service is provided using Company EMTA Equipment, if Customer does not provide the correct address when registered for the services or if Customer relocates Company EMTA Equipment to a new address and does not register the new address with Company, 911/E911 may fail in two ways: (i) 911/E911 calls may be misdirected to the wrong emergency authorities, and (ii) emergency authorities will be given the wrong address for the origin of the E911 calls. Customer must not relocate the Company's EMTA Equipment for any reason without contacting Company.

During service outage, service suspension, power failure or disruption, 911/E911 will not function in the event of a power failure that extends beyond exhaustion of the Grande Communications Equipment battery or other disruption in service, such as termination or suspension of Customer's account or service by Company for nonpayment or otherwise.

If Customer has call forwarding, do not disturb, or other features programmed and in use at the time Customer dials a 911 call and Customer's 911 call is interrupted, the emergency dispatcher may not be able to call Customer back at the phone from which Customer dialed the call. Existing emergency response systems are not always technically capable of receiving and/or passing routing information properly. Accordingly, emergency personnel may not be able to identify Customer's phone number in order to call back if the 911 call is not completed, dropped or disconnected, or if

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**GENERAL RULES AND REGULATIONS**

**3.32 Emergency Number Service (911 and E911) (continued)**

3.32.1 Description (continued)

Customer is unable to speak to tell the emergency dispatcher or operator the phone number and/or if the service is not operational for any reason.

The 911 calling party waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating access line location are furnished to the PSAP.

3.32.2 Emergency Telephone Service Charge

The Company may assess Customers a fee, on a recurring basis, non-recurring basis, or both, to recover the costs incurred by the Company for providing 911 service, and may, where permitted, also assess and remit appropriate surcharges or other amounts payable to public or other agencies that provide 911 services.

Because the Company's serving boundaries may not coincide with political subdivisions and 911 service district boundaries, the Company may assess standard fees and surcharges upon all service users served by a central office providing 911 service.

3.32.3 Rules, Regulations and Terms and Conditions

The Company will not provide both 911 and E911 Service within a given central office.

The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the service users to have the ability to access the PSAP.

The services provided pursuant to this Tariff do not include the monitoring of facilities to discover errors, defects and malfunctions in 911 or E911 services, facilities, or operations, nor does the Company undertake such responsibility. The Company will be responsible for making such operational tests as, in the judgment of the Company, are required to determine whether 911 and E911 calls are functioning properly for its use. The Company will promptly notify the proper 911 agency in the event the system is not functioning properly.

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**SECTION 3****GENERAL RULES AND REGULATIONS****3.32 Emergency Number Service (911 and E911) (continued)**

## 3.32.3 Rules, Regulations and Terms and Conditions (continued)

The Company's liability to the Customer, to any party dialing 911 using the Customer's facilities or to any other party or persons, for any loss or damage arising from errors, interruptions, omissions, delays, defects, failures, or real functions of this service or any part thereof, whether caused by the negligence of the Company or otherwise, will not exceed the amount equivalent to the pro-rate charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages will be in addition to any outage credits. This limitation of liability will be in addition to any other limitations contained elsewhere in this Tariff.

The Customer agrees to release, indemnify, defend, and hold harmless the Company from any claims, suits, proceedings, expenses, losses, liabilities, or damages ("Claims") by any party or parties arising out of the use or attempted use of the Customer's services for purposes of placing 911 or E911 calls, including (a) Claims of infringement or invasion of the right of privacy or confidentiality of any person or persons; (b) all other Claims arising out of any act or omission of the Customer or any user of the Customer's services, 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 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone used by the party or parties accessing 911 Service hereunder. Customer agrees to defend Company against any such Claims.

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**SECTION 4**

**SERVICE AREAS**

**4.1 Service Areas, Rate Groups and Calling Scopes**

Local exchange service is provided by the Company, subject to availability of facilities and equipment, to Customers in the Service Areas listed below. Charges for local exchange service provided by the Company are based on the Rate Group associated with the Customer's service area.

In the local exchanges of, Argyle, Arlington, Aubrey, Bartonville, Carrollton, Dallas, Denton, Euless, Fort Worth, Garland, Irving, Lake Dallas, Lewisville, McKinney, Plano, Prosper, Roanoke, Rockwall and Wylie the local calling scope is the same as the Incumbent Local Exchange Carrier for the service area.

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**SECTION 4**

**SERVICE AREAS**

**4.1 Service Areas, Rate Groups and Calling Scopes**

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Abilene	NA	Abilene, Albany, Anson, Bronte, Baird, Blackwell, Bradshaw, Buffalo Gap, Cisco, Clyde, Crews, Cross Plains, Hamby, Hamlin, Haskell, Hawley, Lawn, Lueders, McCaulley, Merkel, Moran, Nolan, Noodle, Nubia, Potosi, Putnam, Roby, Roscoe, Rotan, Stamford, Sweetwater, Sylvester, Trent, Tuscola, Wingate, Winters
Allen	8	Addison, Allen, Arlington, Atlas Carrolton, Cedar Hill, D/FW Airport, Dallas, Danieldale, De Soto, Duncanville, Euless, Farmers Branch, Frisco, Garland, Glendale, Grand Prairie, Grapevine (EMS), Gunter, Hutchins, Irving, Keller (EMS), Kennedale, Lancaster, Lawson, Leonard, Lewisville, Mansfield, McKinney, Mesquite, North Lake, North Mesquite, North Richland Hills, Plano, Renner, Richardson, Roanoke, Rowlett, Rylie, Seagoville, Sunnyvale, Wylie
Amarillo	NA	Amarillo, Adrian, Borger, Boys Ranch, Canyon, Channing, Clarendon, Claude, Cleta, Dimmitt, Dumas, Elkins, Fritch, Goodnight, Groom, Gurley, Happy, Hereford, Nazareth, Panhandle, Redmon, Sanford, Skellytown, Stinnett, Tulia, Umbarger, Vega, Vigo Park, White Deer, Wildorado
Argyle	8	Argyle, Aubrey, Bartonville, Denton, Justin, Pilot Point, Ponder

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## SECTION 4

## SERVICE AREAS

## 4.1 Service Areas, Rate Groups and Calling Scopes (continued)

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Arlington	8	Acton (EMS), Aledo, Allen, Alvarado (EMS), Arlington, Atlas, Azle, Benbrook, Burleson, Cedar Hill, Cleburne (EMS), Cresson (EMS), Crowley, D/FW Airport (EMS), Edgecliff, Euless, Fort Worth, Glendale, Godley (EMS), Granbury (EMS), Grand Prairie, Grapevine, Haslet, Irving, Keller, Kennedale, Lake Worth, Lewisville (EMS), Mansfield, Newark, North Richland Hills, Reno (TLCP), Rhome (EMS), Rockwall, Roanoke, Saginaw, Silver Creek, Springtown (TLCP), Tolar (EMS), Weatherford (EMS), Wedgewood, Westland, Wheatland, White Settlement
Aubrey	8	Argyle, Aubrey, Collinsville, Denton, Frisco, Gainesville, Gunter, Justin, Krum, Lake Dallas (EMS), McKinney, Pilot, Point, Ponder, Prosper (EMS), Sanger, Sherman, Tioga, Whitesboro
Austin	1	Austin, Bee Caves, Cedar Valley, Creedmoor, Garfield, Jollyville, Manchaca, Manor, Marshall Ford, Pflugerville, Round Rock, Webberville, Bee Creek, Lake Travis, Leander
Bartonville	8	Argyle, Bartonville, Denton (EMS), Justin (EMS), Lake Dallas (EMS), Pilot Point, Ponder
Bammel	4	Bammel, Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, Deer Park, East Houston, Ellington, Jersey Village, Pearland, Apollo, Barker, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Satsuma, Seabrook, Sheldon, Westfield, Arcola, Stafford, Suger Land Atascocita, Crosby, Huffman, Humble-South Humble, Kingwood, Porter, Alvin, Bacliff, Dickinson, Kemah, League City
Barker	4	Barker, Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, Deer Park, East Houston, Ellington, Jersey Village, Pearland, Apollo, Barker, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Satsuma, Seabrook, Sheldon, Westfield, Arcola, Stafford, Suger Land Atascocita, Crosby, Huffman, Humble-South Humble, Kingwood, Porter, Alvin, Bacliff, Dickinson, Kemah, League City, Katy

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**SECTION 4**

**SERVICE AREAS**

**4.1 Service Areas, Rate Groups and Calling Scopes (continued)**

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Bastrop	NA	Bastrop
Baytown	NA	Baytown, Highlands, Channelview, Deer Park, Beach City, Mont Belvieu, Crosby, Anahuac, Double Bayou, Hankamer, Smith Point, Wallisville, High Island, Smith Point, Dayton, Houston, Houston Suburb, La Porte
Beaumont	NA	Beaumont, Anahuac, Buna, China, Deweyville, Double Bayou, Evadale, Fannett, Hamshire, Hankamer, High Island, Kirbyville, Kountze, La Belle, Lumberton, Mauriceville, Nederland-Port Neches, Nome, Saratoga, Silsbee, Sour Lake, , Spurger, Vidor, South Vidor, Wallisville, Warren, Westbury, Wildwood, Woodville, Winnie
Brownsville	NA	Brownsville, Los Fresnos, Port Isabel
Bryan	NA	Bryan, Anderson, Bedias, Caldwell, Calvert, College Station, Deanville, Franklin, Hearne, Hilltop Lakes, Iola, Kurten, Leona, Marquez, Navasota, Normangee, Plantersville, Richards, Shiro, Snook-Tunis, Somerville, Washington, Bremond, Centerville, Maidsonville, Milano

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## SECTION 4

## SERVICE AREAS

## 4.1 Service Areas, Rate Groups and Calling Scopes (continued)

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Buda	9	Buda, Kyle, Dale, Lytton Springs, Fentress, Austin
Carrollton	8	Addison, Allen, Argyle (EMS), Arlington (EMS), Atlas (EMS), Aubrey (EMS), Bartonville (EMS), Bristol (EMS), Carrollton, Cedar Hill, Combine (EMS), Crandall (EMS), D/FW Airport, Dallas, Daniieldale, DeSoto, Denton (EMS), Duncanville, Ennis (EMS), Euless (EMS), Farmers Branch, Farmersville (EMS), Ferris (EMS), Forney (EMS), Frisco, Garland, Glendale (EMS), Grand Prairie, Grapevine (EMS), Greenville (EMS), Hutchins, Irving, Josephone (EMS), Justin (EMS), Kaufman (EMS), Keller (EMS), Kennedale (EMS), Lake Dallas (EMS), Lancaster, Lawson, Lewisville, Mansfield (EMS), McKinney (EMS), Mesquite, Midlothian (EMS), Nevada (EMS), North Lake, North Mesquite, North Richland Hills (EMS), Palmer (EMS), Plano, Princeton (EMS), Prosper (EMS), Red Oak (EMS), Renner, Richardson, Roanoke (EMS), Rockwall (EACS), Rowlett, Royse City (EMS), Rylie, Seagoville, Sunnyvale, Terrell (EMS), Waxahachie (EMS), Wilmer (EMS), Wylie
Castroville	NA	Castroville, LaCoste, Medina Lake
Cleburne	NA	Cleburne, Itasca

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## SECTION 4

## SERVICE AREAS

## 4.1 Service Areas, Rate Groups and Calling Scopes (continued)

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Corpus Christi	NA	Corpus Christi, Calallen, Clarkwood, Flourbluff, Odem, Padre Island, Portland Gregory, Robstown
Dallas	8	Addison, Allen, Arlington (EMS), Atlas (EMS), Augbrey (EMS), Bartonville (EMS), Briston (EMS), Carrollton, Cedar Hill, Combine (EMS), Crandall (EMS), D/FW Airport, Dallas, Daniieldale, De Soto, Denton (EMS), Duncanville, Ennis(EMS), Euless (EMS), Farmers Branch, Farmersville (EMS), Ferris (EMS), Forney (EMS), Frisco, Garland, Glendale (EMS), Grand Prairie, Grapevine (EMS), Greenville (EMS), Hutchins, Irving, Josephone (EMS), Kaufman (EMS), Keller (EMS), Kennedale (EMS), Lake Dallas (EMS), Lancaster, Lawson, Lewisville, Mansfield (EMS), McKinney (EMS), Mesquite, Midlothian (EMS), Nevada (EMS), North Lake, North Mesquite, North Richland Hills (EMS), Palmer (EMS), Plano, Princeton (EMS), Prosper (EMS), Red Oak (EMS), Renner, Richardson, Roanoak (EMS), Rockwall (EACS), Rowlett, Royse City (EMS), Rylie, Seagoville, Sunnyvale, Terrell (EMS), Waxahachie (EMS), Wilmer (EMS), Wylie
Deer Park	4	Deer Park, Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, East Houston, Ellington, Jersey Village, Pearland, Apollo, Bammel, Barker, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Satsuma, Seabrook, Sheldon, Westfield, Arcola, Stafford, Suger Land, Atascocita, Crosby, Huffman, Humble-South Humble, Kingwood, Porter, Alvin, Bacliff, Baytown, Dickinson, Highlands, Kemah, League City
Denton	8	Argyle, Aubrey, Bartonville (EMS), Denton, Gunter, Justin, Krum, Lake Dallas (EMS), Pilot Point, Ponder, Sanger, Slidell, Tioga

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**SERVICE AREAS**

**4.1 Service Areas, Rate Groups and Calling Scopes (continued)**

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Devine	NA	Devine
DFW Airport	NA	DFW Airport, Dallas Metro, Allen, Carrollton, Euless, Frisco, Garland, Irving, Lewisville, Plano
El Paso	NA	El Paso; Canutillo; Clint; Fabens; Ft Hancock; Anthony; Anthony, NM; Chaparral, NM; Las Cruces, NM; Santa Teresa, NM, Vinton
Elgin	NA	Elgin
Euless	8	Acton (EMS), Aledo, Allen, Alvarado (EMS), Arlington, Atlas, Azle, Benbrook, Burleson, Cedar Hill (EMS), Cleburne (EMS), Cresson (EMS), Crowley, D/FW Airport (EMS), Edgecliff, Euless, Fort Worth, Glendale, Godley (EMS), Granbury (EMS), Grand Prairie, Grapevine, Haslet, Irving, Keller, Kennedale, Lake Worth, Lewisville (EMS), Mansfield, Newark, North Richland Hills, Reno (TLCP), Rhome (EMS), Rockwall, Roanoke, Saginaw, Silver Creek, Springtown (TLCP), Tolar (EMS), Weatherford (EMS), Wedgewood, Westland, Wheatland, White Settlement
Fort Worth	8	Acton (EMS), Aledo, Alvarado (EMS), Arlington, Atlas, Azle, Benbrook, Burleson, Cedar Hill (EMS), Cleburne (EMS), Cresson (EMS), Crowley, D/FW Airport (EMS), Edgecliff, Euless, Fort Worth, Glendale, Godley (EMS), Granbury (EMS), Grand Prairie, Grapevine, Haslet, Irving, Keller, Kennedale, Lake Worth, Lewisville (EMS), Mansfield, Newark, North Richland Hills, Reno (TLCP), Rhome (EMS), Roanoke, Saginaw, Silver Creek, Springtown (TLCP), Tolar (EMS), Weatherford (EMS), Wedgewood, Westland, Wheatland, White Settlement

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**SECTION 4**

**SERVICE AREAS**

**4.1 Service Areas, Rate Groups and Calling Scopes (continued)**

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Frisco	8	Addison, Allen, Aubrey, Carrollton, Cedar Hill, D/FW Airport, Dallas, Danieldale, De Soto, Duncanville, Farmers Branch, Frisco, Garland, Grand Prairie, Gunter, Hutchins, Irving, Lake Dallas (EMS), Lancaster, Lawson, Lewisville, McKinney, Mesquite, North Lake, North Mesquite, Pilot Point, Plano, Prosper, Renner, Richardson, Rowlett, Rylie, Seagoville, Sunnyvale, Wylie
Galveston	NA	Galveston, Double Bayou, High Island, Hitchcock-Santa Fe, Port Bolivar, Smith Point, Texas City-La Marque
Granbury	NA	Granbury
Hallettsville	NA	Hallettsville, Yoakum, Shiner, Flatonia, Moulton, Victoria
Harlingen	NA	Harlingen, La Feria, Rio Hondo, San Benito, Santa Rosa
Houston	4	Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, Deer Park, East Houston, Ellington, Jersey Village, Pearland, Apollo, Bammel, Barker, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Satsuma, Seabrook, Sheldon, Westfield, Arcola, Stafford, Suger Land Atascocita, Crosby, Huffman, Humble-South, Humble, Kingwood, Porter, Alvin, Bacliff, Baytown, Dickinson, Highlands, Kemah, League City
Houston Suburb	4	Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, Deer Park, East Houston, Ellington, Jersey Village, Pearland, Apollo, Bammel, Barker, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Satsuma, Seabrook, Sheldon, Westfield, Arcola, Stafford, Suger Land Atascocita, Crosby, Huffman, Humble-South Humble, Kingwood, Porter, Alvin, Bacliff, Baytown, Dickinson, Highlands, Kemah, League City

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**4.1 Service Areas, Rate Groups and Calling Scopes (continued)**

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Irving	8	Addison, Allen, Argyle (EMS), Arlington, Atlas (EMS), Aubrey (EMS), Bartonville (EMS), Bristol (EMS), Carrollton, Cedar Hill, Combine (EMS), Crandall (EMS), D/FW Airport, Dallas, Danieldale, De Soto, Denton (EMS), Duncanville, Ennis (EMS), Euless, Farmers Branch, Farmersville (EMS), Ferris (EMS), Forney (EMS), Frisco, Garland, Glendale (EMS), Grand Prairie, Grapevine (EMS), Greenville (EMS), Hutchins, Irving, Josephine (EMS), Justin (EMS), Kaufman (EMS), Keller (EMS), Kennedale (EMS), Lake Dallas (EMS), Lancaster, Lawson, Lewisville, Mansfield (EMS), McKinney (EMS), Mesquite, Midlothian (EMS), Nevada (EMS), North Lake, North Mesquite, North Richland Hills (EMS), Palmer (EMS), Plano, Princeton (EMS), Prosper (EMS), Red Oak (EMS), Renner, Richardson, Roanoke (EMS), Rockwall (EACS), Rowlett, Royse City (EMS), Rylie, Seagoville, Sunnyvale, Terrell (EMS), Waxahachie (EMS), Wilmer (EMS), Wylie
Kyle	NA	Kyle, Buda, San Marcos, Fentress
Lake Dallas	8	Bartonville (EMS), Denton, EMS), Lake Dallas
Laredo	NA	Laredo, Bruni, Encinal, Zapata

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**4.1 Service Areas, Rate Groups and Calling Scopes (continued)**

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Lewisville	8	Addison, Allen, Argyle (EMS), Arlington (EMS), Atlas (EMS), Aubrey (EMS), Bartonville (EMS), Bristol (EMS), Carrollton, Cedar Hill, Combine (EMS), Crandall (EMS), D/FW Airport, Dallas, Danieldale, De Soto, Denton (EMS), Duncanville, Ennis (EMS), Euless, Farmers Branch, Farmersville (EMS), Ferris (EMS), Forney (EMS), Frisco, Garland, Glendale (EMS), Grand Prairie, Grapevine (EMS), Greenville (EMS), Hutchins, Irving, Josephine (EMS), Justin (EMS), Kaufman (EMS), Keller (EMS), Kennedale (EMS), Lake Dallas (EMS), Lancaster, Lawson, Lewisville, Mansfield (EMS), McKinney (EMS), Mesquite, Midlothian (EMS), Nevada (EMS), North Lake, North Mesquite, North Richland Hills (EMS), Palmer (EMS), Plano, Princeton (EMS), Prosper (EMS), Red Oak (EMS), Renner, Richardson, Roanoke, Rockwall (EACS), Rowlett, Royse City (EMS), Rylie, Seagoville, Sunnyvale, Terrell (EMS), Waxahachie (EMS), Wilmer (EMS), Wylie
Lockhart	NA	Lockhart, San Marcos
Longview	NA	Longview, Arp, Avinger, Beckville, Bettie, Big Sandy, Carthage, Daingerfield, Deadwood, Gary, Gilmer, Gladewater, Hallsville, Harleton, Hawkins, Henderson, Hughes Springs, Jefferson, Karnack, Linden, Lone Star, Marietta, Mims, Minden, Naples, New London, Oak Hill, Omaha, Ore City, Overton, Pine Acres, Pine Hill, Pittsburg, Pritchett, Rosewood, Tatum, Turnertown, Uncertain, Kilgore, Laneville, Mt. Enterprise
Lorena	NA	Lorena, Axtell, China Spring, Eddy, Gholson, Hallsburg, Waco, Mart, McGregor, Moody, Rosenthal, South Bosque, West

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## 4.1 Service Areas, Rate Groups and Calling Scopes (continued)

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Lubbock	NA	Lubbock, Abernathy, Acuff, Amherst, Anton, Brownfield, Crosbyton, Floydada, Hale Center, Hurlwood, Idalou, Levelland, Littlefield, Lockney, Lorenzo, Meadow, Merrell, Morton, Petersburg, Post, Ralls, Ransom Canyon, Ropesville, Shallowater, Slaton, Smyer, Spade, Sundown, Tahoka, Whiteface, Whitharral, Wilson, Wolfforth, Woodrow, Arnett, Caprock, Cone, Cotton Center, County Line, Edmondson, Fieldton, Halfway, Happy Union, Hollandville, McAdoo, Pettit
McAllen	NA	McAllen, Edinburg, Mission, Pharr–Alamo–San Juan, Rio Grande City
McKinney	8	Allen, Anna, Aubrey, Bonham, Blue Ridge, Celina, Farmersville, Frisco, Gunter, Howe, Josephine, Leonard, McKinney, Merit, Nevada, Pilot Point, Princeton, Prosper, Van Alstyne
Midland	NA	Midland, Andrews, Crane, Garden City, Goldsmith, Lenorah, Lomax, Midkiff, Stanton, Saint Lawrence, Terminal, West Stanton, Frankel City
New Braunfels	NA	New Braunfels, Seguin, Marion
Odessa	NA	Odessa, Andrews, Crane, Goldsmith, Grandfalls, Imperials, Kermit, McCamey, Monahans, Pyote, Rankin, Terminal, Wink, Frankel City
Pipe Creek	NA	Bandera, Medina Lake, Pipe Creek

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**4.1 Service Areas, Rate Groups and Calling Scopes (continued)**

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Plano	8	Addison, Allen, Argyle (EMS), Arlington (EMS), Atlas (EMS), Aubrey (EMS), Bartonville (EMS), Bristol (EMS), Carrollton, Cedar Hill, Combine (EMS), Crandall (EMS), D/FW Airport, Dallas, Danieldale, De Soto, Denton (EMS), Duncanville, Ennis (EMS), Euless, Farmers Branch, Farmersville (EMS), Ferris (EMS), Forney (EMS), Frisco, Garland, Glendale (EMS), Grand Prairie (EMS), Grapevine (EMS), Greenville (EMS), Hutchins, Irving, Josephine (EMS), Justin (EMS), Kaufman (EMS), Keller (EMS), Kennedale (EMS), Lake Dallas (EMS), Lancaster, Lawson, Lewisville, Mansfield (EMS), McKinney (EMS), Mesquite, Midlothian (EMS), Nevada (EMS), North Lake, North Mesquite, North Richland Hills (EMS), Palmer (EMS), Plano, Princeton (EMS), Prosper (EMS), Red Oak (EMS), Renner, Richardson, Roanoke (EMS), Rockwall (EACS), Rowlett, Royse City (EMS), Rylie, Seagoville, Sunnyvale, Terrell (EMS), Waxahachie (EMS), Wilmer (EMS), Wylie
Pleasanton	NA	Christine, Pleasanton, Poteet
Prosper	8	Aubrey (EMS), Celina, Frisco, Gunter, McKinney, Pilot Point, Prosper, Van Alstyne
Richmond-Rosenberg	4	Richmond-Rosenberg, Smithers Lake, Valley Lodge, Barker, Katy, Beasley, Needville, Damon, Sugarland, East Bernard, Wallis
Roanoke	8	Acton (EMS), Aledo, Alvarado (EMS), Arlington, Atlas, Azle, Benbrook, Burleson, Cedar Hill (EMS), Cleburne (EMS), Cresson (EMS), Crowley, D/FW Airport (EMS), Edgecliff, Euless, Fort Worth, Glendale, Godley (EMS), Granbury (EMS), Grand Prairie (EMS), Grapevine, Haslet, Irving (EMS), Keller, Kennedale, Lake Worth, Lewisville (EMS), Mansfield, Newark, North Richland Hills, Reno (TLCP), Rhome (EMS), Roanoke, Saginaw, Silver Creek, Springtown (TLCP), Tolar (EMS), Weatherford (EMS), Wedgewood, Westland, Wheatland, White Settlement

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## 4.1 Service Areas, Rate Groups and Calling Scopes (continued)

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Rockwall	8	Caddo Mills, Forney (EMS), Greenville, Josephine, Nevada, Quinlan, Rockwall, Royse City (EMS), Terrell (EMS)
San Angelo	NA	San Angelo, Ballinger, Barnhart, Big Lake, Blackwell, Bronte, Carlsbad, Christoval, Eden, Eldorado, Eola, Mertzon, Miles, Ozona, Paint Rock, Robert Lee, Rowena, Sterling City, Water Valley, Winters, Norton, Wingate
San Antonio	2	San Antonio, Babcock, Buena Vista, Culebra, Foster, Fratt, Indian Creek, Lackland, Martinez, Palo Alto, Shavano, Southton, Wetmore, Bracken, Elm Creek, Elmendorf, Geronimo Creek, Helotes, Jarratt, Leon Springs, Montgomery, Oak Island, Potranco, St. Hedwig, Sandy Hills, Sayers, Universal City, Thelma
San Marcos	3	San Marcos, Dale, Lytton Springs, Fentress, Kyle, Lockhart, Martindale, Maxwell, Mountain City, Prairie Lee, Reedville, Staples
Satsuma	NA	Apollo, Arcola, Bammel, Barker, Channelview, Crosby, Cypress, Deer Park, Dickinson, Friendswood, Houston, Houston Suburb, Huffman, Humble, La Porte, Langham, Creek, Manvel, Porter, Satsuma, Seabrook, Sheldon, Stafford, Sugar Land, Tomball, Westfield
Seguin	NA	Seguin, Luling

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## 4.1 Service Areas, Rate Groups and Calling Scopes (continued)

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Sherman	NA	Sherman, Bells, Savoy, Celeste, Collinsville, Denison, Dorchester, Gordonville, Gunter, Hooks, Howe, Leonard, Maud, Pilot Point, Pottsboro, Telephone, Tioga, Tom Bean, Trenton, Van Alstyne, Whitesboro, Whitewright, Aubrey, Bonham, Ector, Hooks
Shiner	NA	Shiner, Hallettsville, Moulton, Victoria, Yoakum
Spring	4	Spring, Pinehurst, Tomball, Bammel, Westfield, Riverbrook, Plantersville, Porter, Kingwood
Stafford	4	Stafford, Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, Deer Park, East Houston, Ellington, Jersey Village, Pearland, Apollo, Bammel, Barker, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Richmond-Rosenberg, Satsuma, Seabrook, Sheldon, Spring, Westfield, Arcola, Suger Land, Atascocita, Crosby, Huffman, Humble-South Humble, Kingwood, Porter, Nassau Bay
Sugarland	4	Sugarland, Alvin, Arcola, Atascocita, Bacliff, Kemah, Beach City, Crosby, Cypress, Dickinson, Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, Deer Park, East Houston, Ellington, Jersey Village, Pearland, Apollo, Bammel, Barker, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Satsuma, Seabrook, Sheldon, Westfield, Huffman, Humble, Katy, Kingwood, League City, Liverpool, Pinehurst, Porter, Richmond-Rosenberg, Smithers Lake, Spring, Stafford, Tomball, Valley Lodge, Missouri City, Nassau Bay
Temple	NA	Temple, Bartlett, Belton, Buckholts, Burlington, Heidenhemr, Holland, Jarrell, Little River, Lott, Milano, Moffat, Oenaville, Rogers, Rosebud, Salado, Troy, Zabcikville,
Terminal		Terminal, Midland, Odessa, Stanton, Crane, Goldsmith, Monahans, Andrews, Frankel City, Grandfalls, Kermit, McCamey, Pyote, Rankin, Wink
Terrell	NA	Terrell

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## 4.1 Service Areas, Rate Groups and Calling Scopes (continued)

<i>Service Area</i>	<i>Rate Group</i>	<i>Local Calling Scope</i>
Texarkana	NA	Texarkana, Avery, Douglassville, Dekalb, Fouke, Hooks, Linden, Marietta, Maud, New Boston, Trigg, Redwater, Atlanta, Bloomberg, Naples, Omaha, Simms
Tomball	NA	Bammel, Pinehurst, Satsuma, Spring, Tomball
Tyler	NA	Tyler, Arp, Ben Wheeler, Big Sandy, Brownsboro, Bullard, Canton, Chandler, Dry Creek, Frankston, Elkhart, Gilmer, Gladewater, Golden, Good Springs, Grand Saline, Hawkins, Henderson, Hudson, Jacksonville, Jim Hogg, Lindale-Swan, Lake Palestine, Maydelle, Mineola, Montalba, Murchison, Neches, New London, New Summerfield, Oakland, Overton, Owentown, Pine Mills, Pittsburg, Price, Quitman, Red Springs, Reklaw, Rusk, Sandy Creek, Tennessee Colony, Troup, Turnertown, Van, Whitehouse, Alba, Kilgore, Pritchett, Wynne
Victoria	NA	Victoria, Bloomington, Edna, Goliad, Hallettsville, Nordheim, Palacios, Port Lavaca, Port O'Connor, Point Comfort, Refugio, Seadrift, Shiner, Tivoli, Vanderbilt, Woodsboro, Yorktown, Charco
Waco	NA	Waco, Axtell, China Spring, Eddy, Gholson, Hallsburg, Leroy, Lorena, Mart, McGregor, Moody, Riesel, Rosenthal, South Bosque, West
Weatherford	NA	Weatherford
Wichita Falls	NA	Wichita Falls, Archer City, Bellevue, Blue Grove, Bowie, Burkburnett, Byers, Charlie, Electra, Henrietta, Holliday, Iowa Park, Kamay, Lake Kemp, Lake Arrowhead, Lake Kickapoo, Megargel, Montague, Nocona, Petrolia, Ringgold, Scotland, Seymour, Spanish Fort, Windthorst; Joy
Yoakum	NA	Yoakum, Hallettsville, Shiner

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**SERVICE AREAS**

**4.2 Extended Area Service (EAS)**

One-way outbound EAS is available for calls originating in the following Service Areas and terminating in the exchanges covered by the EAS Calling Scopes defined below:

<i>Originating Service Area</i>	<i>One-Way Outbound EAS Calling Scope</i>
Abilene	EAS is not available from the Abilene Service Area.
Amarillo	EAS is not available from the Amarillo Service Area.
Arlington	Allen, Alvarado, Anna, Aubrey, Celina, Cleburne, Combine, Crandall, Dallas Metro, Ennis, Farmersville, Forney, Frisco, Granbury, Greenville, Italy, McKinney, Midlothian, Princeton, Prosper, Red Oak, Rockwall, Roysse City, Terrell, Waxahachie, Weatherford, Wills Point, Acton
Austin	Bastrop, Buda, Dripping Springs, Elgin, Georgetown, Hutto, Kyle, Liberty Hill, Lockhart, Dale, Lytton Springs, Smithville, Taylor, Wimberley
Bammel	Angleton, Bay City, Bellville, Brenham, Cleveland, Clute-Lake Jackson, Columbus, Cypress, Dayton, Eagle Lake, El Campo Freeport, Galveston, Garwood, Hempstead, Liberty, Liverpool Matagorda, Pinehurst, Port Bolivar, Prairie View, Richmond-Rosenburg, Sealy, Smithers Lake, Splendora, Spring, Texas City-La Marque, Tomball, Valley Lodge, Waller, Wharton, Old Ocean, Sweeny, Beasley, Brookshire, Damon, Katy, Needville, Baytown, Beach City, Boling, East Bernard, Highlands, Hitchcock, Mont Belvieu, Nassau Bay, Rosharon, Wallis, Glen Flora, Glen Flora, Porter, Porter Heights, West Columbia

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**4.2 Extended Area Service (EAS) (continued)**

<i>Originating Service Area</i>	<i>One-Way Outbound EAS Calling Scope</i>
Barker	Angleton, Bay City, Bellville, Brenham, Cleveland, Clute-Lake Jackson, Columbus, Cypress, Dayton, Eagle Lake, El Campo Freeport, Galveston, Garwood, Hempstead, Liberty, Liverpool Matagorda, Pinehurst, Port Bolivar, Prairie View, Richmond-Rosenburg, Sealy, Smithers Lake, Splendor, Spring, Texas City-La Marque, Tomball, Valley Lodge, Waller, Wharton, Old Ocean, Sweeny, Beasley, Brookshire, Damon, Katy, Needville, Baytown, Beach City, Boling, East Bernard, Highlands, Hitchcock, Mont Belvieu, Nassau Bay, Rosharon, Wallis, Glen Flora, Glen Flora, Porter, Porter Heights, West Columbia
Baytown	EAS is not available from the Baytown Service Area.
Beaumont	Jasper, Orange, Port Arthur, Sabine Pass, Bridge City
Brownsville	McAllen, Edinburg, Mission, Pharr–Alamo–San Juan, Mercedes, Rio Hondo, Harlingen, San Benito, Donna, Sullivan City, Edcouch,
Bryan	EAS is not available from the Bryan Service Area.
Cleburne	Allen, Alvarado, Anna, Aubrey, Celina, Combine, Crandall, Dallas Metro, Ennis, Farmersville, Forney, Fort Worth Metro, Frisco, Granbury, Greenville, Italy, McKinney, Midlothian, Princeton, Prosper, Red Oak, Rockwall, Royse City, Terrell, Waxahachie, Weatherford, Wills Point
Corpus Christi	Alice, Refugio, Skidmore, Bayside, Freer, Rockport, Woodsboro, Beeville, Kingsville, San Diego, Benavides, Mathis, Sinton
Dallas	Alvarado, Anna, Aubrey, Celina, Cleburne, Combine, Crandall, Dallas, Ennis, Farmersville, Forney, Forth Worth Metro, Granbury, Greenville, Italy, McKinney, Midlothian, Princeton, Prosper, Red Oak, Rockwall, Royse City, Terrell, Waxahacie, Weatherford, Wills Point

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## 4.2 Extended Area Service (EAS) (continued)

<i>Originating Service Area</i>	<i>One-Way Outbound EAS Calling Scope</i>
Deer Park	Angleton, Bay City, Bellville, Brenham, Cleveland, Clute-Lake Jackson, Columbus, Cypress, Dayton, Eagle Lake, El Campo Freeport, Galveston, Garwood, Hempstead, Liberty, Liverpool Matagorda, Pinehurst, Port Bolivar, Prairie View, Richmond-Rosenburg, Sealy, Smithers Lake, Splendor, Spring, Texas City-La Marque, Tomball, Valley Lodge, Waller, Wharton, Old Ocean, Sweeny, Beasley, Brookshire, Damon, Katy, Needville, Baytown, Beach City, Boling, East Bernard, Highlands, Hitchcock, Mont Belvieu, Nassau Bay, Rosharon, Wallis, Glen Flora, Glen Flora, Porter, Porter Heights, West Columbia
Denton	EAS is not available from the Denton Service Area.
DFW Airport	EAS is not available from the DFW Airport Service Area.
Galveston	EAS is not available from the Galveston Service Area.
Granbury	Allen, Alvarado, Anna, Aubrey, Celina, Cleburne, Combine, Crandall, Dallas Metro, Ennis, Farmersville, Forney, Fort Worth Metro, Frisco, Greenville, Italy, McKinney, Midlothian, Princeton, Prosper, Red Oak, Rockwall, Royse City, Terrell, Waxahachie, Weatherford, Wills Point
Hallettsville	EAS is not available from the Hallettsville Service Area.
Harlingen	McAllen, Edinburg, Mission, Pharr-Alamo-San Juan, Mercedes, Donna, Sullivan City, Brownsville, Los Fresnos, Port Isabel, Edcouch
Houston	Angleton, Bay City, Bellville, Brenham, Cleveland, Clute-Lake Jackson, Columbus, Cypress, Dayton, Eagle Lake, El Campo Freeport, Galveston, Garwood, Hempstead, Liberty, Liverpool Matagorda, Pinehurst, Port Bolivar, Prairie View, Richmond-Rosenburg, Sealy, Smithers Lake, Splendor, Spring, Texas City-La Marque, Tomball, Valley Lodge, Waller, Wharton, Old Ocean, Sweeny, Beasley, Brookshire, Damon, Katy, Needville, Baytown, Beach City, Boling, East Bernard, Highlands, Hitchcock, Mont Belvieu, Nassau Bay, Rosharon, Wallis, Glen Flora, Glen Flora, Porter, Porter Heights, West Columbia

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**4.2 Extended Area Service (EAS) (continued)**

<i>Originating Service Area</i>	<i>One-Way Outbound EAS Calling Scope</i>
Houston Suburb	Angleton, Bay City, Bellville, Brenham, Cleveland, Clute-Lake Jackson, Columbus, Cypress, Dayton, Eagle Lake, El Campo Freeport, Galveston, Garwood, Hempstead, Liberty, Liverpool Matagorda, Pinehurst, Port Bolivar, Prairie View, Richmond-Rosenburg, Sealy, Smithers Lake, Splendora, Spring, Texas City-La Marque, Tomball, Valley Lodge, Waller, Wharton, Old Ocean, Sweeny, Beasley, Brookshire, Damon, Katy, Needville, Baytown, Beach City, Boling, East Bernard, Highlands, Hitchcock, Mont Belvieu, Nassau Bay, Rosharon, Wallis, Glen Flora, Glen Flora, Porter, Porter Heights, West Columbia
Irving	EAS is not available from the Irving Service Area.
Laredo	EAS is not available from the Laredo Service Area.
Longview	Lindale-Swan, Atlanta, Marshall, Mineloa, Owentown, Tyler
Lorena	Marlin, Oglesby, Riesel, Valley Mill
Lubbock	EAS is not available from the Lubbock Service Area.

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**4.2 Extended Area Service (EAS) (continued)**

<i>Originating Service Area</i>	<i>One-Way Outbound EAS Calling Scope</i>
McAllen	Mercedes, Brownsville, Harlingen, San Benito, Donna, Los Fresnos, Port Isabel, Sullivan City, Edcouch,
Midland	Two- way EAS with Odessa
New Braunfels	Bandera, Campbellton, Castroville, Christine, Devine, Hondo, La Coste, Lytle, Marion, Medina Lake, New Braunfels, Pipe Creek, Pleasanton, Poteet, Seguin, Somerset, Boerne, Balcones, Bulverde, Lavernia, Sutherland Springs, Floresville, Jourdanton, Charlotte, Smithson Valley, Kenberg, Cranes Mill, Hancock, Sattler, Sabina, San Antonio
Odessa	Two- way EAS with Midland
Richmond-Rosenberg	Alvin, Angleton, Bay City, Bellville, Brenham, Cleveland, Clute-Lake Jackson, Columbus, Cypress, Dayton, Eagle Lake, El Campo Freeport, Galveston, Garwood, Hempstead, Deer Park, Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, East Houston, Ellington, Jersey Village, Pearland, Apollo, Bammel, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Satsuma, Seabrook, Sheldon, Westfield, Liberty, Liverpool Matagorda, Pinehurst, Port Bolivar, Prairie View, Sealy, Splendor, Spring, Texas City-La Marque, Tomball, Waller, Wharton, Old Ocean, Sweeny, Brookshire, Arcola, Bacliff, Baytown, Beach City, Boling, Crosby, Dickinson, Highlands, Hitchcock, Huffman, Kemah, League City, Mont Belvieu, Nassau Bay, Rosharon, Stafford, Glen Flora, Atascocita, Glen Flora, Humble, South Humble, Porter, Porter Heights, West Columbia

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**4.2 Extended Area Service (EAS) (continued)**

<i>Originating Service Area</i>	<i>One-Way Outbound EAS Calling Scope</i>
San Angelo	EAS is not available from the San Angelo Service Area.
San Antonio	Bandera, Campbellton, Castroville, Christine, Devine, Hondo, La Coste, Lytle, Marion, Medina Lake, New Braunfels, Pipe Creek, Pleasanton, Poteet, Seguin, Somerset, Boerne, Balcones, Bulverde, Lavernia, Sutherland Springs, Floresville, Jourdanton, Charlotte, Smithson Valley, Kenberg, Cranes Mill, Hancock, Sattler, Sabina
San Marcos	EAS is not available from the San Marcos Service Area.
Seguin	Bandera, Campbellton, Castroville, Christine, Devine, Hondo, La Coste, Lytle, Marion, Medina Lake, New Braunfels, Pipe Creek, Pleasanton, Poteet, Somerset, Boerne, Balcones, Bulverde, Lavernia, Sutherland Springs, Floresville, Jourdanton, Charlotte, Smithson Valley, Kenberg, Cranes Mill, Hancock, Sattler, Sabina, San Antonio
Sherman	EAS is not available from the Sherman Service Area.
Shiner	EAS is not available from the Shiner Service Area

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**4.2 Extended Area Service (EAS) (continued)**

<i>Originating Service Area</i>	<i>One-Way Outbound EAS Calling Scope</i>
Spring	Alvin, Angleton, Bay City, Bellville, Brenham, Cleveland, Clute-Lake Jackson, Columbus, Cypress, Dayton, Eagle Lake, El Campo Freeport, Galveston, Garwood, Hempstead, Deer Park, Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, East Houston, Ellington, Jersey Village, Pearland, Apollo, Barker, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Satsuma, Seabrook, Sheldon, Liberty, Liverpool Matagorda, Port Bolivar, Prairie View, Richmond-Rosenburg, Sealy, Smithers Lake, Splendora, Texas City-La Marque, Valley Lodge, Waller, Wharton, Old Ocean, Sugarland, Sweeny, Beasley, Brookshire, Damon, Katy, Needville, Arcola, Bacliff, Baytown, Beach City, Boling, Crosby, Dickinson, East Bernard, Highlands, Hitchcock, Huffman, Kemah, League City, Mont Belvieu, Nassau Bay, Rosharon, Stafford, Wallis, Glen Flora, Atascocita, Glen Flora, Humble, South Humble, Porter Heights, West Columbia
Stafford	EAS is not available from the Stafford Service Area.
Sugarland	EAS is not available from the Sugarland Service Area
Temple	EAS is not available from the Temple Service Area.
Terminal	EAS is not available from the Terminal Service Area
Terrell	Allen, Alvarado, Anna, Aubrey, Celina, Cleburne, Combine, Crandall, Dallas Metro, Ennis, Farmersville, Forney, Fort Worth Metro, Frisco, Granbury, Greenville, Italy, McKinney, Midlothian, Princeton, Prosper, Red Oak, Rockwall, Royse City, Waxahachie, Weatherford, Wills Point

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**SECTION 4**

**SERVICE AREAS**

**4.2 Extended Area Service (EAS) (continued)**

<i>Originating Service Area</i>	<i>One-Way Outbound EAS Calling Scope</i>
Texarkana	EAS is not available from the Texarkana Service Area.
Tyler	Atlanta, Carthage, Deadwood, Jefferson, Longview, Marshall
Victoria	EAS is not available from the Victoria Service Area.
Waco	Marlin, Oglesby, Riesel, Valley Mill
Weatherford	Allen, Alvarado, Anna, Aubrey, Celina, Cleburne, Combine, Crandall, Dallas Metro, Ennis, Farmersville, Forney, Fort Worth Metro, Frisco, Granbury, Greenville, Italy, McKinney, Midlothian, Princeton, Prosper, Red Oak, Rockwall, Royse City, Terrell, Waxahachie, Wills Point

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**SECTION 4**

**SERVICE AREAS**

**4.3 Extended Metropolitan Service (EMS) – Grandfathered, effective July 22, 2010**

EMS is an optional two-way service offered in certain exchanges as defined below to allow the customer to expand the toll-free calling scope. Rates for EMS include basic local exchange access service and the expanded EMS calling scope, which is in addition to the calling scopes for local exchange access service.

<i>Originating Service Area</i>	<i>Two-Way Optional Extended Metropolitan Service</i>
Richmond / Rosenberg	Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, Deer Park, East Houston, Ellington, Jersey Village, Pearland, Apollo, Bammel, Barker, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Satsuma, Seabrook, Sheldon, Westfield, Arcola, Stafford, Sugarland, Atascocita, Kingwood, Humble-South, Humble
Spring	Houston, Airline, Aldine, Alief, Blue Ridge, Buffalo, Channelview, Deer Park, East Houston, Ellington, Jersey Village, Pearland, Apollo, Bammel, Barker, Friendswood, Lake Houston, Langham Creek, La Porte, Manvel, Satsuma, Seabrook, Sheldon, Westfield, Arcola, Stafford, Sugarland, Atascocita, Kingwood, Humble-South, Humble, EMS Customers in Porter Heights and Riverbrook

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**SECTION 5****DESCRIPTION OF SERVICES**

All services offered in this Tariff are subject to connection and activation charges where the Customer requests new services or changes in existing services.

**5.1 Basic Local Service**

Flat rate residential, as further defined below, and business local exchange service, including dial tone, primary listing, access to operator service, access to directory assistance service, access to 911 or E911 service, and the ability to report service problems seven days a week.

**5.1.1 Basic-G**

Basic-G service provides residential Customers with a single, analog, voice-grade telephonic communications channel which can be used to place or receive calls. Basic-G service lines are provided for the connection of Customer-provided wiring and single station sets. If Basic service is available in Customer's service market, Basic-G only available as a down-grade from bundled non-digital packages.

**5.1.2 Basic – *not available in all service markets***

Basic service provides residential Customers with a single, digital, voice-grade telephonic communications channel which can be used to place or receive calls. Basic service lines are provided with the use of Company EMTA Equipment for an additional fee.

**5.1.3 Business Phone Basic-G**

Business Phone Basic-G service provides commercial Customers with a single, analog, video-grade telephonic communications channel which can be used to place or receive calls. Business Phone Basic-G service lines are provided for the connection of Customer-provided wiring and single station sets.

**5.1.4 Business Phone Basic – *not available in all service markets***

Business Phone Basic service provides commercial Customers with a single, digital, voice-grade telephonic communications channel which can be used to place or receive calls. Business Phone Basic service lines are provided with the use of Company EMTA Equipment for an additional fee.

**5.2 Extended Area Service (EAS)**

EAS expands Customers' local calling scopes by allowing them to call additional exchanges for a flat fee, rather than incur long-distance charges assessed on a per-minute basis. One-way outbound EAS is available for calls originating in certain Service Areas and terminating in the exchanges covered by the EAS Calling Scopes defined in Section 4 of this Tariff.

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**SECTION 5**

**DESCRIPTION OF SERVICES**

**5.3 Home Line Service** – *Grandfathered, effective July 22, 2010*

Home Line Service provides residential Customers with a single, analog, voice-grade telephonic communications channel which can be used to place or receive calls. Home Line Service lines are provided for the connection of Customer-provided wiring and single station sets.

**5.4 Business Basic Line Service** – *Grandfathered, effective April 2, 2011*

Business Basic Line Service provides a Customer a single, analog, voice-grade telephonic communications channel which can be used to place or receive calls. Business Basic Line Service lines are provided for the connection of Customer-provided wiring and single station sets.

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## SECTION 5

## DESCRIPTION OF SERVICES

**5.5 Enhanced Features** - Certain features may only be available with specific packaged offerings. Enhanced features are not available with residential Basic Local Service.

Anonymous Call Rejection	Allows the Customer to automatically reject all calls that have been marked anonymous. Callers will hear a message stating that the party they are calling does not accept anonymous calls. This feature does not necessarily require subscription to Caller ID.
Auto Redial	Allows the Customer to automatically redial the last OUTGOING telephone number. This feature will continually redial a busy number for up to 30 minutes. A distinctive ring alerts you when the line becomes available.
Call Blocker – Selective Call Rejection	Enables the Customer to block calls from pre-selected telephone numbers and/or the last incoming call (without knowing the number).
Call Forwarding	Allows the Customer to automatically forward calls to a designated number.
Call Return	Allows the Customer to automatically redial the last INCOMING telephone number. This feature will continually redial a busy number for up to 30 minutes. A distinctive ring alerts you when the line becomes available.
Call Waiting	Allows the Customer to put an existing call on hold while a second call is answered. The Customer is allowed to alternate between the two calls.
Call Waiting ID	Enables the Customer to view the number of the incoming call that has activated call waiting. It combines the caller ID and call waiting applications. This feature requires compatible call waiting ID Customer equipment. This feature also requires the Customer to subscribe to call waiting and caller ID.

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## SECTION 5

## DESCRIPTION OF SERVICES

## 5.5 Enhanced Features (continued)

Caller ID – Name and Number	Provides the incoming number and name calling the Customer. Requires compatible Caller ID equipment.
Distinctive Ring	Provides the Customer with a distinctive ring or distinctive call waiting tone (if the Customer also subscribes to call waiting and distinctive ring) when the Customer is called from preselected telephone numbers. Requires Customer to subscribe to call waiting.
Hunting	Routes a call to an idle station line in a prearranged group when the called station line is busy.
Personalized Ring – <i>Grandfathered, effective July 22, 2010</i>	Allows the residential or business phone customer up to three (3) phone numbers on one phone line each with a unique ring. The phone customers can add up to two (2) additional numbers (Secondary Directory Number) to the main telephone number, each with its own unique ring and all on one phone line. This permits the phone customer to dedicate a separate number to their fax machine or specify a number for high-priority calls.
Selective Call Forwarding	Provides the Customer with the ability to forward incoming calls from up to ten selected numbers to a destination number. All other calls would be allowed call completion to the Customer's number.
Speed Calling 30	Allows the Customer to assign up to the 30 most frequently called numbers to two-digit codes.
Speed Calling 8	Allows the Customer to assign the 8 most frequently called numbers to one digit codes.
Three-Way Calling	Allows a Customer to add a third party to an existing call (without operator assistance) enabling a conversation for all three parties.
Caller ID Blocker	Permits the Customer to block the name and number when Customer is originating a call.

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**SECTION 5****DESCRIPTION OF SERVICES****5.6 Toll Restrict**

A Company provided, central office activated, service which prohibits anyone from originating a direct dialed (1+), or an operator assisted (0 or 0+), billed to the originating number, long distance call from a designated local exchange access line. Any such calls, when attempted, will be routed to a central office announcement provided by the Company which will inform the user that long distance calls are restricted from that line.

**5.7 900/976 Toll Restriction**

All access to pay-per-call information services will be blocked for all Company Customers. The Customer will automatically receive 900/976 Call Restriction at no additional charge. The Customer may request that 900/976 toll restriction be removed at no charge. In such cases, the Customer must agree in writing to be responsible for all charges incurred for such 900/976 services.

**5.8 Directory Assistance**

Directory Assistance provides for identification of telephone numbers, via an operator or automated platform. Customers are provided with a maximum of two listings per each call to Directory Assistance. There is no charge for Directory Assistance to complete local calls at Customer's request.

No charge applies for calls for Directory Assistance from Customers who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to physical or mental limitations. To obtain such exemption, the Customer shall provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. The Company shall treat information contained on the exemption records as confidential. The Customer shall notify the Company when the need for an exemption no longer exists.

**5.9 Operator Service**

Operator Service provides for live or automated operator treatment when the Customer dials "0" or "0+".

**A. Operator Service, Automated**

A service where the customer dials "0" + 10 digits (called #) and follows prompts to complete the call without the assistance of a live operator.

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## SECTION 5

## DESCRIPTION OF SERVICES

**5.9 Operator Service (continued)****B. Operator Service Person-to-Person**

A service where the person originating the message specifies to the operator a particular person to be reached, or a particular service point, department, or office to be reached through a PBX attendant. When, after the service point or PBX called has been reached and while the connection remains established, the person originating the message requests or agrees to talk to any person other than the person specified, or to any other person or service point, department or office to be reached through a PBX attendant, the classification of the message remains PERSON-TO-PERSON.

**C. Operator Service, Live Operator**

A service where calls are completed with the assistance of an operator (other than Person-to-Person). Live Operator rates apply to calls handled by a live operator which are billed to a different telephone number (e.g., collect, bill to third number).

**D. Operator Intercept**

A service used when a customer disconnects service or changes their telephone number. Calls to the intercepted telephone number are presented a recorded message. The caller is provided with the customer's new telephone number.

**5.10 Directory Listings**

For each Customer of Company-provided local service, the Company will arrange for the listing of Customer's main billing telephone number in the directory(ies) published by the dominant local exchange carrier in the area at no additional charge. Charges will be incurred for non-published listings

Business lines may include extra directory listings, alternate directory listings and non-listed (with Directory Assistance) listings, and such listings will incur additional charges.

Residential lines' extra directory listings, alternate directory listings and non-listed (with Directory Assistance) listings and associated charges – *Grandfathered, effective July 22, 2010.*

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**SECTION 5**

**DESCRIPTION OF SERVICES**

**5.11 Dynamic Analog Dial-Up Service**

A service for Internet Service Providers (ISPs) permitting customers of ISPs to access the Internet over their telephone lines by placing a local call.

**5.12 Lifeline Service**

5.12.1 Applicability

- A. Lifeline Service is a voice telephony service assistance program designed to provide eligible residential customers with federal and state rate reductions on the price of basic local exchange service. When a Lifeline customer subscribes to a package of services, those same reductions will apply to that portion of the package rate that is for basic local exchange service.
- B. Lifeline Service reductions do not apply to surcharges, taxes, long distance services, 976 and other information custom calling features. Customers may obtain these services, where available, at their discretion.
- C. Lifeline Service rate reductions do not apply to service connection charges; however customers eligible for the Tribal Link-Up Program may receive a 100% reduction not to exceed \$100.00 on applicable service activation charges.
- D. All charges, either recurring or nonrecurring, for any service or feature other than Lifeline Service shall be billed at the tariffed rate.
- E. Lifeline Service is only available to customers who subscribe to one of Grande's basic local service plans or bundles that include local voice telephony service.
- F. Lifeline service is available for only one line per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A single household cannot receive Lifeline benefits from multiple providers.

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**SECTION 5**

**DESCRIPTION OF SERVICES**

**5.12 Lifeline Service (continued)**

5.12.2 Designated Services Available to Lifeline Customers

Lifeline services offer the following to eligible Lifeline customers under Texas ETP designation:

- Single party voice grade access to the public switched network or its functional equivalent;
- Minutes of use for local service provided at no additional charge to end users;
- Access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in Company's service area has implemented 911 or enhanced 911 systems;
- Toll limitation services to qualifying low-income consumers if they are purchasing a voice telephony service plan that charges a fee for toll calls that is in addition to the per month or per billing cycle price of the subscriber's Lifeline service;
- Touch Tone Services (or the functional equivalent);
- Access to Emergency Services
- Access to Operator Services
- Access to Interexchange Services
- Access to Directory Assistance

Lifeline Service may not be disconnected for non-payment of toll charges. Eligible customers accepting toll restriction services shall not be required to pay a deposit..

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**SECTION 5**

**DESCRIPTION OF SERVICES**

**5.12 Lifeline Service (continued)**

5.12.3. Eligibility Requirements

- A. Customers or applicants seeking a Lifeline service rate reduction must meet the following qualifications:
1. The applicant or customer must certify that their annual household income is at or below 150% of the federal poverty guidelines or participates in, or have a person or child who resides in the customer household who participates in, a program identified in Chapter 47 of the Code of Federal Regulations §54.409 and in P.U.C. Substantive Rule 26.412 regarding consumer qualification for Lifeline.
  2. The applicant or customer meets the requirements for eligibility for Medicaid, Food Stamps (Supplemental Nutrition Assistance Program (SNAP)), Federal Public Housing Assistance (FPHA), Low-Income Energy Assistance program (LIHEAP), State Child Health Plan (CHIP), or Supplemental Security Income (SSI), National School Lunch Program's Free Lunch Program or Temporary Assistance for Needy Families.
  3. Current customers receiving benefits under these programs will be subject to the Lifeline Program automatic enrollment procedures of the Texas Health and Human Services Commission (HHSC) unless they provide a written request to the Company to be excluded from the Lifeline Program.
  4. Customer eligibility will be determined by the Texas Low-Income Discount Administrator (LIDA). On a monthly basis the Company will provide a list of all its residential customers to LIDA. LIDA will match the names of those customers who self-enroll with the LIDA and with the HHSC file containing names of applicants who receive benefits from Medicaid, SNAP, SSI or CHIP. LIDA will then send a file to the Company consisting of customers who are eligible for Lifeline Service. The Company will utilize this file to provide the Lifeline rate reduction to eligible Company customers.

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**SECTION 5**

**DESCRIPTION OF SERVICES**

**5.12 Lifeline Service (continued)**

5.12.3. Eligibility Requirements (continued)

B. Lifeline Service will also be provided to applicants or customers residing on Federally-recognized Tribal Lands who meet the following criteria:

1. The applicant or customer must reside on a reservation, as defined in Title 25 of Federal Regulations, Section 20.1, paragraph (v), and receive benefits from at least one of the following programs:
  - Bureau of Indian Affairs general assistance
  - Tribally administered Temporary Assistance for Needy Families (TANF)
  - Head Start (must meet program's income qualifying standard)
  - National School Lunch Program (must satisfy income standard for free lunch program)

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**SECTION 5**

**DESCRIPTION OF SERVICES**

**5.12 Lifeline Service (continued)**

5.12.4 Application Requirements

- A. Applicants or customers who participate in LIHEAP, FPHA or whose household income level is at or below 150% of the federal poverty guidelines, must submit their application directly to the LIDA or be a recipient of a program administered by HHSC.
- B. Applicants or customers who receive benefits from Medicaid, SNAP or SSI, or CHIP will be automatically enrolled through HHSC in the LIDA database.
- C. Applicants or customers who are automatically enrolled in Lifeline will receive discounted billing within 30 days of Grande's receipt of the LIDA monthly customer file.
- D. The eligibility period for automatically enrolled customers is the length of their enrollment in HHSC benefits plus a period of 60 days for renewal. Automatically enrolled customers will have an opportunity to renew their HHSC benefits or self enroll with LIDA upon the expiration of their automatic enrollment.

Individuals not receiving benefits through HHSC programs, but whose household income level is at or below 150% of the federal poverty guidelines, are eligible to receive the Lifeline discount for seven months, which includes a period of 60 days during which the customer may renew their eligibility with LIDA for an additional seven months.

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**SECTION 5**

**DESCRIPTION OF SERVICES**

**5.13 Link Up America Service for Residents of Tribal Lands**

5.13.1 Applicability

- A. Link Up America is a federally sponsored telephone assistance program designed to make telephone service accessible to low-income households on Tribal Lands not currently on the public switched access network.
- B. Assistance is provided by applying a discount to the applicable non-recurring charges for local service initiation. The discounted service connection charges will be provided for one (1) telephone line per household, at the customer's principal place of residence.
- C. Assistance is not provided in those instances involving, solely, a customer transfer from one carrier to another for local exchange service.
- D. Assistance is provided on subsequent occasions only for a principal place of residence with an address different from the residence address at which the Link Up America Service was provided previously.

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**SECTION 5**

**DESCRIPTION OF SERVICES**

**5.13 Link Up America Service (continued)**

5.13.2 Eligibility Requirements

- A. Link Up America Service will only be provided to applicants or customers residing on Tribal Lands who meet the following criteria:

The applicant or customer must reside on a reservation, as defined in Title 25 of Federal Regulations, Section 20.1, paragraph (v), and receive benefits from at least one of the following programs:

- Bureau of Indian Affairs general assistance
- Tribally administered Temporary Assistance for Needy Families (TANF)
- Head Start (must meet program's income qualifying standard)
- National School Lunch Program (must satisfy income standard for free lunch program)

- B. The eligibility requirements listed above will be certified to by the applicant or the applicable state agency. The Company assumes no responsibility for the certification of customers or applicants eligibility.

5.13.3 Application Requirements

- A. Applicants or customers may self-certify their eligibility for Link Up America Service by signing an Affidavit that they reside on a reservation and either participate in a qualifying program or meet the income requirements specified above. Grande will send a blank copy of the self-certification form upon customer request.

- B. A service order to establish new service will not be issued until the Company receives the signed Affidavit from the applicant or customer.

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**SECTION 5**

**DESCRIPTION OF SERVICES**

**5.14 Lifeline Support Amounts**

5.14.1. Lifeline support amounts per qualifying low-income customer shall be provided as follows:

- A. Federal discount up to \$9.25 applied to the Company's interstate SLC, if any, and then any residual amounts would be applied to the monthly residential local exchange service rate, but not to exceed the monthly residential local exchange service rate, including the SLC.
- B. State discount of \$3.50 applied to the monthly residential local exchange service rate. In addition, as applicable, the Texas High Cost Universal Service Plan ILEC area discount shall be applied.
- C. Total of state and federal discount shall not exceed the monthly residential local exchange rate.

5.14.2. Qualified Lifeline Tribal Lands customers will receive, in addition to the discounts listed above, an additional federal approved reduction of up to \$25.00. The monthly discounted residential rate local exchange service for qualifying low-income individuals living on tribal lands will not be reduced below \$1.00.

**5.15 Tribal Lands Link Up America Support Amounts**

5.15.1 A qualifying low-income customer living on Tribal Lands may receive a reduction in the Company's customary charge for commencing local exchange service for a primary single line connection at the customer's principal place of residence. Tribal Link Up support is available in accordance with Chapter 47 of the Code of Federal Regulations § 54.413, for a reduction of 100% of the customary activation charge up to a maximum of \$100.

5.15.2 A qualifying low-income customer living on Tribal Lands may receive a deferred schedule, not to exceed one year, for payment of the charges assessed for commencing service of up to \$200, for which the customer does not pay interest.

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## SECTION 6

## RATES AND CHARGES

All rates set forth in this Section are subject to change and may be changed by the Company pursuant to notice requirements established by the Commission. The rates, terms and conditions set forth in this Section are applicable as of the effective date hereof.

## 6.1 Local Service Rates

A. Rate Group 1 – *Austin*Residential Local Services

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
HomeLine <sup>sm</sup> - <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$12.00	per month
Additional HomeLine <sup>sm</sup> – <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$12.00	per month per line
Basic - G (includes Basic Local Service with no enhanced features)	\$17.99	per month
Additional Basic - G (includes Basic Local Service with no enhanced features)	\$8.49	per month per line
Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$17.99	per month
Additional Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$8.49	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

A. Rate Group 1 – *Austin* (continued)Residential Local Services (continued)

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
Residential Enhanced Features – <i>the following are Grandfathered as of July 22, 2010</i>		
Caller ID - Calling Name and Number	\$6.99	per month per line
Call Return	\$2.99	per month per line
Call Waiting	\$2.99	per month per line
Call Blocker	\$2.99	per month per line
Auto Redial	\$2.99	per month per line
Call Forwarding	\$2.99	per month per line
Three-Way Calling	\$2.99	per month per line
Speed Dial	\$2.99	per month per line
Distinctive Ring	\$2.99	per month per line
Selective Call Forwarding	\$2.99	per month per line
Anonymous Call Rejection	\$2.99	per month per line
Call Waiting ID	\$2.99	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$2.99	per month per line
Call Forward – Busy	\$1.50	per month per line
Call Forward – No Answer	\$1.50	per month per line
Call Forward - Busy/No Answer	\$2.99	per month per line
Remote Access to Call Forward	\$2.99	per month per line
Residential Enhanced Features		
Toll Restrict (voluntary for outbound only)	\$3.25	per month per line
Extended Area Service	\$0.00	per month per line

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**SECTION 6****RATES AND CHARGES****6.1 Local Service Rates (continued)**A. Rate Group 1 – *Austin* (continued)Business Local Services

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Phone Basic - includes local service	\$24.99	per month per line
Business Phone Unlimited – includes local service and unlimited long distance	\$39.99	per month per line
Business Phone Basic-G – includes local service	\$24.99	per month per line
Business Phone Unlimited-G – includes local service and unlimited long distance	\$39.99	per moth per line
Business Feature Pack 1	\$6.99	per month
Business Feature Pack 2	\$12.99	per month
Voice Mail	\$4.99	per month
Alternate Number	\$2.99	per month
Toll Restriction	\$5.00	per month
International Toll Restriction	\$2.50	per month

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

A. Rate Group 1 – *Austin* (continued)Grandfathered for Business Service Customers, effective 4/2/2011:

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Basic Line (includes Basic Local Service with no enhanced features)	\$20.00	per month
Additional Business Basic Line (includes Basic Local Service with no enhanced features)	\$20.00	per month per line
Business Enhanced Features		
Business Line Hunt On	\$2.50	per month per line
Caller ID - Calling Name	\$5.00	per month per line
Call Forwarding	\$6.00	per month per line
Call Forwarding Remote Access	\$2.00	per month per line
Call Waiting	\$4.00	per month per line
Three-Way Calling	\$4.00	per month per line
Call Return	\$3.00	per month per line
Auto Redial	\$3.00	per month per line
Speed Calling 8	\$3.00	per month per line
Distinctive Ring	\$2.00	per month per line
Selective Call Forwarding	\$2.50	per month per line
Call Blocker	\$3.00	per month per line
Speed Calling 30	\$3.00	per month per line
Anonymous Call Rejection	\$2.00	per month per line
Call Waiting ID	\$3.00	per month per line
Toll Restrict (voluntary for outbound only)	\$8.00	per month per line
Extended Area Service	\$0.00	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$1.50	per month per line
Fixed Call Forward Busy	\$2.00	per month per line
Fixed Call Forward No Answer	\$2.00	per month per line
Fixed Call Forward Busy/No Answer	\$3.50	per month per line
Call Transfer	\$13.50	per month per line

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Effective: April 2, 2011

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

A. Rate Group 1 – *Austin* (continued)Directory Assistance and Operator Services

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Local Directory Assistance	\$1.45	per call
Directory Assistance – Domestic	\$1.45	per call
Local Call Completion on Directory Assistance	\$0.00	per call
LD Call Completion on Directory Assistance	\$0.10	per call
Operator Service, Automated	\$0.95	per call
Operator Service, Live Operator	\$1.45	per call
Operator Service, Person-to-Person	\$2.75	per call
Operator Intercept		
Residential	\$10.00	30 day minimum
Business	\$20.00	30 day minimum
Operator Service	\$0.18	per minute for completed calls

Issued by:

Regulatory Affairs Manager  
Suzanne Goldberg  
401 Carlson Circle  
San Marcos, TX 78666

Effective: July 22, 2010

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

A. Rate Group 1 – *Austin* (continued)Miscellaneous

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Directory Listing Published, Primary Line	\$0.00	per line per month	\$0.00
Residential Non Published Directory Listing	\$2.75	per line per month	\$1.00
Business Non Published Directory Listing	\$4.95	per line per month	\$1.00
Business Additional Directory Listing	\$2.49	per line per month	\$8.00
Business Alternate Directory Listing	\$2.49	per line per month	\$8.00
Extra Directory Listing – <i>Grandfathered for residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Alternate Directory Listing – <i>Grandfathered for residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
All Directory Listings - Non Listed <i>Grandfathered for residential lines effective July 22, 2010</i>	\$1.95	per line per month	\$1.00

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San Marcos, TX 78666

Effective: April 2, 2011

**SECTION 6**

**RATES AND CHARGES**

**6.1 Local Service Rates (continued)**

A. Rate Group 1 – *Austin* (continued)

Miscellaneous (continued)

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
PIC Change Inter-LATA	\$0.00	per change per line	\$5.00
PIC Change Intra-LATA	\$0.00	per change per line	\$5.00
Reserved Phone Number	\$2.00	per number per month	\$10.00
Federal Subscriber Line Fee – Residential Lines	\$6.50	per line per month	\$0.00
Federal Subscriber Line Fee – Commercial Lines	\$6.50	per line per month	\$0.00
Allow 900 & 976 Number Calling	\$0.00	per month	\$0.00
Service Order Change Charge	\$20.00	per service order	\$0.00
Res Account Set-Up Charge	\$5.00	per account	\$0.00
Bus Account Set-Up Charge	\$10.00	per account	\$0.00
EMTA Phone Modem Rental - Residential	\$4.50	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 2 port	\$4.50	per month	\$0.00
EMTA Rental <i>Commercial</i> – 4 port	\$7.00	per month	\$0.00
EMTA Rental <i>Commercial</i> – 8 port	\$10.00	per month	\$0.00

Installation and Repairs

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Telephone Activation - Residential Lines	\$14.95	per house
Telephone Feature Activation - Residential	\$2.00	per feature
Telephone Feature Activation - Business	\$10.00	per feature
Telephone Feature Change - Business	\$5.00	per feature
Reconnect Fee	\$25.00	per house
Trip Charge	\$10.00	per trip
Repair - Time and Materials		
Time	\$35.00 per hour	
Materials	ICB pricing	

Issued by:

Regulatory Affairs Manager  
 Suzanne Goldberg  
 401 Carlson Circle  
 San Marcos, TX 78666

Effective: June 1, 2012

**SECTION 6**

**RATES AND CHARGES**

**6.1 Local Service Rates (continued)**

B. Rate Group 2 – *San Antonio*

Residential Local Services

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
HomeLine <sup>sm</sup> – <i>Grandfathered, effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$12.00	per month
HomeLine <sup>sm</sup> – Resale - <i>Grandfathered, effective July 22, 2010</i> (includes Basic Local Service with no enhanced features or Extended Area Service Calling)	\$12.00	per month
Additional HomeLine <sup>sm</sup> - <i>Grandfathered, effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$12.00	per month per line
Basic - G (includes Basic Local Service with no enhanced features)	\$17.99	per month
Additional Basic - G (includes Basic Local Service with no enhanced features)	\$8.49	per month per line
Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$17.99	per month
Additional Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$8.49	per month per line

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San Marcos, TX 78666

Effective: April 2, 2011

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

B. Rate Group 2 – *San Antonio* (continued)Residential Local Services (continued)

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
Residential Enhanced Features – <i>the following are Grandfathered effective July 22, 2010</i>		
Caller ID - Calling Name and Number	\$6.99	per month per line
Call Return	\$2.99	per month per line
Call Waiting	\$2.99	per month per line
Call Blocker	\$2.99	per month per line
Auto Redial	\$2.99	per month per line
Call Forwarding	\$2.99	per month per line
Three-Way Calling	\$2.99	per month per line
Speed Dial	\$2.99	per month per line
Distinctive Ring	\$2.99	per month per line
Selective Call Forwarding	\$2.99	per month per line
Anonymous Call Rejection	\$2.99	per month per line
Call Waiting ID	\$2.99	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$2.99	per month per line
Call Forward - Busy	\$1.50	per month per line
Call Forward – No Answer	\$1.50	per month per line
Call Forward - Busy/No Answer	\$2.99	per month per line
Residential Enhanced Features –		
Toll Restrict (voluntary for outbound only)	\$3.25	per month per line
Extended Area Service	\$0.00	per month per line

Issued by:

Regulatory Affairs Manager  
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 San Marcos, TX 78666

Effective: January 3, 2011

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

B. Rate Group 2 – *San Antonio* (continued)Business Local Services

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Phone Basic - includes local service	\$24.99	per month per line
Business Phone Unlimited – includes local service and unlimited long distance	\$39.99	per month per line
Business Phone Basic-G – includes local service	\$24.99	per month per line
Business Phone Unlimited-G – includes local service and unlimited long distance	\$39.99	per moth per line
Business Feature Pack 1	\$6.99	per month
Business Feature Pack 2	\$12.99	per month
Voice Mail	\$4.99	per month
Alternate Number	\$2.99	per month
Toll Restriction	\$5.00	per month
International Toll Restriction	\$2.50	per month

Issued by:

Regulatory Affairs Manager  
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 401 Carlson Circle  
 San Marcos, TX 78666

Effective: April 2, 2011



## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

B. Rate Group 2 – *San Antonio* (continued)*Grandfathered for Business Service Customers, effective 4/2/2011:*

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Basic Line (includes Basic Local Service with no enhanced features)	\$20.00	per month
Additional Business Basic Line (includes Basic Local Service with no enhanced features)	\$20.00	per month per line
Business Enhanced Features		
Business Line Hunt On	\$2.50	per month per line
Caller ID - Calling Name	\$5.00	per month per line
Call Forwarding	\$6.00	per month per line
Call Forwarding Remote Access	\$2.00	per month per line
Call Waiting	\$4.00	per month per line
Three-Way Calling	\$4.00	per month per line
Call Return	\$3.00	per month per line
Auto Redial	\$3.00	per month per line
Speed Calling 8	\$3.00	per month per line
Distinctive Ring	\$2.00	per month per line
Selective Call Forwarding	\$2.50	per month per line
Call Blocker	\$3.00	per month per line
Speed Calling 30	\$3.00	per month per line
Anonymous Call Rejection	\$2.00	per month per line
Call Waiting ID	\$3.00	per month per line
Toll Restrict (voluntary for outbound only)	\$8.00	per month per line
Extended Area Service	\$0.00	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$1.50	per month per line
Fixed Call Forward Busy	\$2.00	per month per line
Fixed Call Forward No Answer	\$2.00	per month per line
Fixed Call Forward Busy/No Answer	\$3.50	per month per line
Call Transfer	\$13.50	per month per line

Issued by:

Regulatory Affairs Manager  
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 San Marcos, TX 78666

Effective: April 2, 2011

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

B. Rate Group 2 – *San Antonio* (continued)Directory Assistance and Operator Services

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Local Directory Assistance	\$1.45	per call
Directory Assistance – Domestic	\$1.45	per call
Local Call Completion on Directory Assistance	\$0.00	per call
LD Call Completion on Directory Assistance	\$0.10	per call
Operator Service, Automated	\$0.95	per call
Operator Service, Live Operator	\$1.45	per call
Operator Service, Person-to-Person	\$2.75	per call
Operator Intercept		
Residential	\$10.00	30 day minimum
Business	\$20.00	30 day minimum
Operator Service	\$0.18	per minute for completed calls

Issued by:

Regulatory Affairs Manager  
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San Marcos, TX 78666

Effective: July 22, 2010

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

B. Rate Group 2 – *San Antonio* (continued)Miscellaneous

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
PIC Change Inter-LATA	\$0.00	per change per line	\$5.00
PIC Change Intra-LATA	\$0.00	per change per line	\$5.00
Reserved Phone Number	\$2.00	per number per month	\$10.00
Directory Listing Primary Line - Published	\$0.00	per line per month	\$0.00
Res Directory Listings - Non Pub	\$2.75	per line per month	\$1.00
Extra Directory Listing – <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Alternate Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
All Directory Listings - Non Listed <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$1.95	per line per month	\$1.00
Business Non Published Directory Listing	\$4.95	per line per month	\$1.00
Business Additional Directory Listing	\$2.49	per line per month	\$8.00
Business Alternate Directory Listing	\$2.49	per line per month	\$8.00

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Regulatory Affairs Manager  
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San Marcos, TX 78666

Effective: April 2, 2011

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

B. Rate Group 2 – *San Antonio* (continued)Miscellaneous (continued)

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Federal Subscriber Line Fee - Residential	\$6.50	per line per month	\$0.00
Federal Subscriber Line Fee - Commercial	\$6.50	per line per month	\$0.00
Allow 900 & 976 Number Calling	\$0.00	per month	\$0.00
Service Order Change Charge	\$20.00	per service order	\$0.00
Res Account Set-Up Charge	\$5.00	per account	\$0.00
Bus Account Set-Up Charge	\$10.00	per account	\$0.00
EMTA Phone Modem Rental – residential	\$4.50	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 2 port	\$4.50	per month	\$0.00
EMTA Rental <i>Commercial</i> – 4 port	\$7.00	per month	\$0.00
EMTA Rental <i>Commercial</i> – 8 port	\$10.00	per month	\$0.00

Installation and Repairs

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Telephone Activation - Residential Lines	\$14.95	per house
Telephone Feature Activation - Residential	\$2.00	per feature
Telephone Feature Activation - Business	\$10.00	per feature
Telephone Feature Change - Business	\$5.00	per feature
Reconnect Fee	\$25.00	per house
Trip Charge	\$10.00	per trip
Repair - Time and Materials		
Time	\$35.00	per hour
Materials		ICB pricing

Issued by:

Regulatory Affairs Manager  
 Suzanne Goldberg  
 401 Carlson Circle  
 San Marcos, TX 78666

Effective: June 1, 2012

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

C. Rate Group 3 – *San Marcos*Residential Local Services

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
HomeLine <sup>sm</sup> - <i>Grandfathered effective July 22, 2010</i>  (includes Basic Local Service with no enhanced features)	\$5.50	per month
Additional HomeLine <sup>sm</sup> – <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$5.50	per month per line
Basic – G (includes Basic Local Service with no enhanced features)	\$8.55	per month
Additional Basic - G (includes Basic Local Service with no enhanced features)	\$8.49	per month per line
Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$8.55	per month
Additional Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$8.49	per month per line

Issued by:

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San Marcos, TX 78666

Effective: December 6, 2010

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

C. Rate Group 3 – *San Marcos* (continued)Residential Local Services (continued)

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
Residential Enhanced Features – <i>the following are Grandfathered effective July 22, 2010</i>		
Caller ID - Calling Name and Number	\$6.50	per month per line
Call Return	\$1.50	per month per line
Call Waiting	\$1.50	per month per line
Call Blocker	\$1.50	per month per line
Auto Redial	\$1.50	per month per line
Call Forwarding	\$1.50	per month per line
Three-Way Calling	\$1.50	per month per line
Speed Dial	\$1.50	per month per line
Distinctive Ring	\$1.50	per month per line
Selective Call Forwarding	\$1.50	per month per line
Anonymous Call Rejection	\$1.50	per month per line
Call Waiting ID	\$1.50	per month per line
Personalized Ring	\$1.50	per month per line
Personalized Ring (2)	\$1.50	per month per line
Call Forward – Busy	\$1.50	per month per line
Call Forward – No Answer	\$1.50	per month per line
Call Forward – Busy/No Answer	\$2.99	per month per line
Remote Access to Call Forward	\$0.75	per month per line
Residential Enhanced Features –		
Toll Restrict (voluntary for outbound only)	\$3.25	per month per line

Issued by:

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 San Marcos, TX 78666

Effective: July 22, 2010

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

C. Rate Group 3 – *San Marcos* (continued)Business Local Services

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Phone Basic - includes local service	\$14.99	per month per line
Business Phone Unlimited – includes local service and unlimited long distance	\$39.99	per month per line
Business Phone Basic-G – includes local service	\$14.99	per month per line
Business Phone Unlimited-G – includes local service and unlimited long distance	\$39.99	per moth per line
Business Feature Pack 1	\$6.99	per month
Business Feature Pack 2	\$12.99	per month
Voice Mail	\$4.99	per month
Alternate Number	\$2.99	per month
Toll Restriction	\$5.00	per month
International Toll Restriction	\$2.50	per month

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Regulatory Affairs Manager  
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Effective: April 2, 2011

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

C. Rate Group 3 – *San Marcos* (continued)Grandfathered for Business Service Customers, effective 4/2/2011:

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Basic Line (includes Basic Local Service with no enhanced features)	\$11.50	per month
Additional Business Basic Line (includes Basic Local Service with no enhanced features)	\$11.50	per month per line
Business Enhanced Features		
Business Line Hunt On	\$0.50	per month per line
Caller ID - Calling Name	\$5.00	per month per line
Call Forwarding	\$3.00	per month per line
Call Forward Remote Access	\$2.00	per month per line
Call Waiting	\$2.00	per month per line
Three-Way Calling	\$2.25	per month per line
Call Return	\$3.00	per month per line
Auto Redial	\$3.00	per month per line
Speed Calling 8	\$2.50	per month per line
Distinctive Ring	\$2.00	per month per line
Selective Call Forwarding	\$2.00	per month per line
Call Blocker	\$2.50	per month per line
Speed Calling 30	\$3.00	per month per line
Anonymous Call Rejection	\$1.00	per month per line
Call Waiting ID	\$1.00	per month per line
Toll Restrict (voluntary for outbound only)	\$3.00	per month per line
Personalized Ring	\$2.50	per month per line
Personalized Ring (2)	\$1.50	per month per line
Fixed Call Forward Busy	\$2.00	per month per line
Fixed Call Forward No Answer	\$2.00	per month per line
Fixed Call Forward Busy/No Answer	\$3.50	per month per line
Call Transfer	\$13.50	per month per line

Issued by:

Regulatory Affairs Manager  
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 San Marcos, TX 78666

Effective: April 2, 2011



## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

C. Rate Group 3 – *San Marcos* (continued)Directory Assistance and Operator Services

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Local Directory Assistance	\$1.45	per call
Directory Assistance – Domestic	\$1.45	per call
Local Call Completion on Directory Assistance	\$0.00	per call
LD Call Completion on Directory Assistance	\$0.10	per call
Operator Service, Automated	\$0.95	per call
Operator Service, Live Operator	\$1.45	per call
Operator Service, Person-to-Person	\$2.75	per call
Operator Intercept		
Residential	\$10.00	30 day minimum
Business	\$20.00	30 day minimum
Operator Service	\$0.18	per minute for completed calls

Issued by:

Regulatory Affairs Manager  
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San Marcos, TX 78666

Effective: July 22, 2010

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

C. Rate Group 3 – *San Marcos* (continued)Miscellaneous

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
PIC Change Inter-LATA	\$0.00	per change per line	\$5.00
PIC Change Intra-LATA	\$0.00	per change per line	\$5.00
Reserved Phone Number	\$2.00	per number per month	\$10.00
Directory Listing Primary Line - Published	\$0.00	per line per month	\$0.00
Directory Listings - Non Pub	\$0.50	per line per month	\$1.00
Extra Directory Listing – Grandfathered for Residential lines effective July 22, 2010	\$1.00	per line per month	\$1.00
Alternate Directory Listing Grandfathered for Residential lines effective July 22, 2010	\$1.50	per line per month	\$1.00
All Directory Listings - Non Listed Grandfathered for Residential lines effective July 22, 2010	\$0.50	per line per month	\$1.00
Business Non Published Directory Listing	\$4.95	per line per month	\$1.00
Business Additional Directory Listing	\$2.49	per line per month	\$8.00
Business Alternate Directory Listing	\$2.49	per line per month	\$8.00
Business Directory Listings - Non Pub - Grandfathered for Business lines, effective April 2, 2011	\$0.50	per line per month	\$1.00
Business Alternate Directory Listing Grandfathered for Business lines, effective April 2, 2011	\$0.50	per line per month	\$1.00
Business Add'l Directory Listing – Grandfathered for Business lines, effective April 2, 2011	\$0.50	per line per month	\$1.00

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San Marcos, TX 78666

Effective: April 2, 2011

**SECTION 6**

**RATES AND CHARGES**

**6.1 Local Service Rates (continued)**

C. Rate Group 3 – *San Marcos* (continued)

Miscellaneous (continued)

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Federal Subscriber Line Fee – Residential	\$3.50	per line per month	\$0.00
Federal Subscriber Line Fee – Commercial	\$3.50	per line per month	\$0.00
Allow 900 & 976 Number Calling	\$0.00	per month	\$0.00
Service Order Change Charge	\$20.00	per service order	\$0.00
Res Account Set-Up Charge	\$5.00	per account	\$0.00
Bus Account Set-Up Charge	\$10.00	per account	\$0.00
EMTA Phone Modem Rental - Residential	\$4.50	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 2 port	\$4.50	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 4 port	\$7.00	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 8 port	\$10.00	per account per month	\$0.00

Installation and Repairs

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Telephone Activation - Residential Lines	\$14.95	per house
Telephone Feature Activation - Residential	\$2.00	per feature
Telephone Feature Activation - Business	\$10.00	per feature
Telephone Feature Change - Business	\$5.00	per feature
Reconnect Fee	\$25.00	per house
Trip Charge	\$10.00	per trip
Repair - Time and Materials		
Time	\$35.00 per hour	
Materials	ICB pricing	

Issued by:

Regulatory Affairs Manager  
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 San Marcos, TX 78666

Effective: June 1, 2012

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

D. Rate Group 4 – *Houston*Residential Local Services

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
HomeLine <sup>sm</sup> - <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$12.00	per month
Additional HomeLine <sup>sm</sup> – <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$12.00	per month per line
HomeLine <sup>sm</sup> Metro - <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$36.00	per month
Additional HomeLine <sup>sm</sup> Metro – <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$36.00	per month per line
Basic - G (includes Basic Local Service with no enhanced features)	\$17.99	per month
Additional Basic - G (includes Basic Local Service with no enhanced features)	\$8.49	per month per line

Issued by:

Regulatory Affairs Manager  
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San Marcos, TX 78666

Effective: January 3, 2011

## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

D. Rate Group 4 – *Houston*Residential Local Services (continued)

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
Residential Enhanced Features – <i>the following are Grandfathered effective July 22, 2010</i>		
Caller ID - Calling Name and Number	\$6.99	per month per line
Call Return	\$2.99	per month per line
Call Waiting	\$2.99	per month per line
Call Blocker	\$2.99	per month per line
Auto Redial	\$2.99	per month per line
Call Forwarding	\$2.99	per month per line
Three-Way Calling	\$2.99	per month per line
Speed Dial	\$2.99	per month per line
Distinctive Ring	\$2.99	per month per line
Selective Call Forwarding	\$2.99	per month per line
Anonymous Call Rejection	\$2.99	per month per line
Call Waiting ID	\$2.99	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$2.99	per month per line
Remote Access to Call Forwarding	\$2.99	per month per line
Call Forward - Busy/No Answer	\$2.99	per month per line
Call Forward - Busy	\$1.50	per month per line
Call Forward - No Answer	\$1.50	per month per line
Residential Enhanced Features		
Toll Restrict (voluntary for outbound only)	\$3.25	per month per line
Extended Area Service	\$0.00	per month per line

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Regulatory Affairs Manager  
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 San Marcos, TX 78666

Effective: January 3, 2011

**SECTION 6  
RATES AND CHARGES**

**6.1 Local Service Rates (continued)**

D. Rate Group 4 – *Houston*

Grandfathered for Business Service Customers, effective 4/2/2011:

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Basic Line (includes Basic Local Service with no enhanced features)	\$24.00	per month
Additional Business Basic Line (includes Basic Local Service with no enhanced features)	\$24.00	per month per line
Business Enhanced Features		
Business Line Hunt On	\$3.00	per month per line
Caller ID - Calling Name	\$5.00	per month per line
Call Forwarding	\$6.00	per month per line
Call Waiting	\$4.00	per month per line
Three-Way Calling	\$4.00	per month per line
Call Return	\$3.00	per month per line
Auto Redial	\$3.00	per month per line
Speed Calling 8	\$3.00	per month per line
Distinctive Ring	\$2.00	per month per line
Selective Call Forwarding	\$2.50	per month per line
Call Blocker	\$3.00	per month per line
Speed Calling 30	\$3.00	per month per line
Anonymous Call Rejection	\$2.00	per month per line
Call Waiting ID	\$3.00	per month per line
Caller ID Blocker	\$0.00	
Toll Restrict (voluntary for outbound only)	\$8.00	per month per line
Extended Area Service	\$0.00	per month per line
Extended Metropolitan Service (for customers in the Richmond-Rosenberg and Spring areas only)	\$44.00	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$1.50	per month per line
Remote Access to Call Forwarding	\$2.00	per month per line
Call Forward Busy/Don't Answer	\$4.00	per month per line
Fixed Call Forward Busy	\$2.00	per month per line
Fixed Call Forward No Answer	\$2.00	per month per line
Fixed Call Forward Busy/No Answer	\$3.50	per month per line
Call Transfer	\$13.50	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

D. Rate Group 4 – *Houston*Business Local Services

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Phone Basic-G – includes local service	\$24.99	per month per line
Business Phone Unlimited-G – includes local service and unlimited long distance	\$39.99	per moth per line
Business Feature Pack 1	\$6.99	per month
Business Feature Pack 2	\$12.99	per month
Voice Mail	\$4.99	per month
Alternate Number	\$2.99	per month
Toll Restriction	\$5.00	per month
International Toll Restriction	\$2.50	per month

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

D. Rate Group 4 – *Houston*Directory Assistance and Operator Services

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Local Directory Assistance	\$1.45	per call
Directory Assistance – Domestic	\$1.45	per call
Local Call Completion on Directory Assistance	\$0.00	per call
LD Call Completion on Directory Assistance	\$0.10	per call
Operator Service, Automated	\$0.95	per call
Operator Service, Live Operator	\$1.45	per call
Operator Service, Person-to-Person	\$2.75	per call
Operator Intercept		
Residential	\$10.00	30 day minimum
Business	\$20.00	30 day minimum
Operator Service	\$0.18	per minute for completed calls

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

D. Rate Group 4 – *Houston*Miscellaneous

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
PIC Change Inter-LATA	\$0.00	per change per line	\$5.00
PIC Change Intra-LATA	\$0.00	per change per line	\$5.00
Reserved Phone Number	\$2.00	per number per month	\$10.00
Directory Listing Primary Line – Published	\$0.00	per line per month	\$0.00
Res Directory Listings - Non Pub	\$2.75	per line per month	\$1.00
Extra Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Alternate Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
All Directory Listings - Non Listed <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$1.95	per line per month	\$1.00
Business Non Published Directory Listing	\$4.95	per line per month	\$1.00
Business Additional Directory Listing	\$2.49	per line per month	\$8.00
Business Alternate Directory Listing	\$2.49	per line per month	\$8.00

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**SECTION 6**

**RATES AND CHARGES**

**6.1 Local Service Rates (continued)**

D. Rate Group 4 – *Houston*

Miscellaneous (continued)

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Federal Subscriber Line Fee – Houston Residential	\$6.50	per line per month	\$0.00
Federal Subscriber Line Fee – Houston Commercial	\$6.50	per line per month	\$0.00
Allow 900 & 976 Number Calling	\$0.00	per month	\$0.00
Service Order Change Charge	\$20.00	per service order	\$0.00
Res Account Set-Up Charge	\$5.00	per account	\$0.00
Bus Account Set-Up Charge	\$10.00	per account	\$0.00

Installation and Repairs

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Telephone Activation - Residential Lines	\$14.95	per house
Telephone Feature Activation - Residential	\$2.00	per feature
Telephone Feature Activation - Business	\$10.00	per feature
Telephone Feature Change - Business	\$5.00	per feature
Reconnect Fee	\$25.00	per house
Trip Charge	\$10.00	per trip
Repair - Time and Materials		
Time	\$35.00 per hour	
Materials	ICB pricing	

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

E. Rate Group 5 – *Corpus Christi*Residential Local Services

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
HomeLine <sup>sm</sup> - <i>Grandfathered effective July 22, 2010</i>  (includes Basic Local Service with no enhanced features)	\$12.00	per month
Additional HomeLine <sup>sm</sup> – <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$12.00	per month per line
Basic - G (includes Basic Local Service with no enhanced features)	\$17.99	per month
Additional Basic - G (includes Basic Local Service with no enhanced features)	\$8.49	per month per line
Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$17.99	per month
Additional Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$8.49	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

E. Rate Group 5 – *Corpus Christi (continued)*Residential Local Services (continued)

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
Residential Enhanced Features – <i>the following are Grandfathered effective July 22, 2010</i>		
Caller ID - Calling Name and Number	\$6.99	per month per line
Call Return	\$2.99	per month per line
Call Waiting	\$2.99	per month per line
Call Blocker	\$2.99	per month per line
Auto Redial	\$2.99	per month per line
Call Forwarding	\$2.99	per month per line
Three-Way Calling	\$2.99	per month per line
Speed Dial	\$2.99	per month per line
Distinctive Ring	\$2.99	per month per line
Selective Call Forwarding	\$2.99	per month per line
Anonymous Call Rejection	\$2.99	per month per line
Call Waiting ID	\$2.99	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$2.99	per month per line
Call Forward – Busy	\$1.50	per month per line
Call Forward – No Answer	\$1.50	per month per line
Call Forward – Busy/No Answer	\$2.99	per month per line
Residential Enhanced Features		
Toll Restrict (voluntary for outbound only)	\$3.25	per month per line
Extended Area Service	\$0.00	per month per line

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6.1 Local Service Rates (continued)

E. Rate Group 5 – *Corpus Christi (continued)*

Business Local Services

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Phone Basic - includes local service	\$24.99	per month per line
Business Phone Unlimited – includes local service and unlimited long distance	\$39.99	per month per line
Business Feature Pack 1	\$6.99	per month
Business Feature Pack 2	\$12.99	per month
Voice Mail	\$4.99	per month
Alternate Number	\$2.99	per month
Toll Restriction	\$5.00	per month
International Toll Restriction	\$2.50	per month

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

E. Rate Group 5 – *Corpus Christi (continued)*Grandfathered for Business Service Customers, effective 4/2/2011:

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Basic Line (includes Basic Local Service with no enhanced features)	\$19.00	per month per line
Additional Business Basic Line (includes Basic Local Service with no enhanced features)	\$19.00	per month per line
Hunt On	\$2.50	per month per line
Caller ID	\$5.00	per month per line
Anonymous Call Rejection	\$2.00	per month per line
Call Waiting ID	\$3.00	per month per line
Call Waiting	\$4.00	per month per line
Call Forwarding	\$6.00	per month per line
Selective Call Forwarding	\$2.50	per month per line
Speed Dial 8	\$3.00	per month per line
Speed Dial 30	\$3.00	per month per line
Three-Way Calling	\$4.00	per month per line
Distinctive Ring (Priority Call)	\$2.00	per month per line
Call Return	\$3.00	per month per line
Auto Redial	\$3.00	per month per line
Call Blocker	\$3.00	per month per line
Personalized Ring (1st)	\$5.00	per month per line
Personalized Ring (2nd)	\$1.50	per month per line
Call Forward Remote Access	\$2.00	per month per line
Fixed Call Forward Busy	\$2.00	per month per line
Fixed Call Forward No Answer	\$2.00	per month per line
Fixed Call Forward Busy/No Answer	\$3.50	per month per line
Call Transfer	\$13.50	per month per line
Extended Local Calling	\$.26	per month per line
Toll Restrict	\$8.00	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

E. Rate Group 5 – *Corpus Christi (continued)*Directory Assistance and Operator Services

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Local Directory Assistance	\$1.45	per call
Directory Assistance – Domestic	\$1.45	per call
Local Call Completion on Directory Assistance	\$0.00	per call
LD Call Completion on Directory Assistance	\$0.10	per call
Operator Service, Automated	\$0.95	per call
Operator Service, Live Operator	\$1.45	per call
Operator Service, Person-to-Person	\$2.75	per call
Operator Intercept		
Residential	\$10.00	30 day minimum
Business	\$20.00	30 day minimum
Operator Service	\$0.18	per minute for completed calls

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

E. Rate Group 5 – *Corpus Christi (continued)*Miscellaneous

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Directory Listing Primary Line – Published	\$0.00	per line per month	\$0.00
Directory Listings - Non Publ – Residential	\$2.75	per line per month	\$1.00
PIC Change Inter-LATA	\$0.00	per change per line	\$5.00
PIC Change Intra-LATA	\$0.00	per change per line	\$5.00
Reserved Phone Number	\$2.00	per number per month	\$10.00
Extra Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Alternate Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Non-listed Number <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$1.95	per line per month	\$1.00
Business Non Published Directory Listing	\$4.95	per line per month	\$1.00
Business Additional Directory Listing	\$2.49	per line per month	\$8.00
Business Alternate Directory Listing	\$2.49	per line per month	\$8.00

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

E. Rate Group 5 – *Corpus Christi* (continued)Miscellaneous (continued)

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Federal Subscriber Line Fee - Residential	\$6.50	per line per month	\$0.00
Federal Subscriber Line Fee - Commercial	\$6.50	per line per month	\$0.00
Allow 900 & 976 Number Calling	\$0.00	per month	\$0.00
Service Order Change Charge	\$20.00	per service order	\$0.00
Res - Account Set-Up Charge	\$5.00	per account	\$0.00
Bus - Account Set-Up Charge	\$10.00	per account	\$0.00
EMTA Phone Modem Rental – Residential lines	\$4.50	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 2 port	\$4.50	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 4 port	\$7.00	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 8 port	\$10.00	per account per month	\$0.00
Collection Fee	\$20.00	per collection	\$0.00

Installation and Repairs

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Telephone Activation – Residential Lines	\$14.95	per house
Telephone Feature Activation – Residential Lines	\$5.00	per feature
Telephone Feature Activation – Business Lines	\$5.00	per feature
Telephone Feature Change – Business Lines	\$5.00	per feature
Trip Charge	\$25.00	per trip
Reconnect Fee	\$25.00	per house
Repair - Time and Materials		
Time	\$35.00 per hour	
Materials	ICB pricing	

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**SECTION 6**

**RATES AND CHARGES**

**6.1 Local Service Rates (continued)**

F. Rate Group 6 – *Midland/Odessa*

Residential Local Services

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
HomeLine <sup>sm</sup> - <i>Grandfathered effective July 22, 2010</i>  (includes Basic Local Service with no enhanced features)	\$12.00	per month
Additional HomeLine <sup>sm</sup> – <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$12.00	per month per line
Basic – G (includes Basic Local Service with no enhanced features)	\$17.99	per month
Additional Basic – G (includes Basic Local Service with no enhanced features)	\$8.49	per month per line
Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$17.99	per month
Additional Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$8.49	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

F. Rate Group 6 – *Midland/Odessa* (continued)Residential Local Services (continued)

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
Residential Enhanced Features – <i>the following are Grandfathered effective July 22, 2010</i>		
Caller ID - Calling Name and Number	\$6.99	per month per line
Call Return	\$2.99	per month per line
Call Waiting	\$2.99	per month per line
Call Blocker	\$2.99	per month per line
Auto Redial	\$2.99	per month per line
Call Forwarding	\$2.99	per month per line
Three-Way Calling	\$2.99	per month per line
Speed Calling 8	\$2.99	per month per line
Distinctive Ring	\$2.99	per month per line
Selective Call Forwarding	\$2.99	per month per line
Anonymous Call Rejection	\$2.99	per month per line
Call Waiting ID	\$2.99	per month per line
Toll Restrict (voluntary for outbound only)	\$3.25	per month per line
Extended Area Service	\$0.00	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$2.99	per month per line
Call Forward – Busy	\$1.50	per month per line
Call Forward – No Answer	\$1.50	per month per line
Call Forward – Busy/No Answer	\$2.99	per month per line
Residential Enhanced Features		
Toll Restrict (voluntary for outbound only)	\$3.25	per month per line
Extended Area Service	\$0.00	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

F. Rate Group 6 – *Midland/Odessa* (continued)Business Local Services

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Phone Basic - includes local service	\$24.99	per month per line
Business Phone Unlimited – includes local service and unlimited long distance	\$39.99	per month per line
Business Feature Pack 1	\$6.99	per month
Business Feature Pack 2	\$12.99	per month
Voice Mail	\$4.99	per month
Alternate Number	\$2.99	per month
Toll Restriction	\$5.00	per month
International Toll Restriction	\$2.50	per month

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

F. Rate Group 6 – *Midland/Odessa* (continued)Grandfathered for Business Service Customers, effective 4/2/2011:

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Basic Line (includes Basic Local Service with no enhanced features)	\$19.00	per month per line
Additional Business Basic Line (includes Basic Local Service with no enhanced features)	\$19.00	per month per line
Hunt On	\$2.50	per month per line
Caller ID	\$5.00	per month per line
Anonymous Call Rejection	\$2.00	per month per line
Call Waiting ID	\$3.00	per month per line
Call Waiting	\$4.00	per month per line
Call Forwarding	\$6.00	per month per line
Selective Call Forwarding	\$2.50	per month per line
Speed Dial 8	\$3.00	per month per line
Speed Dial 30	\$3.00	per month per line
Three-Way Calling	\$4.00	per month per line
Distinctive Ring (Priority Call)	\$2.00	per month per line
Call Return	\$3.00	per month per line
Auto Redial	\$3.00	per month per line
Call Blocker	\$3.00	per month per line
Personalized Ring (1st)	\$5.00	per month per line
Personalized Ring (2nd)	\$1.50	per month per line
Call Forward Remote Access	\$2.00	per month per line
Fixed Call Forward Busy	\$2.00	per month per line
Fixed Call Forward No Answer	\$2.00	per month per line
Fixed Call Forward Busy/No Answer	\$3.50	per month per line
Call Transfer	\$13.50	per month per line
Extended Local Calling	\$.26	per month per line
Toll Restrict	\$8.00	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

F. Rate Group 6 – *Midland/Odessa* (continued)Directory Assistance and Operator Services

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Local Directory Assistance	\$1.45	per call
Directory Assistance – Domestic	\$1.45	per call
Local Call Completion on Directory Assistance	\$0.00	per call
LD Call Completion on Directory Assistance	\$0.10	per call
Operator Service, Automated	\$0.95	per call
Operator Service, Live Operator	\$1.45	per call
Operator Service, Person-to-Person	\$2.75	per call
Operator Intercept		
Residential	\$10.00	30 day minimum
Business	\$20.00	30 day minimum
Operator Service	\$0.18	per minute for completed calls

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

F. Rate Group 6 – *Midland/Odessa* (continued)Miscellaneous

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
PIC Change Inter-LATA	\$0.00	per change per line	\$5.00
PIC Change Intra-LATA	\$0.00	per change per line	\$5.00
Reserved Phone Number	\$2.00	per number per month	\$10.00
Directory Listing Primary Line – Published	\$0.00	per line per month	\$0.00
Directory Listing - Non Publ – Residential	\$2.75	per line per month	\$1.00
Extra Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Alternate Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Non-listed Number <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$1.95	per line per month	\$1.00
Business Non Published Directory Listing	\$4.95	per line per month	\$1.00
Business Additional Directory Listing	\$2.49	per line per month	\$8.00
Business Alternate Directory Listing	\$2.49	per line per month	\$8.00

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**SECTION 6**

**RATES AND CHARGES**

**6.1 Local Service Rates (continued)**

F. Rate Group 6 – *Midland/Odessa* (continued)

Miscellaneous (continued)

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Federal Subscriber Line Fee - Residential	\$6.50	per line per month	\$0.00
Federal Subscriber Line Fee - Commercial	\$6.50	per line per month	\$0.00
Allow 900 & 976 Number Calling	\$0.00	per month	\$0.00
Service Order Change Charge	\$20.00	per service order	\$0.00
Res - Account Set-Up Charge	\$5.00	per account	\$0.00
Bus - Account Set-Up Charge	\$10.00	per account	\$0.00
EMTA Phone Modem Rental - Residential	\$4.50	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 2 port	\$4.50	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 4 port	\$7.00	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 8 port	\$10.00	per account per month	\$0.00
Collection Fee	\$20.00	per collection	\$0.00

Installation and Repairs

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Telephone Activation – Residential Lines	\$14.95	per house
Telephone Feature Activation – Residential Lines	\$5.00	per feature
Telephone Feature Activation – Business Lines	\$5.00	per feature
Telephone Feature Change – Business Lines	\$5.00	per feature
Trip Charge	\$25.00	per trip
Reconnect Fee	\$25.00	per house
Repair - Time and Materials		
Time	\$35.00 per hour	
Materials	ICB pricing	

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

G. Rate Group 7 – *Waco*Residential Local Services

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
HomeLine <sup>sm</sup> - <i>Grandfathered effective July 22, 2010</i>  (includes Basic Local Service with no enhanced features)	\$12.00	per month
Additional HomeLine <sup>sm</sup> – <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$12.00	per month per line
Basic - G (includes Basic Local Service with no enhanced features)	\$17.99	per month
Additional Basic - G (includes Basic Local Service with no enhanced features)	\$8.49	per month per line
Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$17.99	per month
Additional Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$8.49	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

G. Rate Group 7 – *Waco* (continued)Residential Local Services (continued)

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
Residential Enhanced Features – <i>the following are Grandfathered effective July 22, 2010</i>		
Caller ID - Calling Name and Number	\$6.99	per month per line
Call Return	\$2.99	per month per line
Call Waiting	\$2.99	per month per line
Call Blocker	\$2.99	per month per line
Auto Redial	\$2.99	per month per line
Call Forwarding	\$2.99	per month per line
Three-Way Calling	\$2.99	per month per line
Speed Dial	\$2.99	per month per line
Distinctive Ring	\$2.99	per month per line
Selective Call Forwarding	\$2.99	per month per line
Anonymous Call Rejection	\$2.99	per month per line
Call Waiting ID	\$2.99	per month per line
Extended Area Service	\$0.00	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$2.99	per month per line
Call Forward – Busy	\$1.50	per month per line
Call Forward – No Answer	\$1.50	per month per line
Call Forward – Busy/No Answer	\$2.99	per month per line
Residential Enhanced Features		
Toll Restrict (voluntary for outbound only)	\$3.25	per month per line
Extended Area Service	\$0.00	per month per line

Issued by:

Regulatory Affairs Manager  
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 401 Carlson Circle  
 San Marcos, TX 78666

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

G. Rate Group 7 – *Waco* (continued)Business Local Services

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Phone Basic - includes local service	\$24.99	per month per line
Business Phone Unlimited – includes local service and unlimited long distance	\$39.99	per month per line
Business Feature Pack 1	\$6.99	per month
Business Feature Pack 2	\$12.99	per month
Voice Mail	\$4.99	per month
Alternate Number	\$2.99	per month
Toll Restriction	\$5.00	per month
International Toll Restriction	\$2.50	per month

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

G. Rate Group 7 – *Waco* (continued)Grandfathered for Business Service Customers, effective 4/2/2011:

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Basic Line (includes Basic Local Service with no enhanced features)	\$19.00	per month per line
Additional Business Basic Line (includes Basic Local Service with no enhanced features)	\$19.00	per month per line
Hunt On	\$2.50	per month per line
Caller ID	\$5.00	per month per line
Anonymous Call Rejection	\$2.00	per month per line
Call Waiting ID	\$3.00	per month per line
Call Waiting	\$4.00	per month per line
Call Forwarding	\$6.00	per month per line
Selective Call Forwarding	\$2.50	per month per line
Speed Dial 8	\$3.00	per month per line
Speed Dial 30	\$3.00	per month per line
Three-Way Calling	\$4.00	per month per line
Distinctive Ring (Priority Call)	\$2.00	per month per line
Call Return	\$3.00	per month per line
Auto Redial	\$3.00	per month per line
Call Blocker	\$3.00	per month per line
Personalized Ring (1st)	\$5.00	per month per line
Personalized Ring (2nd)	\$1.50	per month per line
Call Forward Remote Access	\$2.00	per month per line
Fixed Call Forward Busy	\$2.00	per month per line
Fixed Call Forward No Answer	\$2.00	per month per line
Fixed Call Forward Busy/No Answer	\$3.50	per month per line
Call Transfer	\$13.50	per month per line
Extended Local Calling	\$.26	per month per line
Toll Restrict	\$8.00	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

G. Rate Group 7 – *Waco* (continued)Directory Assistance and Operator Services

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Local Directory Assistance	\$1.45	per call
Directory Assistance – Domestic	\$1.45	per call
Local Call Completion on Directory Assistance	\$0.00	per call
LD Call Completion on Directory Assistance	\$0.10	per call
Operator Service, Automated	\$0.95	per call
Operator Service, Live Operator	\$1.45	per call
Operator Service, Person-to-Person	\$2.75	per call
Operator Intercept		
Residential	\$10.00	30 day minimum
Business	\$20.00	30 day minimum
Operator Service	\$0.18	per minute for completed calls

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

G. Rate Group 7 – *Waco* (continued)Miscellaneous

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
PIC Change Inter-LATA	\$0.00	per change per line	\$5.00
PIC Change Intra-LATA	\$0.00	per change per line	\$5.00
Reserved Phone Number	\$2.00	per number per month	\$10.00
Directory Listing Primary Line – Published	\$0.00	per line per month	\$0.00
Directory Listing - Non Publ – Residential	\$2.75	per line per month	\$1.00
Extra Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Alternate Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Non-listed Number <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$1.95	per line per month	\$1.00
Business Non Published Directory Listing	\$4.95	per line per month	\$1.00
Business Additional Directory Listing	\$2.49	per line per month	\$8.00
Business Alternate Directory Listing	\$2.49	per line per month	\$8.00

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**SECTION 6**

**RATES AND CHARGES**

**6.1 Local Service Rates (continued)**

G. Rate Group 7 – *Waco* (continued)

Miscellaneous (continued)

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Federal Subscriber Line Fee – Residential	\$6.50	per line per month	\$0.00
Federal Subscriber Line Fee – Commercial	\$6.50	per line per month	\$0.00
Allow 900 & 976 Number Calling	\$0.00	per month	\$0.00
Res - Account Set-Up Charge	\$5.00	per account	\$0.00
Bus - Account Set-Up Charge	\$10.00	per account	\$0.00
EMTA Phone Modem Fee - Residential	\$4.50	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 2 port	\$4.50	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 4 port	\$7.00	per account per month	\$0.00
EMTA Rental <i>Commercial</i> – 8 port	\$10.00	per account per month	\$0.00
Collection Fee	\$20.00	per collection	\$0.00

Installation and Repairs

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Telephone Activation – Residential Lines	\$14.95	per household
Telephone Activation – Additional Business Lines	\$25.00	additional lines
Telephone Feature Activation – Residential Lines	\$5.00	per feature
Telephone Feature Activation – Business Lines	\$5.00	per feature
Telephone Feature Change – Business Lines	\$5.00	per feature
Trip Charge	\$25.00	per trip
Reconnect Fee	\$25.00	per house
Repair - Time and Materials		
Time	\$35.00 per hour	
Materials	ICB pricing	

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

H. Rate Group 8 – *Dallas*Residential Local Services

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
HomeLine <sup>sm</sup> - <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$16.50	per month
Additional HomeLine <sup>sm</sup> – <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$14.00	per month per line
HomeLine <sup>sm</sup> Metro - <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$36.50	per month
Additional HomeLine <sup>sm</sup> Metro – <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$34.00	per month per line
Basic - G (includes Basic Local Service with no enhanced features)	\$17.99	per month
Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$17.99	per month
Additional Basic (includes Basic Local Service with no enhanced features; requires EMTA phone modem rental for additional fee)	\$8.49	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

H. Rate Group 8 – *Dallas* (continued)Residential Local Services (continued)

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
Residential Enhanced Features – <i>the following are Grandfathered effective July 22, 2010</i>		
Caller ID - Calling Name and Number	\$6.99	per month per line
Call Return	\$2.99	per month per line
Call Waiting	\$2.99	per month per line
Call Blocker	\$2.99	per month per line
Auto Redial	\$2.99	per month per line
Call Forwarding	\$2.99	per month per line
Three-Way Calling	\$2.99	per month per line
Speed Dial	\$2.99	per month per line
Distinctive Ring	\$2.99	per month per line
Selective Call Forwarding	\$2.99	per month per line
Anonymous Call Rejection	\$2.99	per month per line
Call Forward Busy	\$1.50	per month per line
Call Forward Remote Access	\$2.99	per month per line
Call Forward Busy/No Answer	\$2.99	per month per line
Call Forward No Answer	\$1.50	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$1.50	per month per line
Residential Enhanced Features		
Toll Restrict (voluntary for outbound only)	\$2.95	per month per line
Extended Area Service	\$0.00	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

H. Rate Group 8 – *Dallas* (continued)Business Local Services

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Phone Basic-G - includes local service	\$24.99	per month per line
Business Phone Unlimited-G – includes local service and unlimited long distance	\$39.99	per month per line
Business Feature Pack 1	\$6.99	per month
Business Feature Pack 2	\$12.99	per month
Voice Mail	\$4.99	per month
Alternate Number	\$2.99	per month
Toll Restriction	\$5.00	per month
International Toll Restriction	\$2.50	per month

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

H. Rate Group 8 – *Dallas* (continued)Business Local Services (continued)Grandfathered for Business Service Customers, effective 4/2/2011:

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Hunt On	TBA	per month per line
Caller ID	TBA	per month per line
Anonymous Call Rejection	TBA	per month per line
Call Waiting ID	TBA	per month per line
Call Waiting	TBA	per month per line
Call Forwarding	TBA	per month per line
Selective Call Forwarding	TBA	per month per line
Speed Dial 8	TBA	per month per line
Speed Dial 30	TBA	per month per line
Three-Way Calling	TBA	per month per line
Distinctive Ring (Priority Call)	TBA	per month per line
Call Return	TBA	per month per line
Auto Redial	TBA	per month per line
Call Blocker	TBA	per month per line
Personalized Ring (1st)	TBA	per month per line
Personalized Ring (2nd)	TBA	per month per line
Call Forward Remote Access	TBA	per month per line
Fixed Call Forward Busy	TBA	per month per line
Fixed Call Forward No Answer	TBA	per month per line
Fixed Call Forward Busy/No Answer	TBA	per month per line
Call Transfer	TBA	per month per line
Extended Local Calling	TBA	per month per line
Toll Restrict	TBA	per month per line

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**SECTION 6**

**RATES AND CHARGES**

**6.1 Local Service Rates (continued)**

H. Rate Group 8 – *Dallas* (continued)

Directory Assistance and Operator Services

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Local Directory Assistance	\$1.45	per call
Directory Assistance – Domestic	\$1.45	per call
Local Call Completion on Directory Assistance	\$0.00	per call
LD Call Completion on Directory Assistance	\$0.10	per call
Operator Service, Automated	\$0.95	per call
Operator Service, Live Operator	\$1.45	per call
Operator Service, Person-to-Person	\$2.75	per call
Operator Intercept		
Residential	\$10.00	30 day minimum
Business	\$20.00	30 day minimum
Operator Service	\$0.18	per minute for completed calls

Miscellaneous

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Directory Listing Primary Line – Published	\$0.00	per line per month	\$0.00
Directory Listings - Non Publ – Residential	\$1.95	per line per month	\$1.00
Extra Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$1.45	per line per month	\$8.00
Alternate Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Non-listed Number <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$1.95	per line per month	\$1.00
Business Non Published Directory Listing	\$4.95	per line per month	\$1.00
Business Additional Directory Listing	\$2.49	per line per month	\$8.00
Business Alternate Directory Listing	\$2.49	per line per month	\$8.00
PIC Change Inter-LATA	\$0.00	per change per line	\$5.00
PIC Change Intra-LATA	\$0.00	per change per line	\$5.00
Reserved Phone Number	\$2.00	per number per month	\$10.00

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

H. Rate Group 8 – *Dallas* (continued)Miscellaneous (continued)

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Federal Subscriber Line Fee – Residential	\$6.50	per line per month	\$0.00
Federal Subscriber Line Fee – Commercial	\$6.50	per line per month	\$0.00
Allow 900 & 976 Number Calling	\$0.00	per month	\$0.00
Res - Account Set-Up Charge	\$5.00	per account	\$0.00
Bus - Account Set-Up Charge	\$10.00	per account	\$0.00
Collection Fee	\$20.00	per collection	\$0.00
EMTA Phone Modem Rental – <i>residential</i>	\$4.50	per account per month	\$0.00
EMTA Rental Commercial – 2 port	\$4.50	per account per month	\$0.00
EMTA Rental Commercial – 4 port	\$7.00	per account per month	\$0.00
EMTA Rental Commercial – 8 port	\$10.00	per account per month	\$0.00

Installation and Repairs

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Telephone Activation – Residential Lines	\$14.95	per household
Telephone Feature Activation – Residential Lines	\$5.00	per feature
Telephone Feature Activation – Business Lines	\$5.00	per feature
Telephone Feature Change – Business Lines	\$5.00	per feature
Trip Charge	\$25.00	per trip
Reconnect Fee	\$25.00	per house

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

I. Rate Group 9 – *Buda/Kyle*Residential Local Services

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
HomeLine <sup>sm</sup> - <i>Grandfathered effective July 22, 2010</i>  (includes Basic Local Service with no enhanced features)	\$12.00	per month
Additional HomeLine <sup>sm</sup> – <i>Grandfathered effective July 22, 2010</i> (includes Basic Local Service with no enhanced features)	\$12.00	per month per line
Basic - G (includes Basic Local Service with no enhanced features)	\$17.99	per month
Additional Basic - G (includes Basic Local Service with no enhanced features)	\$8.49	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

I. Rate Group 9 – *Buda/Kyle* (continued)Residential Local Services (continued)

<i>Residential Service Description</i>	<i>Price</i>	<i>Unit</i>
Residential Enhanced Features – <i>the following are Grandfathered effective July 22, 2010</i>		
Caller ID - Calling Name and Number	\$6.99	per month per line
Call Return	\$2.99	per month per line
Call Waiting	\$2.99	per month per line
Call Blocker	\$2.99	per month per line
Auto Redial	\$2.99	per month per line
Call Forwarding	\$2.99	per month per line
Three-Way Calling	\$2.99	per month per line
Speed Dial (8)	\$2.99	per month per line
Distinctive Ring	\$2.99	per month per line
Selective Call Forwarding	\$2.99	per month per line
Anonymous Call Rejection	\$2.99	per month per line
Call Waiting ID	\$2.99	per month per line
Call Forward Busy	\$1.50	per month per line
Call Forward Remote Access	\$2.99	per month per line
Call Forward Busy/No Answer	\$2.99	per month per line
Call Forward No Answer	\$1.50	per month per line
Personalized Ring	\$5.00	per month per line
Personalized Ring (2)	\$2.99	per month per line
Residential Enhanced Features		
Toll Restrict (voluntary for outbound only)	\$3.25	per month per line
Extended Area Service	\$0.00	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

I. Rate Group 9 – *Buda/Kyle* (continued)Business Local Services

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Phone Basic-G - includes local service	\$24.99	per month per line
Business Phone Unlimited-G – includes local service and unlimited long distance	\$39.99	per month per line
Business Feature Pack 1	\$6.99	per month
Business Feature Pack 2	\$12.99	per month
Voice Mail	\$4.99	per month
Alternate Number	\$2.99	per month
Toll Restriction	\$5.00	per month
International Toll Restriction	\$2.50	per month

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

I. Rate Group 9 – *Buda/Kyle* (continued)Grandfathered for Business Service Customers, effective 4/2/2011:

<i>Business Service Description</i>	<i>Price</i>	<i>Unit</i>
Business Phone Line	\$23.00	Per month per line
Additional Business Phone Line	\$23.00	Per month per line
Hunt On	\$2.50	per month per line
Caller ID	\$5.00	per month per line
Anonymous Call Rejection	\$2.00	per month per line
Call Waiting ID	\$3.00	per month per line
Call Waiting	\$4.00	per month per line
Call Forwarding	\$6.00	per month per line
Selective Call Forwarding	\$2.50	per month per line
Speed Dial 8	\$3.00	per month per line
Speed Dial 30	\$3.00	per month per line
Three-Way Calling	\$4.00	per month per line
Distinctive Ring (Priority Call)	\$2.00	per month per line
Call Return	\$3.00	per month per line
Auto Redial	\$3.00	per month per line
Call Blocker	\$3.00	per month per line
Personalized Ring (1st)	\$5.00	per month per line
Personalized Ring (2nd)	\$1.50	per month per line
Call Forward Remote Access	\$2.00	per month per line
Fixed Call Forward Busy	\$2.00	per month per line
Fixed Call Forward No Answer	\$2.00	per month per line
Fixed Call Forward Busy/No Answer	\$3.50	per month per line
Call Transfer	\$13.50	per month per line
Extended Local Calling	TBA	per month per line
Toll Restrict	\$8.00	per month per line

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

I. Rate Group 9 – *Buda/Kyle* (continued)Directory Assistance and Operator Services

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Local Directory Assistance	\$1.45	per call
Directory Assistance – Domestic	\$1.45	per call
Local Call Completion on Directory Assistance	\$0.00	per call
LD Call Completion on Directory Assistance	\$0.10	per call
Operator Service, Automated	\$0.95	per call
Operator Service, Live Operator	\$1.45	per call
Operator Service, Person-to-Person	\$2.75	per call
Operator Intercept		
Residential	\$10.00	30 day minimum
Business	\$20.00	30 day minimum
Operator Service	TBA	per minute for completed calls

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## SECTION 6

## RATES AND CHARGES

## 6.1 Local Service Rates (continued)

I. Rate Group 9 – *Buda/Kyle* (continued)Miscellaneous

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
PIC Change Inter-LATA	\$0.00	per change per line	\$5.00
PIC Change Intra-LATA	\$0.00	per change per line	\$5.00
Reserved Phone Number	\$2.00	per number per month	\$10.00
Directory Listing Primary Line – Published	\$0.00	per line per month	\$0.00
Directory Listings - Non Publ – Residential	\$2.75	per line per month	\$1.00
Extra Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Alternate Directory Listing <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$2.49	per line per month	\$8.00
Non-listed Number <i>Grandfathered for Residential lines effective July 22, 2010</i>	\$1.95	per line per month	\$1.00
Business Non Published Directory Listing	\$4.95	per line per month	\$1.00
Business Additional Directory Listing	\$2.49	per line per month	\$8.00
Business Alternate Directory Listing	\$2.49	per line per month	\$8.00

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**SECTION 6**

**RATES AND CHARGES**

**6.1 Local Service Rates (continued)**

I. Rate Group 9 – *Buda/Kyle* (continued)

Miscellaneous (continued)

<i>Description</i>	<i>Price</i>	<i>Unit</i>	<i>Activation Charge</i>
Federal Subscriber Line Fee - Residential	\$6.50	per line per month	\$0.00
Federal Subscriber Line Fee - Commercial	\$6.50	per line per month	\$0.00
Allow 900 & 976 Number Calling	\$0.00	per month	\$0.00
Res - Account Set-Up Charge	\$5.00	per account	\$0.00
Bus - Account Set-Up Charge	\$10.00	per account	\$0.00
Collection Fee	\$20.00	per collection	\$0.00

Installation and Repairs

<i>Description</i>	<i>Price</i>	<i>Unit</i>
Telephone Activation – Residential Lines	\$14.95	per house
Telephone Feature Activation – Residential Lines	\$2.00	per feature
Telephone Feature Activation – Business Lines	\$10.00	per feature
Telephone Feature Change – Business Lines	\$5.00	per feature
Trip Charge	\$35.00	per trip
Reconnect Fee	\$25.00	per house

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**SECTION 6**

**RATES AND CHARGES**

**6.2 Long Distance Services**

The Company's long distance service is available to Customers that activate local exchange service offered by the Company.

Rates for intrastate long distance service offered by the Company are on file with the Commission; rates for interstate long distance service and international long distance service can be found on the Company's website.

**6.3 Bundled Services**

The Company will make available to Customers through contract, the ability to bundle local exchange service with enhanced services, long distance service and other competitive services.

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SECTION 6

RATES AND CHARGES

6.4 Dynamic Analog Dial-Up Service: Pricing on a yearly basis as set forth below or on an Individual Customer Basis (ICB).

Commitment Level (monthly)	Tier I			Tier II			Tier III			Tier IV		
	Port	User ID*	Hourly	Port	User ID	Hourly	Port	User ID*	Hourly	Port	User ID*	Hourly
0-500 Ports, 0-5000 User IDs, 0-210,000 Hours	\$42.00	\$6.00	\$0.20	\$52.00	\$7.25	\$ 0.24	\$59.00	\$8.00	\$0.28	\$70.00	\$9.50	\$0.32
501-1,500 Ports, 500-15,000 User IDs, 210,001-630,000 Hours	\$37.00	\$5.50	\$0.19	\$47.00	\$6.75	\$ 0.23	\$54.00	\$7.50	\$0.27	\$66.00	\$9.00	\$0.31
1,501-3,000 Ports, 15,001-30,000 User IDs, 630,001-1,260,000 Hours	\$34.00	\$5.00	0.18	\$43.00	\$6.25	\$ 0.22	\$50.00	\$7.00	\$0.26	\$62.00	\$8.50	\$0.30
3,000+ Ports, 30,000+ User IDs, 1,260,000+ Hours	\$32.00	\$4.50	\$0.17	\$40.00	\$5.75	\$0.21	\$47.00	\$6.50	\$0.25	\$59.00	\$8.00	\$0.29
SERVICE AVAILABILITY	<i>Tier I</i> Originating Area Austin, TX Dallas, TX Fort Worth, TX Houston, TX San Antonio, TX			<i>Tier II</i> Originating Area Abilene, TX Baytown, TX Beaumont, TX Bryan, TX Corpus Christi, TX Denton, TX El Paso, TX Galveston, TX Harlingen, TX Irving, TX Laredo, TX Longview, TX McAllen, TX Midland, TX New Braunfels, TX San Angelo, TX San Marcos, TX Tyler, TX Victoria, TX Waco, TX			<i>Tier III</i> Originating Area Lubbock, TX Odessa, TX Sherman, TX Wichita Falls, TX			<i>Tier IV</i> Originating Area Amarillo, TX Brownsville, TX Temple, TX Texarkana, TX		

\*Monthly charge equals number of User IDs authorized multiplied by the applicable rate.

**Minimum Requirements:**

\$10,000 monthly minimum for billing of wholesale ISP services occurring from the 4<sup>th</sup> invoice to the end of the contract term.

**Other Charges:**

\$500 (one-time) service order fee for the initial order with customer.

\$250 (one-time) non-recurring service order fee for additional port-based orders beyond the first order.

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Suzanne Goldberg  
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Effective: July 22, 2010

**SECTION 6**

**RATES AND CHARGES**

**6.5 Resale Service (Unbundled Network Element)**

The company adopts in the rates established by Southwestern Bell Telephone Company in its currently approved Local Exchange Tariff on file at the Texas Public Utility Commission.

**6.6 Federal Subscriber Line Charge**

A charge that the Federal Communications Commission (FCC) allows a certificated telecommunications utility (CTU) to impose on its customers to recover costs associated with interstate access to the local telecommunications networks. The FCC does not require a CTU company to impose this charge and the CTU does not remit the charge to the federal government. The charge may be used by the CTU to pay for a part of the cost of lines, wires, poles, conduit, equipment and facilities that provide interstate access to the local telecommunications network.

**SECTION 7**

**GRANDFATHERED SERVICES**

**7.1 Grandfathered Services**

On March 4, 2003, the Company closed a transaction with TXU Communications Telecom Services Company to transfer certain assets and customer base throughout the state of Texas. Existing customers of TXU Communications Telecom Services Company as of March 17, 2003, 12:00 A.M. will be grandfathered at the rates established by TXU Communications Telecom Services Company in its currently approved Local Exchange Tariff on file at the Texas Public Utility Commission. The grandfathered services included are Residential, Commercial and Resale.

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**SECTION 8**

**WHOLESALE SERVICES**

<b>CROSS CONNECT</b>	<b>per XX/per month</b>	<b>\$70.00</b>
<b>MONTHLY USAGE</b>	<b>per month</b>	<b>\$4.00</b>
<b>FALSE TRIP</b>	<b>each trip</b>	<b>\$65.00</b>
<b>VENDOR MEET</b>	<b>each meeting</b>	<b>\$148.77</b>

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