

LOCAL SERVICES TARIFF

This tariff, CBTS Technology Solutions LLC's, Oklahoma Tariff No. 5, cancels and replaces, in its entirety, Cincinnati Bell Any Distance Inc.'s Oklahoma Tariff No. 3 currently on file with the Oklahoma Corporation Commission.

TITLE SHEET

OKLAHOMA

LOCAL EXCHANGE TARIFF OF
OF

CBTS Technology Solutions LLC
221 E. Fourth Street, 103-1080
Cincinnati, Ohio 45202
Telephone: (513) 397-1296
Toll Free: (800) 571-6601

Pursuant to OAC 165:55 – TELECOMMUNICATIONS SERVICES RULES

Issued: November 30, 2017

Effective: December 1, 2017

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LOCAL SERVICES TARIFF

TABLE OF CONTENTS

Table of Contents 1

Check Sheet 2

Symbols 3

Tariff Format..... 4

Applicability of Tariff..... 5

Accessibility of Tariff 5

Section 1 – Terms and Abbreviations 6

Section 2 – Rules and Regulations..... 17

Section 3 – Description of Services 34

Section 4 – Rates..... 49

Section 5 – Company Specific Information..... 52

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OK11701

LOCAL SERVICES TARIFF

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

| PAGE | REVISION | | PAGE | REVISION | | PAGE | REVISION | |
|-------|----------|---|------|----------|---|------|----------|---|
| Title | Original | * | 29 | Original | * | 58 | Original | * |
| 1 | Original | * | 30 | Original | * | | | |
| 2 | Original | * | 31 | Original | * | | | |
| 3 | Original | * | 32 | Original | * | | | |
| 4 | Original | * | 33 | Original | * | | | |
| 5 | Original | * | 34 | Original | * | | | |
| 6 | Original | * | 35 | Original | * | | | |
| 7 | Original | * | 36 | Original | * | | | |
| 8 | Original | * | 37 | Original | * | | | |
| 9 | Original | * | 38 | Original | * | | | |
| 10 | Original | * | 39 | Original | * | | | |
| 11 | Original | * | 40 | Original | * | | | |
| 12 | Original | * | 41 | Original | * | | | |
| 13 | Original | * | 42 | Original | * | | | |
| 14 | Original | * | 43 | Original | * | | | |
| 15 | Original | * | 44 | Original | * | | | |
| 16 | Original | * | 45 | Original | * | | | |
| 17 | Original | * | 46 | Original | * | | | |
| 18 | Original | * | 47 | Original | * | | | |
| 19 | Original | * | 48 | Original | * | | | |
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| 21 | Original | * | 50 | Original | * | | | |
| 22 | Original | * | 51 | Original | * | | | |
| 23 | Original | * | 52 | Original | * | | | |
| 24 | Original | * | 53 | Original | * | | | |
| 25 | Original | * | 54 | Original | * | | | |
| 26 | Original | * | 55 | Original | * | | | |
| 27 | Original | * | 56 | Original | * | | | |
| 28 | Original | * | 57 | Original | * | | | |

* - indicates those pages included with this filing

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (AT) means addition to text
- (C) means correction
- (CP) means change in practice
- (CR) means change in rate
- (CT) means change in text
- (DR) means discontinued rate
- (FC) means change in format lettering or numbering
- (MT) means moved text
- (NR) means new rate
- (RT) means removal of text

In addition to symbols for changes, each provision or rate element changed will contain a vertical line which will clearly show the exact number of lines being changed.

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TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 4 and 5 would be 4.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 4 cancels the 3rd revised Page 4.
- C. Paragraph Numbering Sequence - There are five levels of paragraph coding. Each level of coding is subservient to its next higher level:
 - 2
 - 2.1
 - 2.1.1
 - 2.1.1.(A)
 - 2.1.1.(A).1
- D. Check Sheets - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision.

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APPLICABILITY OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate communications service by the Company to customers within the State of Oklahoma. Local exchange business services will be provided in the service areas of the facilities-based Carriers with whom a resale agreement exists between such Carrier and the Company. The services in this tariff are only provided on a resale basis.

Only those services, terms and conditions and rates and charges approved by the Oklahoma Corporation Commission and contained in this tariff may be provided to Customers within the State. Filed tariffs are binding on the Company and no deviation of any kind from the filed tariff is permitted.

ACCESSIBILITY OF TARIFF

This tariff is on file with the Oklahoma Corporation Commission and the Company's principal place of business:

CBTS Technology Solutions LLC
221 East Fourth Street, 103-1080
Cincinnati, Ohio 45202

These tariffs are available for viewing, during normal business hours, at the Commission or the Company's principal place of business. Additionally, copies are available upon request, free of charge to end-users, by contacting the Company at 1-800-571-6601.

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LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS

The following words and terms, when used in this Chapter, shall have the following meanings, unless the context clearly indicates otherwise:

"Access line" means the facility provided and maintained by a telecommunications service provider which permits access to and/or from the public switched network.

"Access service" means any tariffed wholesale service provided by one LEC to another LEC, CLEC, interexchange carrier certificated by the Commission or an end-user that allows for access to the local exchange telecommunications network, excluding local interconnection arrangements.

"Applicant for telecommunications service" means any person, partnership, cooperative corporation, corporation, or lawful entity requesting service(s) from a telecommunications service provider.

"Authorized carrier" means any telecommunications carrier that submits a change, on behalf of an enduser, in the end-user's selection of a provider of telecommunications service with the end-user's authorization verified in accordance with the procedures specified in this Chapter.

"Base rate area" means the developed area within each exchange service area designated in the tariffs of the telephone company or if not so designated, an area within one-half (1/2) mile radius of the serving central office.

"Basic local service" means all residential and business telecommunications voice and/or relay service which meets the standards set forth in 165:55-13-10, including lines beyond the first line into a residence or business.

"Billing agent" means an entity which provides bills to an end-user for services received from a telecommunications service provider.

"Billing and collection service" means the wholesale service provided by a TSP or IXC for the processing and delivery of customer bills, on behalf of a third party.

"Bona Fide Request" means a written request delivered to a telecommunications service provider requesting services and interconnection provided for in this Chapter.

"CIC" means carrier identification code which identifies a provider of toll services by a three- or four-digit number.

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LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS, (CONT'D.)

"Campus" means multiple buildings located on a single tract or area of land or on adjacent and abutting tracts of land where all the buildings and land are subject to majority ownership by the same person. A campus may be intersected or traversed by public thoroughfares provided that the segments created would be continuous in the absence of the thoroughfare. A tract or tracts of land used for farming and/or ranching shall not be considered a "campus."

"Carrier of last resort" means a telecommunications service provider as designated by the Commission pursuant to OAC 165:55-17-29.

"Central office" means an operating unit of a telecommunications service provider by which connections are established between end-users' lines and between end-users' lines and trunks or toll lines.

"Circuit" or **"Channel"** means one communication path between two (2) or more points suitable for transmitting information.

"Class of service" or **"Customer class"** means a description of service furnished to an end-user in terms of type of rate, location, and use.

"CLEC" means a Competitive Local Exchange Carrier.

"Clear and conspicuous" means notice that would be apparent to the reasonable consumer.

"Commission" means the Oklahoma Corporation Commission.

"Competitive Local Exchange Carrier" ("**competitive LEC**") means, with respect to an area or exchange(s), a telecommunications service provider that is certificated by the Commission to provide

"Competitive Provider" means an entity providing the same or equivalent services through the use of its own or leased facilities including resellers. The service must satisfy the Commission's rules of minimum service standards regardless of whether the provider is regulated by the Commission.

"Competitive service" means a telecommunications service determined by the Commission to be subject to effective competition for a relative geographic and service(s) market, after notice and hearing.

"Competitive Test" means an evaluation by the Commission to determine after notice and hearing, for a particular service on an exchange by exchange basis, the existence of competition among an ILEC, a non-affiliated facilities based Competitive Provider, and one (1) other non-affiliated Competitive Provider. Such exchanges shall be the same as those on file with the Commission on the date of approval of the Transition Plan.

LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS, (CONT'D.)

"Competitively neutral" means not advantaging or favoring one person over another.

"Cramming" means the placement of unauthorized, misleading, or deceptive charges on a customer's telephone bill for products or services that were never ordered by the customer.

"Customer" means any person, firm, partnership, cooperative corporation, corporation, or lawful entity that receives regulated telecommunications services supplied by any telecommunications service provider or IXC.

"Customer trouble report" means any oral or written report given to a telecommunications service provider's repair service by an end-user of telephone services relating to a physical defect or difficulty or dissatisfaction with the provision of the telecommunications service provider's regulated services. Each trouble report shall count as a separate report regardless of whether subsequent reports relate to the same physical defect, difficulty, or dissatisfaction with the provision of the telecommunications service provider's regulated services.

"Demarcation point" means the physical location at which responsibility for operating and maintaining facilities passes from one person to another.

"Deniable charge" means a charge for those regulated services for which nonpayment may result in a disconnection of basic local service.

"Dialing parity" means that a person that is not an affiliate of a telecommunications service provider is able to provide telecommunications services in such a manner that end-users have the ability to route automatically, without the use of any access code, their telecommunications to the telecommunications service provider of the end-user's designation from among two (2) or more telecommunications service providers.

"Directory" means the published listing of all telephone numbers, other than those requested by the enduser not to be published, for all end-users in a service area regardless of the local exchange telecommunications service provider selected by the end-user.

"Disconnection of service" means an arrangement made by the end-user or TSP for permanently discontinuing service by terminating the contract and/or removing the telephone service from the end-user's premises.

"Eligible telecommunications carrier" ("ETC") means a telecommunications service provider as designated by the Commission pursuant to OAC 165:55-17-29 and 47 U.S.C. §§ 254 and 214(e).

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LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS, (CONT'D.)

"End-user" means the customer to whom a telephone number is assigned.

"Enhanced service" means a service that is delivered over communications transmission facilities that: (1) change the content, format, code or protocol of transmitted information; (2) provide the customer new or restructured information; or (3) involve end-user interaction with information stored in a computer.

"Exchange" means a geographic area established by an incumbent LEC as filed with and/or approved by the Commission for the administration of local telecommunications service in a specified area which usually embraces a city, town, or village and its environs. It may consist of one or more central offices together with associated plant used in furnishing telecommunications service in that area.

"Executing carrier" means any telecommunications carrier that effects a request that an end-user's telecommunications carrier be changed. A carrier may be treated as an executing carrier, however, if it is responsible for any unreasonable delays in the execution of carrier changes or for the execution of unauthorized carrier changes, including fraudulent authorizations.

"Facilities" means all the plant and equipment of a telecommunications service provider including all tangible and intangible real and personal property without limitation, and any and all means and instrumentalities in any manner owned, operated, leased, licensed, used, controlled, furnished, or supplied for, by, or in connection with the regulated business of any telecommunications service provider.

"Facilities-based provider" means an entity providing telecommunications services predominately through the use of its own facilities, including UNEs, and other technologies capable of meeting all local telecommunications service requirements while complying with the Commission's quality of service rules.

"FCC" means the Federal Communication Commission.

"Five Year Period" means the initial five (5) year period, commencing the date of an ILEC's notification of its election into the Oklahoma Plan.

"Incumbent Local Exchange Company" ("incumbent LEC") means, with respect to an area or exchange(s), any telecommunications service provider furnishing local exchange service in such area or exchange(s) within the State of Oklahoma on July 1, 1995, pursuant to a Certificate of Convenience and Necessity or grandfathered authority.

"ILEC" means an Incumbent Local Exchange Company.

LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS, (CONT'D.)

"Individual Case Basis" ("ICB") means a condition, pursuant to the provisions of the tariff, in which the rates and charges for an offering are developed based on the circumstances of each customer.

"Initial Tariffs" means the first tariffs approved after, or in conjunction with, the granting of a Certificate of Convenience and Necessity.

"Interexchange telecommunications carrier" ("IXC") means any person, firm, partnership, corporation, or other entity, except incumbent LECs, resellers, or OSPs engaged in furnishing regulated interexchange telecommunications services under the jurisdiction of the Commission.

"Interexchange telecommunications service" means telecommunications service provided between locations within different certified telephone exchange service areas.

"InterLATA call" means any call which is originated in one LATA and terminated in another LATA.

"Interstate call" means any call which is originated in one state and terminated within the boundaries of another state.

"IntraLATA call" means any call which is originated and terminated within the boundaries of the same LATA, regardless of whether such call crosses LATA boundaries prior to reaching its termination point.

"Intrastate call" means any call which is originated and terminated within the boundaries of the State of Oklahoma, regardless of whether such call crosses state boundaries prior to reaching its termination point.

"LATA" means Local Access and Transport Area as defined in the Code of Federal Regulations, Title 47 Part 53.3.

"Less than Minimum Service Provider" means a CLEC which offers local exchange service that does not meet all minimum service standards, as set forth in OAC 165:55-13-10.

"Letter of Agency" ("LOA") means the written authorization that gives permission to change the customer's telecommunications services and/or the customer's provider or to share that customer's network information with representatives or associates of the telecommunication company.

"Local Exchange Service" means a switched and/or dedicated telecommunications service which originates and terminates within an exchange or an exchange service territory. Local exchange service may be terminated by a telecommunications service provider other than the telecommunications service provider on whose network the call originated. The local exchange service territory defined in the originating provider's tariff shall determine whether the call is local exchange service.

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LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS, (CONT'D.)

"Local interconnection arrangements" means a contract for interconnection, including resale, as governed by section 251 of the Communications Act of 1934 (47 U.S.C. §251), as amended, the Federal Communication Commission rules and the rules of the Commission.

"Local operator services" means the automatic or live assistance provided to a customer, which enables the customer to arrange for billing or completion of a local call. Local operator services may include, but are not limited to, line status verification, busy line verification, emergency interrupt, and calls to emergency numbers (e.g., 911).

"Long run incremental cost" ("LRIC") means the long run forward-looking additional cost caused by providing all volume-sensitive and volume-insensitive inputs required to provide the total demand associated with a service or network element offered as a service, using economically efficient current technology efficiently deployed. LRIC also equals the cost avoided, in the long run, when a service or network element offered as a service is no longer produced. LRIC excludes costs directly and solely attributable to the production of other services or network elements offered as services, and unattributable costs which are incurred in common for all the services supplied by the firm. The long run means a period long enough so that the cost estimates are based on the assumption that all inputs are variable.

"Near reservation" means those areas or communities adjacent or contiguous to reservations which are designated by the Commissioner of Indian Affairs upon recommendation of the local Indian Bureau Superintendent, which recommendation shall be based upon consultation with the tribal governing body of those reservations, as locales appropriate for the extension of financial assistance and/or social services, on the basis of such general criteria as: (1) number of Indian people native to the reservation residing in the area, (2) a written designation by the tribal governing body that members of their tribe and family members who are Indian residing in the area, are socially, culturally and economically affiliated with their tribe and reservation, (3) geographical proximity of the area to the reservation, and (4) administrative feasibility of providing an adequate level of services to the area. The Commissioner of Indian Affairs shall designate each area and publish the designations in the Federal Register.

"Network element" means a facility or equipment used in the provision of a telecommunications service. Such term also includes features, functions and capabilities that are provided by means of such facility or equipment, including end-user numbers, databases, signaling systems and information sufficient for billing and collection or used in the transmission, routing or other provision of a telecommunications service.

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LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS, (CONT'D.)

"Network interface" means the normal demarcation point separating the telecommunications service provider's regulated facilities and equipment from the unregulated facilities, equipment, or systems provided by the end-user. The provision of the network interface is the responsibility of the telecommunications service provider.

"New service provider" means a service provider that did not bill the end-user for service during the service provider's last billing cycle. This definition excludes service providers which bill the customer solely on a per transaction basis.

"New services" means any service(s), except access services or interconnection services, for which a rate element does not presently exist, which does not replace an existing tariff, and that enlarges the range of service options available to end-users.

"Nonbasic service" means any telecommunication service not included in basic local service, local interconnection arrangements and/or access service.

"Non-deniable charge" means a charge for those not-regulated services for which nonpayment shall not result in a disconnection of basic, local service.

"Not-regulated service" means the offering of service(s) where the rates and/or terms and conditions for such service(s) are not-regulated by the Commission. These would include any services offered from FCC tariffs such as interstate service offerings, and any taxes, fees and surcharges applicable to those services, as well as any intrastate services not contained in tariffs approved by the Commission.

"Number Portability" means the ability of end-users of telecommunications services to retain, within the same wire center, their existing telecommunications number without impairment of quality, reliability or convenience when switching from one telecommunications service provider to another.

"Oklahoma Plan" means an alternative regulation plan which conforms to Part 11 of Subchapter 5 of this Chapter.

"Packaging" means the sale of two or more services offered by or in conjunction with the services of a TSP to a customer of a TSP for a single price.

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LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS, (CONT'D.)

"Person" means any individual, partnership, corporation, association, governmental subdivision, or public or private organization of any character.

"Rates" means all tariffed charges assessed by a TSP or IXC.

"Regulated telecommunications service" means the offering of telecommunications service(s) directly to the public where the rates and/or terms and conditions for such service(s) are regulated by the Commission. These would include services offered from intrastate tariffs approved by the Commission including any taxes, fees and surcharges applicable to those services, and interstate services when the Commission is enforcing the FCC slamming rules.

"Reservation" means any federally recognized Indian tribe's reservation, Pueblo, or Colony, including former reservations in Oklahoma, Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688), and Indian allotments.

"Rural telephone company" means a LEC to the extent that such entity:

- (A) Provides telecommunications service to any local exchange study area that does not include either:
 - (i) Any incorporated place of 10,000 inhabitants or more, or any part thereof, based on the most recently available population statistics of the U.S. Bureau of Census; or,
 - (ii) Any territory, incorporated or unincorporated, included in an urbanized area, as defined by the U.S. Bureau of Census as of August 10, 1993.
- (B) Provides local exchange service, including exchange access, to fewer than 50,000 access lines;
- (C) Provides local exchange service to any local exchange carrier study area with fewer than 100,000 access lines; or,
- (D) Has less than fifteen percent (15%) of its access lines in communities of more than 50,000 on the date of enactment of the Federal Telecommunications Act of 1996.

"RUS" means the Rural Utility Services.

LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS, (CONT'D.)

"Service" means the offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used. Service shall not include the provision of non-telecommunications services, including but not limited to the printing, distribution, or sale of advertising in telephone directories, maintenance of inside wire, customer premises equipment and billing and collection, nor does it include the provision of mobile telephone service, enhanced services and other not-regulated services.

"Service interruption" means service outage, total failure, or complete loss of service due to a trouble condition in the facilities of a telecommunications service provider.

"Service provider" means any entity that offers a product or service to a customer, the charge for which appears on the bill of the billing agent. This definition shall include only providers that have continuing relationships with the end-user that will result in periodic charges on the end-user's bill, unless the service is subsequently canceled.

"Service territory" means a geographic area served by a telecommunications service provider.

"Slamming" means the unauthorized switching of an end-user's telecommunications service provider or presubscribed IXC.

"Submitting carrier" means any telecommunications carrier that requests on the behalf of an end-user that the end-user's telecommunications carrier be changed and seeks to provide retail services to the end-user. A carrier may be treated as a submitting carrier, however, if it is responsible for any unreasonable delays in the submission of carrier change requests or for the submission of unauthorized carrier change requests, including fraudulent authorizations.

"Supported Services" means services identified in 47 CFR part 54, OAC 165:55-13-10 or OAC 165:59, as amended from time to time, for which a wireless ETC receives support from the federal USF, OUSF or OLF, or as otherwise may be ordered by the Commission.

"Suspension of service" means an arrangement made at the initiative of the TSP for temporarily discontinuing service without terminating the contract or removing the telephone service from the customer's premises.

"SWBT" means Southwestern Bell Telephone Company, L.P. d/b/a SBC Oklahoma.

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LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS, (CONT'D.)

"Tariff" means all or any part of the body of rates, tolls, charges, classifications, and terms and conditions of service relating to regulated services offered, the conditions under which offered and the charges therefore, which have been filed with and approved by the Commission.

"Telecommunications" means the transmission, between or among points specified by the user of voice or data information of the user's choosing, without change in the form or content of the information as sent and received.

"Telecommunications carrier or Company" means a telecommunications service provider ("TSP") or an interexchange telecommunications carrier ("IXC").

"Telecommunications service provider" ("TSP") means all authorized providers of local exchange service, whether an incumbent LEC or a competitive LEC.

"Telephone bill" means a billing agent's invoice, issued in compliance with this Chapter, for products or services rendered by itself and by a service provider(s), if any.

"Telephone company" or **"Company"** means any person, firm, partnership, corporation, or other entity engaged in furnishing regulated local exchange telephone services under the jurisdiction of the Commission on July 1, 1995, pursuant to a Certificate of Convenience and Necessity or grandfathered authority.

"Transitional commitments" means the commitments made by an ILEC in the State of Oklahoma pursuant to Part 9 or Part 11 of Subchapter 5 of this Chapter.

"Unauthorized carrier" means any telecommunications carrier that submits a change, on behalf of an end-user, in the end-user's selection of a provider of telecommunications service but fails to obtain the enduser's authorization verified in accordance with the procedures specified in this Chapter.

"Unauthorized change" means a change in an end-user's selection of a provider of telecommunications service that was made without authorization verified in accordance with the verification procedures specified in this Chapter.

LOCAL SERVICES TARIFF

SECTION 1 – TERMS AND ABBREVIATIONS, (CONT'D.)

"Unbundled network element" ("UNE") means a component of the ILEC's telecommunications network utilized to provide telecommunications services.

"Unbundling" means to provide to any telecommunications service provider nondiscriminatory access to network elements on an unbundled basis at any technically feasible point on rates, terms and conditions that are just, reasonable and nondiscriminatory.

"Unfilled application" means a firm application by an end-user for new service or a different class of service which has not yet been accomplished.

"Wire Center" means a geographic area normally served by a central office.

"Zone" means a service territory described as such by an incumbent LEC.

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LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS

2.1 UNDERTAKING OF COMPANY

- 2.1.1 The Company's services are furnished for telecommunications originating and terminating within the State of Oklahoma under terms of this tariff.
- 2.1.2 The Company installs, operates, and maintains the telecommunications services provided herein under the accordance with the terms and conditions set forth under this tariff. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangement.
- 2.1.3 The Company's services are provided on a monthly basis, and are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.4 The Company will comply with the provisions of 165:55-13-10.
- 2.1.5 The Company will match the WACP of its underlying providers in compliance with 165:55-13-10.1.
- 2.1.6 The Company will provide its customers with and include pages in its tariffs for the Lifeline and Link Up programs in compliance with 165:55-13-14.
- 2.1.7 The Company will not impose a preferred carrier freeze on local exchange service. A preferred carrier freeze(s) prevents a change in an end-user's preferred carrier selection toll services unless the end-user gives the carrier from whom the freeze was requested his or her express consent. All local exchange carriers who offer preferred carrier freezes for toll services shall offer freezes on a nondiscriminatory basis to all end-users, regardless of the end-user's carrier selections. OAC 165:55-19-1.7

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LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.2 LIMITATIONS

- 2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.
- 2.2.2 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- 2.2.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.4 The Company does not offer services for resale by Customers unless such Customer has been granted a Certificate of Convenience and Necessity by the Commission to provide such services in the State of Oklahoma.
- 2.2.5 All facilities provided under this tariff are directly or indirectly controlled by the Company and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company.

2.3 TRANSFER OR ASSIGNMENT

- 2.3.1 After obtaining the Company's written consent, the Customer of record may assign or transfer the use of service where there is no interruption or physical relocation. All terms and provisions contained in this tariff will apply to any assignee or transferee. Services provided by the Company may not be transferred or assigned to a new Customer unless the following conditions have been met:
 - A. The Customer of record (assignor Customer) requests such assignment or transfer in writing at least forty-five (45) days prior to the effective date of any requested assignment or transfer; and,
 - B. The new Customer (assignee Customer) notifies the Company in writing that it agrees to assume all outstanding obligations of the former Customer for use of the Company's services. These obligations include all outstanding indebtedness for the use of the Company's service. Consent to such transfer or assignment will not be unreasonably withheld; and,

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Cincinnati, Ohio 45202

OK11701

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.3 TRANSFER OR ASSIGNMENT, (CONT'D.)

2.3.1 (Cont'd.)

C. Prior written consent of the Company is secured. The Company agrees to respond to a request to assign or transfer to another Customer within thirty (30) days of receipt of the request.

2.3.2 As relates to the assignee or transferee, deposits may be required pursuant to Section 2.6 of this tariff.

2.3.3 Any permitted transfer or assignment of the Company's service will not relieve or discharge any Customer from remaining jointly and severally liable with the new Customer for any obligations existing at the time of transfer or assignment.

2.3.4 All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.4 USE OF SERVICE

2.4.1 The Company's service(s) may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of such service(s).

2.4.2 The use of the Company's service(s) to make calls which might reasonably be expected to frighten, abuse, torment, or harass another, or in such a way as to unreasonably interfere with use by others, is prohibited.

2.4.3 The use of the Company's service(s) without payment for service(s) or attempting to avoid payment for service(s) by fraudulent means or devices, schemes, false or invalid numbers, false credit cards or false Phone Cards of the Company's or false numbers of such cards, is prohibited.

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.4 USE OF SERVICE, (CONT'D.)

- 2.4.4 Resale of the Company's service(s) by Customers is prohibited unless and until the Customer has provided the Company with proof that the Customer has been granted a Certificate of Public Convenience and Necessity to provide such service(s) in the State of Oklahoma.
- 2.4.5 The Company's service is available for use twenty-four (24) hours per day, seven days per week.
- 2.4.6 The Company does not transmit messages pursuant to the tariff, but its services may be used for that purpose.
- 2.4.7 The Company's service(s) may be denied for nonpayment of charges or for other violations of this tariff.

2.5 LIABILITIES OF THE COMPANY

- 2.5.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors or defects in transmission which occur in the course of furnishing service(s) or facilities in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 2.5.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by an underlying carrier, by an Act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the company's direct control.
- 2.5.3 The Company will make no refund of overpayment by a Customer unless the claim for overpayment, together with proper evidence, is submitted.
- 2.5.4 The Company shall not be liable for any claim, loss, or refund as a result of loss or theft of Customer-specific identifying codes issued for use with the Company's services.
- 2.5.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service(s) that is not the direct result of the Company's negligence.

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LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.6 DEPOSITS AND INTEREST OAC 165:55-9-14

Pursuant to OAC 165:55-9-14, the Company's deposit plan includes criteria for residential and nonresidential Customers. The nonresidential plan conforms to the following except for 2.6.1, 2.6.2, 2.6.5, and 2.6.12.

- 2.6.1 The Company shall not require a deposit of a residential customer who has received the same or similar type of classification of service for twelve (12) consecutive months and to whom service was not terminated for nonpayment nor was payment late more than twice nor was a check for payment dishonored. The twelve (12) months service period shall have been within eighteen (18) months prior to the application for new service. The Company plan may establish other relevant criteria, which will qualify the customer for nonpayment of a deposit.
- 2.6.2 Although the Company does not normally collect deposits from its Customers, deposits may be required from Customers whose credit history is unacceptable or unavailable. The amount of the deposit shall not exceed an amount equal to two (2) months toll charges determined by actual or anticipated usage. Where local exchange charges are billed in advance, the deposit shall include only one (1) month's such charges. The Company plan may allow customers to pay deposits in installments. Upon request, the Company shall provide a written explanation of the deposit calculation. The explanation shall separately state the amount of the deposit related to local exchange service and the amount related to toll service.
- 2.6.3 Upon written request by the customer, after a period of four (4) consecutive months during which time the average amount of toll charges is shown to have decreased by fifty percent (50%) or more, the Company shall re-evaluate the amount of the deposit in order to determine if the original deposit amount continues to be consistent with the guidelines set forth in OAC 165:56-10-11(d) or if the amount of the deposit shall be reduced to an amount which is consistent with the deposit guidelines.
- 2.6.4 Any excess amount of the deposit resulting from the reduction required in paragraph of this subsection shall be refunded to the customer.
- 2.6.5 A present customer may be required to post a deposit as a condition of continued service if undisputed charges have become delinquent, with delinquent meaning a payment not received on or before the due date as posted on the bill, in two (2) out of the last twelve (12) billing periods or if the customer has had service disconnected during the last twelve (12) months pursuant to 165:56-12-2 or has presented a check subsequently dishonored.

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LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.6 DEPOSITS AND INTEREST OAC 165:55-9-14, (CONT'D.)

2.6.6 Interest on cash deposits shall be paid by the Company at no less than the rate calculated as follows:

- A. For all consumer deposits returned within one (1) year or less, the interest rate shall be established the first day of January of each year to equal the average of the weekly percent annual yields on one (1) year U.S. Treasury Securities for September, October, and November of the preceding year. The interest rate shall be rounded to the nearest basis point.
- B. For all consumer deposits held by the Company for more than one (1) year, the interest rate shall be established the first day of January of each year to equal the average of the weekly percent annual yields of 10-year U.S. Treasury Securities for September, October, and November of the preceding year. The interest rate shall be rounded to the nearest basis point.
- C. Provided, however, that after the interest rate is initially established pursuant to this subsection, the interest rate(s) shall not change unless the application of the formula in (e)(1) and/or (e)(2) of this Section results in a change in interest rate(s) that is/are greater than two hundred (200) basis points. The Director of the Public Utility Division shall calculate the interest rate(s) pursuant to (e)(1) and (e)(2) of this Section, and shall mail notice to the Company by December 15th of each year, only if a change in the rate(s) is/are necessary, otherwise the current interest rate(s) will remain in effect.

2.6.7 If refund of a deposit is made within thirty (30) days of receipt of deposit, no interest payment is required. If the Company retains the deposit more than thirty (30) days, payment of interest shall be made retroactive to the date of deposit. No interest shall accrue on a deposit after discontinuance of service.

2.6.8 The Company shall provide payment of accrued interest for all customers annually by negotiable instrument or by credit against current billing.

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OK11701

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.6 DEPOSITS AND INTEREST OAC 165:55-9-14, (CONT'D.)

- 2.6.9 The deposit shall cease to draw interest on the date it is returned or credited to the Customer's account.
- 2.6.10 The amount of the deposit, with accrued interest, shall be applied to any unpaid charges at the time of a discontinuance of services. The balance, if any, shall be returned to the customer within thirty (30) days after settlement of the customer's account, either in person or by mailing it to the customer's last known address.
- 2.6.11 If service is not connected, or after disconnection of service, the Company shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one (1) premise to another within the Company's service area shall not be deemed a disconnection, and no additional deposit may be required unless otherwise permitted by this tariff.
- 2.6.12 The Company shall automatically refund the deposit for residential service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twelve (12) month period. Payment of a charge shall be deemed satisfactory if received on or prior to the date the bill is due. Payment of a charge shall be deemed not satisfactory if made by a check subsequently dishonored. If the customer does not meet these refund criteria, the deposit and interest may be retained in accordance with Section 2.6.5.
- 2.6.13 The Company may withhold refund or return of the deposit, pending the resolution of a dispute with respect to charges secured by the deposit.
- 2.6.14 The Company shall keep records to show the name, account number, and address of each depositor; the amount and date of the deposit; each transaction concerning the deposit.

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OK11701

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.6 DEPOSITS AND INTEREST OAC 165:55-9-14, (CONT'D.)

2.6.15 The Company shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

2.6.16 Such records shall be retained for two (2) years after deposit and/or interest is refunded or applied.

2.6.17 Upon the sale or transfer of the Company or operating units thereof, the seller shall file, with the application of transfer, a verified list of the information in subsection (m) of this Section, and the unpaid interest thereon. The information provided shall be treated as confidential and shall not be available for public inspection unless ordered by the Commission after notice and hearing.

2.6.18 The deposit made by the customer with the Company at the time of application for service shall not constitute an advance payment to cover service bills, but for all purposes it is to be considered as security for the payment of monthly bills or other proper charges.

2.7 BILLING AND BILLING DISPUTES

2.7.1 Bills to end-users shall be issued monthly, unless the Company's approved terms and conditions of service prescribe a different interval. Bills may be issued on a billing cycle. All end-users shall receive their bills via the United States mail, unless the end user agrees with the Company to receive a bill through different means, such as electronically via the Internet. Whatever the method of delivery, bills shall comply with OAC165:55-9-2. OAC 165:55-9-2.

2.7.2 The Customer is responsible for all charges including all calls placed from the Customer's location or by use of the Customer's authorization code(s).

2.7.3 Unless otherwise authorized by the Commission, bills shall be payable immediately upon receipt and past due fifteen (15) days after the date of the Company mailing or after any deferred payment date previously established either by oral or written agreement between an end-user and the Company. The date after which the bill is past due shall be stated on the bill. OAC 165:55-9-3.

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Cincinnati, Ohio 45202

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LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.7 BILLING AND BILLING DISPUTES, (CONT'D.)

2.7.4 If a Customer's bill is not paid by the due date printed on the bill, the Company may impose a late charge of 1.5% per month on the delinquent amount for regulated services. OAC 165:55-9-3.

2.7.5 Any objection to billed charges should be reported to the Company as soon as possible. Questions regarding the Company's services or charges assessed to a Customer's bill may be directed to the Company's Customer Service Department toll-free at (800) – 571-6601. The Company shall investigate the particular case and report the results to the Customer. During the period that the disputed amount is under investigation, the Company shall not pursue any collection procedures or assess late fees with regard to the disputed amount. The Customer shall be required to pay the undisputed part of the bill, and if not paid, the Company may discontinue service. In the event the disputed charges are not resolved, the Company shall inform the Customer that the Customer may utilize the complaint procedures of the Commission's Consumer Services Division. The Company shall provide the Customer with the following information:

Oklahoma Corporation Commission Consumer Services Division
P.O. Box 52000-2000
Oklahoma City, Oklahoma 73152-2000
(405) 521-2331
(800) 522-8154
8:00 a.m. to 4:30 p.m. Monday through Friday

NOTE: OAC 165:55-9-5

2.7.6 The Company must provide notice to affected end-users of any increased rate of noncompetitive service at least twenty (20) days prior to implementation of said increase. Customer Notice of a rate increase shall comply with OAC 165:55-5-11.

2.7.7 The Company shall provide notice to affected residential customers of any increased rate for a service determined to be competitive, prior to or concurrent with the effective rate increase. Customer Notice of a rate increase shall comply with OAC 165:55-5-11.

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.8 TAXES

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

2.8.1 All state and local sales taxes are listed as separate line items on the Customer's bill and are not included in the quoted rate(s). OAC 165:55-9-2.

2.8.2 Other taxes, charges and the regulatory assessment shall be identified in the aggregate on the Customer's bill and shall not be included in the quoted rate(s).

2.8.3 Such taxes, charges, and assessments shall be billed to the Customers receiving service(s) within the territorial limits of such state, county, city or other taxing authority. Such billing shall allocate the tax, charge and/or assessment among Customers uniformly on the basis of each Customer's monthly charges for the types of service made subject to such tax, charge and/or assessment.

2.9 EQUIPMENT

The Company's facilities and service(s) may be used with or terminated in Customer-provided terminal equipment or Customer-provided telecommunications systems, such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at its premises, including personnel, wiring, electrical power, and the like, incurred in the use of the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

2.10 INSTALLATION AND TERMINATION

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.11 PAYMENT FOR SERVICE

2.11.1 All charges due by the Customer are payable to any agency duly authorized to receive such payments. The billing agency may be a LEC, credit card company, or other billing service. The terms and conditions for billing, payment and collection, including without limitation, any late payment charge, specified in the LEC's local exchange service tariff shall apply to charges of the Company when the LEC serves as the billing agent for the Company or buys the Company's accounts receivables. Terms of payment shall be according to the rules and regulations of the agency, but must comply with the Commission's rules and regulations. OAC 165:55-9-2.1

2.11.2 Adjustments to the Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

2.12 RETURNED CHECK CHARGE

If a check offered by a Customer for payment of service provided is dishonored; a returned check charge shall be applied in the amount of \$25.00.

2.13 CANCELLATION OF SERVICE BY CUSTOMER

A Customer may cancel service by providing written or verbal notice to the Company.

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.14 DENIAL OR TERMINATION OF SERVICE

2.14.1 Service may be refused or terminated for any of the following reasons: OAC 165:55-11-2.

- A. Nonpayment of a bill for regulated telecommunications services within the period prescribed in the Company's tariff.
- B. Failure to make a security deposit as set forth in OAC 165:55-9-14.
- C. Violation of or noncompliance with any provision of law, Commission rules and regulations or the Company's approved tariffs.
- D. Use of telecommunications services in such manner as to interfere with reasonable service to other Customers.
- E. Refusal to permit the Company reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof.
- F. Interconnection of a device, line, or channel to Company facilities or equipment contrary to the Company's terms and conditions of service on file with and approved by the Commission.
- G. Use of telephone service in such manner as to interfere with reasonable service to other end-users.

2.14.2 The Company shall provide documentation to the prospective Customer or current Customer stating the reason(s) for denial or termination of service.

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.15 DISCONNECTION AND NOTICE

2.15.1 When service to an end-user is disconnected for nonpayment of a bill for service after vice has been suspended or failure to make a security deposit after a reasonable time, the Company shall give at least ten (10) days written notice to the end-user of the Company's intent to discontinue service. Notice shall be mailed by the Company to the end-user's address. Notice will be deemed given to the end-user three (3) days after mailing by the Company. OAC 165:55-11-10

2.15.2 Notices of Disconnection or Notices of Suspension shall contain the following information: OAC 165:55-11-12

- A. The words "NOTICE OF DISCONNECTION" or "NOTICE OF SUSPENSION" or words with the same meaning, in print type larger than the print type of the notice text.
- B. Name, address, and telephone number of customer.
- C. Statement of reason for proposed disconnection or suspension of service.
- D. The date on or after which service will be disconnected or suspended unless appropriate action is taken.
- E. The telephone number in bold print of the Company where the customer may make an inquiry.
- F. Charges and procedures for reconnection or approved charges and procedures to avoid suspension.
- G. The address and telephone number of the Commission's Consumer Services Division in print size, which is smaller than the print size, used for the Company's telephone number.

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.15 DISCONNECTION AND NOTICE, (CONT'D.)

2.15.2 (Cont'd.)

- H. A statement that the end-user must contact the Company regarding the disconnection or suspension, prior to contacting the Commission's Consumer Services Division.
- I. Notice of suspension of service relating to past-due amounts shall inform the end-user that the total amount due may include charges for non-deniable and/or not regulated services, which would not cause interruption of local service. The notice must indicate a toll-free telephone number of a service center where questions can be referred and payment arrangements made.
- J. The services being disconnected or suspended, whether local and/or toll, and if the service to be disconnected or suspended is local service, a statement that the end-user must also contact their IXC if such end-user wishes to terminate such service in order to avoid incurring additional charges for such service.

2.15.3 The Company shall not be required to give the written notice provided for in situations where the Company has evidence of fraudulent or illegal use of the Company's services, which if allowed to continue, would present a high risk of financial loss to the company.

2.15.4 The following additional information shall be in the notice unless said information can be obtained in the telephone directory and the notice refers the end-user to the location in the directory where the information can be obtained: OAC 165:55-11-12

- A. A statement of how an end-user may avoid the disconnection of service or suspension of service, including a statement that the end-user must notify the Company on the day of payment as to the place and method of such payment when the bill is paid at a place other than the office of the Company.
- B. A statement that informs the end-user where payments may be made or how to obtain a listing of authorized payment agencies.

2.15.5 Notice of disconnection and/or notice of suspension shall be received via the United States mail, unless the end-user agrees with the Company to receive a bill through different means. OAC 165:55-11-12

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.16 REFUNDS OR CREDITS FOR INTERRUPTION OF SERVICE

The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the service affected for each hour or major fraction thereof that the interruption continues. Calculations of the credit shall be made in accordance with the following formula:

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

"A" = outage time in hours

"B" = total monthly charge for affected facility, where applicable

2.17 INSPECTION, TESTING AND ADJUSTMENT

Upon reasonable notice, the facilities/equipment provided by the Underlying Carrier or the Company shall be made available to the Underlying Carrier or the Company for tests and adjustments as may be deemed necessary by the Underlying Carrier or the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

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221 E. Fourth St., 103-1080
Cincinnati, Ohio 45202

OK11701

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.18 CUSTOMER SERVICE

The Company shall maintain a toll-free number to enable Customers to contact the Company regarding, but not limited to, inquiries related to billing, making customer trouble reports, making oral cancellation of service, etc.

2.19 PROMOTIONS

Pursuant to OAC 165:55-5-10.2,

- A. Promotional offerings are intended to be limited-duration programs that are beneficial to the targeted and/or qualified customers. Promotional offerings are not intended to replace the Company's obligation to seek approval of permanent rates and charges.
- B. The Company may, during promotional periods, offer customers special rate incentives. The Company shall notify the Director of the Public Utility Division, by submitting a completed Promotion Form, specifying the services offered, terms of the promotion, location, and dates of each promotion period.
- C. Promotional offerings of services that have been determined to be competitive shall become effective on the date specified in the Notice to the Director of the Public Utility Division, which may be dated no earlier than the date the Notice is provided to the Director of the Public Utility Division.
- D. Promotional offerings of non-competitive services shall become effective on the date specified in the Notice, which may be dated no earlier than ten (10) business days after the date that notification is provided to the Director of the Public Utility Division.
- E. Promotions may be repeated, provided the initial promotion and extension do not exceed three hundred sixty-five (365) consecutive days and may not be reintroduced for ninety (90) days.

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OK11701

LOCAL SERVICES TARIFF

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.20 CUSTOMER SPECIFIC CONTRACTS

2.20.1 The Company has the authority to enter into customer specific contracts for tariffed services offered for which the rates and charges are developed as an Individual Case Basis (ICB). Customer specific contracts may include, but are not limited to:

- (1) Central office based services;
- (2) High-speed private line services;
- (3) Customized services that are unique because of size or configuration. Provided that such customized services shall not include basic local telecommunications services; and
- (4) Any other service for which the Commission has authorized the Company to enter into customer-specific contracts.

2.20.2 The Company shall comply with OAC 165:55-5-10.3 in the submission and development of ICBs.

LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES

3.1 DIRECTORY LISTINGS

- 3.1.1 Listings are regularly provided in connection with local exchange service. At the request of the customer, the listing may be omitted from the directory and directory assistance records (Non-Published Service).
- 3.1.2 The rates and regulations specified in this section apply only to the alphabetical directory. The alphabetical directory is a list of telephone numbers of customers and others arranged alphabetically by surname, business, association, institution, or other non-residence name.
- 3.1.3 The alphabetical directory is designed for the purpose of informing calling parties of the telephone number of customers and others listed in it. Accordingly, listings are intended solely for purposes of identification and are limited to information which is essential to such identification.
- 3.1.4 The Company does not publish a directory of subscriber listings. The Company, however, does arrange for the Subscriber's main billing number to be placed in the directory of the dominant local exchange carrier.
- 3.1.5 All Directory Listings, regardless of type, must conform to the specifications for the directories. The Company reserves the right to modify the listings to accommodate the space limitations in the directory. Not all listing types are available in all directories.
- 3.1.6 The Company may refuse a listing which does not constitute a legally authorized or adopted name, or any listing which in its opinion is likely to mislead or to deceive calling parties as to the identity of the listed party, or is intended for advertising purposes or is more elaborate than is reasonably necessary to identify the listed party. The listing of a service, commodity or trade name is not permitted except when such service, commodity or trade name is a part of the name under which the listed party conducts his or her business. The Company may, upon notifying the Customer, discontinue any listing found to be in violation of the foregoing regulations.

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OK11701

LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.1 DIRECTORY LISTINGS, (CONT'D.)

- 3.1.7 A descriptive term characterizing the listed party's business or purpose in a general way may be furnished (in abbreviated form) as a part of the listing, when desired and available. When the character of the listed party's business or purpose is apparent from the name under which it is conducted, a further designation is unnecessary and is not furnished.
- 3.1.8 Abbreviations may be used to limit the length of any listing when in the opinion of the Company, the clearness of the listing and the identification of the listed party is not impaired by use of abbreviations.
- 3.1.9 Special arrangement of names is not permitted.
- 3.1.10 Non-Published Service customers forfeit non-address, non-list, or non-published service privacy when calling the Universal Emergency Number Service (911). The telephone number and address of the station from which the emergency call originates are passed to the Public Safety Answering Point along with the call in order for emergency units to respond to the call.
- 3.1.11 Incoming calls to Non-Published Service customers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice regardless of any claim of emergency the calling party may present.
- 3.1.12 The acceptance by the Company of the customer's request for Non-Published Service does not create any relationship or obligation, direct or indirect, to any person other than the Customer.

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OK11701

LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.1 DIRECTORY LISTINGS, (CONT'D.)

3.1.13 The Company makes every effort to safeguard the address and numbers of Non-Published Service customers. However, in the absence of gross negligence or willful misconduct, no liability will attach to the Company for damages arising from inadvertently publishing the address or telephone number of a Non-Published Service customer in the directory; or disclosing the number or address to any person. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a Non-Published Service customer in the directory or otherwise disclosed, the Company's liability is limited to and satisfied by a refund of any monthly charges made by the Company.

3.1.14 Providing the name, address and/or telephone number of a Non-Published Service customer to the customer's primary interexchange carrier for billing purposes only, does not constitute publication or disclosure of the customer's name, number and/or address under this tariff.

3.1.15 Interexchange carriers may not release the name, address, and/or telephone number of any Non-Published Service customer, except as follows:

- A. Use of name and address for the rendering the interexchange carrier's bill to the customer.
- B. Release of the telephone number only for purposes of detail billing.

LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.1 DIRECTORY LISTINGS, (CONT'D.)

3.1.16 Definitions

- A. Primary Listing - primary listing is the listing furnished as a part of the local exchange service. It includes the name of the customer; a business, purpose, or other non-residence designation when required; the address; and the telephone number.
- B. Additional Listings - To be eligible for any type of additional listing, a customer must pay the appropriate monthly rate, if any, for a primary listing or its equivalent. Additional listings are listings which are similar to primary listings and furnished in addition to primary listings at the request of the customer.
- C. Alternate Listings - Alternate listings are supplementary listings which usually follow a primary or regular additional listing and refer a calling party to other telephone numbers under certain conditions. The alternate telephone numbers may be those of other customers, subject to their consent.
- D. Non-Published Service - Non-published listings are not printed in directories nor available from directory assistance. A nonpublished telephone service will be furnished, at the Customer's request providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records. Per Line Number Privacy will be provided when requested by the customer, to all non-published service customers at no monthly charge.
- E. Foreign Listings - Where available, a listing in a phone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific exchange carrier providing the Foreign Listing.

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LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.2 DIRECTORY ASSISTANCE

A Customer may obtain directory assistance in determining telephone numbers within its local calling area by calling the directory assistance operator. The directory assistance charges applies to each call regardless of whether or not the directory assistance operator is able to furnish the requested information.

3.3 OPERATOR ASSISTANCE

3.3.1 General Assistance: The Customer has the option to request general information from the operator, such as dialing instructions, county or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

3.3.2 Busy Line Verification and Interrupt Service, provides the Customer with the following options:

- A. Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.
- B. Busy Line Verification with interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.4 BUSINESS EXCHANGE SERVICE

3.4.1 Business Access Lines

- A. Business Access Lines may be purchased individually.
- B. Business Access Lines include the serving central office line equipment and all outside plant facilities including the network interface necessary to connect the serving central office to the customer's premises.
- C. Touch Tone capability is provided at no extra charge on all Business Access Lines.
- D. Business Access Lines provide access to and usage of 911 services where available, access to operator services and directory assistance, and access to telecommunications relays service.
- E. Business Access Lines allow for presubscription to toll services and access to interexchange toll providers.
- F. The local calling area shall be the same as the local calling areas of the facilities-based Carriers with whom a resale agreement exists between such Carrier and the Company, unless stated otherwise in the tariff.
- G. Local exchange services are only available where facilities permit and may be subject to special construction charges.

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LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.4 BUSINESS EXCHANGE SERVICE, (CONT'D.)

3.4.2 Business Local Service Bundle

Business Local Service Bundles provide a flat rate line, in combination with value added services. Subscriber may select any or all of the features in a bundle, where available. The Customer must specify which features to include in the bundle at the time the order is placed. These bundles provide unlimited use of the optional features selected by the Customer to include in the bundle.

- A. Features associated with an individual Local Service bundle are per line. Features cannot be split between lines.
- B. All charges such as E-911 Service, taxes and other surcharges, normally associated with a flat rate line will be billed in addition to the Business Local Service Bundle charges.
- C. The nonrecurring charge associated with the Business Bundle applies when a customer installs new service, moves to a new address or changes the telephone number associated with the Business Bundle.
- D. Customers subscribing to the Business Local Service bundle may subscribe to any or all of the following features where available.
 - 1. Call Waiting - allows a customer to control the treatment applied to incoming calls while the customer is off-hook on an existing call. While on an existing call, Call Waiting Deluxe notifies the customer of an incoming call with the call waiting tone.
 - 2. Calling Name and Number - provides for the delivery of the listed name and telephone number associated with the calling party telephone number on incoming calls. This information is provided to the subscriber to Calling Name and Number service so that the information may be displayed on a customer-provided display device attached to the subscriber's line or telephone set.

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LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.4 BUSINESS EXCHANGE SERVICE, (CONT'D.)

3.4.2 Business Local Service Bundle, (Cont'd.)

D. (Cont'd.)

3. Voice Mail Support Package - provides the combination of the Call Forwarding Busy, Call Forwarding Don't Answer, and Message Waiting Indicator services.
4. Hunting - is the process by which two or more exchange service lines, served from the same central office and furnished to the same customer, are grouped so that incoming calls overflow to the first non-busy line if the called line is busy. A busy signal is not given unless all the grouped lines are busy.

3.5 PRI SERVICE

- 3.5.1 PRI Service is an ISDN local exchange service that provides a Customer with the ability to transmit and receive multiple voice and data circuit switched calls simultaneously over a single Primary Rate Facility. PRI Service is available from suitably equipped central offices and where suitable loop facilities exist.
- 3.5.2 PRI Service consists of a Primary Rate Facility and B-Channel Bearer Trunks and D-Channel Bearer Services. The Primary Rate Facility and the ISDN Bearer Trunks are not offered separately. Up to twenty-three B-Channels Bearer Trunks and one D-Channel Bearer Service may be provisioned on each access line. In addition, optional features may be purchased as specified in B.5 of this section.
- 3.5.3 PRI Service will provide transport of customer information over the 23 available B channels in the form of circuit-switched voice or data at speeds up to 64 Kbps. The basic service will include the 1.544 Mbps switched facility and the D-Channel Bearer Service. B-Channels will be ordered in addition to the Primary Rate Facility.

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LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.5 PRI SERVICE, (CONT'D.)

3.5.4 Dedicated B-Channel configuration: Dedicated trunk groups are the standard feature for PRI Service. Dedicated trunk groups must be assigned to handle one specific call type (examples: DID, DOD).

3.5.5 Two Way DID channels provide capability for two-way standard service and direct inward dialing service.

3.5.6 D-Channel configuration: Each Basic PRI service will include a dedicated D-Channel for signaling.

3.5.7 All Bearer Trunk Channels use MF or DTMF signaling.

3.5.8 Only flat rate trunk channels are available.

3.5.9 Definitions

- A. Primary Rate Facility - A Primary Rate Facility is a digital pipe from the Customer's location to the Company central office which transports one or more ISDN Bearer Trunks (b. and c. following). A Primary Rate Facility can carry up to twenty-three 64 Kbps B-Channel Bearer Trunks and one 64 Kbps D-Channel Bearer Service. All selected Bearer Trunks and Services can operate on the Primary Rate Facility simultaneously.
- B. B-Channel Bearer Trunks - B-Channel Bearer Trunks define the types of traffic that the Primary Rate Facility will carry. A B-Channel Bearer Trunk is a 64 Kbps information channel used in conjunction with circuit-switched service. These trunks can be configured as 1-Way In, 1-Way Out, or 2-Way.
- C. D-Channel Bearer Services - The D-Channel Bearer Service is a 64 Kbps signaling channel used to control associated B Channels. One D-Channel is required for each Primary Rate Facility, and is included in the Primary Rate Facility's monthly rate.

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LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.5 PRI SERVICE, (CONT'D.)

- 3.5.10 PRI Service is furnished subject to the availability of suitable facilities and is only served from specially-equipped digital central offices.
- 3.5.11 Service from some central offices may not provide all of the features and functionality described in this section.
- 3.5.12 PRI Service is offered under the Variable Term Payment Plan as outlined in this tariff.
- 3.5.13 Early contract termination charges as outlined in the Variable Term Payment Plan section of this tariff apply to this service.
- 3.5.14 The minimum service period for PRI Service is twelve months.
- 3.5.15 The Customer must provide customer premises equipment that meets the technical requirements of the serving central office.
- 3.5.16 The Customer is responsible for providing power to all customer premises equipment (CPE) attached to the Primary Rate Facility.
- 3.5.17 The Customer must notify the Company when call type maximums and minimums are to be changed for the call-by-call feature. This is in order to maintain the proper provision of directory numbers and call control on the line.
- 3.5.18 When a customer transfers a call, the customer is responsible for any toll charges associated with the customer originated leg(s) of the call.

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LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.5 PRI SERVICE, (CONT'D.)

3.5.19 PRI Service Optional Features - The following features are available to PRI Service customers at additional cost.

- A. Call-By-Call Service Selection - This feature provides the option for B-Channels to be assigned into a flexible trunk group which can support different call types based on real-time traffic needs. Call-By-Call service selection also allows primary as well as secondary long-distance carriers to be established for the entire trunk group e.g., Alternate Routing Arrangement.
- B. Individual Calling Line Identification ICLID. - This feature provides customer access to the calling party's number. Feature operation is dependent on customer premise equipment and technology in use at the calling party's serving office.
- C. Direct Inward Dialing DID. - This feature provides Direct Inward Dialing to a station. DID Termination rates will apply per B-Channel configured with this option. ISDN Primary Rate Interface Service DID Number Blocks are ordered with DID Terminations on the B-Channels.
- D. Back-up D-Channel - This feature provides a minimum of three or more Primary Rate Interface Service facilities terminating at the same customer premises to share one primary and one secondary or Back-up. D-Channel. The number of Primary Rate Interface Service facilities that can be shared by this feature will be based upon the availability of central office and other network facilities, and will be subject to change on a central office by central office basis.
- E. Channel Transfer Service - This feature allows the customer to transfer an incoming call to another line and then hang up leaving the other two parties on a two-way call and freeing up the customer's line for another call. The customer will be responsible for toll charges associated with the transferred call.

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LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.6 EXCHANGE AREA

3.6.1 Service Area

- A. Service will be provided in the service areas of any local exchange carriers with whom the Company has a resale agreement in effect. Services are provided subject to technical availability and compatibility with Customer facilities.
- B. The Company hereby mirrors the Map and Legal Description tariffs of the exchanges, where they have a resale agreement, of the Incumbent Local Exchange Carrier to identify its service territory. Any future modifications to these exchange boundaries or legal descriptions of these boundaries will be automatically mirrored by the Company on a going forward basis. If not mirrored, new detailed maps and legal descriptions on an individual exchange basis will be filed with the Commission for approval.

3.6.2 Calling Areas

Local Calling areas of the Company are the same as the Local Calling Areas specified by the local exchange carrier with whom the Company has a resale agreement in effect.

3.6.3 Exchanges

All exchanges included in the entire service territories of AT&T Oklahoma and Windstream.

LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.7 OKLAHOMA UNIVERSAL SERVICE FUND

3.7.1 General Regulations

- A. Contributions to the OUSF are assessed as a uniform percentage of the telecommunications carrier's total retail-billed intrastate telecommunications revenue for a 12-month period identified by the OUSF Administrator. This percentage is established annually pursuant to an Order issued by the Oklahoma Corporation Commission.
- B. Pursuant to 17 O.S. § 139.106 and OAC 165:59-3-46, a telecommunications carrier may, at its option, recover the amount of its contributions to the Oklahoma Universal Service Fund OUSF. from its retail customers. Such recovery shall be made in a fair, equitable and nondiscriminatory manner.
- C. Recovery shall be assessed by either a flat recovery fee or a percentage recovery charge, as described below.
- D. Recovery shall be assessed on the same retail revenues as those used for contribution purposes.

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LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.7 OKLAHOMA UNIVERSAL SERVICE FUND, (CONT'D.)

3.7.2 OUSF Recovery Charge (Percentage or Flat Fee)

- A. Recovery of the OUSF contribution from retail customers shall be made by a uniform monthly flat fee or percentage, which shall be applied to each retail customer in addition to any other applicable rates and charges as provided for in this tariff. The OUSF Recovery charge is intended to recover the total dollar amount paid into the OUSF, and shall be adjusted to compensate for any over-recovery or under-recovery from retail customers, pursuant to OAC 165:59-3-46.
- B. The results of such calculations shall be rounded to the penny for the purpose of applying this amount to retail customer's bills.
- C. The resulting OUSF recovery amounts are not revenues of the Company, and therefore, are not subject to state or local taxes, franchise fees, or any other assessments or fees. The Company shall not include the OUSF Recovery Charge in the calculation of such taxes or assessment in the customer's bill.
- D. If recovery is made pursuant to this tariff from the retail customers, the amount resulting from the OUSF Recovery Charge will be stated separately in the customer's monthly bill.
- E. Records shall be kept by the Company which reflect the OUSF contributions paid by the Company for each period along with all amounts recovered by the Company through the Recovery of OUSF Contributions Tariff. This information shall be provided to the Commission along with any changes to the OUSF Recovery Charge.

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LOCAL SERVICES TARIFF

SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)

3.7 OKLAHOMA UNIVERSAL SERVICE FUND, (CONT'D.)

3.7.3 Changes in the OUSF Recovery Charge

- A. Changes to the OUSF Recovery Charge shall be made by notifying in writing the Director of the Public Utility Division. A replacement tariff page reflecting the revised OUSF Recovery Charge shall be included with the notification letter.
- B. Notification of changes to the OUSF Recovery Charge shall be made at least 30 days before effective date of change.
- C. The revised OUSF Recovery Charge shall not be billed to any retail customer until such notification is received by the Director of the Public Utility Division.
- D. If an OUSF Monthly Recovery Charge is used to recover the OUSF contributions of the company from its retail customers, the page which reflects the amount of the recovery charge shall also include the computation or formula used to determine the Monthly Recovery Charge. Additionally, at the time the OUSF Monthly Recovery Charge is changed and notification is given to the Director of the Public Utility Division, backup information and documentation is to be made available.
- E. Revisions for over-recovery and/or under recovery shall be made no more than once every twelve (12) months, or one time each quarter pursuant to any change in the OUSF contribution factor.

LOCAL SERVICES TARIFF

SECTION 4 – RATES

4.1 DIRECTORY LISTINGS

Non-Recurring Charges (per listing or per number.

| | |
|----------------------|---------|
| Additional Listing | \$20.00 |
| Alternate Listings | \$20.00 |
| Non-Published Number | \$20.00 |
| Foreign Listings | \$20.00 |

Non-Recurring charges will be applied when service is established and when there are subsequent changes to the listing.

Recurring Charges:

| | |
|----------------------|--------|
| Additional Listing | \$4.50 |
| Alternate Listings | \$4.50 |
| Non-Published Number | \$2.00 |
| Foreign Listings | \$4.50 |

4.2 DIRECTORY ASSISTANCE

A Customer may obtain directory assistance in determining telephone numbers within its local calling area by calling the directory assistance operator. The directory assistance charges apply to each call regardless of whether or not the directory assistance operator is able to furnish the requested information, after the first 3 calls each month.

After the first 3 calls each month, every call to directory assistance will be charged as follows: \$1.25.

The Customer may make one request on each directory assistance call.

A credit will be given for calls to directory assistance as follows:

- The customer experiences poor transmission or is cut-off during the call; or
- The customer is given an incorrect telephone number.

To obtain such a credit, the customer must notify the Company.

LOCAL SERVICES TARIFF

SECTION 4 – RATES, (CONT'D.)

4.3 OPERATOR ASSISTANCE

The following charges will be applied on a per call basis:

General Assistance \$ 1.00

Rates for busy line verification and interrupt services, as specified below, will apply under the following circumstances, per request:

- a. The operator verifies that the line is busy with a call in progress.
- b. The operator verifies that the line is available for incoming calls.
- c. The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

| | |
|------------------------|--------|
| Busy Line Verification | \$3.00 |
| Busy Line Interrupt | \$5.00 |

4.4 BUSINESS EXCHANGE SERVICE

4.4.1 Business Access Line

Monthly Charge

| | |
|--------------------------------|---------|
| First Lines | \$47.00 |
| Additional Lines, All Accounts | \$47.00 |

Non Recurring Charge

| | |
|---|---------|
| To establish or move an Business Access Line, per line | \$50.00 |
| To change telephone number associated with a Business | \$12.25 |
| To change billing arrangements associated with Business | \$12.25 |

4.4.2 Business Access Line Bundle

| | |
|---------------------|---------|
| Monthly Charge | \$69.95 |
| Nonrecurring Charge | \$60.00 |

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LOCAL SERVICES TARIFF

SECTION 4 – RATES, (CONT'D.)

4.5 PRI SERVICE

4.5.1 Base Service

| | <u>Initial Charge</u> | <u>MTM</u> | <u>12 Mo.</u> | <u>24 Mo.</u> | <u>36 Mo.</u> | <u>60 Mo.</u> |
|-----------------------|-----------------------|------------|---------------|---------------|---------------|---------------|
| Primary Rate Facility | \$640.00 | \$561.21 | \$547.21 | \$533.20 | \$505.15 | \$477.00 |

B-Channel Bearer Trunks with Flat Rate Service:

| | <u>Initial Charge</u> | <u>MTM</u> | <u>12 Mo.</u> | <u>24 Mo.</u> | <u>36 Mo.</u> | <u>60 Mo.</u> |
|--------------------------|-----------------------|------------|---------------|---------------|---------------|---------------|
| Each Two-Way/DID Channel | \$21.00 | \$57.25 | \$49.38 | \$41.50 | \$25.75 | \$24.30 |

DID Number Blocks:

| | <u>Initial Charge</u> | <u>MTM</u> | <u>12 Mo.</u> | <u>24 Mo.</u> | <u>36 Mo.</u> | <u>60 Mo.</u> |
|-------------------------------------|-----------------------|------------|---------------|---------------|---------------|---------------|
| Each group of 20 DID Numbers (Note. | \$207.40 | \$4.15 | \$4.15 | \$4.15 | \$4.15 | \$4.15 |

4.5.2 Optional Features

| | <u>Initial Charge</u> | <u>MTM</u> | <u>12 Mo.</u> | <u>24 Mo.</u> | <u>36 Mo.</u> | <u>60 Mo.</u> |
|------------------------------------|-----------------------|------------|---------------|---------------|---------------|---------------|
| Call-By-Call | \$150.00 | \$115.00 | \$115.00 | \$115.00 | \$115.00 | \$115.00 |
| ICLID | \$100.00 | \$115.00 | \$115.00 | \$115.00 | \$115.00 | \$115.00 |
| Call-By-Call and ICLID Combination | \$200.00 | \$200.00 | \$200.00 | \$200.00 | \$200.00 | \$200.00 |
| Back-Up D-Channel | \$100.00 | \$50.00 | \$50.00 | \$50.00 | \$50.00 | \$50.00 |
| Channel Transfer Service | \$100.00 | \$115.00 | \$115.00 | \$115.00 | \$115.00 | \$115.00 |

4.6 OKLAHOMA UNIVERAL SERVICE FUND RECOVERY CHARGE

Recovery percentage 1.94%

Note: If multiple DID number blocks are purchased at the same time, Initial Charge applies to the first group of DID numbers only.

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 Cincinnati, Ohio 45202

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LOCAL SERVICES TARIFF

SECTION 5 – COMPANY SPECIFIC INFORMATION

5.1 VARIABLE TERM PAYMENT PLANS

- 5.1.1 The Variable Term Payment Plan (VTPP) is a payment plan which allows customers to pay a fixed rate for services over one of any currently available payment periods. A different monthly rate applies for the duration of each period. The monthly rate varies inversely with the length of the payment period, e.g., the monthly rate for a short period is greater than that for a long period.
- 5.1.2 The minimum period is 12 months, unless otherwise specified in product tariffs.
- 5.1.3 During the effective term of a customer's initial payment period, the monthly rate is not subject to Company-initiated changes.
- 5.1.4 Unless specifically exempted, services furnished under the Variable Term Payment Plan are subject to all general regulations applicable to the provision of service by the Company as stated elsewhere in this tariff.
- 5.1.5 Application of Rates and Charges (unless stated otherwise in the product tariffs.)
- A. The monthly rate applicable at the time a customer subscribes to a product or service under the Variable Term Payment Plan is not subject to Company-initiated change during the initial payment period, providing there are no customer-initiated delays in the establishment of the subscribed-for product or service.
 - B. After the expiration of either the initial payment period or the subsequent 12-month payment periods the monthly rate will continue to be the same rate that the customer paid under their initial term agreement. The rate will be subject to Company-initiated changes with a 60-day written notice to the customer during which time the customer shall have the right to terminate the agreement, without incurring termination charges. The rate adjustment would not exceed the tariffed rate.
 - C. Nonrecurring charges are to be paid in full at the time of installation.

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LOCAL SERVICES TARIFF

SECTION 5 – COMPANY SPECIFIC INFORMATION, (CONT'D.)

5.1 VARIABLE TERM PAYMENT PLANS, (CONT'D.)

5.1.5 Application of Rates and Charges, (Cont'd.)

- D. In the event that all or any part of the service is disconnected at customer request before expiration of any selected payment period of greater than one month's duration, the customer will be required to pay termination charges as stated in this tariff.
- E. Rates and charges apply according to the appropriate schedules for products and services offered under the Variable Term Payment Plan.

5.1.6 The customer has the following renewal options:

- A. Prior to completion of the present VTPP payment period and upon notification to the Company, a customer may renew for any payment period currently available under VTPP. The rates will be those currently in effect for new customers at the time of renewal. The new payment period starts the day following completion of the prior payment period.
- B. If upon completion of the current payment period the customer has not chosen a new payment period and has not requested discontinuance of service, the customer's agreement will automatically renew for a 12-month period at the rate the customer is paying under their current agreement unless either party notifies the other in writing or verbally of its intention not to renew, at least 30 days before the end of the then-current term.

LOCAL SERVICES TARIFF

SECTION 5 – COMPANY SPECIFIC INFORMATION, (CONT'D.)

5.1 VARIABLE TERM PAYMENT PLANS, (CONT'D.)

5.1.7 Early Contract Termination

- A. Unless otherwise noted in individual product tariffs, if the customer terminates their service prior to the expiration date of the term agreement, the customer will be required to pay early termination charges that equate to the monthly charges for the remainder of either the initial payment period or the subsequent 12-month payment periods. If nonrecurring charges associated with the installation of the business services were waived, the customer will become liable for payment of the waived charges.
- B. Inclusion of early termination liability by the company in its tariff or a contract does not constitute a determination by the Commission that the termination liability imposed by the company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

5.1.8 Additions

If the customer wishes to make additions, the customer may also select, from those currently available in the tariff, a different payment period of equal or shorter length than the time remaining in the period selected for the existing service at the current filed rates for the selected period. The additions may then have a different expiration date than the existing service.

LOCAL SERVICES TARIFF

SECTION 5 – COMPANY SPECIFIC INFORMATION, (CONT'D.)

5.1 VARIABLE TERM PAYMENT PLANS, (CONT'D.)

5.1.9 Upgrades

- A. Allowable upgrades to products offered by the Company are specified in the individual sections of this tariff.
- B. A customer who elects to upgrade an installed product may choose one of two options, unless otherwise specified in the product tariffs:
 - 1. The existing payment period may be extended by a period of time specified in the product tariff, and the new and the previously installed service will expire on the same date. The rate level applicable for the new service is the one currently in effect for the payment period which the customer had selected prior to the upgrade, while the rates for services previously installed and continuing in service are unaffected.
 - 2. The new service may be billed over a currently available payment period of equal or shorter length than the time remaining in the existing payment period. Current rates apply for the selected payment period for the new service. Rates for service previously installed and continuing in service are unaffected. The expiration date of the new service is then either the same as or earlier than that of the previously installed system.

When the expiration date of the new service is earlier, the customer must select another payment period for the service according to the terms and conditions stated in the preceding paragraph at the time of expiration

5.1.10 Downgrades

- A. Allowable downgrades for installed services are specified in the individual sections of this tariff.
- B. A customer has the option to place any new service on a coterminous payment unless otherwise specified in the product tariff. Rates for the new service are those currently in effect for the original payment period (or, if the period is no longer available, for the next shorter one.) The rates for services remaining after the downgrade will not be affected.

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LOCAL SERVICES TARIFF

SECTION 5 – COMPANY SPECIFIC INFORMATION, (CONT'D.)

5.1 VARIABLE TERM PAYMENT PLANS, (CONT'D.)

5.1.10 Downgrades, (CONT'D.)

- C. When a coterminous payment period is not chosen for new service, the customer must select a payment period of equal or shorter length than the time remaining in the current payment period. Current rates apply for the equal or shorter payment period. Service remaining on the customer's premises will continue to be billed at the rates in effect before the downgrade. The new service may then have a different expiration date from the service which remained after downgrading.
- D. When the expiration dates differ, the customer must select a new payment period for the service (at the time of expiration) added at the time the service was downgraded, according to the terms and conditions in this section.

5.1.11 Requests for Changes in Length of Initial Payment Period

Following the establishment of service for a service furnished under a Variable Term Payment Plan period and before the completion of that period, the existing payment period may be replaced by a currently offered payment period at the current rates, subject to the following conditions:

- A. No credit will be given for payments made during the formerly selected period. However, nonrecurring charges will not be reapplied.
- B. The new payment period begins with the date requested.
- C. No termination charge applies provided the customer selects a new payment period equal to or longer than the time remaining under the former payment period. Otherwise, a termination charge applies for the former payment period.
- D. The new payment period selected for a component of a service must be equal to or shorter than the time remaining in that service's existing payment period.

5.1.12 Supersedure

Service may be transferred to a new customer at the same location, upon prior written concurrence by the Company. The new customer will be subject to all provisions currently reflected in the contract.

LOCAL SERVICES TARIFF

SECTION 5 – COMPANY SPECIFIC INFORMATION, (CONT'D.)

5.2 EMERGENCY NUMBER 911 SERVICE

5.2.1 This service is offered solely as an aid in handling assistance calls in connection with fire, police or other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

5.2.2 The Company is not responsible for any infringement or invasions of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its Customers, agencies or municipalities, or the employees or agents of any one of them.

5.3 811 SERVICE

5.3.1 811 Service is a three-digit local dialing arrangement that allows local exchange end users to reach a state service center that provides advance excavation notice services. The 811 code was assigned, pursuant to Federal Communications Commission (FCC) Order in CC Docket 92-105, to provide a one call system (“call before you dig” service) for excavators and the general public to notify facilities operators in advance of excavation activities. The Company provides the routing for calls made to 811 to the service center. The Company does not operate the 811 Service center.

5.3.2 811 calls cannot be placed using 1+ calling, 0+ calling, 0-Operator Assisted Calling, or 101XXXX calling.

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LOCAL SERVICES TARIFF

SECTION 5 – COMPANY SPECIFIC INFORMATION, (CONT'D.)

5.3 811 SERVICE, (CONT'D.)

- 5.3.2 Certain equipment, such as coin telephones and PBXs, may require special programming to allow 811 calling.
- 5.3.4 811 Service can only be accessed for calls originating on the Company's network, either from end user customers who directly purchase the Company's service or from customers of other LECs that resell the Company's services.
- 5.3.5 The Company will make every effort to route 811 calls to the appropriate service center. The Company's only obligation under 811 Service is to attempt to transmit the call to the appropriate service center. However, the Company will not be held responsible for routing mistakes, service interruptions, or other intervening acts that may interfere with telephone service and/or completion of the call.
- 5.3.6 The Company is not responsible for redirecting or otherwise handling 911 and other calls misdialed or misrouted as 811 calls. The 811 Service center is responsible for developing an appropriate method for responding to 811 calls placed in error or due to customer confusion.
- 5.3.7 The Company's provision of 811 Service shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward, or any right of action on behalf of, any third person or legal entity including end users of the Company or any other carriers or service providers.
- 5.3.8 The Company's liability with respect to 811 Service, including damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities provided by the Company, shall be limited to the terms set forth in Section 2, part B of this tariff.
- 5.3.9 There is no charge for 811 Service, and 811 calls will not result in local measured service usage charges.

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