

INTEREXCHANGE SERVICES TARIFF

Effective January 31, 2020, the services in this tariff are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). The withdrawal date may be extended past January 31, 2020 by an amendment filed on one day's notice. Effective May 8, 2020, services for Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities) are no longer available to new customers. Moves, additions, or changes will no longer be permitted for existing customers.

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- 11.1 Directory Assistance service provides a Customer with requested telephone numbers and/or addresses within the state. Customers can reach a Directory Assistance Operator by dialing 411 or (NPA) 555-1212. The Directory Assistance Operator will furnish up to three items per call or will let the Customer know if the requested information cannot be found. Customers will be charged for calls placed to Directory Assistance even when the requested information cannot be found.

Each Directory Assistance Call, per call \$2.25

11.2 Call Completion Feature

Customers using Company's Directory Assistance Service will have the option of completing calls through Company's Call Completion feature. At the Customer's request, the Directory Assistance Operator will connect the Customer to the requested telephone number. In addition to the per call charge for Directory Assistance listed above, Customers will be charged for the duration of the completed call as follows:

- (a) Customers placing the call from a telephone line that is subscribed to Company long distance service will be charged according to Customer's current Company rate plan.
- (b) Customers placing a call from a telephone line that is subscribed to Company local service only will be charged \$0.10 per minute for the duration of the completed call. Other than the Directory Assistance per call charge and the applicable usage charges for the completed call, there is no additional charge for using this feature.

- 11.3 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 its Customer Service representative within 48 hours of the placement of the call to Directory Assistance

- 11.4 Residential customers are eligible to place two (2) calls to Directory Assistance per line per month at no additional charge.

Issued: April 28, 2020

Effective: May 8, 2020

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